



25th Annual General Meeting

June 19th, 2023

April 01, 2022

to

March 31, 2023

**Community Inclusions Ltd.
25th Annual General Meeting
Monday, June 19th, 2023
Elmsdale Community Centre**

6:00 pm Business Meeting

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from the 2022 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.

24th Annual General Meeting,
Elmsdale Community Centre
July 5th, 2022

Board Members Present:

Donna Wood, Troy Gorrill, Ralph MacNeill, Velma Bince, Olive Gallant

Regrets: Telly Aylward, Heather Cameron, Marlene Warren

Donna Wood welcomed staff, Board, and community members to the 24th Annual General Meeting of Community Inclusions Ltd.

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

Agenda

Rushell MacDonald motioned for the approval of the agenda, seconded by Ralph MacNeill. Motion carried.

Minutes of Last Meeting

Ralph MacNeill reviewed the Minutes from the 2021 AGM. No errors or omissions.

Deanna Keough motioned for the approval of the AGM minutes and Troy Gorrill seconded the motion. Motion carried.

Chairpersons Report

Donna Wood related the regrets of Minister Brad Trivers and MLA Trish Altass. Donna presented the Board Chairperson's yearly report (April 1st, 2021-March 31st, 2022).

Kevin Porter motioned for the approval of the Chairpersons Report. Rushell MacDonald seconded this motion. Motion carried.

Presentation of the Financial and Auditor's Report

Jaclyn Waite, of MRSB Group, thanked Community Inclusions for reserving MRSB for the second year to preparation the audit. She shared the Financial and Auditors Report for Community Inclusions Ltd. for the fiscal year April 1, 2021 - March 31st, 2022.

Ralph MacNeill 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 Dean Getson from Career Development Services, Minister Trivers from the Department of Social Development and Housing, all staff, including the Management Team of CI for working through our second year of the global pandemic and the individuals in our services. He also addressed the invaluable work of our Board of Directors and their contributions throughout the year.

Kevin presented Troy and Ralph with a token of our appreciation for their assistance with Union negotiations, and flowers for Donna for making herself available for guidance and support. Kevin thanked Heather Cameron, who is retiring from our Board, and wished her well on her future endeavours. He also welcomed our newest Board Member, Cindy Howard, who is an instructor for the Human Services Program in West Prince Campus of Holland College.

Board of Directors 2022-2023

The following nominating report was brought forward and read by Olive Gallant:

Olive Gallant	2023
Velma Bince	2023
Marlene Warren	2023
Ralph MacNeill	2024
Troy Gorrill	2024
Donna Wood	2024
Cindy Howard	2025
Vacancy	2025
Telly Aylward	2025

Community Inclusions Board of Directors 2022-2023 Annual Report

Chair: Donna Wood

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2022-2023 Annual Report.

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

Residential

The Greenmount House located in the Tignish area continued to be rented for the first few months of the year. We transitioned to Whispering Meadows (off Dalton Avenue in Tignish), a new housing development in July. MacLeod Lane in Tignish continued to operate at capacity.

Community Inclusions continued to be challenged at times with residents who are aging and subsequent growing needs. There is a need for long-term planning around this issue, one that involves our partners across PEI as this is a provincial challenge, and ultimately, a national one as well. It is a fact that as our clients are living longer, and as they age, their needs become more complex. When they become more medically fragile, their need becomes more of a nursing type care. Community Inclusions continued to work on a Level of Care policy that will assist the organization, it's participants and their families going forward. The Board has received valuable feedback in helping to create a policy that will provide clear information and be equitable for all parties.

In the past 13 years, we have added four new residences, and are managing these homes with one Residential Services Coordinator. Residential staffing as a result has increased by close to 20 with the casual complement included. Several years ago, CI had close to 12 Associate Families in West Prince, but over time and due to the lack of capacity in the organization, that number has dwindled down to a couple. Subsequently, the board made the decision to hire an Assistant Residential Coordinator that will help with all areas of our residential operations.

Maple House Bakery and Café

Maple House Bakery and Café continued to play a key role in our community. It provided valuable training/employment for our clients, employment for the community, quality, healthy food, baked goods for the public and valuable advocacy for persons with intellectual disabilities in Western PEI and beyond. It has been a struggle with an ongoing staff shortages and rising inflation. We are open five days a week with plans to open seven days a week when possible. We recently have begun to be open on Sundays which is welcomed by the Community and local patrons.

Administrative

Finances

This year we are again looking at a deficit. Moving forward, this will need to be addressed with ongoing inflationary concerns but more importantly with the decisions that have been made around wages for staff. We have also added two new positions in the past two years, administrative positions needed within the organization as we have seen significant growth these past number of years. We did receive and apply a one-time cash infusion from the department for wages this year to help with part of this, however, this will need to be added to our regular core funding installments. Also, we started to work with the department to include long-standing clients who were previously under core funding for day services, to be included under the Access Ability Support Program. That process is nearing completion and should help not only with our finances but put us on par with our provincial counterparts.

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: O'Leary Association for Community Living, Tish and Mike Shea, various memorial donations, and a few anonymous donations. We appreciate these donations very much as they have helped in many ways.

Employment Services Unit

Our Employment Services have been around since mid-2002. We have always appreciated the support we received from Skills PEI. We are especially pleased with the past and present support of the West Prince Business Community. In the past year, we have expanded the Drop-in Day to three days and hope in the future of it being a five-day-a-week program. This past year we received money from the 100 Women Who Care, Prince County Chapter. Plans are to use this funding to add a quiet area to the Drop-in Day area.

Day Services

It was another busy year for our two day programs, the Tignish Training Centre and Maple House Centre – Maple House Bakery & Café. Both sites are seeing growth from the local high schools, and new families moving into the region. For the past year, we have been in the early stages of developing conceptual plans for a new day service for Tignish that will also include new residential spaces.

We are also continuing to explore space options for Maple House as our planned temporary space there hit a snag. Plans were to add a mobile unit to our property on Ellis Avenue. Last year our Employment Unit rented temporary space from the Community Sports Centre, we were very grateful for that partnership.

Collective Agreement

Regarding our new Collective Agreement, we, as a Board decided to be proactive and enter Collective Bargaining rather than wait for the agreement to expire in March 2022. Our first meeting was in November of 2021. It's important to note that compared to our provincial counterparts, Community Inclusions wages are at the low end of the pay scale. Four to five years ago, were closer to the middle range. Thus, the Board made the decision to increase wages to the point where we would once again match the middle range of the pay scale which would match our counterparts. This meant that there was close to a 20 % increase for our well-deserving staff who should be compensated to a rate like their provincial counterparts.

Our Labour Committee continued to meet during the past year. This committee was created two agreements ago and has assisted staff in dealing with labour-related issues while at the same time helping to foster positive relationships amongst staff.

Community

We wish to acknowledge several groups or individuals who help make CI the wonderful organization that it is.

Community partners such as Transportation West, Win 4 All, The O'Leary Association for Community Living, the Tignish Coop, Holland College West Prince Campus, PEI Campus, Skills PEI, Career Development Services, Career Bridges, and the Provincial and Federal Government of Canada as well as various local employers. We truly value the partnerships we have with each one of you.

Fiona

I would like to commend our staff for their hard work and dedication as they worked through Hurricane Fiona this past September. The board was kept up to date with regards to the status of services, clients – residents, and staff with CI. When needed the board and I offered support is whatever we could at the time.

I would also like to thank on behalf of the Board, Kevin Porter as well our entire staff for the work that they do to support Community Inclusion and the everyday running of everyday services and residents.

Closing

In closing, I would like to thank the members of the Board for their dedication and time over the past year. These people include Telly Alyward, Olive Gallant, Velma Bince, Marlene Warren, Cindy Howard, Ralph MacNeill, and Troy Gorrill. This will be my last meeting as your Chairperson of the Community Inclusion Board, and I wish to thank all of you for your support and contribution to such a wonderful organization. I have certainly learned a lot! I would like to also welcome Caroline Maloney, she has put her name forward for the upcoming 2023-24 year.

We commend our staff for working tirelessly to ensure that our organization continued to offer this especially important service to the vulnerable population that we serve.

Respectfully submitted.

Donna Wood

Chairperson, Community Inclusions Board of Directors

Executive Director's Annual Report 2022-2023 Annual Report

March 31st, 2023 marked the end of Community Inclusions' 25th year in service. This year's Annual General Meeting is an opportunity to look back on the past year and look to the present, and plan for the future. For the third year in a row, this organization worked through the Covid 19 Pandemic, which once again had an impact on the various services we provided. Though this was not near the significance of the previous two years.

Financial

- We continued to benefit 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.
- For the 21st year our Employment Unit was funded through Skills PEI.
- Charitable Status requirements were again met this past year with MRSB filing our necessary paperwork.
- Our Collective Agreement with our front-line employees (UPSE) expired March 31st, 2022. The board had made the decision during the previous fiscal to not wait for negotiations and started negotiations in late 2021, culminating with a signed agreement in the spring of this year. As a result, the organization is on a much better competitive level to be able to attract and retain staff.
- However, for the second straight year, the organization finished the year in a deficit situation. This will need to be addressed as we move forward. As noted, the organization made significant investments in its front-line staff this past year to align them more with their provincial counterparts.

Administrative

2022-23 was another busy year as far as administrative work.

General items of note:

- The organization benefitted from when it hired its first-ever Human Resources Coordinator (a new position) in June of 2021. This hire has continued to help to alleviate the workload of our Office Manager and management staff in general as many performed various HR tasks off the corner of their desks. Not an ideal situation.
- Joanie Chislett was promoted to full-time as Office Manager. Joanie continued to grow in her role, managing a busy office during another year of the pandemic.

- Faith Benjamin was hired in the full-time role of Administrative Clerk. Jenn Kinch vacated to pursue a career as an RCW.
- Our Facebook Pages, Community Inclusions Ltd, and the Maple House Bakery & Café continued to grow. Combined we have over 3000 likes. With a goal to build this audience as it is an economical way to talk about and advertise the various goings on of Community Inclusions and the Maple House Bakery & Café. We also beefed up our presence on Instagram, Twitter, and other social platforms.
- Our Web Site: www.communityinclusions.com. Rushell MacDonald our Human Resources Coordinator, continued to manage the site.

Staffing

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

General items of note:

- In the past year we added new staff through the AccessAbility Program as new clients came into our services.
- On The Job Placements came from Career Bridges and the Human Services, Residential Care Worker Program from Holland College, Alberton Campus, and Human Services, Charlottetown Campus. The organization is very appreciative of its relationship with the college and its Human Services staff and students.
- Regular Management meetings.
- Safety Committee meetings were held.
- The Annual Staff Fun Day was held in May.
- Staff get-together at Fisherman's Wharf in North Rustico.
- Three summer students were hired.
- The Labour Committee continued to meet. This committee's purpose is to work on labour-related issues between agreements.
- Laurie Ann Waite took a leave and was backfilled by Heidi Chaisson. Melissa Arsenault was hired as Interim Site Manager at the Tignish Training Centre. She replaced Deanna Keough who was hired in the organization's new Assistant Residential Coordinator role.

Programming

The Site Manager's and Employment Unit Reports cover the main points related to programming and employment. Please read them to hear about all the happenings over the past year. Nearly every aspect of Community Inclusion's planning\programming, and the support we provide, comes from solid, well-thought-out Case Plans.

The organization is very excited that the Department of Social Development and Seniors has decided to support CI in its transition to a more streamlined, computer-based case management system through Hub Tally, a software program available on PEI.

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

General items of note:

- New clients to the organization have continued to apply for our service through the AccessAbility Support Program. This has allowed a much more seamless transition for new clients to the organization and has created employment opportunities for additional staff.
- Related to the above the organization continues to benefit from being involved with the Transitions Team at Westisle High School.
- Plans were to add temporary space to Maple House to assist with the growing need for space, but this project is on hold. In the meantime, we have looked at temporary spaces.
- Meetings held with other like organizations (Non-governmental Organizations). This was an excellent opportunity to share information and exchange ideas regarding similar topics and issues.

Housing

Our Tignish Group Home continued to be in transition. For most of the year, the home was near full capacity, and the home served as a respite location for several of our clients.

Alberton House is in its 12th year of operation and the home continued to be at full capacity. The respite room at the house was occupied on a regular basis.

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

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

Greenmount House (rental) opened in January 2020 and has one individual residing. The resident at Greenmount moved to a new housing development in July of 2022 which is also a rental unit.

General items of note

Alberton House, the O'Leary Apartments, MacLeod House, and Greenmount House continued to alleviate some of the pressures related to housing for our population. The organization's Alternate Living Placement Program (individuals in room and board placements or living more formally with Associate Families) continued to operate. Changes were made to the application, something that was completed with our provincial partners. There are also changes coming financially that should also help with the overall recruitment of families-individuals.

- The organization worked on developing a Level of Care Policy that it hoped to roll out in the third quarter of 2022. This has not happened yet. As noted last year, as our residents and clients age, so have their needs, in some cases they have become more complex.

In many ways, our clients are similar to the level of care a Community Care Centre provides. They assist each residence with light care, assistance with meals, bathing, medications, laundry and basic support for everyday living. Community care is intended for those individuals who score a 1, 2 or 3 on the Seniors Assessment Tool (SAST). This should better help CI with long-term planning for the clients we serve and with their parents, caregivers, and families.

- Community Inclusions continued to work on a project in which it received funds from PEI Housing (last year's fiscal) , to develop conceptual floor plans for a new day program in Tignish. Plans are to also include residential units and a Snoezelen (sensory) Room.

Hurricane Fiona

On September 23rd, Hurricane Fiona struck PEI with devastating Force. It was not the first time Community Inclusions had to face a weather event; however, it was by far the strongest one the organization has ever encountered. Once again staff and management, with assistance from the board, rose to the occasion to support our clients, residents, services, and each other.

We do have an Emergency Plan in draft form that we have informally followed these past number of years, 2023-24 this will be put into formal practice. I want to thank all of our staff who again performed their duties at a high level during a stressful time.

Closing Remarks

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

Thanks to all the Community Inclusions staff who continued to hard work during the third year of the global pandemic. Through much uncertainty and stress, they continued to perform their jobs in a professional manner and at a high level. Thanks to Joanie Chislett, the organization's Office Manager. Thanks as well to Faith Benjamin, our Administrative Clerk.

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

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

Thanks to the Board of Directors for all their support and guidance this past year and a special thanks to Chair Donna Wood who completed her third term as our Chairperson. Community Inclusions is lucky to have such a dedicated group of volunteers guiding the organization. Thanks to retiring board member and Chairperson for the past three years, Donna Wood who has completed her second term, you will be missed Donna. Welcome to our new board member, Caroline Maloney, you will be a great addition to the organization. I look forward to working with the current board during this coming year.

Respectfully,

Kevin Porter
Executive Director

Residential Services Coordinator Annual Report 2022-2023

Following are the highlights of residential support for the year 2022-2023

During the year several meetings were held with individuals, families/advocates, Access Ability Support, Adult Protection, Medical professionals, and other professionals to assess and prepare applicants for independent apartment living, supervised living, community living, and respite care.

We worked to find housing to suit some individuals on our waiting list.

In November 2022, Deanna Keough was hired as Residential Assistant.

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

Met with Provincial Manager for Residential and Support Services.

Residential supports were provided to 29 individuals over the past year.

An apartment was rented for an individual in the Tignish area.

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

Supports Included:

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

Tignish Residence

The residence is located in the community of Tignish and provides 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 individual goals.

The staff 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. On weekdays when residents attended programs, two staff helped out at the Tignish Training Centre.

Alberton House

The residence is located in Alberton and provided service to eight adults who live very individual lives. There are two apartments with two people who shared each apartment and five assisted-living rooms for people who require extra support.

Residents lead busy lives with their individual daily programs, jobs, and social activities. Every six weeks a resident spends the weekend and quality time with their family. They all take part in ACL activities throughout the year.

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

Staffing 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 clients continued to live in the home.

Staffing consisted of four full-time permanent workers. The service operated 24 hours a day, seven days a week with a shift model of four days on and four days off.

Greenmount Home

We rented an apartment to support an individual that needs care.

O’Leary Apartments

Six tenants continued to reside at this residence.

Respite

In total, we provided **252 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, Amber MacDonald, Chloe Jones, and Melissa Perry.

Alberton: Heidi Butler-Perry, Gwen Arsenault, Destinie Graham, Neila Barbour, and Tish Shea

Graham: Marsha Arsenault, Carmen McInnis, Sandra Bridges, and Madison Pitre.

MacLeod: Andrea Gallant, Tabitha Bernard, Destiny Gallant, and Shelley McCormick.

Other

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

Staff Development

- Health and Safety
- Staff Breakfast
- Bi-Monthly staff meetings
- Management meetings

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

Sincere thanks to the staff for your dedication, commitment, and teamwork to support the needs of residents to have a meaningful life.

You are to be commended for the excellent care that you provide along with the ability to build individual healthy relationships based on respect and acceptance.

A special thanks to Deanna Keough who has accepted the position 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
2022-2023**

Community Involvement & Employment

Clients and staff worked hard together to stay involved in the community and have expanded further into it, this is also a goal we all share

Clients were supported weekly with meal planning and shopping for groceries at the Tignish Coop.

Over the summer, we had outings to the Stompin' Tom Centre, Montrose Petting Farm, Diana's Pumpkin Patch trail, strawberry picking, and beach/trail walks.

Centre Based

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

We have 18 clients that received service at the Tignish Training Centre. Some clients attended full-time, and others came one to three days a week.

We have had Nathan Chaisson transitioning from Westisle and he started full-time in January 2023.

Birthday celebrations were held for clients monthly with a favourite meal.

We hosted a Hawaiian-themed BBQ and had Maple House clients and staff attend.

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

Clients celebrated special holidays like Valentine's Day, St. Patrick's Day, Easter, etc.

We had two different days that community members came into sing Christmas carols with the clients.

Over the year we planned some Themed Days such as:

- Western Day
- Burger Love
- Art After Dark
- Christmas in July
- Pink Shirt Day (anti-bullying day)
- Water-themed outdoors with water balloons, water guns, and sprinklers.

- During Fire Safety Week, we did various fire safety activities we had the fire department in and they gave us a tour of their rescue vehicle.

Sessions 2022-2023

- Positive Attitudes
- Boundaries
- Workplace Safety
- Kitchen Safety
- Exercises three times per week

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 Students were in for six-week placements in November and again in March.

Staff

We have two full-time support staff – Deanna Keough and Melissa Arsenault. In October 2022, Deanna accepted a new position within Community Inclusions and Melissa Arsenault temporarily took over the Site Manager roll, Crystal McHugh is the other full-time staff temporarily in Melissa's permanent full-time position.

In March 2023, the Haywood Group Home changed its shift model. Melissa Perry and Amber MacDonald do 40 percent of their full-time position at the Training Centre.

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

Staff training and Professional Development days consisted of safety meetings, Case Plan updates, Hub tally training, our Annual Fun Day, and staff attended the MCDDA conference. The Staff Day started with breakfast at the Maple House Bakery and Café, followed by an afternoon of ax throwing in Slemon Park.

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

Human Resources Coordinator

2023 Annual Report

The position of Human Resources Coordinator began in June of 2021. With this position, we are now able to pay more attention to areas such as updating policies and procedures, recruitment and retention as well as providing better communication between our management team and front-line staff.

In 2022, there had been 15 new staff hired across various departments with one becoming a full-time employee. We have several staff currently on leave for various reasons. This has provided many with the opportunity to pick up some temporary positions. We currently have an average between 55 and 60 regular staff on the payroll biweekly and have issued 82 T4s for 2022.

Social Media Platforms

Community Inclusions developed a new web presence in 2021 that now provides us with the ability to update the information regularly. This continued to be a great way for people to get a nice snapshot of the organization, complete with downloadable resources. Since expanding our web presence, we provided regular postings of employment opportunities, updates on events, as well as family and staff resources. We are now accessible through mobile phones, laptops, iPad, etc.

Our website also includes our Maple House Bakery & Café, providing customers with our menu, hours of operation, and employment postings. Plans to continue developing our web presence over the coming year are in effect. Community Inclusions Ltd and the Maple House Bakery & Café Facebook pages have continued to grow. Combined we are close to 3500 likes!

We have expanded our social media presence by adding Instagram, and TikTok.

Absenteeism

Overall, absenteeism was on par with the previous year. Covid-19 continued to have an impact on our services in mid-January when we had to pause our Day Programs. During that time, our community support staff were able to help in our residential locations during the daytime.

The Maple House Bakery & Café was closed until the middle of March due to Covid-19 restrictions put in place by the CPHO. Upon reopening, we had opened for five days a week with the hope of getting back to seven days a week. The Maple House Bakery & Café opened six days a week, this started in May, which brought Sundays back on the schedule. Staffing shortages continued to be a challenge. We continued to regularly advertise and have raised wages significantly in response to the economic impacts and inflation rates across the country.

Case Plan Management

We continued to work as a team in completing our Case Plans. To create better communication between the departments, we have introduced a new client management system called Hub Tally. All of our management team used the system and our Day Service and Employment Service staff did the same. The next phase is to complete the professional development of staff at our residential locations. One residential location was completed, and the remainder will be by the end of the summer of 2023.

This system will provide our staff with the ability to access up-to-date information on clients without the need to duplicate paperwork and files to provide access to the specific staff who require it.

Collective Agreement

The Collective Agreement between Community Inclusions and UPSE expired on March 31st, 2022. All parties completed negotiations in a timely manner and successfully signed without any lapse in the contract. Wages for staff have been increased. This was required to keep up to date with the overall increases in the cost of living and to remain competitive with other organizations. The new contract runs from April 1, 2022, to March 31, 2025, with wage negotiations reopening in October 2023.

Staffing & Recruitment

Recruitment and retention continued to be a focus within our organization. The 2022 year continued to prove to be challenging for recruitment. However, opportunities to discuss some of these challenges with other NGO partners have been beneficial by providing a platform to plan, work together, and come up with innovative solutions.

Students from the Human Service and RCW programs took part in completing practicums with us, which gave them the opportunity to see what Community Inclusions is and what we have to offer them as potential employees. Students had the opportunity to be interviewed and potentially hired as casuals after completing their first year of the course.

The Human Services Program at the West Prince campus has provided Community Inclusions with a great resource for employees and has assisted in employment in the area. We also continued to work with the Charlottetown Campus.

Professional Development

Covid 19 had made it challenging to get staff together, but we found other ways to help maintain skills. Using online platforms, staff were able to complete Food Safety, WHMIS, and other professional skill training. Mandt was also maintained by management who helped staff renew their training.

Staff attended the two-day Maritime Conference on Developmental Disabilities and Autism held in November 2022. This was a great event for staff to get together for the first time with other NGOs since Covid began.

In Closing

Our staff continued to be integral to the ongoing success of Community Inclusions. As part of the Community Inclusion's team, the Human Resources Coordinator will continue to encourage and optimize employee performance.

I look forward to continuing to grow within the Human Resource role as it meets the needs of the organization.

Rushell MacDonald

Human Resources Coordinator

Maple House Centre – Maple House Bakery & Cafe

2022 - 2023 Annual Report (COVID-19)

In total, we had 19 individuals who received service at our Maple House Centre on a regular basis. Some individuals attended full-time and part-time and some attended one or two days weekly. Outside of that total, we have one client who attended our program full-time from the end of June to the first of September. We had three students who were in the process of transitioning from high school to our program. The age demographic of our clients is quite broad, it ranged from 16-63.

Sessions 2022-2023 (Covid 19)

The following sessions were held at Maple House Training Centre:

- Proper Hand Washing
- Life Skills
- Fire Drills
- Healthy Eating and Exercise
- Boundaries
- Social Distancing related to Covid 19.
- Writing Skills
- Reading Skills
- Money Skills
- Sidewalk Safety
- Respect for Self and Others
- Workplace safety (Specifically Kitchen Safety)
- Food Preparation
- Hygiene
- Private vs Public
- Emergency Preparedness (Fiona)
- Healthy Relationships
- Weekend Events (done weekly)

Various Day Recognition:

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

Clients' Community Employment & Involvement 2022 - 2023.

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

Rebecca Carragher cleaned two days weekly at the O'Leary Town Offices.

Clients and staff went to Charlottetown for a day outing in July and another group traveled to Moncton Zoo in August.

Clients and staff went to dairy royal for ice cream.

Both day programs Tignish Training Centre and Maple House had a fun day for clients hosted by the Tignish Training Center. Staff BBQed and clients enjoyed doing a variety of outdoor activities.

Clients and staff went to the bowling lanes in Tignish with the group from the Tignish Training Centre.

Apple picking at Arlington Farms.

The O'Leary Association for Community Living provided the clients and Staff with a special day at Christmas. They provided Pizza and Garlic fingers for lunch as well as a local group of guitar players for entertainment. They also gave each client a Christmas gift.

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

AGM(Meal) was held in September at St. Anthony's Hall. Clients and Staff attended the meal. The AGM (business part) was held in July.

Clients

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

- Packaged cookies, biscuits, bread, etc.
- Lawn maintenance.

Clients continued to sanitize tables and doorknobs. Mask-wearing was slowly phased out; however, it was optional for those who choose to wear one. Staff continued to promote proper hand washing and using hand sanitizer when appropriate. We will continue to follow these protocols to keep our clients healthy and safe.

The last day for clients was December 22nd. The clients returned to work on January 3rd, 2023.

CAFÉ & BAKERY

Customers and staff were glad to see Covid 19 phase-out and the atmosphere in the café return to how it was prior to covid 19. Staff continued to sanitize throughout the day.

We had no disruptions in service since we reopened in March 2022

We have not been able to have the café open seven days a week due to ongoing staffing shortages. We were open Tuesday through Saturday. Efforts to recruit new staff continue and it remains a priority to get back to serving the public seven days per week.

Stacie Gallant (Bakery & Café manager) and Laurie Ann attended the annual Kays Show in Charlottetown in April 2022.

Customer Appreciation Day was held on May 17th, 2022, and on February 28th, 2023, for our Maple House customers.

Staff traveled to different bakeries and cafes on May 30, 2022, Kensington, Summerside, and Tyne Valley.

In February 2023, Laurie Ann Waite took leave of her position and Heidi Chaisson stepped into the management role at Maple House Centre.

Training/Staff Days 2022-2023

Staff and clients attended the AGM in September where Community Inclusions recognized the years of service of some of the employees. Everyone enjoyed a delicious meal and a chance to socialize.

Staff participated in the Maritime Conference on Developmental Disabilities and Autism, held in Charlottetown in November 2022.

Maple House Staff were able to access a variety of online courses through E-force PEI. Staff utilized storm days to take courses such as “Working with Difficult People”, Food Safety, WHIMIS, etc.

In closing, this year has been a year of moving forward with and finally, from Covid 19. Staff throughout the building continue to work together as we transitioned out of the pandemic and back to life after Covid 19.

I am very proud of the resilience that the staff and our clients showed through this ordeal. We all worked together as a team to navigate the unthinkable and I think we came through it stronger.

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

And finally, to our Board of Directors. Your support and commitment to Community Inclusions Ltd is beyond measure. Knowing that you are all there to give directions, and added support is wonderful and greatly appreciated.

Respectfully submitted,

Heidi Chaisson

**Employment Counselor
Annual Report
2022-2023**

Staffing

The Employment Services program had two full-time staff: Natalie Horne-Gallant as the Employment Counselor, and Talia Adams as the Assistant Employment Counselor. Two additional staff worked in the Drop-in Day Program, Crystal St. Pierre and Susan Whittaker Coldron. Over the year there had been several other staff in to support the program.

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

Clients

Our client numbers continued to grow and change in our service. We had new people coming in, clients found employment, and others moved to more central locations. There have been several new clients that have applied for the program over the last year. One thing that remained evident, were the clients entering the Employment Services Program are complex as there is an increase in mental health needs.

Covid 19 and Hurricane Fiona have caused stress among the group members. In July, there was a small outbreak in the group with Covid. There were a couple of members that took an extended break from the group in fear of getting sick. When Fiona hit in September, it brought new fears to individuals surrounding the possibility of natural disasters. Time was spent with the group focusing on things in which they can find control in their lives as Fiona took some of that away.

Drop-In Days

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

The O'Leary Association for Community Living donated to the Drop-in Day participants. With this donation money, the group was able to spend the night at the Kildare Lodge. This was a great team-building experience. Many group members have never had the opportunity to camp with a group of their peers. This donation was greatly appreciated.

The Tignish Dental Clinic also donated toothbrushes, dental floss, and toothpaste to our group. They also made a monetary donation towards the Drop-in Day group as well. This was also greatly appreciated.

In March, Talia and two other group members made a presentation to the 100 Women Who Care, Prince County Chapter. They spoke about how the group members could benefit from having a sensory space. They were selected to receive over eleven thousand dollars to create this space for our participants. We are thankful for the generosity of this group.

Transitions

During the 2022 year, we had late transition planning with the high school. Many of the families had to start by getting set up with AccessAbility Support set up. This caused a delay in individuals beginning the program. Staff must send an Observational Plan request to AccessAbility Support for a new member to attend to see the support that is required for the individual to attend. After the month staff then send a Service Plan request to AccessAbility Support.

There was an increase in the demand for services for individuals leaving high school. The number of students that are receiving resource support has increased and will continue to do so in the coming years. Several meetings were attended at the school along with shadowing in the classroom.

Training

Over the past year, there were many training opportunities. Some of those sessions were Overcoming Barriers, Learning Styles, Teamwork, Self-Esteem, Coping with Change, Stress Management, Lawn Mower Safety, Workplace Safety, Social Boundaries, and Customer Service. The program was successful in having guest presenters in throughout the year.

This year the staff were able to participate in the Maritime Conference for Autism and Intellectual Disabilities. This is the first time since the start of Covid that Human Services professionals across the island were able to come together again. The Drop-in Day staff also took part in virtual training on Fetal Alcohol Syndrome and Hub Tally. Regular OCSM training took place over the year as well.

Employment/Volunteer

Over the last year, many individuals have been employed in different capacities. Some seasonal employees gained extra weeks of work and one participant gained an extension of three months. Many of the Covid restrictions were decreased over the year which is bringing life back to a new normal at work.

Volunteer placements came to a halt during the early days of Covid 19. With restrictions easing during the year, the group has assisted West Prince Family Violence with a clothing giveaway and an awareness walk. Group members also assisted with Community Inclusions AGM and the Employer Appreciation event.

In November, the Annual Employer Appreciation Event took place. This is the first time the event has been hosted since the beginning of Covid. The event was well attended. The Sherri McInnis Inclusive Employer of The Year Award went to the Town of Alberton. The Perseverance Award was presented to Cole Crockett.

In conclusion, we have had a successful year with many learning curves. To the many individuals and families we work with, thanks for your continued dedication, support and patience while working with us over the last year. I would like to thank Kevin and the Board of Directors for their guidance and support over the last year. A big thanks goes out to Transportation West, and the AccessAbility Support Program staff for always working to support the people we are working with. Finally, Talia, Crystal, Susan, Joanie, Faith, and the staff of Community Inclusions Ltd, thanks for another great year.

Respectfully Submitted by,

Natalie Horne-Gallant
Employment Counselor
Community Inclusions Ltd.

Assistant Employment Counsellor

Talia Adams

2022-2023

Month	Job Coaching Hours
April 2022	34.5
May 2022	19
June 2022	34
July 2022	43.5
August 2022	34.15
September 2022	38
October 2022	28
November 2022	32
December 2022	24.25
January 2023	29
February 2023	44
March 2023	17

Total Job Coaching Hours for 2022-2023 – 377.4

Employment:

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

Volunteer:

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

Covid- 19: It is important to note that Covid- 19 still had great effect on our program, group members, and people within the community. Due to Covid-19, there has been a lack of volunteer opportunities as most businesses and organizations still had restrictions in place. The number of odd jobs was also affected due to not being able to go into community member's homes. It is also still causing some individuals a large amount of anxiety.

Highlights of the year:

Some group sessions have included: Math, Literacy, Self-Respect/ Respecting Others, Setting Goals, Dependability, Personal Boundaries, Self-Esteem, Resume Building, New Year's Resolutions, Healthy Eating, Physical Activity, Healthy Friendships, Stress Management, and Mental Health. We also had guest speakers. Cpl. Lisa Jones discussed internet safety and an OHS Officer did a presentation on Occupational Health and Safety.

Meals made at Drop-in day have included: Mexican alfredo, hashbrown casserole, bobs, homemade pizza, taco baked potatoes, shepherd's pie, sausage stir fry, subs, and lasagna. The list of different meals we made at Drop-in Day is very lengthy; this is just listing a few meals to provide an idea of what our meal program consists of. Typically, one or two clients assisted a staff member in making the meal. At the beginning of every month, we asked group members for meal ideas to go on the monthly menu.

Some group activities have included: Camping at Kildare Lodge, Christmas dinner, Thanksgiving dinner, and set up/attended the Annual Employer Appreciation event. Drop-in day clients also made cards and letters to send to veterans on Remembrance Day. We also had "Christmas in July" and "Halloween in August." Halloween in August was a big hit! The summer student we had at that time prepared an escape room where the group members had to work as a team to problem solve/solve riddles. Our group members were successful in solving all the clues and escaping.

College Students and Summer Students: We had the opportunity to have a summer student, Amber, work with us for 12 weeks. Amber was great to take the initiative and plan activities/games for all group members to enjoy. We also had a Holland College student, Melissa, working with us for six weeks for her on- the - job training.

Melissa was also great to have here, as she focused on planning educational sessions, activities and she also helped with documenting when possible.

Staff Training Opportunities: Staff members had the opportunity to attend the Maritime Conference on Developmental Disabilities and Autism.

Hurricane Fiona: Hurricane Fiona was for sure an eye-opener for all. Hurricane Fiona shut our program down for three days. Whenever our program returned to regular scheduling, we took the time to talk about the storm and how people felt during it/after the storm. People stated that the storm caused a lot of anxiety, so as a group we discussed how we could better prepare for similar types of storms in the future.

Overview of Daily Routines: Drop-in Day group members attended Tuesday-Thursday. Staff provided training in life and employability skills throughout the day in various ways. We did bookwork to ensure group members are continuing to use/gain new literacy and numeracy skills. We had our meal program which provided the opportunity to do things such as cut/chop vegetables, cook on the stove or oven, and how to properly measure food items. We also did odd jobs which provided the opportunity for group members to get out in the community and practice skills such as sweeping, mopping, dusting, laundry, raking leaves, and weeding flower beds. Odd jobs also gave group members the time to practice social skills while out in the community as we are frequently meeting new people at odd job locations.

Respectfully submitted.

May 26th, 2023

Assistant Employment Counsellor

Talia Adams

