

Annual Report



OUR MISSION

People with intellectual disabilities have the opportunity to participate in all elements of living in the community

“Our Community Where We All Belong”



FOREWORD by Al Moreland, Executive Director. followed by RESIDENTIAL SERVICES—Year in Review

FOREWORD

Our fifty-five years have seen many changes for people with intellectual disabilities and our agency as a whole. We continue to embrace change, maximize the effective use of our resources, and expand our service capacity. Moving forward, the quality of supports for the people we support and their families will remain paramount.

— Al Moreland, Executive Director

RESIDENTIAL SERVICES

We continue to develop important cross-sector partnerships with the Niagara Chapter of OPADD (Ontario Partnership on Aging and Developmental Disability). This year a collaborative workshop was held with staff attending from the developmental disability and senior's health care sectors. Also in attendance were representatives from the Ministry of Community and Social Services, the Local Health Integration Network and the Region of Peel. The Niagara Chapter is developing a work-plan to address the many ideas that came forth from this workshop concerning the transition of adults with a developmental disability into older adulthood.

We were pleased with the announcement that a local Community Health Centre (CHC) was being planned for St. Catharines and will be providing primary health care, health promotion and community development services. Community Living, along with other agencies, was invited to be a part of a consultation process for the new facility to help ascertain the healthcare needs of residents in St. Catharines and Thorold. As part of this process we were able to identify and advocate for the needs of citizens who have a developmental disability. We are now entering into discussions with board members of the Health Centre concerning exciting partnership opportunities.

We are in our second year of providing regional services to individuals who exhibit behavioural challenges that place them at risk within their community. Without doubt, the success of the Community Response Program in the Niagara Region would not have been accomplished without the full support and determination of highly professional staff.

As we look towards the future, we will be re-evaluating the suitability of accommodations as the support requirements for our residents' change.



**BOARD OF DIRECTORS
2007—2008**

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AL MORELAND
Executive Director and
Secretary

This year, Community Living St. Catharines entered into an exciting new venture with the purchase of the former Welland United Church, buildings and property.

In addition to housing our Therapeutic Support Day Program we will be asking stakeholders to engage in discussions concerning the optimal use of the expanded space. ■



5 Henry Street

HUMAN RESOURCES - Year In Review

- Conducted an extensive review of all management and non-union positions with the assistance of a specialized human resource consultant
- Revised all Job Descriptions
- Introduced a new Employment Classification System and Compensation Schedule for all positions
- Re-defined responsibilities during the review which resulted in the realignment of departments
- Developed infrastructure to centralize human resource responsibilities
- Revised the Manager of Finance position to Director of Finance
- Advertised for a six-month Recruiter position to assist with hiring for the Residential Program.
- Created a Payroll Coordinator position to assume the combined Time & Attendance and Payroll responsibilities
- Implemented phase one of the electronic Time & Attendance system for 175 union employees and preparations for phase two have begun
- The Employee Appreciation Dinner was attended by 170 guests, and 37 employees received the Recognition Awards of Service. ■

No. of Employees	230
With benefits	134
With EAP	208
New Hires	48
Terminated/Resigned	44
Resumes Processed	168
No. of Interviews	97

TRAINING

SPECIALITY TRAINING

- Completed two Quality & Leadership Training Sessions for fourteen new employees
- Researched and revised the WHMIS recertification course now added to the Operational Procedure Quiz for Union employees. Non-union employees are to receive the WHMIS Quiz—Information package was created and added as addendum to section 22 of Operational Health & Safety Manual
- First Aid Certification increases qualifications from emergency to standard
- N-95 Respirator Fit Test was added to the training database and a health screening questionnaire was developed
- Updated the Fire Training package with more information on generator and propane gas barbeques, and a new quiz was developed

AGENCY MANDATORY TRAINING

- **FIRST AID**—139 people completed either the full course or half course
- **CPR-R**—212 people completed this course—introduction of changes
- **CPI**—226 people completed this course
- **WHMIS**—165 employees completed this quiz
- **FIRE TRAINING**—131 employees completed this course
- **OPERATIONAL PROCEDURES QUIZ**—121 employees completed this quiz
- **DUAL DIAGNOSIS**—38 Adult Support staff, Supervisors, and Directors
- **HEALTH & SAFETY CERTIFICATION**—2 employees
- **WSIB WORKSHOP**—1 employee
- **PHARMACUTICAL APPROACHES TO COMPLEX CASES**—2 Supported Living staff
- **REDUCING RISK OF ABUSE**—2 Adult Support Supervisors
- **SUICIDE PREVENTION**—1 Supported Living staff
- **PRACTICAL IMPLICATIONS OF GENETIC DIAGNOSING**—1 Supported Living Staff

PRESCHOOL SERVICES/PLAYSCHOOL—Year in Review

COMMUNITY SUPPORT SERVICES

- Resource Consultants and several Child Care Supervisors visited Halton Region to observe their process of inclusion
- Social Skills presentations were given to child care programs by our Resource Consultants
- “Adapting Toys for Children with Special Needs” an Early Childhood Education presentation was given to Niagara College students by two Resource Consultants
- Nominations at ECCDC were presented at Preschool’s request to several of our Child Care programs and to supervisors for their outstanding commitment to inclusion
- A collaborative effort from all Resource Teacher programs to develop and pilot a ‘Level of Service Tool’ within child care programs took place
- Education Assistant funding is in the process of being administered by the Region and several contracts are already processed.
- Carrie Anderson (playschool supervisor) received an award from the Early Child Care Developmental Centre for her commitment to inclusion
- Camp for playschool children was held for two weeks in July and two weeks in August.



THERAPEUTIC SUPPORT SERVICES—Year In Review

COMMUNITY SUPPORT SERVICES



- Individual Service Agreements were implemented for all participants
- A Therapeutic Support Newsletter and Parent Handbook was developed
- A Therapeutic Support Catering program (MAV) was implemented
- Regional Day Program’s “Vacancy Management” protocols were implemented
- A Day Program Managers Group commenced
- Constable Uskin of Niagara Regional Police visited Rally Pac participants to speak on bullying and socially correct behaviour in the community
- New Recreation and Leisure activities were implemented at Rally Pac
- Therapeutic Support Services hosted Community Living Month’s Opening Ceremonies and afterwards enjoyed a luncheon with Community Living Hamilton’s “Drum Core”
- An exceptional Christmas concert was performed featuring a “Tribute Band” commemorating J. Roberts (*home share provider*).

FAMILY SUPPORT SERVICES—Year in Review

COMMUNITY SUPPORT SERVICES

- A Planning Meeting was held in November of 2007
- Family Support Services hosted three dances and four bonfires/Karaoke events
- Staff initiated a food and toy drive to support Community Care
- Coordinators initiated assistance to families with emergency preparedness and pandemic planning
- Seminars and workshops were offered for families regarding Income Tax information, Wills, Trusts and Powers of Attorney, self-administration of Special Services at Home Contracts, and Flu Pandemic Education and Planning
- Training on Autism, Staff/Team Development, Sexuality/Social Skills Education, and Aging and Developmental Disabilities were held and attended
- Staff meetings were attended by guest speakers from Red Cross, the Adult Protective Service Worker Program, Safety-net Child and Youth Services, the Autism Respite Program, the Child Development Assessment Service Program, Public Health, Community Mental Health Association, and Public Mental Health
- Fifty-two families started self-administering their Special Services at Home Contracts
- Facilitation of a sibling group in partnership with the Niagara Peninsula Children’s Centre took place
- A new process was implemented for allocating funding to families
- Information booths for information sharing were set up at the Catholic School Board and the Niagara Children’s Centre
- Partnerships with Red Roof Retreat and the Boys and Girls Club of Niagara were developed
- A review of Family Support Operational Procedures was initiated.

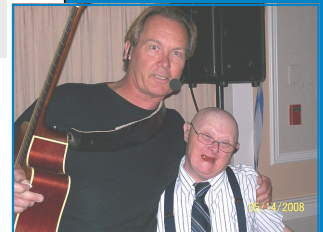
HEALTH & SAFETY

- An order from the Ministry of Labour for fit-testing the N-95 respirators was received. This was in response to the need for reducing the spread of air-borne viruses that could affect both the individuals we support and the employees. An introduction to the respirators and a training session for supervisors was organized with the assistance of The Ministry of Labour
- As a result of a Ministry of Labour order for a pandemic risk assessment, a consultant was hired to complete the first phase which was completed in mid-December of 2007.
- A request from the Health & Safety Representatives, the Joint Health & Safety Committee, and the supervisors was issued to review the Occupational Health & Safety policies. Results were received and a review is pending
- The annual review of the Material Safety Data Sheets across all agency programs is completed
- Changes to the First Aid Kits to comply with Regulation 1101 were completed
- Reviewed and re-issued information materials for employees regarding a scent-reduced work environment. ■



WSIB (Workers Safety Insurance Board) - Year In Review

- May 2007—began completing new WSIB submissions
- Provided directors and supervisors with quarterly reports for program injuries. All supervisors were instructed to review this with their program Health & Safety Representative
- A chart was created to inform directors and supervisors to the protocols of investigating a workplace injury. ■



VOLUNTEER SERVICES - Year In Review

Our agency continues to receive contributions from the volunteers who generously donate their time and skills to our agency.

Total Placement Students	38	Board of Directors	15
Leisure Buddies	10	Website Administration	2
Residential/Day Program	5	Committee Members	3
Preschool/Playschool	2	P.A.L.S. Contracts	9
Special Events/Fundraising	20	Bingo Volunteers	11
Participant Volunteers	6	Katimavik Volunteers	4
Corporate/Service Group Volunteers	24		

Total Placement Student Volunteers: 38 at 6,080 hours

Total True Volunteers: 111 at 7,075 hours

Total Volunteer Hours to Agency 13,155 hours

***Our volunteers contributed \$157,860 of services based on \$12.00 per hour.**

New Developments:

- Implemented Giftworks, a Volunteer Tracking Database
- Employee and Volunteer Recruitment Power Point Presentation Kits were initiated
- A Guest Speaker's Bureau was developed
- The P.A.L.S. Program is being redesigned
- A Public Relations Communication Tool was developed
- Corporate/Service Groups from Frito-Lay Inc. Niagara Serve, and Beacon Christian Secondary School provided volunteer assistance for the agency
- 18 staff members volunteered in addition to their employment

