



27th Annual General Meeting

July 2nd, 2025

April 01, 2024

to

March 31, 2025

**Community Inclusions Ltd.
27th Annual General Meeting
Wednesday, July 2nd, 2025
Maple House Bakery & Cafe**

6:00 pm Business Meeting

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from the 2024 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.

26th Annual General Meeting

Elmsdale Community Centre

June 17th, 2024

Board Members Present:

Ralph MacNeil, Troy Gorrill, Velma Bince, Telly Aylward, Marlene Warren, Cindy Howard, Olive Gallant

Regrets: Minister Hudson and MLA Robbert Henderson

Kevin welcomed staff, Board of Directors, and community members to the 26th Annual General Meeting

of Community Inclusions Ltd. David Baglole was introduced as Master of Ceremonies for the evening.

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

Agenda

*Ralph MacNeil motioned for the approval of the agenda, seconded by Allan Clark
Motion carried.*

Minutes of Last Meeting

Olive Gallant reviewed the Minutes from the 2023 AGM. No errors or omissions.

Telly Aylward motioned for the approval of the AGM minutes and Rushell MacDonald seconded the motion. Motion carried.

Chairpersons Report

Ralph presented the Board Chairperson's yearly report (April 1st, 2023 – March 31st, 2024).

Olive Gallant motioned for the approval of the Chairpersons Report, Rushell MacDonald 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 fourth year to

prepare the audit. She shared the Financial and Auditor's Report for Community Inclusions Ltd. for the

fiscal year April 1, 2023 – March 31st, 2024.

Troy Gorrill 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 through another year. He also thanked the Board for their hard work, dedication, feedback throughout the year, and a special thanks to Ralph, Chairperson of the Board, for all his commitment these past three years.

Marlene Warren presented plaques of appreciation to Troy Gorrill and Ralph MacNeil for all their time in the past.

Board of Directors 2024-2025

The following nominating report was brought forward and read Telly Aylward

Allan Clark 2025

Cindy Howard 2025

Telly Aylward 2025

Olive Gallant 2026

Velma Bince 2026

Marlene Warren 2026

Joanie Chislett 2027

Jenna Livingstone 2027

Vacant

**In discussions with potential Board Member.*

Troy Gorrill motioned to approve the nominating report, Ralph MacNeil seconded.

Motion carried.

Meeting adjourned

Community Inclusions Board of Directors 2024-2025 Annual Report

Chairperson: Marlene Warren

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present to you the 2024-2025 Annual Report.

Community Inclusions continued to provide valuable support to clients and residents that we have served this past year. This was possible through the ongoing support of the various partnerships with the Provincial, Federal, and Municipal governments. Community groups and private donations have also continued to 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 on Haywood Road, also in Tignish, was at capacity for most of the year as was Alberton House. Both of the previous were also very busy with respite throughout the past year. Our apartments in O'Leary continued to have six people residing in them. David Baglole transitioned to The Willow's Senior Home, and Emma Bulger became a new tenant.

Community Inclusions continued to be challenged at times with residents who are aging and subsequently had 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 needs become more of a nursing home type of care. Community Inclusions continued to revise our Level of Care Policy, which was formally adopted in early 2024.

Our Executive Director, along with other members of CI staff, along with fellow Board Member Telly Alyward, Louis Shea, a 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. Part of the project was a business plan completed by MRSB. That plan was updated in the fall of 2024 as part of our Federal Green and Inclusive Buildings Program application.

The next phase of the project involves sourcing out further funding to continue mapping out whether there is viability for this project. The current day service in Tignish is 55 years old, and there is a need in the region for accessible housing and more housing spaces in general, which will be 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, and as noted, be more central in the community.

We were also fortunate to partner with the O'Leary Baptist Church and continued to use that location in O'Leary. We are outgrowing our location on Ellis Avenue, the partnership with the church has been a very welcome one. We very much appreciated their support.

Department of Social Development & Seniors

Community Inclusions and other like NGOs, were be part of a working group with the Department of Social Development and Housing. This group was born out of an NGO Study completed during the 2023-24 Fiscal Year. That report looked at staff recruitment, retention, and training.

There is also another group, the Essential Disability Services Alliance, that Community Inclusions continued to be part of this past year. This coalition of NGOs is dedicated to supporting adults with intellectual disabilities and autism.

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 people with intellectual disabilities in Western PEI and beyond. It has been a struggle with 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.

We were very excited to enter into a relationship with Meals on Wheels PEI in early 2024, O'Leary Chapter, where we delivered meals, two days a week, to residents in O'Leary. This was to help supplement the existing program offered via the Community Hospital that delivered meals three days per week. We are pleased to announce this will happen again for 2025-26.

In early 2025, we applied to the Federal Local Infrastructure Fund – Large Scale Projects, to help alleviate some of our electrical costs at the bakery & café. Solar on the roof and more energy-efficient freezers and coolers are the main part of this application. The application mentioned will also assist our Maple House Centre operations

Administrative

Finances

Very positive strides were made this year financially. While we are still looking at a deficit, however, we are heading in the right direction. The work we started with the Department of Social Development and Housing continued.

We received a bump to our core funding, two previously unfunded positions received funding, and changes were made to our AAS rates at the end of the fiscal year. We also received a bump to a couple of our Specialized Residential Funding agreements. We have also received a bump in our AAS funding; our staffing rates had not changed in the past three to four years.

During the past year, CI participated in discussions with the Department of Social Development and Housing around funding for residential services and work on a new funding model for NGOs. CI also participated in the AAS Review that started in the second part of the 2024-25 fiscal year. Results of those discussions should be ready sometime toward the middle of 2025-26.

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:

Easter Seals of PEI, The Western Region Sports Council, Tish and Mike Shea, the O'Leary and Tignish Associations for Community Living, Connor Shea Memorial Fund, Tim Horton's Smile Cookie Campaign, Dougan Insurance Group, Toonie Draw -Tignish Credit Union Arena, Tignish Coop Member Relations, Trout River Industries, 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 April of 2002. We have always valued the support we receive from Skills PEI and the Federal Government for this service. We are especially pleased with the past and present support of the West Prince Business Community. Our Drop-In Day Program continued to be open five days a week, up from three days a few years ago.

We also appreciated the continued support from the Accessibility Program to assist with additional staffing. We are once again in a multi-year contract with Skills.

Collective Agreement

Our current agreement expires on March 31st. Negotiations are scheduled to begin sometime in July. CI (front line staff) have been unionized since early 2001.

Due to internal staffing changes, our Labour Committee was less active this past year; however, this should change next fiscal year, with a planned meeting scheduled for late spring/summer. This committee was established three years ago and has assisted staff and management in addressing labour-related challenges, while also helping to foster positive relationships among staff.

Youth on Board

We were very pleased this year to be involved with the Youth on Board Program. * The Youth-on-Board Program is an opportunity for 25 rural PEI high-school students to be part of a rural non-profit board to inspire youth volunteerism in rural communities, learn how a board or council operates, and build the capacity of non-profit boards and municipal councils to engage with youth.

Sydney Gallant, a grade 11 student from Westisle, was part of our board from October of last year and will finish in June of this year. It was great to have her as part of our board, and her input was very much valued.

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 (Western Sports Council), 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, PEI Easter Seals, 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, Cindy Howard, Alan Clarke, Jenna Livingstone, Joanie Chislet, Laura Sarlo, and Sydney Gallant. I thoroughly enjoyed being your chairperson this year. Yes, there were some bumps along the road; however, there were many successes.

I am sad to say that I must step down for the upcoming year. The reason is that this upcoming school year will be a very heavy year with my new students and their needs.

This saddens me, as I thoroughly enjoyed working with the board members and Kevin.

I want you to know how important you are to all the clients. I know there are some days you go to work and wonder if you even made a difference. Trust me, you do, whether you bring a smile to someone's face or just help out someone with their daily needs. You do make a difference every day, and your work does not go unnoticed.

I know that some days you may feel like giving up, as we all have hard days. But remember, "To the world you may only be one person, but to one person you are the world".

I want 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 as our entire CI staff for the work that they do to support Community Inclusions and the everyday running of day employment, bakery and 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.

I also want to welcome new Board members, Laurie Ann Williams and Bernie Myers. Alan Clarke will be starting his second term with the board. Along with my departure, Telly Alyward and Cindy Howard are finishing their terms. They have made valuable contributions during their years with the board.

Respectfully submitted.

Marlene Warren

Chairperson, Community Inclusions Board of Directors

*Taken from the Youth on Board Website.

Executive Director's Annual Report 2024-2025 Annual Report

March 31st, 2025 marked the end of Community Inclusions' 27th 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

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.
- 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.
- The organization finished the year in a much smaller deficit situation, but positive strides were made with funding.
- We did receive a bump to our core funding, which was appreciated. As well some of our Specialized Residential Funding was adjusted, specifically Graham and MacLeod Lane. AccessAbility Program rates were also increased for the first time in a number of years.
- The Department of Social Development and Seniors in 2024-25 began the process of evaluating residential services, the AccesAbility Supports Program, and is also looking to revise the current funding model in place for services. Results of all of these studies should be made available in mid-2025.

Administrative

2024-25 was another busy year as far as administrative work.

General items of note:

- Sally Harris continued in her role as Office Manager.
- Kayl Porter was hired for the full-time 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. Social media is an economical way to talk about and advertise the various goings on of Community Inclusions and the Maple House Bakery & Café.

- Our Website: www.communityinclusions.com also remained relevant. Rushell MacDonald, our Human Resources Coordinator, managed the site.

Staffing

Community Inclusions staff did 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 do their jobs.

General items of note:

- In the past year, 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 the Human Services Program from Holland College, Alberton Campus. 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.
- Strides were made in our transition to bring some stability to our day program one on one lines, as we worked toward bringing some of these positions to permanent staff status.
- Staff once again participated in the Maritime Conference on Developmental Disabilities and Autism.

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 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.
- 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. Meetings were held with other Essential Disability Service Alliance (other like NGOs) members. This was an excellent opportunity to share information and exchange ideas regarding similar topics and issues.
- Our CI Housing Committee and Board Member Telly Alyward, Louis Shea, past board member, continued to meet and 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, that plan was updated. CI applied to the Federal Green and Inclusive Community Building Program for part of the funding required. Plans are to continue to source out other funding to help see this project to fruition.
- 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 22nd consecutive year and signed a multi-year (three) agreement.

Residential Services

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

Alberton House entered its 14th 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 2020 and now has two individuals residing there.

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

Sometimes care can cross departmental lines, yet the process for this continued to be lacking. The Department of Social Development and Seniors started work in 2024-25 to address this, and we have asked to be part of that work at some point.

The board continued its revision to the organization's Level of Care Policy. One that was developed during the 2023-24 year.

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 operated. It is hoped that this program will continue to grow as many options are needed to help with housing our population.
- 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.

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, for this past year. Thanks as well to Kayl Porter, our Administrative Clerk. Also, to 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, Natalie Horne-Gallant, and Rushell MacDonald.

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 Chairperson Marlene Warren, who served as Chairperson this past year and is coming off of the board.

Thanks also to Cindy Howard and Telly Alyward for completing their terms. We were also fortunate to have Sydney Gallant, a grade 11 Westisle High School student, as our Youth on Board participant. That program gives high school students a chance to participate on boards to experience how they function and operate.

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

Respectfully,

Kevin Porter
Executive Director

Succes never happens in isolation.

Residential Services

2024-2025

The following are the highlights of residential support for the year 2024-25:

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

Ongoing monitoring was performed to support clients and care providers in identifying unmet needs, setting goals, and implementing 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
- AccessAbility Support reviews
- Advocating for one-on-one support
- Assisted families with 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, inclusive environment for four individuals who can reside on a permanent basis. Each resident had an active case plan that staff worked with to assist with the individual's goals.

Staffing consisted of four full-time permanent workers. The service operates 24 hours a day, seven days a week, with a shift model that has been adjusted to better suit the needs of Community Inclusions. Weekdays, when residents attended programs, staff helped out at the Tignish Training Centre.

Alberton House

The residence located in Alberton provided a home to eight adults who live very individual lives. There are two apartments with two people who shared each apartment, and four assisted living rooms for people who require extra support. One room was for respite.

Residents lead a busy life with their daily programs, jobs, and social activities. Every six weeks a resident spent the weekend and quality time with their family. They all took part in Tignish Association for Community Living activities throughout the year.

Parents/families are very involved in the lives of their family members, and we certainly appreciated their participation and open lines of communication.

Staffing consisted 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 residents are living in the home.

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

Graham Lane

We are currently renting an apartment to support an individual that needs care.

O'Leary Apartments

Currently, there are six tenants. All apartments were occupied.

Respite

In total, we provided **383 days** of respite care.

Quote:

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

Staff as of March 31st

- **Tignish:** Melissa McMillan, Jenn Kinch, Kayla MacCarville, and Melissa Perry
- **Alberton:** Tracy Arsenault, Destiny Graham, Nelia Barbour, Natasha Clements, and Tish Shea
- **Graham:** Marsha Arsenault, Heidi Butler, Sandra Bridges, and Madison Pitre
- **MacLeod:** Andrea Gallant, Tabitha Bernard, Destiny Gallant, and Carmen McInnis

Other

We hosted and completed evaluations for OJT students from the Holland College Human Services Program. Summer student position.

Staff Development included:

- Health and Safety
- Staff breakfast, fun day
- Bi-monthly staff meetings
- Management meetings
- Maritime Conference on Developmental Disabilities & Autism
- TLR

Conclusion

Special thanks to all whom we have worked with over the past year to promote inclusion. In particular, we appreciated 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 team work to support the needs of residents to have a meaningful life. You are to be commended for the excellent care that you provide, along with the ability to build healthy individual relationships based on respect and acceptance.

Special thanks to Deanna Keough, in her second year as Residential Assistant. Your support and work have been helpful; together, we are a strong and dedicated team.

Thank you to the 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

**Tignish Training Centre
Annual Report
2024-2025**

Community Involvement & Employment

Clients and staff worked hard at community involvement, and the goal is to expand this further in the future.

Clients were supported weekly with meal planning and grocery shopping at the Tignish Co-op.

Over the year, staff supported clients in community outings:

- Tour of the Tignish Fire Hall
- Tignish Community Scavenger Hunt
- Stompin' Tom Centre for lunch and entertainment
- Bowling at the Tignish Parish Centre
- Swimming at Mill River
- Regular visits to the Tignish Library.
-

Centre Based

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

We have 17 clients who received service at the Tignish Training Centre. Some clients attended full-time, while others attended part-time, from one to three days a week.

Birthday celebrations were held for clients monthly.

We hosted a Hawaiian-themed BBQ and had the employment program, Maple House Clients, and staff were in attendance.

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.

Over the year, we planned some themed days such as:

- Hawaiian Day BBQ
- Retro / 80s day
- 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
- Movie Theatre Day
- Glow Stick Dance Party and Karaoke
- Christmas Party and Christmas Spirit Week
- Winter Carnival Week
- Science experiments

Sessions 2024-2025

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

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 their Health Rotation Program.
- Holland College Human Services' student was in for a six-week placement in November.
- Made pumpkins for AGM table centerpieces.
- Employee of the Month

Staff

We have two full-time Support Staff – Melissa Arsenault and Crystal McHugh. Melissa returned from her maternity leave in November 2024

One-on-one support staff – Tish Shea, Ann James, Monica Desroches, Nicole Patterson, and a few other casual staff when needed. These support staff have between 13 and 27 hours per week, depending on the 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 all your hard work is greatly appreciated.

Respectfully submitted,

Melissa Arsenault
Site Manager
Tignish Training Centre

Maple House Centre – Maple House Bakery & Cafe

2024–2025 Annual Report

Client Participation Overview

Over the year, Maple House Centre and Church Program locations provided regular services to 22 individuals. Attendance varied between full-time, part-time, and occasional weekly participation (one or two days per week). One client attended full-time from late June through early September.

We had three clients exit the program: one in October, one in December, and one in April. As of the close of this reporting year, 19 clients are actively participating in Maple House programs.

Sessions Held (2024–2025)

A variety of sessions were offered at Maple House Training Centre throughout the year, including:

Proper Hand Washing

Life Skills

Fire Drills

Healthy Eating & Exercise

Boundaries

Writing Skills

Reading Skills

Money Skills

Sidewalk Safety

Respect for Self & Others

Workplace Safety (specifically Kitchen Safety)

Sessions Held (continued)

Food Preparation

Hygiene

Private vs. Public

Emergency Preparedness

Healthy Relationships

Cultural Differences – Welcoming Newcomers to Our Community

Communication – Understanding Our Differences & Similarities

Seasonal/Holiday Sessions

Weekly Weekend Events

Special Recognition Days

Throughout the year, clients recognized and participated in:

Crazy Sock Day – Down Syndrome Awareness

Pink Shirt Day – Anti-Bullying

Wear Purple Day – Family Violence Prevention

Blue Shirt Day – World Autism Awareness

Red Shirt Day- Indigenous Population

Winter Carnival Week

Community Involvement

Clients received weekly support for grocery shopping at the O’Leary Co-op for the onsite lunch program. Outings this year included:

Lunch and live music at the Stompin’ Tom Centre

Ice cream at Dairy Royal

Transportation West Customer Appreciation Day at the O’Leary Rink

Event at O’Leary Ball Diamond hosted by DID with assistance from the O’Leary Recreation Department

Community Inclusions AGM at the Tignish Parish Centre

Christmas shopping and lunch in Summerside

Educational visit to Poplarline Farms (maple syrup harvesting)

Both the Tignish Training Centre and Maple House participated in a joint client fun day hosted by Tignish Training Centre, themed “Hawaiian Party.”

Clients and staff also enjoyed:

The annual Community Inclusions Christmas lunch (pizza and garlic fingers)

ACL Christmas party at Palmer Road Hall – featuring a homemade meal, live music by Joey Doucette and Kurk Bernard, a dance, and a visit from Santa with gifts

The Annual General Meeting (AGM) was held in June 2024, with a follow-up AGM Meal in October. These events were well received by clients, who enjoyed reconnecting and celebrating achievements.

Client Contributions

Clients participated in the following regular tasks:

Made peanut butter balls (sold in the bakery and café)

Cleared tables

Washed dishes

Prepared napkin packets

Peeled potatoes for soups and hashbrowns

Cutt/chopped vegetables

Cleaned the storage room

Stocked supplies from ADL and egg orders

Recycled

Took out the garbage and cardboard

Cleaned the front entrance and café bathrooms

Greased pans and cleaning bread machines

Filled bakery bins and packaged baked goods

Lawn care (grass cutting and whipper snipping)

Health and hygiene protocols remained a priority. Clients sanitized tables and doorknobs regularly, and staff continued to promote proper handwashing and sanitizer use.

The holiday break was from December 20, 2024, and returned to the program on January 2, 2025.

Café & Bakery Operations

The Maple House Café & Bakery continued to operate Tuesday through Saturday. Staffing shortages have prevented seven-day service, though recruitment remains a top priority.

We successfully transitioned to the Square Payment System, and offered reloadable gift cards, and are going to retire paper versions. Staff adapted well to this change.

We were excited to have been contacted by Meals on Wheels O'Leary Chapter about helping out with their program. Meals on Wheels PEI were also heavily involved. We agreed for the 2024-25 year and delivered meals twice a week in the O'Leary area. Since it's inception in early 2016, it has been a goal of ours to help give back to our community. We would like to do more of this in the future.

Key highlights:

ADL Show Attendance (April 16): Heidi and Sally represented Maple House.

Customer Appreciation Day held.

Potato Blossom Parade: Participation from Gwen Arsenault, Wayne Oulton, and Nancy Dusky.

Participated in the annual Tim Hortons's Smile Cookie Campaign.

Training & Staff Development (2023–2024)

The following staff attended the MCDDA Conference in Charlottetown (October 10–11, 2025):

Heidi Chaisson

Carol Corcoran

Gwen Arsenault

Sherry Donahue

Jonie Shea

Susan Whittaker-Coldron

Tish Shea

Additional attendees from the Bakery and Café included:

Stacie Gallant

Jackie Suchoszek

Sarah D'Argent

Other

Maple House continues to host OJT placement students from Human Services, Resident Care Worker, and community-based employment readiness programs including Career Bridges and Connection 2 Employment.

Closing Remarks

The Maple House Day Program continued to thrive and adapt, offering essential services to a diverse and evolving group of adults with complex needs.

The resilience of both clients and staff is admirable, and the ability of our team to embrace change and pursue professional development ensures ongoing success.

The Café and Bakery staff continued to deliver quality food and customer service.

I would like to extend heartfelt thanks to:

Kevin Porter – for your mentorship, guidance, and support over the past three years as I adjusted to the role of manager

Sally Harris & Office Staff – for keeping Community Inclusions running smoothly.

Fellow Management Team Members – for your collaboration and support.

Board of Directors – for your ongoing dedication, direction, and encouragement.

Together, we are creating a welcoming, enriching, and successful program for our amazing clients.

Respectfully submitted,

Heidi Chaisson – Site Manager

Employment Services Manager Annual Report 2024-2025

Staffing

The Employment Services program had two full-time staff: Natalie Horne Gallant, the Employment Services Manager, and Talia Adams, the Assistant Employment Counselor. Two additional staff members worked in the Drop-in Day program, Crystal ST. Pierre and Dylan Brewer. From December to March, we had Crystal fill in for Talia while she was off and Jonie Shea filled in for Crystal. The program also had a summer student, Laurel Dunbar, and a Holland College Human Services student Lisa Leard.

Clients

Our client numbers continued to fluctuate during the year as clients are going into the workforce, and we had students entering. Notably, there was 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 that they will require. 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 submits 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 each day with an average of eight to ten. The Drop-in Day program was used as a base for the Odd Jobs program. This program continued to be successful. Many of the customers are seniors that struggled to complete tasks they previously enjoyed, such as cleaning and yard work. The Bloomfield Legion continued to be part of this program. Odd Jobs was busy with many jobs taking multiple days.

The Drop-in Day hosted its first annual soccer baseball tournament. The group invited the Tignish Training Centre and the Maple House Training Centre. The participants from all three locations were divided into teams, with staff from the sites mixed into the teams. The O'Leary Recreation Program assisted with umpiring, score keeping, cooking hot dogs, and preparing the field for the day. This was a great day for all who attended. The program partnered with Western Fitness to gain access to the gym. Group members attended with support staff to improve flexibility, endurance, and self-confidence. Group members gained confidence in their skills in the gym and really looked forward to going and were setting goals for themselves.

The O'Leary Association for Community Living donated to the Drop-in Day program participants. This money was used to purchase items for the program and was greatly appreciated by the group.

The group assisted in the Tim Horton's Smile Cookie Campaign. Group members went out with staff to meet with local businesses to see if they would like to pre-order cookies. A portion of the revenue from the cookies would go back to Community Inclusions. When the cookies were ready, staff and clients delivered them to the businesses and took pictures to highlight the support that they gave.

Two members of the group accepted an award from West Prince Family Violence for the volunteer work the group has done with their organization. Over the years, they have assisted with Family Violence Prevention Walks and the Annual Clothing Giveaway. Several tours took place over the year. Group members signed up for tours in which they would like to take part in. Some of the tours included: A tour of the waterfront of Charlottetown, We the West, Western Fitness, MacAusland's Woolen Mills, and The Willows.

Transitions

The Employment Services program continued to work with the school to provide transition work. Staff met with families and offered information and support to assist with the transition from school to the community. The Community Inclusion's Management Team has started to plan for the first Summer Youth Camp. This will be offered to ages twelve to eighteen in the West Prince area. This will assist youth in building relationships outside of the school and to have some fun over the summer.

Training

Staff participated in several training opportunities over the year. The Annual Staff Breakfast was attended, as well as the Maritime Conference on Developmental Disabilities and Autism. The staff also participated in a conference, Burnout and Stress Management that ResourceAbilities put on in Summerside. Staff also took advantage of storm days and completed professional development in Food Safety, and Fetal Alcohol Spectrum Disorder. Skills PEI provided Natalie with OCSM updates and training over the year.

Group members had the opportunity to participate in training offered by the PEI Association for Community Living in Summerside. There were training opportunities held during Drop-in Days. Some of the ones completed 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 has been successful in having guest presenters throughout the year. Some of the group members choose to participate in WHMIS, and Food Safety.

Employment Opportunities

Over the year, the program had a new partnership with Mill River Resort. One of our group members went to work as a Horticultural Assistant.

Some other individuals returned to seasonal employment. We had one individual retire her position and another participant transitioned into this placement. The year was successful with positive experiences for individuals in their communities.

Job coaching is a service that provided individualized support that helps clients learn, perform, and retain employment. All staff in employment services provided this to the clients we work with on a regular basis.

Employment maintenance is ongoing support for the client who is employed in the community. This support is provided to help clients retain their employment, and to build self-confidence, financial independence, and quality of life. Employment maintenance is provided by Natalie and Talia. They do this by going to the sites and checking in with the client and employer. If there are problems, then they make recommendations for interventions and assist in incorporating them.

In conclusion, we have had a successful year with many opportunities. To the many individuals and families, we work with, thank you 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 continued guidance and support. We have many partnerships within our West Prince communities, and I would like to say thank you to them all. I would like to thank all of the staff in the organization, especially the staff from Employment Services, for continuing to work to support the clients we serve and the support to one another.

Respectfully Submitted by,
Natalie Horne-Gallant
Employment Services Manager
Community Inclusions Ltd.

Assistant Employment Counselor

2024-2025 Annual Report

Month	Job Coaching Hours
April 2024	28.5
May 2024	64
June 2024	34
July 2024	40
August 2024	34
September 2024	15
October 2024	9
November 2024	6
December 2024	36
January 2025	43
February 2025	29
March 2025	31

Total Job Coaching Hours for 2024-2025 – 369.5

Employment:

- Maple House Bakery and Café
- Alberton Liquor Store
- Town of O’Leary
- Griffins
- Trout River Industries
- Betts’ Mills
- Bloomfield Legion
- Mill River Resort
- Odd Jobs

Highlights of the year: Drop- in Day continued to run five days a week, we found that the five days a week allowed staff to provide better support to clients whenever the number of clients per day is better divided. It also allowed us to schedule more Odd Job opportunities than three days a week did. Within the last year at Drop-in Day, we had training sessions on resume building, literacy, math, positive self talk, home/ online safety, and personal hygiene. We also worked on the client’s fine motor skills through different variations of art, making decorations, sun catchers, and keychains. Doing these activities not only provided clients with the opportunity to further or maintain their fine motor skills, but it also provided entrepreneurship training. The items clients made, successfully sold at our Maple House Bakery and Café, as well as at our Annual General Meeting by donation.

Clients worked on physical stamina a lot over this last year. We went out for walks, and to the gym whenever the weather allowed. Clients enjoyed going to the gym and worked towards new physical health goals.

Business Tours: Drop-in Day had the opportunity to do a couple of different business tours. We have gone to Wee the West, O'Leary Fire Department, MacAuslands Woolen Mill, Willows Seniors home, Victoria by the Sea, and various businesses within the Downtown Charlottetown area. Drop-in Day also attended the Skills PEI Job Fair in Summerside.

Odd Jobs/Garden: We continued to be busy at Drop-in Day with various Odd Jobs. We got many calls for yard work during the spring and fall seasons. We also had one home that we cleaned every week, another that was done on a bi-weekly basis, and the Bloomfield Legion twice a week. Clients also kept busy during the summer months with our personal garden and flower beds located at the 24 North Street property.

The garden provided clients with learning how a garden works and seeing it develop from start to finish. Various jobs included: planting the vegetables, watering/weeding, and harvesting the vegetables when they are finished growing. In the past year, we used harvested vegetables to make our own homemade spaghetti sauce and salsa. It has provided clients with knowledge in using vegetables to make healthy meal options. We also continued to do our meal program five days a week. Clients have been choosing meals they feel comfortable making and try doing so with as little support from staff as possible. Staff have recognized that some clients are becoming more independent and comfortable with cooking.

Awards: This past year Drop-In Day was presented with a "Community Champion" award from West Prince Family Violence. We were chosen for this award because of previous volunteer work Drop-in Day clients and staff have done at various events hosted by West Prince Family Violence. We hope to continue to be able to provide volunteer work in the future.

College Students and Summer students: Drop-in Day had one student from Holland College, Lisa Leard. Lisa was with Drop-in Day for six weeks. She planned and executed training sessions and supported clients at odd job sites. Lisa was a great addition to the team.

Staff Training Opportunities: Staff members had the opportunity to attend various training sessions over the last year. These training sessions were on topics such as professionalism, burnout, diversity, food safety, dealing with difficult people, and communication. We attended training provided by Your Life Designs, which were "Empowering Women in Recognizing Coercive Control" and "Gender Diversity and Sexuality." Staff also attended various training sessions at the Maritime Conference on Developmental Disabilities and Autism.

Respectfully Submitted,

Talia Adams - Assistant Employment Counsellor

2024-25 Annual Report

Human Resources Coordinator – Payroll Clerk

Introduction

The Human Resources Department of Community Inclusions Ltd. continued its commitment throughout 2024-25 to support its mission by fostering a responsive, respectful, and inclusive work environment. This year was marked by growth and challenge, with a strong focus on staffing stabilization, professional development, compliance, and strategic planning.

Work Overview

As of year-end, Community Inclusions employed a diverse team of permanent, part-time, and casual employees, along with participants in mentorship programs. Several new hires were brought on across various departments, including administrative support, residential services, day programs, and the Maple House Bakery & Cafe. The organization benefited from the successful completion of a 12-month Graduate Mentorship Placement, which provided valuable administrative support while offering meaningful work experience to a recent graduate.

Internal mobility and staff development were also supported. Notably, casuals who had dedicatedly worked across multiple departments gained the opportunity of consistent employment with one-on-one lines at the Tignish Training Centre, Maple House Centre, and the Employment Services Program. Staff transitions and departures were managed effectively to maintain continuity of care and service.

Staffing and Workforce Highlights

- **Total Employees:** [88 active employees in 2024]
 - Permanent: 33
 - Casual: 36
 - Graduate Mentorship/Summer Student Placements: 3
 - Bakery staff: 16
- **New Hires in 2024:**
 - Total: 21
 - Key Positions Filled: Administrative Clerk (Mentorship Program), Residential Support Workers, Day Program Staff, Café Staff

- **Graduate Mentorship Program:**

- One graduate placement completed a 12-month term, significantly contributing to administrative functions and gaining meaningful career experience.

Recruitment and Retention

Recruitment efforts in 2024-25 were challenged by the limited availability of casual staff, especially for shifts at residential locations. Strategies were implemented to balance weekend coverage better and ensure all staff had access to time off. The Management Team explored new recruitment methods, including enhanced job postings and participation in local hiring events. While staffing stability remained an ongoing priority, the organization has made progress in adapting schedules and identifying flexible staffing solutions.

Labour Relations and HR Policy

Throughout the year, HR continued to work closely with union representatives to uphold the terms of the collective agreement. Positive labour relations were maintained through open communication and proactive problem-solving. Several matters were addressed in consultation with managers and union leadership.

With casual staff coverage limited, protocols were clarified and adjusted to ensure fairness while maintaining adequate staffing levels across locations. Community Inclusions is not alone in the ongoing challenges of recruiting skilled employees.

Employee Engagement and Recognition

A highlight of 2024-25 was the successful facilitation of the Direct Support Professional Recognition Awards. This peer-nominated process provided an opportunity to celebrate outstanding contributions across all departments, including residential, day programming, employment services, and administration. The process also emphasized the importance of the four-year ineligibility rule for past recipients to ensure broad recognition over time.

Beyond formal recognition, the Management Team supported a range of employee morale and appreciation initiatives throughout the year, including participation in staff events and celebrations that reinforced team cohesion and workplace satisfaction.

Training and Development

Trauma-informed awareness and behavior planning were top of mind. Ongoing training in Mandt, TLR, First Aid/CPR, and Food Safety was also completed.

As part of our ongoing commitment to client confidentiality and staff communication, 2024-25 saw the continued development and implementation of the Community Inclusions email system and the internal case management system, Hub Tally. These tools have enhanced internal coordination, improved access to up-to-date information, and reinforced our standards for privacy and documentation. Staff received guidance on the appropriate use of email and digital records, and the organization placed increased emphasis on protecting client information through secure communication channels and updated privacy protocols. These efforts support a more informed, connected workforce while ensuring alignment with best practices in confidentiality and data protection.

Staff once again had the opportunity to participate in the Maritime Conference on Developmental Disabilities and Autism. This conference, held in Charlottetown, brought timely learning opportunities and trends in working and supporting people with Developmental Disabilities and Autism.

Strategic Initiatives

The HR Department played a supporting role in strategic initiatives across the organization. Contributions were made to funding proposals under the Green and Inclusive Community Buildings program and the Local Food Infrastructure Fund. These projects included HR-focused input related to staffing, accessibility, and long-term sustainability. Additionally, planning began for future staffing models and training needs related to new facility development.

Pension, Group Insurance and Payroll

In 2024-25, Community Inclusions Ltd. continued to support the financial and personal well-being of its employees through participation in a comprehensive pension and group insurance plan. Eligible employees were enrolled in the provincial pension plan, which provided long-term financial security and reflects our commitment to supporting staff beyond their working years.

Additionally, the group insurance plan through Simply Benefits remained in place to offer health, dental, life, and long-term disability coverage. Included is an Employee Assistance Program through TELUS Virtual Health. This has been of great benefit to staff as they are able to access care from a physician or a nurse practitioner virtually.

HR provided ongoing support to staff in understanding and accessing their benefits, responding to inquiries, and facilitating claims when needed. New employees received information about the plan during onboarding, and refresher communications were shared throughout the year to keep all staff informed of their entitlements and coverage options. These benefit offerings continue to be an important component of our recruitment and retention strategy, contributing to the overall well-being and job satisfaction of our team.

The payroll function remains a key component of Human Resource operations, ensuring timely and accurate compensation for all employees. Upgrades to the payroll system continue, introducing better attendance record-keeping within the electronic system. This year, HR began introducing Kayl, the Administrative Assistant, to payroll responsibilities as part of a cross-training initiative. This transition has been highly beneficial, allowing for increased collaboration, improved continuity, and more substantial alignment between HR and payroll functions. With Kayl's education in accounting, his involvement has also provided valuable backup support, contributing to smoother day-to-day operations and long-term workforce planning.

Throughout the year, several staff members were able to continue with their benefits while on leave. Having the security of coverage during that time was of great value.

Conclusion

In 2024-25, the Human Resources function continued to play a pivotal role in the success of Community Inclusions Ltd. by balancing the ongoing needs of staff, clients, and organizational growth. With a continued focus on building a resilient and supported workforce, we look ahead to 2025-26, with optimism and commitment.

I would like to extend my sincere thanks to the management team, board of directors, and staff members of Community Inclusions Ltd. for their ongoing support and collaboration throughout 2024-25. Your dedication, flexibility, and commitment to our shared values make it possible to build a strong, inclusive, and respectful workplace, which in turn assists me in my role. I would also like to thank those who have directly supported the work of the Human Resources department, including those involved in training, payroll, recruitment, and program coordination. I look forward to continuing our work together in the year ahead.

Submitted by: Rushell MacDonald
Human Resources Coordinator