



26th Annual General Meeting

June 17th, 2024

April 01, 2023

to

March 31, 2024

**Community Inclusions Ltd.
26th Annual General Meeting
Monday, June 17th, 2024
Elmsdale Community Centre**

6:00 pm Business Meeting

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from the 2023 Annual Meeting
5. Chairperson's Report
6. Presentation of the Financial and Auditor's Report
8. New Business\Presentations
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9. Nominating Report
10. Adjournment of Meeting

Community Inclusions Ltd.

25th Annual General Meeting
Elmsdale Community Centre
June 19th, 2023

Board Members Present:

Donna Wood, Troy Gorrill, Velma Bince, Telly Aylward, Marlene Warren, Cindy Howard

Regrets: Ralph MacNeill, Olive Gallant

Donna Wood welcomed staff, Board of Directors, and community members to the 25th Annual General Meeting of Community Inclusions Ltd.

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

Agenda

Troy Gorrill motioned for the approval of the agenda, seconded by Rushell MacDonald. Motion carried.

Minutes of Last Meeting

Donna Wood reviewed the Minutes from the 2022 AGM. No errors or omissions.

Telly Aylward motioned for the approval of the AGM minutes and Troy Gorrill seconded the motion. Motion carried.

Chairpersons Report

Donna presented the Board Chairperson's yearly report (April 1st, 2022 – March 31st, 2023).

Rushell MacDonald motioned for the approval of the Chairpersons Report, Cindy Howard seconded the motion. Motion carried.

Presentation of the Financial and Auditor's Report

Jaclyn Waite, of MRSB Group, thanked Community Inclusions for reserving MRSB for the third year to prepare the audit. She shared the Financial and Auditor's Report for Community Inclusions Ltd. for the fiscal year April 1, 2022 – March 31st, 2023.

Deanna Keough motioned for the approval of the Financial Report, Executive Report, and the yearly Site Reports (which are available in the AGM Packages and online).

Rushell MacDonald seconded the motion. Motion carried.

Other Presentations

Kevin wished to recognize the Management Team providing resiliency through another year of the Covid-19 Pandemic, Hurricane Fiona, etc. Kevin spoke of getting back to the MCDDA Conference in person after a three-year break during Covid. He expressed his hope for the progress of the Tignish Project and having a new training facility and residential areas for our clients. He also thanked the Board for their hard work,

dedication, feedback, and frank discussions throughout the year and a special thanks to Donna, Chairperson of the Board, for all her commitment these past three years.

Troy wished to recognize Donna on her retirement as Chairperson of the Board of Directors. He talked of her being a community-minded person, and one who could provide insight as to who and what is coming up next. He presented her with a plaque in honor of her retirement and flowers and reiterated Kevin's thanks of dedication and hard work on the Board.

Board of Directors 2023-2024

The following nominating report was brought forward and read by Marlene Warren:

Ralph MacNeill	2024
Troy Gorrill	2024
Vacancy	2024

Cindy Howard	2025
Caroline Malone	2025
Telly Aylward	2025

Olive Gallant	2026
Velma Bince	2026
Marlene Warren	2026

*In discussions with potential Board Member.

Rushell MacDonald motioned to approve the nominating report, Faith Benjamin seconded. Motion carried.

Meeting adjourned

Community Inclusions Board of Directors 2023-2024 Annual Report

Chairperson: Ralph MacNeill

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2023-2024 Annual Report.

Community Inclusions continued to provide valuable support to the clients and residents that we serve this past year. This was possible through the ongoing support of the various partnerships with the Federal, Provincial, and Municipal governments. Community groups and private donations have continued to also be of assistance throughout the year, and we are very much appreciative of this support!

Residential

Our Graham Lane residence located in the Tignish area, was rented to be utilized for the year. MacLeod Lane in Tignish continued to operate at capacity. Our residence at Haywood Road in the past few years has undergone a transformation, it has been at capacity the past couple of years, and all the residents there are new to the home.

Alberton House is started to undergo changes as well, with new residents moving in or starting the process, and longer-term residents relocating to other homes, or looking at other care options outside of this service. Our O'Leary Apartments were at capacity for the year.

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. Community Inclusions continued to work on a Level of Care Policy, that was formally adopted in early 2024.

Our Executive Director, along with other members of CI staff and with fellow Board Member Telly Alyward, Louis Shea, past board member, continued to work on conceptual plans (provided by Bellcor Engineering and ARCHwork Studio Inc) for a new residential and day service in Tignish. Also, part of the project was a business plan completed by MRSB. The next phase of the project involves sourcing out further funding to continue to map out if there is viability for this project. Of note, the current day service in Tignish is 54 years old and there is a need in the region for accessible housing, and more housing spaces in general more central in the community.

Day Services

We continued to operate day services in Tignish (Haywood Road) and O'Leary (Ellis Avenue and Main Street). As noted, we are exploring the feasibility of adding a new day service in Tignish. One that will meet the ever-expanding needs of our client population. We were also fortunate to partner with the O'Leary Baptist Church to add a second Maple House location in O'Leary. We are outgrowing our location on Ellis Avenue, and the partnership with the church has been a very welcome one. We very much appreciated their support.

Department of Social Development & Seniors

The department funded a study – report to look at staff recruitment, retention and training in early-mid 2023. MRSB was contracted by NGOs such as ours, to complete the report, and did so late summer, early fall of 2023. A working group continued to work on the report and will do some this coming fiscal year.

Maple House Bakery and Café

Maple House Bakery and Café continued to play a key role in our community. It has provided valuable training/employment for our clients, employment for the community, quality, healthy food - baked goods for the public and valuable advocacy for persons with intellectual disabilities in Western PEI and beyond. It has been a struggle with an ongoing staff shortages and rising inflation. We tried six days a week, however remained at five days a week with plans to expand that when possible.

In early 2024, staff started communications with Meals on Wheels O'Leary and PEI about the possibility of working with them to provide meals locally in the O'Leary community. We formally entered into an agreement to provide over 750 meals over the coming year. This was exciting news, as part of the café-bakery's mandate, is to give back to the greater community, especially those in need. We are doing this with Meals on Wheels through affordable, healthy – nutritious meals.

Administrative

Finances

Very positive strides were made this year financially. While we are still looking at a deficit, it is much less than it has been these past couple of years. The work we started with the department in the past to include long-standing clients who were previously under core funding for day services was completed. They now fall under the Access Ability Support Program. Increases were also allotted for MacLeod Lane and Graham Lane Residences, as both of those funding models had not been updated in several years. We have also added several new clients this past year, all funded by AAS and staffed one to one. Though often that staff also worked with other clients. A resident at MacLeod Lane previously not funded for day services, received funding effective April 1 of 2023 on a go forward basis. We also worked toward a model that would see a new resident moved into Alberton House, which was supported by a funding model.

Donations

We would like to extend a huge thank you to the following people and organizations that contributed financially to Community Inclusions this past year.

These include:

The 100 Women Who Care, Prince County Chapter. Easter Seals of PEI, The Western Region Sports Council, Tish and Mike Shea, the O'Leary Association for Community Living, Tim Horton's Smile Cookie Campaign, Dougan Insurance Group, Toonie Draw - Tignish Credit Union Arena, Tignish Coop Member Relations, various memorial donations, and a few anonymous donations. We appreciated these donations very much as they have helped in many ways.

Employment Services Unit

Our Employment Services have been around since mid-2002. We have always valued the support we receive from Skills PEI and Federal Government. We are especially pleased with the past and present support of the West Prince Business Community. In the past year, do to demand, the Drop – In Day Program has remained open five days a week, up from three days.

We have also appreciated the support from the Accessibility Program to assist with additional staffing, as well as the ongoing support received from Skills PEI. We are once again in a multi-year contract with Skills.

Collective Agreement

The Board made the decision to again increase wages (October 2023 wage reopener). This meant that there was an 8.5 % increase for our staff, who should continue to be compensated at a rate comparable to their provincial NGO counterparts. The board has made significant progress in this area the past number of years.

Due to internal staffing changes, our Labour Committee was not as active this past year, however, this should change next fiscal, with a planned late spring, early summer meeting. This committee was created three agreements ago and has assisted staff in dealing with labour-related issues, while at the same time helping to foster positive relationships amongst staff.

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, The O'Leary and Tignish Associations for Community Living, the Tignish Coop, Holland College West Prince Campus, PEI Campus, Skills PEI, Career Development Services, Career Bridges, and the Provincial and Federal Government of Canada as well as various local municipalities and employers. We greatly value the partnerships we have with each 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 Telly Alyward, Olive Gallant, Velma Bince, Marlene Warren, Cindy Howard, Alan Clarke, and Troy Gorrill. I am currently serving the final of two terms on the Community Inclusion Board, and I wish to thank all of you for your support and contribution to such a wonderful organization.

I would also like to thank on behalf of the Board, Kevin Porter as well our entire CI staff for the work that they do to support Community Inclusions and the everyday running of day, employment, bakery - café, and residential services. We commend them for working tirelessly ensuring that our organization continued to offer this especially important service to the vulnerable population that we serve.

Respectfully submitted.

Ralph MacNeill

Chairperson, Community Inclusions Board of Directors

Executive Director's Annual Report 2023-2024 Annual Report

March 31st, 2024 marked the end of Community Inclusions 26th year in service. This year's Annual General Meeting is an opportunity to look back on the past year and look to the present and plan for the future. For the fourth year in a row, this organization worked through the final Covid 19 Pandemic protocols, which once again had an impact on the various services we provided. Though this had minimal impact compared to previous years.

Financial

- We again benefitted from our work and relationship with the Department of Social Development and Seniors.
- The organization continued to work with auditors from the MRSB Group. Jaclyn Waite and her staff made themselves accessible throughout the past year.
- We received various donations from families, memorials, and other sources. This was greatly appreciated.
- For the 23rd consecutive year, our Employment Unit was funded through Skills PEI (Labour Market Development Agreement with the Federal Government).
- Charitable Status requirements were again met this past year with MRSB filing our necessary paperwork. We started to work through an issue with HST.
- The board made the decision to again bring wages in line or near provincial counterparts as there was a Collective Agreement wage reopener October 1st, 2023. This process was ramped up in late 2021 into 2022. It continued to be their goal to remain competitive with our provincial counterparts.
- The organization finished the year in a much smaller deficit situation than the previous couple of years. However there remained to be significant challenges with financial matters. The department has been engaged with like NGOs across PEI to address organization staff recruitment, training and retention issues.

Administrative

2023-24 was another busy year as far as administrative work.

General items of note:

- The organization continued to benefit from the first-ever Human Resources Coordinator (a new position) in June of 2021.
- Joanie Chislett left her role as full-time as Office Manager and was replaced by Sally Harris in November of 2023.
- Faith Benjamin continued in the full-time role of Administrative Clerk.
- Kayl Porter was hired at the organization's Business Intern in January of 2024.
- Our Facebook Pages, Community Inclusions Ltd, and the Maple House Bakery & Café continued to grow. Combined we had well over 3000 total likes.

With a goal to build this audience as it is an economical way to talk about and advertise the various goings on of Community Inclusions and the Maple House Bakery & Café. We also beefed up our presence on Instagram, Twitter and other social platforms.

- Our Web Site: www.communityinclusions.com. continued to grow and thrive. Rushell MacDonald our Human Resources Coordinator managed the site.

Staffing

Community Inclusions staff did their jobs at a high level. As the needs of the organization's clients evolve, there will be an ever-increasing necessity for staff to receive more formalized training to help them better serve those needs.

General items of note:

- In the past year we added new staff through the AccessAbility Program as new clients came into our services. Also, staff were added both to temporary and full-time roles.
- On The Job Placements came from Career Bridges and the Human Services, Residential Care Worker Programs from Holland College, Alberton Campus, and Human Services, Charlottetown Campus. The organization is very appreciative of its relationship with the college and its Human Services staff and students.
- Regular Management meetings.
- Safety Committee meetings were held.
- The Annual Staff Fun Day happened.
- Summer students were again hired.
- The Labour Committee had a quiet year with some staff turnover, plans are to meet early in the next fiscal year. This committee's purpose is to work on labour-related issues between agreements.
- MRSB was contracted by like NGOs across PEI regarding staff recruitment, retention and training. This report has been followed up by a working group from the NGOs and representatives from the Department of Social Development and Seniors.

Programming

The Site Manager's and Employment Unit Reports covered the main points related to programming and employment. Please read them to hear about all the happenings over the past year. Nearly every aspect of Community Inclusion's planning\programming, and the support we provide, comes from solid, well-thought-out Case Plans. The organization continued to implement the computer-based case management system through Hub Tally, a software program available on PEI.

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

General items of note:

- New clients to the organization continued to apply for our service through the AccessAbility Support Program. This allowed for a much more seamless transition for new clients to the organization and has created employment opportunities for additional staff.
- Related to the above, the organization benefitted from being involved with the School Transitions Team at Westisle High School.
- We were very pleased to access additional space for our Maple House Centre from the O’Leary Baptist Church this past year. It allowed staff and clients to work in larger spaces at the same time not compromising program needs.
- Meetings were held with other like organizations (non-governmental organizations). This was an excellent opportunity to share information and exchange ideas regarding similar topics and issues.
- CI staff and Board Member Telly Alyward, Louis Shea, past board member, carried out work on conceptual plans (provided by Bellcor Engineering and ARCHwork Studio Inc) for a possible new residential and day service in Tignish. Also, part of the project was a business plan completed by MRSB. Plans are to continue this process into the next fiscal year. Current training space in Tignish entered its 54th year this past fiscal.
- AccessAbility Services and Residential Services across PEI will be formally reviewed in the next fiscal.
- Engaged with Meals on Wheels O’Leary – PEI to provide affordable, healthy meals in the O’Leary area.

Housing

Our Tignish Haywood Residence was at full capacity, the home also served as a respite location for several of our clients.

Alberton House entered its 13th year of operation and the home continued to be at or near full capacity. The respite room at the house was occupied on a regular basis. We began the process of transitioning a new resident into the home.

The O’Leary Apartments operated the full year with six residents.

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

Greenmount House (rental), now Graham Lane, 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 pressures related to housing for our population. The organization's Associate Family Program continued to operate. One new placement was added.
- The organization worked on developing a Level of Care Policy that was approved late in the fiscal year. Our clients can be like the level of care a Community Care Centre provides. They assisted each residence with light care, 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).

This should better help CI with long-term planning for the clients we serve and with their parents, caregivers, and families.

- As mentioned in programming, Community Inclusions continued to work on a project with funds from PEI Housing), to develop conceptual floor plans for a new day program and to include residential units and a Snoezelen (sensory) Room among other things.

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 Seniors, for their ongoing support and guidance.

Thanks to all the Community Inclusion's staff who continued to hard work during the fourth year of the global pandemic. Though thankfully in a much-reduced manner. Thanks to Joanie Chislett and Sally Harris, the organization's Office Managers this past year. Thanks as well to Faith Benjamin, our Administrative Clerk and Kayl Porter our Business Intern.

Thanks also to the Management Team for their continued support and valued input. They consist of Rushell MacDonald, Heidi Shea-Chaisson, Melissa Arsenault, Crystal Mchugh, Deanna Keough, Nancy Arsenault, and Natalie Horne-Gallant.

To all the individuals who participated 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 very year.

Thanks to the Board of Directors for all their support and guidance this past year and a special thanks to Chairperson Ralph MacNeill, who completed his last year of a two-term commitment on the board.

Thanks to Troy Gorrill, as he has competed the same.

Community Inclusions was lucky to have such a dedicated group of volunteers guiding the organization. Welcome to our new board members, you will be a great addition to the organization. I look forward to working with the current board during this coming year.

Respectfully,

Kevin Porter
Executive Director

Success never happens in isolation.

Residential Services

2023-2024

Following are the highlights of residential support for the year of 2023-24:

During the year, several meetings were held with individuals, families/advocates, AccessAbility Support, medical professionals, and other professionals to access 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.

Currently, Community Inclusions does not have the resources to meet the demand for most mental health and behavioral care issues.

Met with Provincial Manager for Residential and Support Services.

Residential support was provided to 27 individuals over the past year.

Ongoing monitoring is performed to support clients and care providers to identify unmet needs, set goals, and implement support to ensure positive outcomes.

Supports included:

- Associate Families
- Supported residents in all three 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

Tignish Residence (Haywood)

The residence located in the community of Tignish provides a comfortable, inclusive environment for four individuals who can reside on a permanent basis. Each resident has an active case plan that staff work with to assist with individual goals. They all take part in Special Olympic bowling and ACL activities in their community.

The staff consists of four full-time permanent workers. The shift model has been adjusted to suit the needs of Community Inclusions. While residents attend programs two of the staff works out of the Tignish Training Centre.

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. Some residents spend 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 clients are living in the home.

The staff consists of four full-time permanent workers. The service operates 24 hours a day 7 days a week with a shift model of four days on and four days off.

Graham Lane

We are currently renting an apartment to support an individual that needs care. Staffing consists of two 100% and two 60%.

O'Leary Apartments

Currently there are six tenants.

Respite

In total, we provided **523 days** of respite care.

Other

We hosted and completed evaluations for OJT students from Holland College Human Services Program. Summer student positions within our residential homes.

Staff Development included:

- Communication
- Documentation
- First Aid/ CPR
- Mandt
- Trauma Informed Care
- Hub Tally
- Health and Safety
- Bi-Monthly staff meetings
- Management Meeting

Quote:

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

Special thanks to all whom we worked with over the past year to promote inclusion we appreciate individuals and families, for your communication and ongoing partnership to move forward and assist with individual goals.

Sincere thanks to the staff for your dedication, commitment and teamwork 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

Deanna Keough

Residential Service Assistant

**Tignish Training Centre
Annual Report
2023-2024**

Community Involvement & Employment

Clients and staff worked hard together by being involved in the community and expanding further into it, this is also a shared goal that we all have.

Clients are supported weekly with meal planning and shopping for groceries at the Tignish Co-op.

Over the summer, we had outings during the day to Rennie's U-Pick, Diane's Pumpkin Patch trail, Blue Acre Farms, and beach/trail walks.

Centre Based

Clients continued the 50/50 draw for the Tignish Credit Union Arena. The skills associated with this task include counting money, removing the stickers from toonies, drawing the winning number and making a deposit slip weekly.

We had 19 clients receiving service at the Tignish Training Centre. Some clients attended full-time, others from 1-3 days a week.

We grieved the loss of a long-time client, which staff and some clients attended both the wake and funeral.

Birthday celebrations are held for clients monthly.

We hosted a Western-themed BBQ and had Maple House Clients and staff attend.

Take-out packages were prepared onsite weekly for Shirley's Cafe.

Clients enjoyed celebrating special holidays like Christmas, Valentine's Day, St. Patrick's Day, Easter, etc.

Community members came in a few times and played music for clients.

Planted a garden, cared for and enjoyed the vegetables we grew. Made mustard pickles.

Over the year we planned some themed Days such as:

- Western Day BBQ with Maple House
- Burger Love

- Art After dark
- Christmas in July
- Pink Shirt Day (anti-bullying day)
- Water-theme day which included water balloons, water guns and sprinklers
- Price is Right Day
- Movie Theatre Day
- Glow Stick Dance Party and Karaoke
- Christmas Party and also Christmas Spirit Week
- Winter Carnival Week
- Baby Shower for site manager Melissa Arsenault
- Science experiments
- Family Feud

Sessions 2023-2024

- Staff and client meetings
- Educational videos
- Computer, math and reading skills
- Meal planning, healthy eating & nutrition
- Inside and outside cleanliness of the building
- Fire Safety
- Hygiene
- Money skills
- Positive Attitudes
- Boundaries
- Workplace Safety
- Kitchen Safety
- Exercises three times per week
- Solar Eclipse session

Some other activities we have had over the last year:

- The Transition class at Holland College attended the Tignish Training Centre a few times over the year as part of a Health Rotation Program.
- Holland College Human service student was in for a three-week placement in February.
- Community of Tignish came in with rocks which we painted for the Eclipse community event.
- Made hat pumpkins for AGM table centerpieces.
- Started Employee of the Month in January 2024

Staff

We have two full time Support Staff – Melissa Arsenault and Crystal McHugh, who were both doing temporary positions in their roles but both accepted permanent positions.

In February 2024, Melissa went off on maternity leave, and Crystal McHugh is temporarily filling her role until she comes back. Melissa Perry is covering Crystal McHugh's position.

One on One Support staff – Tish Shea, Nicole Patterson, Madison Perry, and a few other casual staff when needed. These support staff have between 13-27 hours per week, depending on which client they work with each day.

Thank you to the Community Inclusions Board of Directors and Kevin Porter for your 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 for all of your hard work is greatly appreciated.

Respectfully submitted,

Crystal McHugh
Temporary Site Manager
Tignish Training Centre

Maple House Centre – Maple House Bakery & Cafe

2023 - 2024 Annual Report

In total we had 21 individuals who received service here at our Maple House Center and Church Program locations on a regular basis. Some individuals attended full-time, part-time and some attended one or two days weekly. We had one additional client who attended our program full-time from the end of June to the first of September. We had three students in the process of transitioning from high school to our program. The age demographic of our clients is quite broad, ranging from 16-66.

Sessions 2023-2024

The following sessions were held at Maple House Training Center:

- Proper hand washing
- Life skills
- Fire drills
- Healthy eating and exercise
- Boundaries
- Writing skills
- Reading skills
- Money skills
- Sidewalk safety
- Respect for Self and others
- Workplace safety (Specifically Kitchen Safety)
- Food Preparation
- Hygiene
- Private vs Public
- Being prepared for an emergency
- Healthy relationships
- Cultural differences – new people in my community
- Communication – how we are different or the same.
- Seasonal / Holiday sessions
- Weekend Events (done weekly)

Clients also recognized the following days throughout the year:

- Crazy Sock Day for Down Syndrome Awareness
- Pink Shirt Day for Anti Bullying
- Wear Purple Day for Family Violence Prevention
- Blue Shirt Day for World Autism Day

Clients' community employment & involvement 2023 - 2024.

Our individuals were supported on a weekly basis to purchase groceries at the O'Leary Coop for the onsite lunch program here at Maple House.

Clients and staff went to Cavendish for a day outing in August.

Clients and staff went to the following locations for a short trip outing: Stompin' Tom, Montrose Petting Farm, Potato Museum, Whispering Hope farms, Arlington Orchards, and the Lavendar Farm.

Both day programs, the Tignish Training Centre and Maple House, had a fun day for clients hosted by the Tignish Training Centre. The theme was "Hoedown Party".

ACL O'Leary provided the clients and Staff a special day for Christmas. They provided pizza and garlic fingers for lunch as well as a local group of guitar players for entertainment. They also gave each client a Christmas gift.

Some of our Clients also attended the ACL Christmas Party that was held at the Palmer Rd Hall. The clients enjoyed a home-made Christmas dinner. Clients also enjoyed the dance that followed, where Joey Doucette and Kurk Bernard performed. Santa Claus made an appearance and passed out some gifts as well.

Clients also enjoyed attending a Christmas Prom event organized by volunteers.

The AGM Meeting was held on June 19th and the AGM meal was held on October 16. Both events went well, clients enjoyed the AGM meal and seeing their peers and staff recognized for their achievements.

Clients

- Clients continued to make peanut butter balls weekly to sell in our bakery & café.
- Cleared tables
- Washed dishes in bakery and Café
- Prepared napkin packets
- Peeled potatoes for soups and hashbrowns
- Cut and chopped peppers
- Cleaned storage room
- Put all the orders away from Sysco and Kays.
- Put the egg order away
- Recycled
- Took out garbage and cardboard
- Cleaned front entrance
- Cleaned bathrooms in café
- Greased pans
- Cleaned bread machine
- Filled bins with bakery products

- Packaged cookies, biscuits, bread etc.
- Cut grass and whipper snipped.

Clients continued to sanitize tables and doorknobs. Staff continued to promote proper hand washing and using hand sanitizer when appropriate. We continued to follow these protocols to keep our clients healthy and safe.

The last day for clients was December 20, 2023. Clients returned to work January 2, 2024.

Maple House Cafe & Bakery

On May 28th, Maple House Bakery and Café reopened on Sunday's. Unfortunately, this did not last, and the days were reduced again to Tuesday through Saturdays in July. We have not been able to have the Café open seven days a week due to ongoing staffing shortages. Efforts to recruit new staff continued and it remains a priority to get back to serving the public seven days per week.

We were able to transition to our new payment system, "Square". Staff were provided with training on the new system, and it has been going well.

Stacie (Bakery & Café manager) and Heidi attended the annual Kays show in Charlottetown on April 12.

Customer Appreciation Day was held May 10 for our Maple House customers.

July 22, Heidi Chaisson and Stacie Gallant along with clients Wayne Oulton and Nancy Dusky participated in the Potato Blossum Parade.

Training/staff days 2023-2024

Heidi Chaisson and Paula Smallman attended the Food Safety Course at Mill River on March 21.

Some staff attended the ASSIST training on May 24 and 25. This course was held at Holland College in Alberton.

Heidi Chaisson attended the TLR Train the Trainer course in Charlottetown on October 18th, 19th, and 20th. Staff training will now be provided by Heidi.

A PD Day was held in July for staff of Community Inclusions. Cindy Howard shared information with staff on charting and trauma informed care. Both sessions were very informative.

Maple House Centre continued to host several students completing their OJT placements.

These students are from a variety of programs such as Human Services, Resident Care Worker as well as community placements from Career Bridges, and Connection 2 Employment.

CLOSING

Maple House Day program continued to grow and provide services to an ever-changing group of adults with complex needs. It was great to see how staff adjusted to these changes and how resilient both the clients and staff were. Staff continued to take advantage of the opportunities that Community Inclusions offers for training to gain new skills and education.

The Bakery and Café staff continued to work hard to provide excellent food and customer service.

I would like to thank Kevin Porter for his guidance and leadership, Rushell MacDonald for her ongoing support, and I would like to thank the office staff for their behind-the-scenes efforts in helping our organization run smoothly.

And finally, to our Board of Directors. Your support and commitment to Community Inclusions Ltd continued to be invaluable. Knowing that you are all there to give direction, and added support, is wonderful and was greatly appreciated.

Please accept my annual report,

Heidi Chaisson

Employment Services Manager Annual Report 2023-2024

Staffing

The Employment Services program had two full-time staff: Natalie Horne-Gallant as the Employment Counselor and Talia Adams, the Assistant Employment Counselor. Two additional staff worked in the Drop-in Day Program, Crystal St. Pierre and Denise Chandler. Despite staffing challenges throughout the past year, the program was fully staffed.

The Human Service Program has been offered for the past several years based out of Alberton, and students have been placed in all areas of the organization. The Employment Services Program has had many students in different programs, and this has been very beneficial to the staff, students, and our clients. It offered the students a place to use the skills they learned in the classroom in real life scenarios with skilled staff to support them. The students provided an extra set of hands, new perspective and relationships. Students also shared their personal talents with the group, such as: cake decorating, painting, singing, organizational skills, etc.

Clients

Our client numbers continued to grow and evolve, with new clients joining our services, some finding employment, and others relocating. Notably, there has been an increase in clients with complex needs, particularly in mental health.

Upon intake, staff met with new clients to complete intake forms and determine the services they require. For clients interested in participating in the Drop-in Day program, an observational plan was submitted to the Accessibility Support Program for approval. This process ensured tailored support for individual success. Following the observational period, the Employment Services Manager submitted a Service Plan for approval from AccessAbility Support.

Drop In Day

Drop-in Day continued to operate five days a week to give participants opportunities for skill development. The group numbers changed based on the days of the week and employment numbers. The DID was used as a base for the Odd Jobs program. This program continued to be successful. Many of the customers were seniors that struggle to complete tasks they previously enjoyed, such as cleaning and yard work. The Bloomfield Legion and the O'Leary Housing Authority are two of the odd job's customers. The Town of O'Leary and the Bloomfield Legion required extra cleaning over the year.

The O'Leary Association for Community Living donated to the Drop-in Day participants. This money was put aside to have a camping opportunity with the group members later.

Group members were supported to make a presentation in March of 2023, to the 100 Women Who Care. They were successful in receiving over eleven thousand dollars to create a sensory space. This money was used to purchase new furniture, sensory supplies and new lockers for the group. We were very thankful for the generosity of this group.

Blue Sky Farms donated several plants to Drop-in Day. This generous donation allowed the group to extend the garden. Having the extra garden vegetables was helpful in the meal program that is offered five days a week to the group.

A joint grant application was sent into Easter Seals for the Drop-in Day, Tignish Training Centre and the Maple House Training Centre to purchase resource materials for the staff. A donation of five thousand dollars was received to be divided into the three programs. Each Site Manager decided on which materials would be of benefit to their programs.

Transitions

There was a growing demand for services for individuals transitioning from high school, with an increasing number of students receiving resource support. We actively engaged with Westisle through meetings and classroom shadowing to better support transitioning students.

Training

Over the past year, there were many training opportunities for the group members. 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. The program was successful in having guest presenters in throughout the year. Group members also participated in using the Skills Pass Learning program. Through this program they were able to take online training in WHMIS, Food Safety, Discovering Strengths and Mental Health.

Participants also began to attend tours of local businesses. Tours were put to a halt during Covid. Group members signed up for the locations that they had interest in.

This year the staff were able to participate in MANDT, CPR/First Aid, the annual staff appreciation day, Trauma, Documentation, Hub Tally and Project Search. The Employment Services Manager attended the two-day training session for ASIST and regular OCSM training. Staff also supported clients to attend the AGM.

Employment/ Volunteer

Covid restrictions transitioned back to a regular way of living throughout the year. Odd jobs and employment opportunities increased due to this. The goals from the Skills PEI were obtained for the contract.

The group assisted West Prince Family Violence with a clothing give away and an awareness walk. Group members also assisted with Community Inclusions AGM and the Employer Appreciation Event. An opportunity came to weed a flowerbed for the O'Leary United Church. They had a set budget for this, and the area was quite overgrown, so the budget was quickly used up. Group members continued to volunteer to finish the project.

The Employment Services Manager were contacted by the Lennox Island Youth Group to participate in a day at Bloomfield Park. Group activities took place and a BBQ for lunch.

In November, the annual Employer Appreciation Event took place. The event was well attended. The Sherri McInnis Inclusive Employer of The Year Award went to Ellen Campbell. The Perseverance award was presented to Dominick MacDonald.

In conclusion, we 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, Skills PEI, and the AccessAbility Support Program staff for always working to support the people we are working with. Finally, Talia, Crystal, Denise, Joanie, Faith, Sally, Melissa and the staff of Community Inclusions Ltd, thanks for another great year.

Respectfully Submitted by,

Natalie Horne-Gallant
Employment Services Manager
Community Inclusions Ltd.

Assistant Employment Counsellor

2023-2024

It was a great year with a lot of changes at our employment services, and Drop-in Day. There are now two Community Support Workers who work five days a week alongside the Employment Services Manager, and Assistant Employment Counselor. This resulted in fewer job coaching hours for the Assistant Employment Counsellor due to the workload being shared between all staff members. I personally had a total of 246.75 job coaching hours within the last year. With these changes, the Assistant Employment Counselor's role has changed as well. I'm was also responsible for completing client training allowance, attending transition meetings at Westisle Composite High School, documenting on Hub Tally, writing service plans, which included observational plan requests.

I'm was also a part of the Community Inclusions LTD. Safety Committee. The Safety Committee meets once every couple of months. I was responsible for completing safety inspections for the 24 North Street, O'Leary location. I have also had the opportunity to attend training provided by Occupational Health and Safety.

Employment:

- Maple House Bakery and Café
- Alberton Liquor Store
- Town of O'Leary
- Griffins
- Trout River Industries
- Betts' Sawmills
- Parks West
- Bloomfield Legion
- Town of Alberton
- Valley Pearl Oysters
- South Shore Seafoods
- Odd Jobs

Volunteer:

- West Prince Family Violence Prevention clothing drive
- Annual Employer Appreciation

Overview of Daily Routines: Drop-in Day opened to participants five days a week, Monday to Friday. This allowed us to divide the number of participants who attend each day into smaller groups. Staff provided training in life and employability skills throughout the day in various ways. We engaged in training sessions to ensure group members continued to use/gain new literacy and numeracy skills.

Our meal program provides opportunities such as cutting/chopping vegetables, cooking on the stove or oven, and proper food measurement.

We also engaged in odd jobs, providing opportunities for group members to practice skills such as sweeping, mopping, dusting, laundry, raking leaves, and weeding flower beds. Odd jobs also gave group members the chance to practice social skills while out in the community, as we frequently meet new people at odd job locations.

Highlights of the year:

Some group sessions included math, literacy skills, stress management, procrastination, self-esteem, healthy relationships, mental health, fire safety, values, goals, and resume building. Drop-in Day group clients conducted research projects, choosing one topic of their interest and another on a historic individual for Black History Month. They then presented the information they researched to other group members, which provided an opportunity to practice their public speaking skills. Drop-in Day clients also completed their WHMIS training.

Some group activities included making macramé plant holders and handmade snowmen decorations for Christmas, which were sold at the Maple House Bakery and Café.

Drop-in Day participants had the opportunity to attend the Skills PEI Job Fair in Summerside and the Community Inclusions LTD. Annual General Meeting. Clients also went to some business tours. Drop-in Day has toured Moments Floral, Gifts & Custom Design, West Prince Animal Supplies, Diana's Pumpkin Patch, and Wee the West Childcare. Drop-in Day clients prepared for business tours by preparing questions to ask the employers/employees. Occasionally, they would prepare activities for the tour. For example, when we toured Wee the West, clients had activities planned to facilitate with the Pre-K students.

Drop-in Day was fortunate to receive a generous donation of plants and flowers for our garden from Blue Sky Farms. Clients assisted with planting, daily watering, weeding, and harvesting the garden. Staff recognized that this was an opportunity for participants to socialize and team build. We engaged in activities throughout the year to work on team building. For example, we did a paper chain challenge. The clients were divided into two groups, given one piece of construction paper, and challenged to see which group could make the longest paper chain. Clients also enjoyed "Art After Dark," during which staff used it as an opportunity to work on active listening skills.

A staff member and two clients from Drop-in Day had the opportunity to go to a "100 Women Who Care" event. 100 Women Who Care is a group who donate money to local charities and organizations to better their communities.

The staff member and clients had to present to these women and explain what we would do if we were lucky enough to receive the donation. There were two other organizations presenting as well. We were grateful to be the chosen organization to receive the donation this past year.

We were able to purchase items to build a sensory room for our clients: a couch, love seat, weighted blankets, fidget toys, and a Northern Lights projector. We plan to continue to add to the sensory room in the future, as clients have benefited from having a space to go to when they are feeling overwhelmed or overstimulated.

College Students and Summer students: Drop-in Day had three students from Holland College: Melissa Richards, Chloe MacDonald, and Hannah Boulter—who completed their on-the-job training with us. We also had two RCW students complete on-the-job training with us. Two students worked three days each at Drop-in Day. Student responsibilities varied from programming, facilitating training sessions, documenting, and going to odd job sites with staff and Drop-in Day clients.

Staff Training Opportunities: Staff members had the opportunity to attend training provided by Occupational Health and Safety. Staff also attended MANDT and documentation training.

Respectfully submitted.

June 4th, 2024

Assistant Employment Counsellor

Talia Adams

Human Resources Coordinator 2024 Annual Report

The Human Resources Coordinator position began in June of 2021. With this position, we have provided more attention to areas such as updating policies and procedures, recruitment and retention, improved communication between our management team and front-line staff.

Part of the role of the Human Resource Coordinator was to complete the biweekly payroll, review the time sheets, leave records, and complete records of employment (ROEs). Monthly remittances, such as Group Insurance premiums, pension deductions, Worker's Compensation, and Receiver General were also completed.

In 2023-24, there were 14 new staff hired across different departments. Three positions were vacated, three moved into management roles, and two new positions were created, allowing eight new staff to join our permanent team and become full-time employees.

The Assistant Residential Support Manager, introduced in late October 2022, has proven to be a great benefit to the overall management of the residential department, providing better communication, supervision, and coverage, including the continued development of the Associate Family Program.

We have two staff members on leave for various reasons and one on maternity leave. This has provided the opportunity for others to pick up some temporary positions. We had an average of between 55 and 60 regular staff on the payroll biweekly and issued 86 T4s for 2023.

Social Media Platforms

Community Inclusions developed a new web presence in 2021 that continued to provide updates on information regularly. This allowed people get a snapshot of the organization with an option for downloadable resources. Featured were regular postings of employment opportunities, events updates, and family and staff resources are now accessible through mobile phones, laptops, iPads, etc.

Our website also includes our Maple House Bakery & Café menu, hours of operation, and employment postings.

Community Inclusions Ltd and the Maple House Bakery & Café Facebook pages continued to grow. Combined, there are close to 4400-page likes, up 1000 over the year!

We were also active on Instagram and TikTok.

Communications

Community Inclusions implemented the next phase of its website platform. All Community Inclusions staff will be set up with their own work email. This will improve communications across the departments and keep information secure.

Case Plan Management

We continued to work as a team to complete our case plans and create better communication between the departments using Hub Tally.

All staff have been trained to use the new case management system and continued learning through professional development.

Hub Tally provided up-to-date information on clients, without duplicating paperwork and files, providing access to specific staff who require it.

Group Benefits & Pension

Community Inclusions offers a group insurance benefits plan through Simply Benefits, providing medical and dental coverage, LTD, life and dependent life insurance, and AD&D (accidental death and dismemberment). We recently added an EAP (Employee Assistance Program) to our group benefit package covered through Telus Virtual Health. This provides our employees and their families better access to medical consultations, mental health assistance, prescription refills, and other benefits.

Our Pension benefit program is through MacKenzie Financial and is matched by Community Inclusions Ltd, providing a 6% pension plan.

Collective Agreement

Community Inclusions and UPSE completed wage negotiations promptly, and successfully signed off on an increase of 8.5% over an 18-month period. The new contract runs to March 31st, 2025.

This increase affected all Residential Group Home, Community Support Worker, and related support staff.

We will continue to review this so that we may remain competitive with other organizations across Prince County, at the same time remaining fiscally responsible.

Staffing & Recruitment

The 2023 year continued to prove to be challenging for recruitment. However, opportunities to discuss some of these challenges with other NGO partners have been beneficial. These discussions continue to provide a platform to plan and work together to develop innovative solutions.

Recruitment and retention continued to be a focus within our organization. We continued to have a good relationship with our education providers.

Students from the Human Service and RCW programs took part in practicums with us. This allowed them to see Community Inclusions, and the various services we have to offer. In turn, this also allowed us the opportunity to interview potential employees. Students can be hired as casuals after successfully completing their first year of the Human Service Course.

Holland College had a new class start in January of 2024 to the Human Services Program, making this the fourth class to take place at the West Prince Campus. The interest in the course and the continued need for this program to be offered here in the West Prince area, is strong. The most recent class will graduate in May of 2024. This has provided Community Inclusions with a great resource for potential employees. There is hope that the Human Services Program will continue to be offered in the region, as the interest appears to be there, and the opportunities for employment in the area, has been evident.

Maple House Bakery & Café

Our Social Enterprise continued to run into staffing challenges. This has been felt in all restaurants and cafes across the province. The bakery and café continued to adjust as we navigated and implemented better recruitment strategies. We have raised wages to remain competitive and have had to adjust hours of operation from seven days a week to now five days a week, remaining closed on Sundays and Mondays.

Professional Development

Community Inclusions continued to focus on maintaining and enhancing the skills of our staff. Using online platforms, we could keep staff at Maple House Bakery and Café up to date, completing Food safety, WHMIS, and other professional skill training.

Other Professional Development held in 2023:

- Mandt Renewal
- Communications Development
- Documentation
- Trauma Informed Care
- Hub Tally
- Health & Safety
- Staff Development Day

In Closing

Our staff continued to be integral to the ongoing success of Community Inclusions. The Human Resources Coordinator continuously sought out innovative strategies to recruit new employees and deliver exceptional services to the clients of Community Inclusions Ltd.

I look forward to continuing to grow within the Human Resource Coordinator's role to meet the organization's needs.

Rushell MacDonald
Human Resources Coordinator