



24th Annual General

Meeting

July 5th, 2022

April 01, 2021

to

March 31, 2022

**Community Inclusions Ltd.
24th Annual General Meeting
Tuesday, July 5th, 2022
Elmsdale Community Centre**

6:00pm Business Meeting

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from 2021 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.

23rd Annual General Meeting,
Elmsdale Community Centre
July 5th, 2021

Board Members Present:

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

Regrets: Telly Aylward, Heather Cameron

Donna Wood welcomed staff, Board, parents, and community members to the 23rd Annual General Meeting of Community Inclusions Ltd. Donna explained that due to the COVID-19 Pandemic, there are families and clients missing and this will be a modified meeting.

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

Agenda

Troy Gorrill motioned for the approval of the agenda, seconded by Deanna Keough. Motion carried.

Minutes of Last Meeting

Velma Bince reviewed the Minutes from the 2020 AGM. No errors or omissions.
Ralph MacNeill motioned for the approval of the AGM minutes and Troy Gorrill seconded the motion. Motion carried.

Chairpersons Report

Donna Wood presented the Board Chairperson's yearly report (April 1st, 2020-March 31st, 2021).

Rushell MacDonald motioned for the approval of the Chairpersons Report. Olive Gallant seconded this motion. Motion carried.

Presentation of the Financial and Auditor's Report

Jaclyn Waite, of MRSB Group, shared the Financial and Auditors Report for Community Inclusions Ltd. for the fiscal year April 1, 2020-March 31st, 2021.

Rushell MacDonald motioned for the approval of the Financial Report, Executive Report, and the yearly Site Reports (which are available in the AGM Packages and online). Olive Gallant seconded this motion. Motion carried.

Board of Directors 2020-2021

The following nominating report was brought forward and read by Ralph MacNeill:

Heather Cameron	2022
Vacancy	2022
Telly Alyward	2022
Olive Gallant	2023
Velma Bince	2023
Vacancy	2023
Troy Gorrill	2024
Donna Wood	2024
Ralph MacNeill	2024

Natalie Horne-Gallant motioned for the approval of the 2021-2022 Election for Board of Directors and Rushell MacDonald seconded this motion. Motion carried.

Other Presentations:

Donna congratulated Kevin on the recent celebration of his 20 Year Work Anniversary with Community Inclusions Ltd.

Business Meeting Adjourned

Community Inclusions Board of Directors 2021-22 Annual Report

Chair: Donna Wood

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2021-2022 annual report.

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

Residential

The Greenmount House located in the Tignish area has continued to be rented for this past fiscal year. There are plans to transition to Whispering Meadows (housing off Dalton Avenue in Tignish), a new housing development in July of 2022. MacLeod Lane in Tignish continues 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. At the present time, Community Inclusions is working on a Level of Care policy that should help the organization, it's participants and their families going forward.

Covid-19 has changed many things on PEI since arriving in mid-March 2020. Our day programs closed for a short time after Christmas and re-opened February 28th, 2022. Staff remained in contact with their clients on a regular basis and did social distance visits when possible.

A heart felt thank you goes out to all our staff for their efforts during this incredibly stressful time.

In the past 12 years we have added four new residences, and are managing these homes with staff, our Residential Services Coordinator. We are exploring adding an assistant to give this position some much needed help.

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 closed January 15th, and re-opened on March 15th, 2021.

Administrative

We have grown these past number of years, adding two more residences. We have discussed in the past adding two new positions, someone to help with Human Resources and an Assistant to our Residential Coordinator. As a side note, we are happy to report that Rushell MacDonald was hired in June of 2021, as our new Human Resources Coordinator. Rushell also helped with payroll and administered group benefits and pension.

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

Finances

This year we are looking at 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 did receive a one time cash infusion from the department this year to help with part of this, however this will need to be added to our regular core funding installments. Also, we started work with the department to include long standing clients who were previously under core funding to now be included under the AccessAbility Support Program.

Donations

We would like to extend a huge thank you to the following people and organizations that contributed financially to Community Inclusions. These include: O'Leary Association for Community Living, Living, PEI Easter Seals, Tish and Mike Shea, West Prince Sports Council (Win4 All), Tignish Coop Member Relations Committee and Tignish Recreation Fundraising Corporation. 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. We have grown to the point where we have expanded the Drop-in Day to three days with the goal in the future of it being a five day a week program. This past year we received money from ACOA, Easter Seals of PEI and the Department of Social Development and Housing to expand the Drop in Day area.

Labour Committee

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

Regarding a new Collective Agreement, we, as a Board we 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 2021. It's important to note that compared to its 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 similar to their provincial counterparts.

Community

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

Closing

In closing, I would like to thank the members of the Board for their dedication and time over the past year. These people include Heather Cameron, Telly Alyward, Olive Gallant, Velma Bince, Ralph MacNeill, and Troy Gorrill.

We welcomed a new Board member this year, Marlene Warren and look forward to having Cindy Howard join us at our next meeting in the Fall. We wish Heather Cameron who just completed her second term with the board, all the best as she moves on to other endeavors. Thank you for your service Heather.

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. We commend our staff for working tirelessly during this uncertain time of Covid and ensuring that our organization continued to offer this especially important service to the vulnerable population that we serve.

Respectfully submitted.

Donna Wood

Chairperson, Community Inclusions Board of Directors

Executive Director's Annual Report 2021-2022 Annual Report

March 31st, 2022 marked the end of Community Inclusions 24th year in service. This year's Annual General Meeting is an opportunity to look back on the past year, and also look to the present and plan for the future. For the second year in a row this organization worked through the Covid 19 Pandemic, which once again had an impact on the various services we provided.

Financial

- ✓ We continued to benefit from our work and relationship with the Department of Social Programs and Housing (formerly the Department of Family and Human Services). Quarterly Statistics resumed with the department.
- ✓ The organization welcomed new auditors, the MRSB Group. Jaclyn Waite and her staff made themselves accessible throughout the past year. As we were still in our infancy with SAGE (accounting package), there was still a learning curve. Going forward we are hoping to realize the full potential of the program.
- ✓ Community Inclusions is one of the recipients of dollars raised through the Western Region Sport Council's Win4All Fund-raiser. The council continued to use the Community Inclusions facilities to tabulate their weekly results. Monies donated went towards various programs.
- ✓ Throughout the year we received various donations from families , memorials and other sources.
- ✓ For the 20th year our Employment Unit was funded through Skills PEI, of note dollars came from the Local Labor Market Development Agreement.
- ✓ 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 made the decision 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.
- ✓ Unlike last year, the organization finished the year in a deficit situation. This will need to be addressed as we move forward as the organization made significant investments in its front-line staff this past year to bring them more in line with their provincial counterparts.
- ✓ For the fourth year in a row, the organization benefitted from a dotation from PEI Easter Seals. These funds were put toward the Employment Service's Drop-in Day renovation.

Administrative

2021-22 was another busy year as far as administrative work. Especially with the pandemic, staff worked from home initially then gradually made their way back to working out of the office.

General items of note:

- ✓ The organization hired its first ever Human Resources Coordinator (a new position) in June of 2021, hiring Rushell MacDonald. Rushell took over the payroll and also administration of group benefits, medical and pension. This helped to alleviate the workload of our Office Manager and also management staff in general as many performed various HR tasks off the corner of their desks. Not an ideal situation.
- ✓ Joanie Chislett continued to fill in for Jamie Martin as Office Manager as Jamie had decided to take a year's leave of absence. Joanie continued to grow in her continued roll, managing a busy office during another year of the pandemic.
- ✓ Jenn Kinch continued in her role of Administrative Clerk.
- ✓ Our Facebook Pages also continued to grow, Community Inclusions Ltd and the Maple House Bakery & Café . Combined we are 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 are hoping to beef up our Instagram presence in 2022-23.
- ✓ A newly revamped Web Site: www.communityinclusions.com. Big thanks to Rushell MacDonald our Human Resources Coordinator who brought this skill to her position.

Staffing

Community Inclusions staff did their jobs at a high level. As the needs of the organizations client's 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 Program from Holland College, Alberton Campus. The organization is very appreciative of it's relationship with the college and their Human Services staff and students.
- ✓ Regular Management meetings.

- ✓ Safety Committee meetings were held.
- ✓ The Annual Staff Day was pushed to 2022-23 due to timing constraints.
- ✓ Staff get together at the Wind & Reef in North Cape.
- ✓ Three summer students were hired.
- ✓ A Labour Committee was developed in conjunction with our unionized front-line employees as a result of the 2019 bargaining. This committee's purpose is to work on and labour related issues between agreements.

Programming

The Site Manager's\ Employment Unit Reports cover the main points related to programming and employment. Please read them to hear about all of the happenings over the past year. Nearly every aspect of Community Inclusions planning\programming, and the support we provide, comes from solid, well thought out Case Plans. The organization is very excited that the Department of Social Programs and Housing has decided to support CI in its transition to a more streamlined, computer based case management system through HubTally, a software program available on PEI.

Due to the Omicron Variant, CI closed its day programs from December 17th until February 1st. In the beginning, opening on a limited basis. During that time staff continued to stay in contact with clients-residents and front-lines staff supported our residential services in various capacities.

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

General items of note:

- ✓ New clients to the organization have continued to apply for our service through the AccessAbility Support Program. This has allowed a much more seamless transition for new clients to the organization and also has created employment opportunities for additional staff.
- ✓ Related to the above the organization continues to benefit from being involved with the Transitions Team at Westisle High School.
- ✓ Community Inclusions applied for funds though ACOA, and was successful, to renovate the training space of its 24 North Street location in O'Leary to better accommodate our Employment Service's Drop-in Day Program. Also partnering with the project was PEI Easter Seals, the O'Leary Association for Community Living and the Department of Social Programs and Housing.
- ✓ Plans were to add temporary space to Maple House to assist with the growing need for space, but this project was on hold.

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

Housing

Our Tignish Group Home entered into its 11th year of operation; since it opened in 1986. The home continued to be in transition. For part of the year the home was at near full capacity, presently one residence resides at the home, however plans are to introduce a new resident in the near future and the home served as a respite location for a number of our clients. We are confident that the home will be at full capacity in the coming year.

Alberton House is in its 11th year of operation the home continued to be at full capacity. The respite room at the house was occupied on a regular basis.

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

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

Greenmount House (rental) opened in January of 2020 and has one individual residing. Of note, the resident at Greenmount will be moving to a new housing (also a rental) development in the early summer of 2022.

General items of note

- ✓ Alberton House, the O'Leary Apartments, MacLeod House and Greenmount House continued to alleviate some of the pressure related to housing for our population. The organization's Alternate Living Placement Program (individuals in room and board situations, or living more formally with Associate Families) continued to operate.
- ✓ The organization worked on developing Level of Care Policy that it hopes to roll out in the third quarter of 2022. 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 also with their parents, care-givers, families.

- ✓ Community Inclusions received funds from PEI Housing to develop conceptual floor plans for a new day program in Tignish. Plans are to also include residential units and a Snoezelon (sensory) Room.

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

Thanks also to the Management Team for their continued support and valued input. They consist of Rushell MacDonald, Laurie Ann Waite, Deanna Keough, Nancy Arsenault Joanie Chislett and Natalie Horne-Gallant.

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

Thanks to the Board of Directors for all of their support and guidance this past year and a special thanks to Chair Donna Wood who completed her second term as our Chairperson. Big thanks as well to Troy Gorrill and Ralph MacNeill who both served on our negotiating team during collective bargaining. Community Inclusions is lucky to have such a dedicated group of volunteers guiding the organization. Thanks to retiring board member Heather Cameron who completed her second term, you will be missed Heather. Welcome to our new board member Cindy Howard, you will be a great addition to the organization. I look forward to working with the current board during this coming year, 2022-23.

Respectfully,

Kevin Porter
Executive Director

**Annual Report
Residential Services Coordinator
2021-22**

Following are the highlights of residential support for the year of 2021-22:

It has been another extremely different year with the pandemic. Staff and Clients adjusted to the various safety precautions that were put in place through the direction of CPHO (Chief Public Health Office).

During the year, several meetings were held with individuals, families/advocates, Assess 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 are working to find housing to suit some individuals on our waiting list.

At this time Community Inclusions does not have the resources to meet the demand for most mental health and behavioral care issues.

Met with Provincial Manager for Residential and Support Services.

Residential supports were provided to 32 individuals over the past year.

A home in St. Felix continued to be rented for an individual from the Tignish area who moved out of MacLeod House.

Ongoing monitoring is performed to support clients and care providers to identify unmet needs, set goals, and implement supports 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 located in the Town of Tignish provides a comfortable, inclusive environment to **three** individuals who can reside on a permanent basis. Each resident has an active case plan that staff work with to assist with individuals goals.

Staffing consists of four full-time permanent workers. The service operates 24 hours a day, seven days a week with a shift model of four days on and four days off. Weekdays when residents attend programs staff helps out at the Tignish Training Center.

Alberton House

The residence located in Alberton provides services to eight adults who live very individual lives. There are two apartments with two people sharing each apartment and four assisted living rooms for people who require extra support. There is also room for respite at the home.

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

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

Staffing consists of two 100% positions, two 60% positions and a 40% position

MacLeod Lane Home

Our home located in the community of Tignish opened for operation in December 2018. Currently three client are living in the home.

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

Greenmount Home

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

O'Leary Apartments

Currently there are six tenants.

Respite

In total, we provided **196 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, Gwen Arsenault, Amber MacDonald, Chloe Jones

Alberton: Heidi Butler, Crystal Mchugh, Melissa Perry, Nelia Barbour (Alicia Tremblay) and Tish Shea

Greenmount: Marsha Arsenault, Carmen McInnis, Sandra Bridges, and vacant position

MacLeod: Andrea Gallant, Tabitha Bernard, Destiny Gallant, and Shelley MacCormick

Other

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

Staff Development included:

- Health and Safety
- Staff breakfast, fun day
- Bi-Monthly staff meetings
- Management meetings

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

Sincere thanks to the staff for your dedication, commitment and team work to support the needs of residents to have a meaningful life. You are to be commended for the excellent care that you provide along with the ability to build individual healthy relationships based on respect and acceptance.

Thank you to Community Inclusions Board of Directors and Executive Director Kevin Porter for your leadership and direction to motivate and inspire us to live up to the vision of inclusion for all.

Respectfully Submitted,

Nancy Arsenault
Residential Service Coordinator

Tignish Training Centre

Annual Report 2021-2022

Community Involvement & Employment

Clients and staff worked together to maintain involvement in the community. Expanding further into it is a goal we all share. Covid has affected this the last few years, but we are slowly getting back to a new normal.

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

Over the summer, we had outings during the day to the Stompin' Tom Centre and Sandra Bridges' hobby farm. In the fall we took a trip to the Cute Road Farm for apple picking and Clohossey Farms for a tour and to pick pumpkins.

Centre Based

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

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

Birthday celebrations were held for clients monthly with their favorite meal.

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

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

Over the year we had a few Themed Days

- Western Day
- Hawaiian Day
- Burger Love
- Art After Dark
- Christmas in July

Sessions 2021-2022

- Staff and client meetings
- Educational videos
- Computer, Math and Reading Skills
- Meal planning, Healthy Eating & Nutrition
- Fire Drills
- Money Skills
- Positive Attitudes
- Boundaries
- Workplace Safety
- Exercises

The Transitions Class at Holland College attended the centre a few times over the year as part of their Health Rotation Program.

Holland College Human Services students were in for a six-week placement.

Staff

We have two Full-time Support Staff – Deanna Keough and Melissa Arsenault.

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

Thank you to 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.

Due to Covid-19, we were closed for a few weeks after Christmas break.

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

Respectfully submitted,

Deanna Keough

Site Manager

Tignish Training Centre

Maple House Division – Maple House Bakery & Café

2021 -2022 Annual Report (COVID-19)

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

Sessions 2021-2022 (Covid 19)

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

- Proper Hand Washing
- Life Skills
- Fire Drills
- Healthy Eating and Exercise
- Boundaries
- Social Distancing
- Writing Skills
- Reading Skills
- Money Skills
- Sidewalk Safety
- Respect
- Workplace Safety

Clients' Community Employment & Involvement 2021-2022

Clients delivered lunches to Bloomfield Elementary on Tuesdays and Wednesdays each week.

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

Rebecca Carragher cleaned two days weekly at the fire hall in O'Leary.

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

Clients and staff went to dairy royal for ice-cream

Both day programs, the Tignish Training Centre and Maple House had a park day in Bloomfield. Clients and staff had a BBQ and a lady from the community brought in farm animals to the park for clients to pet and interact with.

Clients and staff went swimming at Mill River.

Apple picking at Arlington Farms.

Clients went Christmas shopping in Summerside with staff to buy gifts for their loved ones. They also went out for a nice lunch.

Maple House Christmas Party was on December 10th. Community Inclusions brought in pizza and garlic fingers for everyone. We had Kirk Bernard in playing guitar for clients. We all did a gift exchange. Such a fun filled day for all.

AGM was held in July, some of our clients attended the meal in September.

Clients

- Clients continued to make peanut butter balls weekly to sell in our bakery & café.
- Jobs our clients completed to help in café and bakery include:
 - Dishes washed & dried
 - Peeled potatoes for soups
 - Cut and chopped peppers
 - Cleaned storage room
 - Put all the orders away from Sysco and Kays. Also putting the egg order away.
 - Recycled
 - Took out garbage and cardboard
 - Cleaned front entrance, cleaning bathrooms in café
 - Greased pans
 - Cleaned bread machine
 - Filled bins with bakery products
 - Packaged cookies, biscuits, bread etc.

Clients continued to sanitize areas and maintained social distancing when they could. We followed CPHO guidance to stay healthy and continued to work and keep things moving forward at Maple House. Staff promoted proper hand washing and to use sanitizer whenever possible. We followed these protocols to keep our clients healthy and safe.

Clients also helped with grass cutting & maintaining the garden.

Clients continued to roll forks and spoons for our café customers.

Last day for clients was on December 17th due to the new covid variant "Omicron". We closed early for Christmas holidays to ensure the safety of our clientele.

Clients did not return to day services in January as the Omicron variant was spreading quickly through our communities. Staff made calls to clients and families, staff visited homes and stayed outside to have window visits. Staff went into Alberton house and did activities and games with the clients there.

Clients returned to day programs on February 1, 2022. Group home clients attended three days weekly, and our community clients two days weekly. That way we could keep our population separate, looking again at the safety of our clients and keeping our numbers low and with room to social distance.

Café & Bakery

Customers and staff followed CPHO guidance in keeping our customers and staff safe from covid 19. They sanitized, social distanced, cleaned the tables and masked when serving the public. We had a sign in book for customers and did the Vax Pass for a little while. This went ok and customers seemed to understand as most restaurants all had the same rules apply.

On January 15, 2022, our Bakery & Café closed its doors to customers because of the outbreak of the new omicron variant. Our customers were scarce and business was very quiet anyhow. We opened the café back up on March 15, 2022.

We went to Souris and Charlottetown visiting bakeries and cafes to see what they served, their menu, and days of operation.

We were not back to seven days a week due to staffing shortages. We opened Tuesdays to Saturday each week. We hope by June to be back to seven days with regular hours of operation.

Stacie Gallant (Bakery & Café Manager) and I attended the Annual Kay's Show in Charlottetown.

Training/Staff Days 2021-2022

AGM was held in July at the Elmsdale Community Centre.

AGM (second part) was held in September

Jill Stewarts six-week training course Helpers 4 Helpers. Staff took part in this each week

First Aid and CPR

In closing this has been another rough year for all because of Covid 19, and I would sincerely like to thank all my staff & clients at Maple House Bakery & Café for all their hard work over the past year. With Covid numbers decreasing, we are hoping for a better summer and fall and hoping to get back to a new normal.

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

To the board of directors, all your behind-the-scenes work is what makes it all possible. Thank you all.

Respectfully submitted,

Laurie Ann Waite

**Employment Counselor
Annual Report
2021-2022**

Staffing

The Employment Services Program has undergone some changes throughout the year. There continues to be two full-time staff: Natalie Horne-Gallant is the Employment Counselor and Madison Pitre is filling in for Talia Adams as the Assistant Employment Counselor. In the Summer of 2021, we had two Human Services students, Kaylee Arsenault and Matthew Sommers, hired to assist with the program. Two additional staff were hired in the fall to provide extra support to new participants in the program, Susan Whittaker-Coldron and Crystal St. Pierre.

The Human Services Program has been offered for the past few years based out of the Alberton Holland College Campus and students have been placed in all areas of the organization. This has been very beneficial to the staff, the students and our clients. It gives the students a place to use the skills they learn in the classroom in real life scenarios with skilled staff to support them. The students provide an extra set of hands, new perspective and relationships. The program has been fortunate enough to have very skilled students that have shared in their personal talents with the group; like cake decorating, painting, singing, and organizational skills.

Clients

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

Transitions

During the 2021 year we had late transition planning with the high school due to Covid. Many families had to start with getting set up with AccessAbility Support. This caused a delay in individuals beginning the program. We had several intakes in the Fall of 2021, once AccessAbility Support was put in place. Staff send through an Observational Plan request to AccessAbility Support for a new member to attend to observe the supports that are required for the individual. After one month of observation staff then send a Service Plan request to AccessAbility Support.

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

Training

Over the past year, there were over 31 raining sessions offered in group settings, with eight-12 individuals in attendance. Some of those sessions were Overcoming Barriers, Learning Styles, Teamwork, Self-Esteem, Coping with Change, Stress Management, Lawn Mower Safety, Workplace Safety, Social Boundaries, and Customer Service. The program was successful in having guest presenters in throughout the year.

Due to Covid 19, some of the usual training opportunities like MANDT were put on hold. Staff were able to participate in a Case Planning Training, Help for Helpers, Supported Employment Conference and a staff training day.

Drop In Days/Odd Jobs

Drop-in Day continues to operate three days a week to give participants opportunities for skill development. Throughout the year there have been changes and cancellations due to Covid-19. The program space had renovations to open up the room and to allow for office space. While the renovations took place, the group moved to the O'Leary Cavendish Farms Arena. The group enjoyed the time they spent there.

The number of group members change based on the days a week and employment numbers. The DID is used as a base for our Odd Jobs Program. Throughout the year there were times in which the odd jobs program had to pause it's service due to Covid numbers and restrictions. This program continues to be successful. Many of the customers are seniors that struggle to complete tasks that they previously enjoyed, such as cleaning and yard work. The Bloomfield Legion and the O'Leary Housing Authority are two of our Odd Jobs regular customers.

Employment/ Volunteer

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

Volunteer placements came to a halt during the early days of Covid 19. Many individuals still are not in volunteer placements due to the capacity limits within the placement locations. Now that a majority of our clients are double vaccinated and restrictions have been lifted we are optimistic that placements will be an option.

In conclusion, we have had a successful year with many learning curves. To the many individuals and families we work with, thanks for your continued dedication, support and patience while working with us over the last year. I would like to thank Kevin, and the Board of Directors for their guidance and support over the last year.

A big thanks goes out to Transportation West, and the AccessAbility Support Program staff for always working to support the people we are working with. Last but not least, Madison, Crystal, Susan, Joanie, Kaylee, Matthew, Jennifer, and staff of Community Inclusions Ltd, thanks for another great year.

Respectfully Submitted by,

Natalie Horne-Gallant
Employment Counselor
Community Inclusions Ltd.

**Assistant Employment Counsellor
Annual Report 2021-2022**

Month	Job Coaching Hours
April 2021	34
May 2021	18
June 2021	19
July 2021	6
August 2021	10.5
September 2021	30.5
October 2021	29
November 2021	35
December 2021	34.5
January 2022	47
February 2022	38
March 2022	34
Total Hours	335.5

The hours for the 2021-2022 report are showing decline than the 2020-2021 annual report as we were fortunate enough to have two part-time staff (hours not included in this chart). Due to Covid-19, and Covid-19 restrictions, we haven't had the chance to have regular hours and odd jobs.

Employment:

Maple House
Alberton Liquor Store
Annand Clams
O'Leary Village Office
Griffins Potatoes
Trout River Industries
Bett's Mills
PEI Parks
Bloomfield Legion
Odd Jobs
Smaller Contracts

Volunteer:

This year due to Covid-19 and the restrictions recommended by CPHO, we haven't had the chance to do any volunteer work. We are hoping in the remainder of the 2022 year that the restrictions will ease up and we will be able to do more volunteer work.

Highlights of the Year:

Group Sessions have included:

Time Management, Journals, International Women's Day, Respect, Math, Exercising Challenge, Boundaries, Personal goals, Healthy Relationships, Healthy Living Challenge, Holland College Christmas Activities, Literacy skills, Mental Health Guest Speaker, Remembrance Day, Cellphone Etiquette, Small Talk, Self-esteem, Strengths and Weaknesses, Motivation, Mandt Training, Communication, Healthy Sleeping Habits, Fire Safety, Building Safety, Guest Speakers, Grass Cutting, Harvesting Garden, Safety in the Workplace, Problem Solving Skills, Fall Cleaning, Self-confidence Girls Day, Quote of the Week, Lawn Mower Safety, and Job Interviews.

Group Activities have included:

Moving in and out of the rink while renovations occurred in the basement, assisted 24 North Street Residents to put away their Christmas hampers, gardening, grass cutting, and campfire/fun day at the park.

Staff/Summer Staff/Students:

In May 2021 we had Matthew Somers began his placement as our summer staff, and Kaylee worked in for one-on-one hours. Also, in May, the Tignish Group home staff picked up some casual work with the Drop-in Day (Gwen, Theresa, Melissa).

We had two Holland College students - Keisha, and Breanna. Keisha did very well interacting with the group and coming up with group activities. Unfortunately, Keisha began her placement when we had to shut down due to Covid-19 recommended by CPHO, so she did not get the full experience of Drop-in Day. Breanna was great interacting with the clients, she completed a painting session, cupcake decorating session and donated some of her paintings to the Drop-in Day to add some colour to our room.

We had two part-time workers who started in September of 2021, Crystal and Susan. They have been great, helping plan group activities, documenting, and also giving our clients the chance to do more odd jobs.

Covid-19:

We were closed for the month of February due to Covid-19. Restrictions in place. This did not allow us the chance to do many odd jobs and volunteer work.

We only had three Covid-19 positive cases, in 2021-2022

Staff and clients have been masking for a few months now, and respecting social distancing, and covid restrictions.

Overview of daily routines:

The clients were here Tuesday - Thursday. Staff assisted clients with meal prep, completing daily chores, learning new and previous life skills, and doing odd jobs in the community. Odd jobs are mostly from the elderly population who needed help doing things around their homes or businesses. Our Odd jobs included household cleaning, yard raking, gardening, cleaning cars, and painting doorsteps. Customers enjoy our clients and appreciate their hard work.

Submitted by:

Madison Pitre
Assistant Employment Counsellor-Job Coach

Human Resources Coordinator

2021 Annual Report

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

Since June, there has been 15 new staff hired across various departments with four becoming full time employees. We currently have an average of 60 regular staff on the payroll biweekly and have issued 89 T4's for 2021.

Social Media Platforms

Community Inclusions now has a new web presence that provides us with the ability to update the information regularly. This continues 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 provide 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 to our menu, hours of operation and employment postings.

Plans to continue 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 3000 likes!

We would like to thank Michael Allain, owner of Innovative Tech Solutions for the many years of service provided to us in maintaining our previous website.

Absenteeism

Overall, absenteeism was on par with the previous pandemic year. Covid-19 had an impact on our services in mid-January when we had to pause our day programs. The Maple House Bakery & Café were closed until the middle of March due to Covid-19 restrictions put in place by the CPHO. During that time, our community support staff were able to help in our residential locations during the daytime.

Case Plan Management

We continue to work as a team in completing our case plans. To create better communication between the departments, we will be introducing a new client management system called Hub Tally.

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 March 31st, 2022. All parties were able to complete negotiations in a timely manner and successfully sign without any lapse in the contract.

Staffing & Recruitment

The 2021 year continued to prove to be challenging for recruitment. However, opportunities to discuss some of these challenges with other like NGO partners has been beneficial. These discussions continue to provide a platform to plan and work together, coming up with innovative solutions.

Recruitment and retention continue to be a focus within our organization. We have been fortunate enough to have a good relationship between our education providers. Students from the Human Service and RCW programs take part in completing practicums with us. This gives them the opportunity to see what Community Inclusions is and what we have to offer them as a potential employee. In turn, this also provides us with the opportunity to interview potential employees.

Holland College has offered two more enrollments in 2021 to the Human Services Program at the West Prince campus, with the most recent graduating class completing in May of 2022. There is hope that the Human Services program continues to be offered in West Prince in 2023 as the interest appears to be there.

Wages for staff have been increased. This was required to keep up to date with the overall increases in the cost of living and remaining competitive with other organizations.

In Closing

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

I have thoroughly enjoyed the past year working with Community Inclusions. I have had the opportunity to meet so many great staff and clients. I look forward to growing within the Human Resource role so that it meets the needs of the organization.

Rushell MacDonald

Human Resources Coordinator

