



28th Annual General Meeting

June 24th, 2026

April 01, 2025

to

March 31, 2026

**Community Inclusions Ltd.
28th Annual General Meeting
Wednesday, June 24th, 2026
Maple House Bakery & Cafe**

5:30 Social, 6:00 pm Business Meeting

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from the 2025 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.

27th Annual General Meeting
Maple House Bakery and Cafe
July 2nd, 2025

Board Members Present:

Joanie Chislett, Jenna Livingstone, Velma Bince, Laura Sarlo, Allan Clark, Marlene Warren, Cindy Howard, Olive Gallant

Regrets: Minister Hudson, Minister Bobby Morrissey, Telly Aylward

Kevin welcomed staff, Board of Directors, MLA Robert Henderson and community members to the 27th Annual General Meeting of Community Inclusions
A moment of silence was taken for members who are no longer with us.

Agenda

Rushell MacDonald motioned for approval of the agenda, seconded by Olive Gallant

Minutes of Last Meeting

Allan Clark reviewed the Minutes from the 2024 AGM. No errors or omissions.
Laurie Ann motioned for approval of minutes Velma Bince seconded

Chairperson's Report

Marlene Warren presented the Board Chairperson's yearly report (April 1st, 2024– March 31st, 2025).

Allan Clark motioned for approval, seconded by Rushell MacDonald

Presentation of the Financial and Auditor's Report

Jaclyn Waite, of MRSB Group, thanked Community Inclusions for reserving MRSB for the fifth year to prepare the audit. She shared the Financial and Auditor's Report for Community Inclusions Ltd. for the fiscal year April 1, 2024 – March 31st, 2025.

Rushell MacDonald motioned for the approval of the Financial Report, Executive reports and the yearly site reports motion seconded by Joanie Chislett.

Other Presentations

Kevin wished to recognize the Management Team for another year. He also thanked the Board for their hard work, dedication, and feedback throughout the year. Special thanks to Marlene, Chairperson of the Board, for all her commitment over the past three years.

MLA Robert Henderson spoke briefly and thanked all staff for their dedication and hard work, also thanked Kevin for keeping communication between them open, as he appreciates the updates.

Cindy Howard and Marlene Warren were presented with plaques for their dedication to the board. The Management team were presented with flowers.

Board of Directors 2025-2026

The following nominating report was brought forward and read Joanie

Olive Gallant	2026
Velma Bince	2026
Vacancy	2026
Joanie Chislett	2027
Jenna Livingstone	2027
Laura Sarlo	2027
Allan Clark	2028
Bernie Myers	2028
Laurie Ann Williams	2028

Rushell MacDonald motioned to approve the nominating report, and Cindy Howard seconded. Motion carried.

Meeting adjourned

2025–26 Chairperson’s Report

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2025–2026 Annual Report.

Community Inclusions continued to provide valuable support to the clients and residents we have served this past year. This was made possible through the ongoing support of partnerships with the provincial, federal, and municipal governments. Community groups and private donations have also assisted throughout the year, and we are very appreciative of this continued support.

Residential

Our Graham Lane residence, located in the Tignish area, was rented and utilized for the year. MacLeod Lane in Tignish continued to operate at capacity. Our Alberton residence finished the year at capacity, while our home on Haywood Road in Tignish operated at near capacity. Our semi-independent apartments in O’Leary were all occupied.

Community Inclusions continued to face challenges with aging residents, who subsequently have more complex needs. Long-term planning around this issue must continue, involving government and our partners across PEI, as this is a provincial—and ultimately national—challenge. Community Inclusions continued to revise our Level of Care Policy, which was formally adopted in early 2024.

Our Executive Director, along with other staff members, continued to seek funding for a new residential and day service in Tignish. Our current service location in Tignish is 55 years old, and there remains a need for accessible and additional housing in the region, ideally in a more central community.

Day Services

This past year, we continued to operate day services in Tignish (Haywood Road) and O’Leary (Ellis Avenue and Main Street). Once again, we partnered with the O’Leary Baptist Church to use their location. We are outgrowing our Ellis Avenue location, so this partnership has been especially valuable. We greatly appreciate their support. Like our Employment Services, our day programs benefited from AccessAbility funding, which helped support staffing.

It was nice this past year to offer youth in the region a Youth Program in O’Leary. Four youth took part; another is planned for this year. This has long been a gap in our services,

Employment Services Unit

Our Employment Services have been operating since April 2002. We were fortunate to once again receive support from Skills PEI and the federal government. We also greatly appreciate the support of the West Prince business community.

Our Drop-In Day Program operated five days a week. The Accessibility Support Program assisted with additional staffing, and we are now entering the final year of a multi-year contract with Skills. We look forward to negotiating a new agreement, as employment services for our population remain critically important.

Unfortunately, the West Prince Chamber of Commerce dissolved at a time when advocacy and services for local businesses are especially needed.

Essential Disability Services Alliance (EDSA)

Community Inclusions participated in regular meetings with this group of like-minded NGOs from across PEI. EDSA received core funding from the Department of Social Development and Seniors to develop a new Learning Management System. This will support onboarding and training efforts and is an important part of recruitment and retention strategies.

EDSA members contributed to the AccessAbility and Residential Review, primarily during 2024–25, with continued communication this past year with the department. These reviews are expected to be completed and publicly released early in the next fiscal year.

Maple House Bakery and Café

Maple House Bakery and Café continued to play an important role in our community. January 2026 marked its 10th year of operation. The café provides valuable training and employment opportunities for our clients, employment within the community, high-quality food products, and strong advocacy for people with intellectual disabilities across Western PEI.

We maintained our partnership with Meals on Wheels PEI (O'Leary Chapter), delivering meals two days a week to residents. This supplemented the existing three-day service. We are pleased that this partnership will continue into 2026–27.

Administrative

Finances

We made positive financial progress this year, including an increase in core funding, however we remained in a deficit position. We are hopeful that the pending AccessAbility Review will result in adjustments to existing funding ceilings, which have not significantly changed in approximately 25 years. Many of our front-line staff's wages are tied to this program, and without adjustments, we risk falling behind financially.

We also began transitioning some AAS-funded staff into full-time roles as part of our recruitment and retention strategy. We hope that these additional expenses will be supported by AAS funding and the department.

Some of our specialized funding agreements remained unchanged. With some agreements totalling close to \$500,000 per year, the lack of increases has negatively impacted our financial position. These will need to be addressed in the coming year.

We're optimistic that the Residential Review and a proposed new funding model will help address the previous.

Donations

We extend our sincere thanks to the individuals and organizations who contributed this past year financially, including:

Easter Seals of PEI, Western Region Sports Council, Tish and Mike Shea, Prince Edward Island Association for Community Living, Connor Shea Memorial Fund, Toonie Draw (Tignish Credit Union Arena), Trout River Industries, Grey Hound Riders, various memorial donations, and anonymous donors.

We deeply appreciate these contributions and the impact they have had.

Collective Agreement

Community Inclusions entered year two of a three-year agreement signed in 2025, which extends to 2028. As in previous agreements, this will have financial implications that impact our budget.

Youth on Board

We were pleased to once again participate in the Youth on Board Program.

The Youth-on-Board Program provides an opportunity for 25 rural PEI high school students to serve on non-profit boards. It aims to inspire youth volunteerism, build understanding of board governance, and strengthen engagement between youth and community organizations.

Jared Kenny, a Grade 12 student from Westisle, served on our Board from October and will complete his term in June. His contributions were greatly valued.

Community

We recognize the many partners who contribute to the success of Community Inclusions, including GoWest (Western Regional Sports Council), Holland College, Skills PEI, Career Development Services, Career Bridges, the provincial and federal governments, local municipalities, and employers.

We also want to recognize the importance of our relationship with Transportation West, as we continued to be the largest user of their services this past year. We rely heavily on Transportation West to transport our clients and residents to and from their various commitments.

We deeply value these partnerships. Success never happens in isolation.

Closing

In closing, I would like to thank the Board members for their dedication and time over the past year: Olive Gallant, Velma Bince, Jenna Livingstone, Joanie Chislett, Laurie Ann Williams, Bernie Myers, Laura Sarlo, and Jared Kenny. It has been a pleasure serving as Chairperson.

I also thank all supporters of Community Inclusions for their contributions to this wonderful organization.

On behalf of the Board, I would like to thank Kevin Porter and the entire CI team for their dedication to delivering residential, day, employment, bakery, and café services. Your hard work ensures we continue to provide vital services to the vulnerable population we serve.

We also welcome new Board members, Hillary Coxworthy, Mitchell Currie and Dana Harris. At the same time, we extend our sincere thanks to Olive Gallant and Velma Bince, who are completing their terms. All the best to Jared Kenny as he heads off to university this coming year. All your contributions have been significant and will be greatly missed.

Respectfully submitted,

Allan Clark
Chairperson, Community Inclusions Board of Directors

Source: Youth on Board Website

Executive Director's Annual Report 2025-2026 Annual Report

March 31st, 2026, marked the end of Community Inclusions' 28th year in service. This year's Annual General Meeting is an opportunity to reflect on the past year, look to the present, and plan for the future.

Financial

- We again benefited 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.
- Since 2002, our Employment Unit has been funded through Skills PEI (Labour Market Development Agreement with the Federal Government). This is key as our population continued to benefit greatly from this service.
- Charitable Status requirements were again met.
- The organization finished in a deficit situation; some strides were made with funding, however, there is much work to do going forward.
- We did receive another bump to our core funding, which was appreciated. However, there needed to be adjustments to AAS and Specialized Funding.
- The process of evaluating residential services and the AccesAbility Supports Program neared completion. Results should be made available early in the next fiscal.

Administrative

2025-65 was another busy year as far as administrative work.

General items of note:

- Sally Harris continued in her role as Office Manager.
- Kayl Porter continued in his role of Administrative Clerk.
- Rushell MacDonald continued in her role as Human Resources Coordinator and Payroll Clerk.
- Our Facebook Pages, Community Inclusions Ltd, and the Maple House Bakery & Café continued to grow. Our Instagram Page also continued to develop.
- Our website: www.communityinclusions.com also remained relevant and updated. Rushell MacDonald, our Human Resources Coordinator, managed the site.

Staffing

Community Inclusions staff performed their jobs at a high level. As our clients evolve, there will be an ever-increasing need for staff to receive more formalized, relevant training to help them with their job duties.

Meetings were held with other Essential Disability Services Alliance (other similar NGOs) members. This was an excellent opportunity to share information and exchange ideas regarding similar topics and issues. The Essential Disability Services Alliance (EDSA) is a collaborative network of community-based organizations across Prince Edward Island that provide services and supports to individuals living with disabilities. Founded in 2024 by seven partner agencies, the Alliance was created to strengthen coordination and collaboration within the sector.

The network over the past year continued the work of one of its first initiatives, the creation of a Learning Management System, which will be an online portal for staff, new and existing. Foundations of Supporting Adults with Disabilities, Person-Centred, Trauma-Informed Support, and Positive Behaviour Supports are the first training components. Others will continue to be added.

General items of note:

- We added new staff through the AccessAbility Program as new clients came into our services. Staff were added to both temporary and full-time roles.
- On The Job Placements came from Career Bridges and Holland College. The organization is very appreciative of its relationship with the college and its staff and students.
- Regular Management Team meetings.
- Safety Committee meetings were held.
- The Annual Staff Fun Day was again held.
- 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.
- Work continued to bring some of these positions to permanent staff status. Three positions were added later in 2025.

Day and Employment Services

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. All aspects of Community Inclusion's planning/programming, and the support we provided came from solid, well-thought-out Case Plans.

The organization utilized the computer-based case management system via Hub Tally, a software program available here 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.
- The organization benefited from being involved with the School Transitions Team at Westisle High School.
- We once again utilized additional space for our Maple House Centre from the O'Leary Baptist Church. This allowed staff and clients to work in larger spaces at the same time, not compromising program needs.
- Though we were not successful in our application to the Green and Inclusive Communities Fund for a proposed new day service and housing project in Tignish, plans are to continue to source out other funding to help see this project to fruition. We did hear that possible dollars were coming through a Federal Infrastructure Fund for the next fiscal year, 2026-27.
- We again engaged with Meals on Wheels O'Leary, PEI, to provide affordable, healthy meals in the O'Leary area. We were very excited about this.
- Our Employment Services were funded for the 23rd consecutive year, and we are heading into the last year of a three-year contract.
- Youth Program for the first time in our history.

Residential Services

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

Alberton House entered its 15th year of operation and ended the year at full capacity. The respite room at the house was occupied on a regular basis.

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, had two individuals residing there. At year end, there was one occupant with the second person in hospital, who will be transitioning to long-term care. Plans are to have two there again in the coming year.

Residents with a higher level of care continued to be a concern. There is a need for PEI for improved services for those individuals and the organizations supporting them.

General items of note

- Alberton House, the O'Leary Apartments, MacLeod House, and Graham Lane continued to alleviate some of the pressures related to housing for our population. The organization's Associate Family Program also continued. It is hoped that this program will keep growing, as many options are needed to help with housing our population. We had two Associate Families this past fiscal year and are in the process of adding a third.
- As mentioned in programming, Community Inclusions continued to work on a project to develop conceptual floor plans for a new day program and to include residential units and a Snoezelen (sensory) Room, among other things.

Other

In the fall of 2025, Community Inclusions (CI) was invited to participate in the Accessibility Standards Steering Committee. The committee was established to support the development of accessibility standards for Prince Edward Island. The committee is composed of a range of stakeholders from across PEI who have a vested interest in this area.

A framework for public and individual consultations has been developed, with consultations expected to begin early in the 2026–2027 fiscal year. Following the consultation process, a report will be prepared, which will inform the development of a plan to move toward accessibility standards legislation for PEI.

Closing Remarks

Thank you to all the various organizations and individuals who have supported 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 have worked hard this past year. We are so fortunate as an organization to have the quality people that we do. Thanks to Sally Harris, the organization's Office Manager, Kayl Porter, our Administrative Clerk, and Rushell MacDonald, our Human Resources Coordinator and Payroll Clerk.

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

Community Inclusions fielded its first-ever road hockey team, which participated in HockeyFest 2025 in Summerside.

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 year.

Thanks to the Board of Directors for all their support and guidance this past year, and special thanks to Allan Clark, who served as Chairperson.

Thanks also to Velma Bince and Olive Gallant for completing their terms. We were also fortunate to have Jared Kenny, a grade 12 student at Westisle High School, as our Youth on Board participant. That program gives high school students a chance to participate on boards to experience how they function. This past year was our second year to be involved with the program.

Community Inclusions is fortunate to have such a dedicated group of volunteers guiding the organization. We are pleased to welcome our new board members, Mitchell Currie, Hilary Coxworthy, and Dana Harris, who will be wonderful additions to the team. We look forward to working with both our new and returning board members in the coming year.

Respectfully,

Kevin Porter
Executive Director

“We rise by lifting others.” — Robert Ingersoll

Maple House Division - Maple House Bakery & Cafe

Annual Report 2025–2026

Submitted by: Heidi Chaisson, Manager

Program Overview

During the 2025–2026 year, the Maple House Division provided regular services to 22 individuals across the Maple House Centre and Church Program locations. Attendance patterns varied, with clients participating full-time, part-time, or one to two days per week. One individual attended seasonally from October to May while working during the remaining months.

In June 2025, Community Inclusions launched a new Youth Program, employing two summer students and welcoming four youth participants.

Training Sessions & Skill Development

A wide range of educational, safety, and life skills sessions were delivered throughout the year, including:

- 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 (with a focus on kitchen safety)

Additional training sessions and skill development included:

- Food preparation
- Hygiene
- Private vs. public awareness
- Emergency preparedness
- Healthy relationships
- Seasonal and holiday-themed sessions
- Weekly weekend events

Clients also participated in awareness and community recognition days, such as:

- Crazy Sock Day (Down Syndrome Awareness)
- Pink Shirt Day (Anti-Bullying)
- Wear Purple Day (Family Violence Prevention)
- Blue Shirt Day (World Autism Day)
- O'Leary Winter Carnival Week

Community Employment & Involvement (2025–2026)

Clients continued to engage in meaningful, community-based activities, including:

- Weekly grocery shopping at the O'Leary Co-op for the Maple House lunch program
- Delivering Meals on Wheels every Tuesday and Thursday

A variety of community outings were offered, including:

- Lunch and music at the Stompin' Tom Centre
- Ice cream outings at Dairy Royal
- Two beach excursions
- Transportation West Customer Appreciation Day at the O'Leary rink
- Bowling in Tignish
- An event at the O'Leary Ball Diamond hosted by DID

Additional activities included:

- Apple picking at Arlington Orchard
- Christmas shopping in Summerside
- Lunch outings
- Tours of Martin Farms, Grand River Ranch, and a local beekeeper

Both Maple House and the Tignish Training Centre participated in a joint Fun Day at the Kildare Lodge, featuring an 80s theme, outdoor games, karaoke, and a barbecue lunch.

Community Inclusions also hosted the Annual Christmas Lunch for clients and staff, providing pizza and garlic fingers from Greco.

Youth Program Outings

The Youth Program participated in:

- A tour of the Tignish Workshop
- Shining Waters (Cavendish)

- Two beach excursions
- Walks on local trails
- Meals at the Potato Museum, a Minh-Wang Family Restaurant in Bloomfield, and the Stompin' Tom Centre

The AGM meeting was held in June 2025, followed by the AGM meal in October. Clients enjoyed reconnecting with peers and celebrating staff achievements.

Client Work & Daily Contributions

Clients continued to play an essential role in the operations of the Maple House Bakery & Café and in facility upkeep. Their contributions included:

- Preparing peanut butter balls for sale
- Clearing tables
- Washing dishes
- Preparing napkin packets
- Peeling potatoes for soups and hash browns
- Cutting and chopping vegetables
- Cleaning the storage room
- Putting away ADL orders and egg orders
- Recycling
- Taking out garbage and cardboard
- Cleaning the front entrance
- Cleaning café bathrooms
- Greasing pans
- Cleaning the bread machine
- Filling bins with bakery products
- Packaging cookies, biscuits, bread, and other items
- Grass cutting and whipper-snipping

Clients also sanitized tables and doorknobs, with staff reinforcing proper cleaning practices and sanitizer use to maintain a healthy environment.

The final program day for 2025 was December 23rd, with clients returning on January 5th, 2026.

Café & Bakery Operations

The Maple House Café & Bakery operated Tuesday through Saturday. Due to ongoing staffing shortages, the café did not resume seven-day-a-week service, although recruitment efforts remained a priority.

Operational highlights included:

- Continued successful use of the Square Payment System
- Availability of reloadable gift cards
- Staff attendance at the ADL Show in Summerside on April 16th
- Customer Appreciation Day held on May 10th
- Participation in the Potato Blossom Parade and Alberton Parade

A key component of community support work was continued participation in the Meals on Wheels program. Clients and staff delivered meals to seniors every Tuesday and Thursday, helping address food insecurity for up to 10 seniors in the community. This service remained an important extension of the organization's commitment to supporting vulnerable individuals and promoting community well-being.

Ongoing OJT placements were hosted from Human Services programs, Resident Care Worker programs, Career Bridges, and Connection 2 Employment.

Closing Remarks

The Maple House Day Program continued to grow and evolve to meet the needs of an ever-changing group of adults with complex needs. The resilience and adaptability of both clients and staff remained a cornerstone of its success. Staff continued to pursue training opportunities offered through Community Inclusions, strengthening their skills and enhancing program quality.

The Bakery and Café team consistently demonstrated dedication to providing excellent food and customer service.

Sincere appreciation was extended to:

- Kevin Porter for his guidance and leadership over the past four years.
- Sally Harris and the office staff for their ongoing support and organizational excellence.
- The management team for their collaboration and shared expertise.
- The Board of Directors for their commitment and ongoing support in guiding Community Inclusions Ltd.

Thank you for your continued trust.

Respectfully submitted,

Heidi Chaisson

Tignish Training Centre

Annual Report - 2025–2026

Community Involvement & Employment

Throughout the year, clients and staff worked collaboratively to strengthen our presence within the community. Expanding community involvement remained a shared goal for everyone at the Tignish Training Centre.

Clients received weekly support with meal planning and grocery shopping at the Tignish Co-op.

Staff facilitated a wide range of community outings, including tours of Martin Farms and Grand River Ranch; lunches and live entertainment at the Stompin' Tom Centre; bowling at the Tignish Parish Centre; berry picking; a beach day; soccer baseball with Maple House; and participation in an employment group. Additional outings included visits to Sunflowers for My Sister (Dock Road), a tour of the NASCAR trailer, a stop at MJ's Bakery Memorial Gardens, and enjoying the Halloween display at Andy's Memorial Trail. We also participated in the community scarecrow contest.

Our Day Program Fun Day and BBQ at the Kildare Lodge featured a lively 1980s theme and was enjoyed by all.

Centre-Based Activities

Clients continued to manage the weekly 50/50 draw for the Tignish Credit Union Arena. This activity supported skill development in areas such as money handling, removing stickers from toonies, drawing the winning number, and preparing deposit slips.

The Centre supported 17 clients. Some attended full-time, while others participated part-time, ranging from one to three days per week.

Additional Centre-based activities included:

- Monthly birthday celebrations
- Weekly preparation of takeaway packages for Shirley's Café
- Celebrations of major holidays, including Christmas, Valentine's Day, St. Patrick's Day, Easter, and Halloween
- Visits from community musicians who performed for clients
- Planting, maintaining, and enjoying produce from our garden

We also organized a variety of themed days and special events, including:

- Retro/80s Day
- Burger Love
- Christmas in July
- Pink Shirt Day (Anti-Bullying)
- Water Theme Day (water balloons, water guns, sprinklers)
- World Down Syndrome Day, Autism Awareness Day, National Recreation Day, and Family Violence Prevention Week
- Movie Theatre Day
- Glow Stick Dance Party & Karaoke
- Christmas Party and Christmas Spirit Week
- Winter Carnival Week
- Science experiments
- Spa days
- Baby showers for staff members Kayla and Madison

Sessions 2025–2026

Clients participated in a variety of educational and skill-building sessions, including:

- Staff and client meetings
- Educational videos
- Computer, math, and reading skills
- Meal planning, healthy eating, and nutrition
- Indoor and outdoor building cleanliness
- Summer safety
- Campfire safety
- Fire safety
- Hygiene
- Earth Day activities
- Positive attitudes
- Boundaries
- Workplace safety
- Kitchen safety
- Exercise sessions three times per week

Additional Activities

- The Transition Class from Holland College visited several times as part of their Health Rotation Program.
- A Holland College Human Services student completed a six-week placement in March.

- The Employee of the Month recognition program continued throughout the year.

Staff

We had three full-time support staff: Melissa Arsenault, Crystal McHugh, and Hannah Boulter, who accepted a permanent position in October 2025.

Our one-on-one support staff included Tish Shea, Ann James, Monica DesRoches, and Nicole Patterson, along with several casual staff who assisted as needed. These staff members worked between 13 and 27 hours per week, depending on client needs.

Acknowledgements

Thank you to the Community Inclusions Board of Directors and to Kevin Porter for your leadership, guidance, and ongoing support. I look forward to continuing our work together in the coming year.

A heartfelt thank you to all staff for your dedication, commitment, and hard work. Your contributions were deeply appreciated.

Respectfully submitted,

Melissa Arsenault
Site Manager
Tignish Training Centre

Community Inclusions Ltd.

Annual Report HR Coordinator – Payroll Clerk

April 1, 2025 – March 31, 2026

Submitted by: Rushell MacDonald

Date: May 2026

Introduction

The Human Resources Department continued throughout 2025/2026 to support the organization's mission through employee support, recruitment, labour relations, payroll administration, and strategic planning. The year brought continued staffing challenges within the community sector while also presenting opportunities for growth, organizational development, and new initiatives. HR remained focused on maintaining operational stability, supporting staff wellness, strengthening internal systems, and preparing for future expansion.

Work Overview

Throughout 2025/2026, HR oversaw payroll administration, monthly remittances, pension and benefits coordination, records of employment, union dues, and government reporting requirements. Website and social media management also remained ongoing responsibilities.

A significant focus during the year involved recruitment and staffing stabilization across residential programs, day programming, employment services, and Maple House Bakery & Café. Multiple permanent and casual positions were posted and filled throughout the year, including positions at Alberton House, Tignish Group Home, Maple House Centre, Employment Services, and the Bakery-Cafe.

Cross-training initiatives continued within the administrative department. Payroll training and support for the Administrative Clerk were expanded to ensure operational continuity and strengthen internal administrative capacity.

Staffing and Workforce Highlights

Recruitment and Hiring

Several new employees joined Community Inclusions Ltd. during 2025/2026 in both permanent and casual capacities. Recruitment efforts included:

- Residential and Community Support Worker positions
- Employment Services positions

- Maple House Centre positions
- Bakery and Café staffing
- Summer student placements
- Temporary maternity leave coverage
- Other temporary leave coverage

While recruitment efforts remained active, challenges continued regarding the availability of casual staff, particularly during the summer months and for weekend coverage.

Staff Leaves and Return-to-Work Support

Throughout the year, HR supported multiple staff members with medical leave, maternity leave, compassionate leave, and return-to-work planning. Functional assessments, accommodations, and graduated return-to-work schedules were coordinated where appropriate.

Return-to-work planning for several employees required collaboration with healthcare providers, management, insurance representatives, and HR Atlantic.

Labour Relations and Collective Bargaining

A major accomplishment in 2025/2026 was the successful completion of collective bargaining negotiations with UPSE. A new three-year agreement was reached, which included:

- Wage increases totaling 11% over three years
- Holiday pay improvements
- Expanded holiday eligibility for frontline and casual staff

The agreement represented an important investment in employee retention and recognition while supporting continued labour stability within the organization.

HR also worked closely with union representatives throughout the year regarding workplace concerns, accommodations, staffing matters, and communication processes.

Training and Professional Development

Training and professional development remained priorities throughout 2025. Staff completed training in:

- Food Safety
- WHMIS
- Occupational Health & Safety

- Trauma-informed practices
- Behavioural support

Planning also began for expanded online training opportunities through the Essential Disability Services Alliance (EDSA) staff training portal.

The Joint Occupational Health & Safety Committee underwent significant renewal during the year, with new members joining the committee, updated binders prepared, inspections completed across locations, and a SharePoint system created to improve communication and documentation.

Community Inclusions also hosted and participated in several educational and networking opportunities, including:

- Employment Information Sessions
- Easter Seals PEI Bus Tour
- ASCEND Program information sessions
- Payroll workshops
- Community Sector focus groups
- Staff Professional Development Day planning

Strategic Initiatives and Projects

HR continued supporting several organizational development and funding initiatives throughout 2025/2026.

Work continued on applications and planning related to

- Local Food Infrastructure Fund (LFIF)
- Federal New Horizon's Program
- Various Student Programs

Although some grant applications were unsuccessful, planning and preparation continued for future funding opportunities and infrastructure improvements.

Community Inclusions also received the first portion of funding related to the Maple House Bakery & Café project heading into 2026.

Additional organizational planning included:

- Preparation of payroll for the 2026 organizational budget
- Expansion planning for staffing positions:
 - Tignish Training Centre
 - Maple House Centre

- Employment Services
- Development of future training systems
- Technology upgrades, including the acquisition of computers for locations

Pension and Group Insurance

In 2025, Community Inclusions transitioned group insurance services to GreenShield. While the transition process presented several administrative and technical challenges, HR worked closely with providers and staff to complete enrollments, resolve issues, and improve access to benefits.

The organization continued to support eligible staff through pension enrollment, group insurance coverage, long-term disability support, and benefits administration during periods of leave.

Additional work was completed to improve the visibility of benefit deductions within payroll systems and pay stubs.

Payroll and Administrative Operations

Payroll administration remained a major operational priority throughout 2025/2026. HR ensured accurate biweekly payroll processing, remittances, year-end reporting, T4 preparation, and benefits administration.

Cross-training initiatives continued successfully, allowing for greater collaboration and operational support within payroll functions.

Additional administrative improvements included:

- Updating Hub Tally staff credentials and training records
- Reviewing management and banked time balances
- Improving tracking systems for certifications and staff training
- Expanding digital administrative organization and documentation

Employee Engagement and Organizational Culture

Community Inclusions continued to prioritize employee appreciation and workplace engagement throughout the year. Staff recognition, holiday appreciation efforts, and workplace morale initiatives remained important components of organizational culture.

The 2025 AGM, held at the Bloomfield Legion, was well attended and provided an opportunity to celebrate organizational accomplishments and ongoing growth. This event was a continuation of the business component from our June AGM.

Conclusion

Throughout 2025/2026, the Human Resources Department continued to play an important role in supporting the employees, programs, and operational needs of Community Inclusions Ltd. Despite ongoing staffing challenges and increasing administrative demands within the community sector, the organization remained focused on supporting staff wellness, strengthening systems, and planning for future growth.

As Community Inclusions moved forward into 2026/2027, HR remained committed to fostering a supportive, inclusive, and resilient workplace for employees and the individuals supported throughout the organization.

Respectfully submitted,

Rushell MacDonald
Human Resources Coordinator-Payroll Clerk

Residential Services

2025–2026

The following are the highlights of residential support for 2025–2026:

During the year, several meetings were held with individuals, families/advocates, AccessAbility Services, medical professionals, and other stakeholders to assess and prepare applicants for independent apartment living, supervised living, community living, and respite care.

Ongoing monitoring was carried out to support clients and care providers in identifying unmet needs, setting goals, and implementing supports to ensure positive outcomes.

Supports Included

- Associate Families
- Support for residents in all three Tignish residences
- Supported apartments and assisted living in Alberton
- Independent apartment living in O'Leary
- Individual assessments
- AccessAbility support reviews
- Advocacy for one-on-one support
- Assistance to families during emergencies and extended respite care
- Referrals from other agencies
- Family and case conferences
- Transitional residential planning

Tignish Residence

The residence located in the community of Tignish provided a comfortable and inclusive environment for four individuals living on a permanent basis. Each resident had an active case plan, which staff supported in working toward individual goals.

Staff consisted of four full-time permanent workers. The service operated 24 hours a day, seven days a week, using a shift model that was adjusted to better meet the needs of Community Inclusions. During weekdays, when residents attended programs, staff assisted at the Tignish Training Centre.

Alberton House

The residence in Alberton provided services for eight adults who lived highly individualized lives. The home included two apartments, with two individuals sharing each unit, and five assisted living rooms for those requiring additional support.

Residents maintained active lifestyles through daily programs, employment, and social activities. Every six weeks, residents spent a weekend with their families. They also participated in ACL activities throughout the year.

Families remained very involved, and their participation and open communication were greatly appreciated.

Staff consisted of two full-time (100%) positions, two 60% positions, and one 40% position.

MacLeod Lane Home

The home located in the community of Tignish opened in December 2018. During 2025–2026, three clients resided in the home.

Staffing consisted of four full-time permanent workers. The service operated 24 hours a day, seven days a week.

Graham Lane

An apartment was rented to support an individual requiring care.

O’Leary Apartments

Six tenants resided in the O’Leary apartments.

Respite

A total of 212 days of respite care were provided during the year.

Staff as of March 31

- **Tignish:** Melissa McMillan, Jenn Kinch, Kayla MacCarville (maternity leave), and Madison Pitre (maternity leave). Neila Barbour and Crystal St. Pierre provided coverage for the maternity leave.
- **Alberton:** Tracy Arsenault, Destiny Graham, Neila Barbour, and Natasha Clements.

- **Graham:** Marsha Arsenault, Monica DesRoche (maternity leave), Sandra Bridges, and Susan Whittaker.
- **MacLeod:** Andrea Gallant, Tabitha Bernard, Destiny Gallant, and Carmen McInnis.

Other Activities

The organization hosted and completed evaluations for OJT students from the Holland College Human Services Program and supported a summer student placement.

Staff Development

Staff development initiatives included:

- Health and Safety training
- Staff breakfast and fun day
- Bi-monthly staff meetings
- Management meetings
- Transitional Lift Repositioning training

Conclusion

Special thanks were extended to everyone we worked with over the past year to promote inclusion. We appreciated the individuals and families for their communication and ongoing partnership in supporting individual goals.

Sincere thanks were also extended to staff for their dedication, commitment, and teamwork in supporting residents to lead meaningful lives. Their ability to build healthy relationships based on respect and acceptance was commendable.

Special thanks were extended to Deanna Keough for her role as Residential Assistant. Her support and contributions helped strengthen a dedicated and collaborative team.

Finally, thank you to the Community Inclusions Board of Directors and Executive Director Kevin Porter for their leadership and direction, which continued to motivate and inspire us to live up to the vision of inclusion for all.

Respectfully Submitted,

Nancy Arsenault
Residential Services Coordinator

Employment Services Manager

Annual Report 2025–2026

Clients

Client numbers continued to fluctuate throughout the year as clients entered the workforce and students joined the program. Notably, there was an increase in clients with complex needs, particularly related to mental health.

Upon intake, staff met with new clients to complete intake forms and determine the services they required. For clients interested in participating in the Drop-in Day program, an observational plan was submitted to the AccessAbility 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, providing participants with opportunities for skill development. Group attendance varied each day, with an average of eight participants. The Drop-in Day program was used as a base for the Odd Jobs Program, which continued to be successful. Many customers were seniors who struggled to complete tasks they previously enjoyed, such as cleaning and yard work. The Bloomfield Legion remained a partner in this program. Odd Jobs was busy throughout the year, with many jobs taking multiple days to complete.

Drop-in Day hosted its second annual soccer baseball tournament. The group invited the Tignish Training Centre and the Maple House Centre. Participants from all three locations were divided into teams, with staff from each site mixed between them. Staff assisted with umpiring, scorekeeping, cooking hot dogs, and preparing the field for the day. This event was enjoyed by all who attended.

Throughout the year, there were several occasions when all-day services gathered together for group events, which were well received by participants.

This year, the group began creating crystal suncatchers, pens, keychains, bracelets, earrings, wreaths, and snowmen. These items were sold at Maple House Bakery and Café.

Several tours took place over the year. Group members signed up for tours they wished to attend, including visits to Rubitracks, PEI Juice Works, Hair by Savannah, Credit

Union Place, and the PEI Brewing Company. Group members were also supported to participate in a Job Fair held in Summerside.

The Drop-in Day program was also asked to decorate for the Annual General Meeting. Participants created centrepieces and assisted with decorating for the event.

Transitions

The Employment Services program continued to work with schools to support transition planning. Staff met with families to offer information and guidance to assist with the transition from school to community life.

Training

Staff participated in several training opportunities throughout the year, including training on Vicarious Trauma and de-escalating potentially violent situations. During storm days, staff completed professional development in Occupational Health and Safety, Food Safety, OCSM, and WHMIS.

This year, the three-day Services Managers planned joint professional development sessions for staff. Each site also participated in a program planning day at its respective location, which was well-received.

Skills PEI requested that all Employment Assistance Services providers present in Charlottetown on the services they offered. Natalie delivered a PowerPoint presentation on the Employment Services Program. This provided a valuable opportunity to learn about services offered by other organizations across the Island.

Group members also participated in training offered by the PEI Association for Community Living in Summerside, as well as sessions held during Drop-in Days. Topics included Overcoming Barriers, Learning Styles, Teamwork, Self-Esteem, Coping with Change, Stress Management, Lawn Mower Safety, Workplace Safety, Social Boundaries, and Customer Service. Guest presenters contributed to the success of these trainings. Some participants also completed WHMIS and Food Safety certification.

Employment Opportunities

Over the year, one individual returned to Mill River Resort for a second season as a horticultural assistant, while others returned to seasonal employment positions. The year provided many positive employment experiences for individuals within their communities.

A partnership with the Town of O'Leary created additional opportunities for group members. Participants were hired to weed, mulch, and plant flowerbeds throughout the town. The Town also invited staff and group members to participate in the PEI Rural Beautification Awards Night, where they presented an award on behalf of the Town.

Job coaching continued to be a key service, providing individualized support to help clients learn, perform, and retain employment. All Employment Services staff provided job coaching on a regular basis.

Employment maintenance services were provided by Natalie and Talia. This ongoing support helped clients retain employment, build self-confidence, and improve financial independence and quality of life. They conducted site visits, checked in with clients and employers, and made recommendations for interventions when needed.

Conclusion

Overall, the year was successful, with many opportunities for growth and community involvement.

We extend our sincere appreciation to the individuals and families we served for their continued dedication, support, and patience. We also thank Kevin and the Board of Directors for their ongoing guidance and support.

We are grateful for the many partnerships within the West Prince community and would like to thank all partners for their collaboration. Finally, we thank all staff, especially those in Employment Services, for their continued commitment to supporting clients and one another.

Respectfully submitted,

Natalie Horne-Gallant
Employment Services Manager
Community Inclusions Ltd.

