



23<sup>rd</sup> Annual General

Meeting

July 5<sup>th</sup>, 2021

*April 01, 2020*

*to*

*March 31, 2021*

**Community Inclusions Ltd.**  
**23<sup>rd</sup> Annual General Meeting**  
**Monday, July 5<sup>th</sup>, 2021**  
**Elmsdale Community Centre**

---

***6:00pm Business Meeting***

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from 2020 Annual Meeting
5. Chairperson's Report
6. Presentation of the Financial and Auditor's Report
8. New Business
  - 
  -
9. Nominating Report
10. Adjournment of Meeting

**Community Inclusions Ltd.**

22<sup>nd</sup> Annual General Meeting,  
O'Leary Legion Branch #2  
November 24<sup>th</sup>, 2020

---

**Board Members Present:**

Ethel Ellsworth-Gallant, Heather Cameron, Troy Gorrill

**Board Members on Teleconference:** Libby Shaw, Donna Wood, Ralph MacNeill

**Regrets:** Gwen Clements, Olive Gallant, Telly Alyward

Ethel Ellsworth-Gallant welcomed staff, Board, parents, and community members to the 22<sup>nd</sup> Annual General Meeting of Community Inclusions Ltd. Ethel explained that due to the COVID-19 Pandemic, there are families and clients missing and this will be a modified meeting.

A moment of silence was taken for members who are no longer with us.

**Agenda**

*Heidi Chaisson motioned for the approval of the agenda, seconded by Laurie Ann Waite. Motion carried.*

**Minutes of Last Meeting**

Troy Gorrill reviewed the Minutes from the 2019 AGM. No errors or omissions.  
*Heather Cameron motioned for the approval of the AGM minutes and Deanna Keough seconded the motion. Motion carried.*

**Chairpersons Report**

Ethel Ellsworth-Gallant presented, on behalf of Ralph MacNeill, his yearly report.

*David Baglole motioned for the approval of the Chairpersons Report. Nancy Arsenault seconded this motion. Motion carried.*

**Presentation of the Financial and Auditor's Report**

Sharon O'Halloran shared the Financial and Auditors Report for Community Inclusions Ltd. for the fiscal year April 1, 2019-March 31<sup>st</sup>, 2020.  
Ethel called upon Kevin Porter to review the Executive Director's Yearly Report.

*Natalie Horne-Gallant motioned for the approval of the Financial Report, Executive Report, and the yearly Site Reports (which are available in the AGM Packages and online). Heather Cameron seconded this motion. Motion carried.*

### **By-Law Amendment**

Kevin Porter presented the amendment to the By-Laws and read out Schedule A of letters patented from recommendations by the CRA regarding the Charitable Status correspondence from January 17<sup>th</sup>, 2020.

*Laurie Ann Waite motioned for the approval of the amendment and Deanna Keough seconded this motion. Motion carried.*

### **Board of Directors 2020-2021**

The following nominating report was brought forward and read by Ethel Ellsworth-Gallant:

Ralph MacNeill	2021
Troy Gorrill	2021
Donna Wood	2021
Heather Cameron	2022
Ethel Ellsworth-Gallant	2022
Telly Alyward	2022
Olive Gallant	2023
Velma Bince	2023
*Vacancy	2023

*\*In discussion with potential Board Member*

*Jennifer Kinch motioned for the approval of the 2020-2021 Election for Board of Directors and Heidi Chaisson seconded this motion. Motion carried.*

### **Other Presentations:**

Retiring Board Members: Libby Shaw, Gwen Clements

### **Business Meeting Adjourned**

## **Community Inclusions Board of Directors 2020-21 Annual Report**

**Chair: Donna Wood**

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2020-2021 annual report.

Despite the ongoing global pandemic (Covid), Community inclusions continued to provide valuable support to our clients that we serve. This was possible through the various partnerships with the Federal, Provincial and Municipal governments. As well, community groups and private donations have also helped throughout the year, and we are very much appreciative of this support.

### **Residential**

Since January 2020, Greenmount House located in the Tignish area has continued to be rented for this past fiscal year.

Last year, two clients who were in long-term respite at our Tignish Group Home transitioned into their new home, MacLeod Lane in the first week of March. We are pleased to report a third resident was transitioned to the MacLeod home in October and that the three residents there are getting along well.

Community Inclusions continued to be challenged at times with residents who are aging and subsequent growing needs. There is a need for long-term planning around this issue, one that involves our partners across PEI as this is a provincial challenge, and ultimately, a national one as well. It is a fact that as our clients are living longer, and as they age, their needs become more complex. When they become more medically fragile, their need becomes more of a nursing type care. As a result, two of our long-term residents at the Tignish Group Home were moved to the Western Hospital, one in October and one in January. This was a very difficult decision, but one that needed to be done for the safety of the residents and the staff at the home.

Covid-19 has changed many things on PEI since arriving in mid-March 2020. Our day programs, in accordance with CPHO (Chief Public Health Office), closed on March 16th, a short while later our day services and employment closed, and staff were reallocated to help support residential staff. Both sets of staff remained in contact with their clients on a regular basis and did social distance visits when possible. For a period, staff worked from home and at our main offices in O'Leary. As well, they worked when needed at our day services sites in Tignish and O'Leary.

A heart felt thank you goes out to our residential staff for their efforts during this incredibly stressful time, and for all of our day services and administrative staff for stepping up in the supportive role they played.

In the past 11 years we have added four new residences, yet are managing these homes with staff, our Residential Services Coordinator, we are exploring adding an assistant to give this position some much needed help.

### **Day Programs**

Our two day programs and employment unit stayed closed until the end of June ( both has closed mid-March) as per CPHO guidelines. We started to re-open our day programs, including employment services with guidance from the CPHO. We also took guidance from the Department of Social Programs and Housing. Staff supported our residential services, with our administrative staff doing the same in their roles.

Of note, our bakery and cafe, after trying to operate for a short period, closed about a week after the Covid 19 Pandemic hit PEI. Given the circumstances, safety concerns and uncertainty regarding Covid-19, the board made the difficult decision to temporarily close the operation with a goal of reopening later. The bakery-café re-opened the end of May.

### **Administrative**

It was exciting to hear from the Canada Revenue Agency late last summer that we had become successful in becoming a registered charity. As mentioned in last year's report, changes were made to the activities section of our bylaws letter patterns. This most recent effort began in 2018. Again, we to want to thank the Department of Social Programs and Housing for their support with this and to Nancy Quinn who was contracted through Sharon O'Halloran CPA Services to also assist.

We have grown these past number of years, adding two more residences recently. We have discussed in the past adding two new positions, someone to help with Human Resources and an Assistant to our Residential Coordinator. As a side note, we are happy to report that Rushell MacDonald was recently hired as our new Human Resource Coordinator.

This will help a great deal as we have grown substantially where we have over 50 employees regularly on the payroll. Last tax year we issued over eighty T4's. Someone is needed to assist in this area as well as help manage our Collective Agreement.

## **Finances**

This year we are looking at \$67,367.00.00 in surplus dollars. This surplus can be attributed to a boost in our core funding, Covid related grants and dollars from government, the shutdown at the bakery & café and donations were up substantially from last year. However, we may be in a position this year of extra funds, much of that surplus will be allocated to various areas moving forward. For example, the \$20,000.00 in donations we received from Special Needs Housing in Tignish, we only used approximately \$6,000.00 for the new generator at MacLeod House, therefore, the remaining amount will be deferred to this and any other future needs.

## **Donations**

We would like extend a huge thank you to the following people and organizations that contributed financially to Community Inclusions. These include:  
Elmer and Jackie Arsenault, O'Leary Association for Community Living, PEI Association for Community Living, PEI Easter Seals, Tignish Special Needs Housing, The Medicine Shoppe, O'Leary, Tish and Mike Shea, West Prince Sports Council (Win4 All), O'Leary Lions Club, Tignish Coop Member Relations Committee, Tignish Credit Union, Memorial donations: Alyre Bernard, Tignish Normalization Coop, Janet and Edgar Dennis and an anonymous supporter. We appreciate these donations very much and they help in so many ways.

## **Employment Services Unit**

Our Employment Services have been around since mid 2002. We have always appreciated the support we received from Skills PEI. We are especially pleased with the past and present support of the West Prince Business Community. We have grown to the point where we have expanded the Drop-in Day to three days with the goal in the future of it being a five day a week program. Looking ahead, this could involve some improvement to the physical infrastructure of the training room at our 24 North Street location and adding more staff to assist with the day-to-day operations.

## **Labour Committee**

During our last round of collective bargaining with the Union that represents our front-line human services employees, a labour committee was formed to assist in dealing with any labour related issues and to build on the positive relationship we have had with our workers since signing our first collective agreement back in 2001.

A note of a new Collective Agreement was negotiated and signed in 2019, this agreement takes us until March 31<sup>st</sup>, 2022.

## **Community**

We wish to acknowledge several groups or individuals who help make CI the wonderful organization that it is. Community partners such as Transportation West, Win 4 All, Association for Community Living, Local Co-ops in Tignish and O'Leary the local Credit Unions, O'Leary Lions Club, Schools, CBDC in Alberton, Holland College West Prince Campus and PEI Campus, Skills PEI, Career Development Services, Rural Community Learning and the Provincial and Federal Government of Canada as well as various local employers...we truly value the partnerships we have with each and every one of you.

## **Closing**

In closing, I would like to thank the members of the Board for their dedication and time over the past year. These people include: Heather Cameron, Telly Alyward, Olive Gallant, Velma Bince, Ralph MacNeill, and Troy Gorrill. A sincere thank you as well to Ethel Ellsworth who was a Board member until February 2021. We so appreciate her expertise and the time and dedication to Community Inclusions over the years. I would also on behalf of the board like to thank Kevin Porter, our Executive Director who recently celebrated 20 years of service within our organization and as well our entire staff for the work that they do to support Community Inclusion and the everyday running of everyday services and residents. We commend our staff for working tirelessly during this uncertain time of Covid and ensuring that our organization continued to offer this especially important service to the vulnerable population that we serve.

Respectfully submitted.

Donna Wood, Chairperson

## **Executive Director's Annual Report 2020-2021 Annual Report**

March 31<sup>st</sup>, 2021 marked the end of Community Inclusions 23<sup>rd</sup> year in service. And what a year it was with the worst pandemic to hit the world since 1918 Spanish Flu. This year's Annual General Meeting is an opportunity to look back on the past year, and also look to the present and plan for the future.

### **Financial**

- ✓ We continued to benefit from our work and relationship with the Department of Social Programs and Housing ( formerly the Department of Family and Human Services). Quarterly Statistics up until Covid 19 were regularly submitted to the department.
- ✓ Community Inclusions benefitted from the hard work by the O'Leary Lion's Club. They again donated to the organization.
- ✓ The Tignish Normalization Cooperative continued to support Community Inclusions, they cost shared in maintenance projects at the Tignish Training Centre.
- ✓ The organization benefitted from its involvement with Sharon O'Halloran's Accounting Services. Sharon and her staff made themselves accessible during the year. Following her recommendation, we changed our accounting software from MYOB to SAGE. We started this process in November of 2019, and it continued right up until March 31<sup>st</sup>, as Covid 19, like many other things, greatly impacted this transition.
- ✓ The organization welcomed new auditors, the MRSB Group.
- ✓ Community Inclusions is one of the recipients of dollars raised through the Western Region Sport Council's Win4All Fund-raiser. The council uses Community Inclusions facilities to tabulate their weekly results. Monies donated went towards various programs.
- ✓ Throughout the year we received various donations from families , memorials and other sources.
- ✓ For the 19<sup>th</sup> year our Employment Unit was funded through Skills PEI, of note dollars came from the Local Labor Market Development Agreement.
- ✓ Charitable Status Application was finally achieved as we heard late summer of 2020 that our application had been approved.
- ✓ Our Collective Agreement with our front-line employees ( UPSE ) expires March 31<sup>st</sup>, 2022.

- ✓ We were fortunate to achieve surplus this year. We are appreciative of the bump to our core funding levels from the Department of Social Development and Housing. We are also appreciative of the extra dollars received as a result of the pandemic. Each year we are fortunate to receive donations from various sources, we are fortunate to receive the level of support we do from our community.

### **Administrative**

2020-21 was another busy year as far as administrative work. Especially with the pandemic, staff worked from home initially then gradually made their way back to working out of the office.

#### **General items of note:**

- ✓ Web Site that is updated on a yearly basis: [www.communityinclusions.com](http://www.communityinclusions.com). This was a great way for people to get a nice snapshot of the the organization, complete with downloadable resources. Plans are to update our web presence in the coming year.
- ✓ Our Facebook Pages continued to grow, Community Inclusions Ltd and the Maple House Bakery & Café . Combined we are close to 3000 likes. With a goal to continue to build this audience as it is an economical way to talk about and advertise the various goings on of Community Inclusions and the bakery & café.
- ✓ The organization continued to benefit from having an Administrative Clerk. The positioned worked closely with our Residential Coordinator and also our Office Manager .
- ✓ Joanie Chislett continued to fill in for Jamie Martin as Office Manager as Jamie continues her maternity leave.
- ✓ Rochelle Keough was hired to backfill Joanie's posiiton as Administrative Clerk and was replaced by Jennifer Kinch who has continued in the roll.

### **Staffing**

Community Inclusions staff continued to do their jobs at a high level. As the needs of the organizations client's continue to change, there will be an ever increasing need for staff to receive more formalized training to help them better serve those needs.

### **General items of note:**

- ✓ In the past year we added a number of new staff through the AccessAbility Program as new clients came into our services. Of note our Employment Services Unit expanded due to new clients coming in and the need for increased staffing. That program went from one to three days per week.
- ✓ On the Job Placements came from Career Bridges and the Human Services Program from Holland College.
- ✓ Regular Management Meetings.
- ✓ Safety Committee Meetings were held.
- ✓ Staff took part in the organization's Annual Staff Fun Day.
- ✓ Staff get together's included dinner at the Family Traditions and the Annual Staff Fun Day.
- ✓ Various staff were added to the Maple House Bakery and Café.
- ✓ Two summer students were hired.
- ✓ A Labour Committee was developed in conjunction with our unionized front-line employees as a result of the 2019 bargaining. This committee's purpose is work on and labour related issues between agreements.

---

### **Programming**

The Site Manager's\ Employment Unit Reports cover the main points related to programming and employment. Please read them to hear about all of the happenings over the past year. Nearly every aspect of Community Inclusions planning\programming, and the support we provide, comes from solid, well thought out Case Plans. These services were greatly impacted by the global pandemic, as we shut down mid-March and opened the first part of June. During that time staff continued to stay in contact with clients-residents and front-lines staff supported our residential services.

Case Plans are reviewed annually and are adjusted according to various staff input and plan outcomes.

### **General items of note:**

- ✓ New clients to the organization have continued to apply for our service through the AccessAbility Support Program. This has allowed a much more seamless transition for new clients to the organization and also has created employment opportunities for additional staff.
- ✓ Related to the above the organization continues to benefit from being involved with the Transitions Team at Westisle High School.

- ✓ Meetings held with other like-organizations ( Non-governmental Organizations ). This was an excellent opportunity to share information and exchange ideas regarding similar topics and issues.

## **Housing**

Our Tignish Group Home entered into its 35<sup>th</sup> year of operation, since it opened in 1986. It was very much a transitional year for the home as two of our long-term residents were moved to the Western Hospital due to their higher levels of care..

Alberton House in its 10th year of operation the home continued to be at full capacity. The respite room at the house was occupied on a regular basis.

The O'Leary Apartments operated the full year with five residents .

MacLeod House opened mid-December of 2018 with one resident that moved in. As of October of 2020, we have three individuals residing there.

Greenmount House opened in January of 2020 and has one individual residing.

## **General items of note**

- ✓ Alberton House, the O'Leary Apartments , MacLeod House and Greenmount House continued to alleviate some of the pressure related to housing for our population. The organization's Alternate Living Placement Program ( individuals in room and board situations, or living more formally with Associate Families ) continued to operate. A number of new individuals have been added this year.
- ✓ There is a big need for the organization to develop a clearer policy on the level of needs-care that the organization can support. As our residents age, so have their needs, in some cases they have become more complex. We in many ways are similar residentially to Community Care in the level of care we can provide. They assist each residence with light care, assistance with meals, bathing, medications, laundry and basic support for everyday living. Community care is intended for those individuals who score a 1, 2 or 3 on the Seniors Assessment Tool (SAST).

## **Closing Remarks**

Thank you to all the various organizations and individuals who continued to support the work of Community Inclusions. Also thanks to the Department of Social Development and Housing for their ongoing support this past year. Despite our ongoing financial challenges we have managed to work together in a positive way to address the needs of those who attend our services.

Thanks to all of the Community Inclusion's staff for continued hard work and dedication. This past year has been a very challenging one for all of our front-line workers as they have been providing the various services that we offer during a global pandemic. Through much uncertainty and stress, they continued to perform their jobs in a professional manner and at a high level. Thanks to Joanie Chislett the organization's acting Office Manager. Thanks as well to Jennifer Kinch, Administrative Clerk. She joined the CI team last September, and has been a great addition.

Also thanks to Jamie Martin ( currently out on maternity leave ) as she came in a day a week ( sometimes more ) to help with the changeover to the new accounting software, Jamie also helped in other capacities. . Thanks also to the Management Team for their continued support and valued input. They consist of Laurie Ann Waite, Deanna Keough, Nancy Arsenault and Natalie Horne Gallant.

To all of the individuals who participate in our various services, thank you, our mandate is built around meeting each one of your needs. It has been a pleasure working with you to help reach your goals this past difficult year.

Thanks to the Board of Directors for all of their support and guidance this past year and a special thanks to Chair Donna Wood. Community Inclusions is lucky to have such a dedicated group of volunteers guiding the organization. Big thanks to Ethel Ellsworth who stepped down this past February. I look forward to working with the current board during this coming year, 2021-22.

Respectfully,

Kevin Porter  
Executive Director

## **Residential Services Coordinator Annual Report 2020- 2021**

### ***Residential Resource/Alternate Living Program***

Following are the highlights of residential support for the year of 2020-21:

- ▶ It has been an extremely different year with the pandemic. Staff and Clients adjusted to the new ways of safety precautions that were put in place. Day services were closed from March 2020 to September 2020 for our Residential Clients.
- ▶ During the year several meetings were held with individuals, families/advocates, Disability Support Workers, Financial Assistance Workers, Assess Ability Support, Adult Protection, Canadian Mental Health, Medical professionals, and other professionals to assess and prepare applicants for independent apartment living, supervised living, community living, and respite care.
- ▶ We are working to find housing to suit some individuals on our waiting list.
- ▶ At this time Community Inclusions does not have the resources to meet the demand for most mental health and behavioral care issues.
- ▶ Met with Joseph Coade, Provincial Manager for Residential and Support Services on several occasions and his assistant Kelsey Chaisson.
- ▶ Residential supports were provided to 27 individuals over the past year.
- ▶ A home is being rented for an individual in the Tignish area who moved out of MacLeod.
- ▶ Ongoing monitoring is performed to support clients and care providers to identify unmet needs, set goals, and implement supports to ensure positive outcomes.
- ▶ Between April 1, 2020 - March 31, 2021 there has been many changes in our residential clients. April 2020 a client moved back home with her family. July 2020 a resident moved out of province to be with family. October 2020 a client entered hospital and in December 2020 another client went in hospital due to their level of care. October 2020 a new client moved into one of our residence. October 2020 a client moved from one residence to another. January 2021 a client exited one home into another home. February 2021 a new client moved into one of our residence. December 2020 a tenant moved out of our apartment and January 2021 a new tenant moved into our independent apartments.

### ***Supports included:***

- Associate Families
- Supported residents in both Tignish residences.
- Supported apartments and assisted living in Alberton
- Independent living apartments in O'Leary
- Individual assessments
- Access Ability Support reviews
- Advocating for one on one support
- Assisting families with emergency and extended respite care
- Referrals from other agencies
- Family and case conferences
- Transitional residential planning from school to community

### **Tignish Residence**

- ▶ The residence located in the community of Tignish provides a comfortable, inclusive environment to four individuals who can reside on a permanent basis. Each resident has an active case plan that staff work with to assist with individuals goals.
- ▶ Staffing consists of four full time permanent workers. The service operates 24 hours a day seven days a week with a shift model of four days on and four days off.

### **Alberton House**

- ▶ The residence located in Alberton provides services to eight adults who live very individual lives. There are two apartments with two people sharing each apartment and five assisted living rooms for people who require extra support.
- ▶ Residents lead a busy life with their individual daily programs, jobs and social activities. Every six weeks a resident spends the weekend and quality time with their family. They all take part in ACL activities throughout the year.
- ▶ Parents/families are very involved in the lives of their family members and we certainly appreciate their participation and open lines of communication.
- ▶ Staffing consists of two 100% positions, two 60% positions and a 40% position

### **MacLeod Lane Home**

- ▶ Our home located in the community of Tignish opened for operation in December 2018. Currently three client are living in the home.
- ▶ Staffing consists of four full-time permanent workers. The service operates 24 hours a day seven days a week with a shift model of four days on and four days off.

### **Greenmount Home**

- ▶ We are currently renting a home in Greenmount to support an individual that needs care.

### **O'Leary Apartments**

- ▶ Currently there are five tenants.

### **Respite**

- ▶ In total, we provided **26 days** of respite care. (Due to Covid)

### **Quote:**

***“Alone we can do so little, together we can do so much.” – Helen Keller***

### **Staff as of March 31st**

- ▶ **Tignish:** Andrea Gallant, Melissa McMillan, Gwen Arsenault and Theresa Arsenault
- ▶ **Alberton:** Heidi Butler, Crystal Mchugh, Sabrina Cormier and Tish Shea
- ▶ **Greenmount:** Marsha Arsenault, Carmen McInnis, Sandra Bridges, and Jenny Chaisson
- ▶ **MacLeod:** Marsha Wedge, Tabitha Bernard, and Destiny Gallant

### **Other**

- ▶ We hosted and completed evaluations for OJT students from Holland College Human Services Program. Summer student position.
- ▶ Presentation for Westisle Transition Program

▶ ***Staff Development included:***

- Health and Safety
  - Staff breakfast, fun day
  - Bi-Monthly staff meetings
  - Management meetings
- ▶ Special thanks to all whom we worked with over the past year to promote inclusion. In particular, we appreciate individuals and families, for your communication and on going partnership to move forward and assist with individual goals.
- ▶ Sincere thanks to the staff for your dedication, commitment and team work to support the needs of residents to have a meaningful life. You are to be commended for the excellent care that you provide along with the ability to build individual healthy relationships based on respect and acceptance.
- ▶ Thank you to Community Inclusions Board of Directors and Executive Director Kevin Porter for your leadership and direction to motivate and inspire us to live up to the vision of inclusion for all.

Respectfully Submitted,

Nancy Arsenault  
Residential Service Coordinator

## **Maple House Centre - Maple House Bakery & Cafe 2020- 2021 Annual Report ( COVID- 19)**

In total we had twenty- one individuals receiving service here at our Maple House Centre on a regular basis. Some individuals attended full-time, some part time and some individuals attend one to two days weekly. Our individuals range from high school transition to senior population.

### **Sessions 2020/2021**

Sessions held through the year for individuals to take part in:

- Problem Solving
- Respect
- Positive Attitudes
- Team Building
- Emergency Situations (911)
- Relationships
- Hygiene
- Workplace Safety
- Life Skills
- Clients also work daily on their personal workbooks (spelling, math, printing, writing, counting money, etc).
- Fire drills
- Healthy Eating & Nutrition
- Hand Washing & Sanitization
- Friendships
- Boundaries

### **Clients 2020/2021**

We have had some new clients in the past year start at Maple House Keisha Blanchard, Cedric Gallant, Jacob McCutcheon and Spencer Mallette have started attending part-time.

March 16<sup>th</sup> , 2020, we closed our day program due to a **Global Pandemic Covid -19**. Clients stayed at home with care givers, parents or in our residential homes. Support staff here at Maple House (because our day program was closed) went into the residential homes and helped out other staff. We did some programming in the homes with our individuals. The clients that did not reside in our residential homes were called weekly to check in to see how they were doing and to have a little chat with them.

During this time Wayne Oulton had a 60<sup>th</sup> Birthday. Staff got together and did a drive by parade at his home where he resides with Theresa Arsenault. We put up a poster and dropped off cake, presents and balloons to make this day special for him. We had to social distance for the visit, but he was very happy with the attention he was given. It was definitely a special day for Wayne.

Our day program re-opened on June 8<sup>th</sup>, 2020. In preparing for this we had to follow protocols for social distancing, wearing masks at all times to keep our clients safe, disinfecting all tables, chairs doorknobs during these times. We prepared an operational plan for this also.

Clients on a daily basis work and help out in bakery & café packaging products, baking cookies, washing and drying dishes, cleaning bread machine, making and packaging peanut butter balls, recycling, taking garbage out, taking out cardboard, keeping storage room clean and tidy. Clients take turns working out in café doing dishes, cleaning tables during our busy lunch hours each day.

Clients and staff during the summer played lots of outdoor games with clients, they went to the park, walked the track, had picnics and had barbeques. Because of Covid we were limited to outings but made the best out of our summer.

Clients have a huge part in making peanut butter balls all year long to package and sell in our bakery.

Individuals also help with grass cutting during the summer months including whipper snipping with staff supporting them.

Clients are responsible for bagging and selling bottles with staff. Money goes to what clients want for their day programs or treats throughout the year.

Clients and staff made a vegetable garden last summer. They watered, weeded and looked after the garden. Vegetables were used for salsa and eating.

Clients and staff held a Christmas party at Maple House on December 16<sup>th</sup>. We made food, treats, etc and did our gift exchange. Clients and staff always love these days.

### **Community Access & Involvement 2020/2021**

Maple House clients and support staff continue to do the O'Leary and Bloomfield Lunch Programs each week during the school year.

Individuals are supported on a bi-weekly basis to purchase groceries at the coop for onsite lunch program, in which they also create their own menu.

Rebecca continues to clean two days weekly at the O'Leary Town Hall.

Clients went swimming at the the Mill River Experience supported by staff once a month.

### **CAFE/BAKERY 2020/2021**

On March 18<sup>th</sup>,2020 café and bakery closed due to Covid -19.

On May 26 we re-opened to the public. We had social distancing stickers for the floor, we had plexiglass put up in our café to protect staff and customers. We had hand sanitizer out for our public to use, we had a sign in book for all customers coming into Maple House. We also took out some of our seating putting us at half capacity.

Café and bakery still continued to have five full-time employees, one part-time employee and several casual staff.

Café assist in preparing the lunch programs for Bloomfield and O'Leary Elementary School one day a week. Students enjoy: Macaroni-Hamburger and Turkey Soup. Our clients along with staff assist in packaging and the delivery of the food to the schools. When Covid hit in March our school program was done for the rest of the school year.

**Both café and bakery were very busy the summer of 2020 with lots of tourists around trying our food and baked goods.**

Fresh bread and rolls are made six days a week for our customers.

Jane Suchoszek started the full-time Cooking Position in September 2020.

We had full-time cook Patty Arsenault leave her position.

### **Community Inclusions Day Program Support Staff**

Three full-time support staff.

Melissa Arsenault went out on maternity and Heidi Shea Chaisson filled this position for the year term.

We had three One on One Staff that are at Maple House daily and some casual relief staff that also work at Maple House when available

Matthew Somers was our Summer Student.

We had two Holland College students in November for six weeks, we welcomed Elon Wilkie and Chloe Jones.

We closed for a day November 27<sup>th</sup> for a Case Planning Day. All staff and casuals worked on individual case plans together as a group

### **Training/Staff Days 2020/2021**

Community inclusions staff went out to eat at Family Traditions on September 2020.

Case Plan Day November 27<sup>th</sup>, 2020, we closed to clients to allow staff to work on these.

In closing this has been a very tough year for all because of Covid-19 and I would like to thank all my staff & clients at Maple House Bakery & Café for all their hard work as a team and patience and commitment over the past year. We continue to see lots of positive changes and growth here at Maple House.

I would like to personally thank Kevin Porter our Executive Director for all his help each and everyday and his support over the past year.

To the Board of Directors, all your behind the scenes work is what makes it all possible. Thank you all.

Submitted by  
Laurie Ann Waite

## **Tignish Training Centre Annual Report 2020-2021**

### **Community Involvement-Employment**

Due to Covid this year there has been no community outings or work placements

### **Centre Based**

Our Day Services closed March 16th 2020 and did not re-open to clients until June 1st, 2021.

Clients started back in October doing the 50/50 draw for the Tignish Credit Union Arena. We count money, remove stickers from toonies, draw the number and do up deposit slip on a weekly basis.

We had nine clients who lived at home attend our day services June/July/August 2020 Group Home clients did not return back until October 5<sup>th</sup>, 2021.

Over the year we celebrated clients birthdays with a cake and a favourite meal.

Clients prepare take-out packets for Shirley's Café .

Thanks to Community Inclusions for supplying our Christmas meal to clients and staff .

Workshop-based activities included client/staff meetings, and educational videos, Clients are responsible for the planning, shopping and preparing of meals as well as keeping the workshop clean and tidy inside and out. Clients also work on computer, math, and reading skills.

Staff have done a variety of sessions over the past year; work place safety, Fire Safety, Calling 911, Healthy Food Choices, Respecting Others, Money Skills. Living with New Changes since Covid started.

Transition Class from Holland College were in a few times to tour our site and to see how our day programs operate.

While we were closed to clients, Terrilyn and I still worked from workshop and group homes where needed. I also assisted Nancy with Scheduling keeping group homes stocked with necessities needing during the pandemic. We kept contact with our clients by phone , window visits, face time.

## Staffing

We have two full- time staff plus One/One workers supporting our clients.

One/One support staff 24 hrs week.

One/One support staff 22.5 hrs week

One/One support staff 20hrs week

One/One support staff 13hrs week

Full-time staff Deanna Keough & Terrilyn Leclair / Alicia Tremblay

One/One support staff Tish Shea, Nicole Patterson, Jayden Waite Sabrina Cormier.

Terrilyn Leclair took a year leave which started September 1<sup>st</sup> 2020 Melissa Arsenault has accepted her position but is on Maternity until 2021 so Alicia Tremblay is filling her position until June 21<sup>st</sup>.

Monthly Management Meetings were held so staff could work on staff development days, family meetings, health and safety and case plans. These meetings are beneficial in creating staff relationships, staff support and ensuring accountability within our organization.

Staff training and professional development days consisted of Safety meetings, Case plans and First Aid and CPR.

Thank you to Community Inclusions Board of Directors and Kevin Porter for leadership, direction and support throughout the year I look forward to working with you in the coming year.

A special thanks to all staff for your commitment, support and dedication throughout the year.

Respectfully Submitted,

Deanna Keough  
Site Manager  
Tignish Training Centre

## **Employment Counselor Annual Report 2020-2021**

### **Staffing**

The Employment Services program has undergone some changes throughout the year. There are two full time staffing: Natalie Horne-Gallant is the Employment Counselor and Talia Adams is the Assistant Employment Counselor. Over the past year, we have added a third staff with support from the AccessAbility Support Program through one on one hours. The program has also gained support through the Haywood Residence staff. They are participating three days a week to assist with the staffing needs.

### **Clients**

Our client numbers continue to grow and change in our service. We have new people coming in, clients finding employment, and others moving to more central locations. One thing remains evident, is the clients entering the Employment Services Program are complex as there is an increase in mental health needs.

### **Transitions**

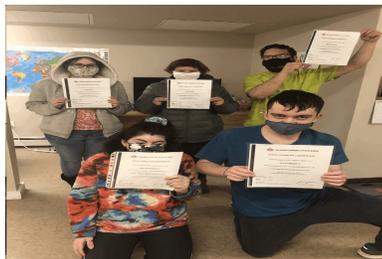
In the Fall of 2020, staff had participated in preliminary Transition meetings. The Spring brought Covid 19 and shut down the schools which has had staff had to improvise to help support the students through their transition. During the month of April and May staff would go to the students homes to start to build relationships. They also participated in zoom, Facebook video conferences, text and phone calls.

There is an increase in the demand for services for individuals leaving high school. The number of students that are receiving resource support is increasing over the coming years. Several meetings were attended at the school along with shadowing in the classroom.

### **Training**

Over the past year, there were over thirty-one training sessions offered in group settings, with eight to twelve individuals in attendance. Some of those sessions were Overcoming Barriers, Learning Styles, Teamwork, Self-Esteem, Coping with Change, Stress Management, Lawn Mower Safety, Workplace Safety, Social Boundaries and Customer Service.

Canadian Food Safety



Five participants completed the Course and were certified.

Due to Covid 19, some of the usual training opportunities like MANDT were put on hold. The staff were able to participate in Zoom training sessions offered by OCSM, and Dr. Ross Greene CPR/First Aid training was still completed along with the annual Staff Appreciation day.

### **Drop In Days/ Odd Jobs**

Drop in Days were cancelled in the month of April due to Covid 19. In May staff were able to have participants come to Drop in Day in groups of three and by the end of the month the number was up to five. The group has been running at full capacity since July.

Drop in Day increased to three days a week to give participants opportunities for skill development.

In December the O'Leary Association for Community Living gave the Drop in Day a donation of two hundred dollars. This money was used to purchase items for our kitchen. This allows the group to prepare meals three days a week.

The group numbers change based on the days a week and employment numbers. The DID is used as a base for the Odd Jobs program. In the Spring the Odd Jobs program had to come to a halt, but as conditions improved staff and clients were able to continue taking bookings. This program is successful. Many of the customers are seniors that struggle to complete tasks that they previously enjoyed, such as cleaning and yard work. The Bloomfield Legion and the O'Leary Housing Authority are two of the Odd Jobs customers.

### **Employment/ Volunteer**

Each month looked different this year with regards to employment. Many of our clients employers were deemed essential, so they continued to work. Others were laid off due to capacity limits and some clients chose to stay home due to underlying medical conditions. Our clients persevered in an ever changing world and adjusted to the new rules and dynamics in the workplace with minimal support.

Volunteer placements came to a halt during the early days of Covid 19. Many individuals still are not in volunteer placements due to the capacity limits within the placement locations. It is our hope that as many people continue to get vaccinated that we will develop herd immunity and people will be able to return to these opportunities.

In Conclusion, we have had a successful year with many learning curves. To the many individuals and families we work with, thanks for your continued dedication, support and patience while working with us over the last year. I would like to thank Kevin, and the Board of Directors for their guidance and support over the last year. A big thanks goes out to Transportation West, and the AccessAbility Support Program staff for always working to support the people we are working with. Last but not least, Talia, Jamie, Joanie, Jennifer, the staff at Haywood Residence and staff of Community Inclusions Ltd, thanks fo another great year.

Respectfully Submitted by,

Natalie Horne-Gallant  
Employment Counselor  
Community Inclusions Ltd.