



21<sup>st</sup> Annual General Meeting  
June 17<sup>th</sup>, 2019

*April 01, 2018*  
*to*  
*March 31, 2019*

**Community Inclusions Ltd.  
21<sup>st</sup> Annual General Meeting  
Monday, June 17<sup>th</sup>, 2019  
O'Leary Legion**

5:30pm Social - Various Booths ( Community Inclusion's Divisions )

6:00pm Meal

***7:00pm Business Meeting***

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from 2018 Annual Meeting
5. Chairperson's Report
6. Staff Reports
7. Presentation of the Financial and Auditor's Report
8. New Business  
-  
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9. Nominating Report
10. Presentations - Annual Pioneer Award - Retiring Board Member \_\_\_
11. Adjournment of Meeting

**Community Inclusions Ltd.**  
**20th Annual General Meeting,**  
**Ecole Pierre-Chaisson (Deblois)**  
**June 11, 2018**

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**Board Members Present:**

Heidi Mallet, Austin Luxton, Maurice Poirier, Leroy Hiltz, Gwen Clements, Libby Shaw, Audrey Greenan, Shirley Phillips, Heather Cameron

**Regrets:** n/a

Jared MacNiell welcomed Staff, Clients, Parents & Guardians to the 20<sup>th</sup> Annual General Meeting of Community Inclusions Ltd.

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

**Agenda**

*Natalie Horne-Gallant motioned for the approval of the agenda, seconded by Joanie Chislet.*

**Minutes of Last Meeting**

Leroy reviewed the Minutes from the 2017 AGM. No errors or omissions.

*Ethel Ellsworth-Gallant motioned for the approval of the AGM Minutes and Kim Gaudet seconded the motion. Motion Approved.*

**Chairpersons Reports**

Co-Chairpersons' Maurice Poirier and Heidi Mallet presented their yearly report.

**Presentation of the Financial and Auditor's Report**

Sharon O'Halloran shared the Financial & Auditors Report for Community Inclusions Ltd. for the fiscal year April 1, 2017 - March 31, 2018.

*Leroy Hiltz motioned to approval the Financial Report, Executive Report and the yearly Site Reports, (that are included in the AGM Package that's available online) Shirley Phillips seconded this motion. Motion approved.*

**By-Law Amendment**

Maurice Poirier presented the amendment to the By-Laws and read out the new proposed Purposes and Activities of Community Inclusions Ltd. These were changed to assist CI with it's Charitable Application. It was felt they needed to be clearer and succinct.

*Heidi Mallet motioned for the approval of the amendment and Deanna Keough seconded this motion, all in favor, motion approved.*

### **Board of Directors (2018-2019)**

The following nominating report was brought forward and read by Austin Luxton:

Heather Cameron	2019
Leroy Hiltz	2019
Austin Luxton	2019
Vacancy	2020
Gwen Clements	2020
Elizabeth Shaw	2020
Donna Wood	2021
Ralph MacNeill	2021
Troy Gorrill	2021

*Maurice Poirier motioned for the approval of the 2018-2019 Election for Board of Directors and Jared MacNeill seconded this motion. Motion Approved.*

### **Presentations**

David Baglole and Nancy Arsenault presented Ethel Ellsworth with the 2018 Annual Pioneer Award for her outstanding accomplishment over the years as a hardworking advocate.

### **Other Presentations:**

Jill McInnis; Her success story of being apart of Community Inclusions' Day Programs, Employment Program and Residential Services.

Retiring Board Members; Maurice Poirier, Heidi Mallet, Audrey Grennan, Shirley Phillips

Retiring Employee; Ethel Ellsworth

### **Business Meeting Adjourned**

## **Community Inclusions Board of Directors**

### **2018-2019 Annual Report:**

Co-Chairs: Ralph MacNeill and Austin Luxton

It is our pleasure on behalf of the Board of Directors of Community Inclusions to present the 2018-2019 Annual Report.

Despite financial challenges, Community Inclusions continued to provide valuable support to our clients. This was possible through 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 appreciative of this support.

- In April 2018, the Board closed the sale of the former Maple House Workshop in O'Leary. The monies received were transferred to the Province as payment for the former liquor store building which has housed Maple House these past two years. Not having to heat and maintain an empty building is beneficial to the operating costs of Community Inclusions.
- The Board would also like to recognize the financial contribution from Easter Seals which enabled CI to paint our Tignish Training Centre.
- The Board would also like to recognize Kevin's involvement on the Social Enterprise Network here on PEI. We feel that there could be some real benefits to Community Inclusions, be it sharing information with other like organizations, leveraging money and opportunities for our bakery-café and to show to funders-stakeholders that a social enterprise can be a great asset to CI.
- Maple House Bakery & Café continues to be a success story as it continues to grow. The Board truly appreciated the communities support. The Board would like to thank the staff and clients of their professionalism in creating a wonderful atmosphere to enjoy a healthy meal. Maple House Bakery & Café continues to provide employment and training for our clients.
- Over the year, the Board has met monthly to provide direction to management of CI. The fiscal challenges are always very real and despite the small increases to our core funding, and the extra funding from the Provincial Government, (\$100,000 to help with daily operational expenses), the organization is still trying to recover from previous cuts. However, the Department of Social Programs and Housing had engaged a third-party (Davis Pier out of Halifax) to develop a long-term sustainable funding model for provincial NGO's. This report has not yet been released, we are anxious to find out what the results will be and are hopeful it will positively impact our long-term sustainability as an NGO.

- The Board values the work done by a Committee consisting of Carmen Ellis, Carol Corcoran, Terrilyn LeClair, Alicia Tremblay, Heidi Butler-Perry and Kevin Porter. These people have met regularly to develop an Emergency Measure Manual which is nearing completion. The Board looks forward to the final product due sometime in the coming year.
- In December of 2018, we had our first tenant move into 112 MacLeod Lane, Tignish. We had acquired this Federal Surplus property back in 2015. With the expansion of the bakery to include a café at our Maple House Centre, this property was put on hold (though planning and renovations continued while it was not occupied) with the goal of coming back to it when resources warranted. There is capacity for three persons at this residence.
- Nancy Arsenault, our Residential Coordinator and Off-site Group Home Manager worked to secure additional Associate Families to provide respite for clients and their families in the West Prince area.
- Funding through the Department of Innovation and Learning for the Employment Program continued, and we are grateful that this has been ongoing for the past 17 years. Staff continue to do excellent work as they help clients secure meaningful employment and develop skills to help them better prepare for the work force.
- Our application for charitable status was submitted, this was a lengthy process but one certainly worth the effort. With funding provided by the Department of Family and Human Services, CI has engaged Sharon O'Halloran (our accountant) and her associate Nancy Quinn. Kevin, Jamie and Ralph met with Nancy several times throughout 2018-19 regarding the application. Currently, we are still waiting to see if we have been approved by the Canada Revenue Agency.
- The work that was done with C&C (Ron and Connie Robichaud) Consulting Services continued to pay dividends for our Maple House Bakery and Café and Community Inclusions. We had secured funding through West Prince Ventures to help evaluate the bakery & café and board governance with Community Inclusions. With C&C's help, we were able to put in more comprehensive food costing controls and changed our messaging in some of our advertising. Great suggestions were also brought forward for board governance and future policy development.
- The Board continued to value the financial contributions from the following groups: Win 4 All donations, courtesy of GoWest PEI. Easter Seals provided paint for the new Tignish Training Centre, contributions were received from the O'Leary Lions Club, Member Relations at the Tignish Co-op. We were also very fortunate to receive money for MacLeod House from the committee responsible for the Bobbi Jo LeClair residence in Tignish. We also wish to recognize the partnership with Tignish Normalization Co-op

Association which helps us with maintenance work at the Tignish Training Centre.

- Organizations Collective Agreement with front-line staff (UPSE) expired in March.
- 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, The Hope Centre in Alberton, Local Co-ops in Tignish and O'Leary and Independent Grocery Stores, local Credit Unions, Lions Club, Schools, CBDC in Alberton, Holland College, Skills PEI, Career Development Services 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. The staff, families and clients need to be commended for the positive relationships that have been developed over the years. Tonight, the Board would like to acknowledge the dedication and commitment of the staff at Alberton House, Tignish Group Home, Tignish Workshop, Maple House Centre, the Employment Unit and the office Administrative staff.
- Under the strong leadership of your Executive Director, Kevin Porter, I am confident CI will continue to prosper and grow as he is always seeking new and creative ways to meet the needs of the clients we serve. The Board would also like to recognize Jamie Martin for all her efforts that she contributes to the organization. I also wish to recognize the work done by your Board of Directors who provide guidance and insight to management and staff. These people are Heather Cameron, Libby Shaw, Gwen Clements, Troy Gorrill, Donna Wood and Olive Gallant. Tonight, we have a Board Member who has completed his terms. Thank you to Austin Luxton for his dedication and commitment to CI. We would also like to welcome Ethel Ellsworth-Gallant and Telly Alyward as new Board Members. We know that you will find this a most rewarding experience as you advocate for clients of Community Inclusions. To conclude, we would like to thank you for allowing us the opportunity to serve as Co-Chairs of your Board of Directors. It has been a very rewarding experience and we are excited about the future of Community Inclusions.

Respectfully submitted.

Ralph MacNeill & Austin Luxton, Co-chairpersons.

## **Executive Director's Annual Report 2018-2019 Annual Report**

March 31<sup>st</sup>, 2019 marked the end of Community Inclusions 21<sup>st</sup> year in service. This year's Annual General Meeting is an opportunity to look back on the past year, and also to the present and plan for the future.

### **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 were regularly submitted to the department.
- ✓ Money donated by the Committee responsible for the Bobbi-Jo LeClair Residence in Tignish.
- ✓ Community Inclusions benefitted from the hard work by the O'Leary Lion's Club. They again donated to the organization.
- ✓ The Tignish Normalization Cooperative continued to support Community Inclusions, they cost shared in maintenance projects at the Tignish Training Centre.
- ✓ West Prince Ventures ( CBDC ) Business Award of Distinction October, 2018.
- ✓ The 2018-19 year continued to be challenging with regards to our financials. We were very appreciative of the extra one-time funding received ( \$100,000.00) from the department. We certainly hope that long-term funding stability can be accomplished in the coming year.
- ✓ The organization benefitted from its involvement with Sharon O'Halloran's Accounting Services. Sharon's office was once again contracted to do the 2018-19 Audit. Sharon and her staff also made themselves accessible during the year. A few key recommendations that have been brought forward include changing our accounting software, the current software used only updates tax tables and not the actual program. So there are featured we miss out on each year.
- ✓ Community Inclusions is one of the recipients of dollars raised through the Western Region Sport Council's Win4All Fund-raiser. The council uses Community Inclusions facilities to tabulate their weekly results. Monies donated went towards various programs.
- ✓ Throughout the year we received various donations from families and other sources. We are very thankful for this support.
- ✓ For the 16<sup>th</sup> year our Employment Unit was funded through Skills PEI, of note dollars came from the Local Labor Market Development Agreement.
- ✓ Davis Pier out of Halifax Nova Scotia were contracted ( Department of Social Programs and Housing ) to help develop a new funding model for NGOs like ours on PEI. The results of their work have not been released yet.
- ✓ Charitable Status Application was submitted to the Canada Revenue Agency. Sharon O'Halloran contracted Nancy Quinn, who assisted us with this.
- ✓ Our Collective Agreement with our front-line employees ( UPSE ) expired March 31<sup>st</sup>, 2019.

## **Administrative**

2018-19 was another busy year as far as administrative work.

### **General items of note:**

- ✓ Web Site that is updated on a yearly basis: [www.communityinclusions.com](http://www.communityinclusions.com). This was a great way for people to get a nice snapshot of the the organization, complete with downloadable resources. This page though does need to be updated-overhauled in the future.
- ✓ Our Facebook Pages continued to grow, Community Inclusions Ltd and the Maple House Bakery & Café . Combined we went over 2000 likes. The goal was to continue to build this audience as it is an economical way to talk about and advertise the various goings on of Community Inclusions and the bakery & café.
- ✓ The organization continued to benefit from having an Administrative Clerk. The positioned worked closely with our Residential Coordinator and also our Administrative Assistant.

## **Staffing**

Community Inclusions staff continued to do their jobs at a high level. As the needs of the organizations client's continue to change, 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 a number of new staff through the AccessAbility Program as new clients came into our services.
- ✓ On the Job Placements came from Career Bridges, the Resident Care Worker Program and Human Services Program from Holland College.
- ✓ Regular Management Meetings.
- ✓ Safety Committee Meetings were held. The organization is in the midst of completing an Emergency Plan for the entire organization continued to be worked on and is near completion.
- ✓ Staff were re-certified in the Mandt System Training. Staff took part in the organization's Annual Staff Fun Day.
- ✓ Staff attended the Maritime Conference for Autism and Developmental Disabilities.
- ✓ Staff get together's included dinner at the Mill River Experience and the Annual Staff Fun Day.
- ✓ Various staff were added to the Maple House Bakery and Café.
- ✓ Two summer students were hired.
- ✓ Added in mid-December our third supported residence, 112 MacLeod Lane in Tignish. Four staff were hired.

## **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.

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.
- ✓ 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**

Alberton House in it's eighth year of operation the home continued, we did have one vacancy that was filled back in February 2019. The respite room at the house was occupied on a regular basis.

The O'Leary Apartments operated much of the year with five residents.

MacLeod House opened mid-December of 2018 with one resident that moved in. The home is set-up to accommodate three individuals and though we have not reached that goal, it is our intention to do so.

**General items of note**

- ✓ Alberton House, the O'Leary Apartments and MacLeod House continued to alleviate some of the pressure related to housing for our population. Also the organization's Alternate Living Placement Program ( individuals in room and board situations, or living more formally with Associate Families ) continued to operate. A number of new individuals have been added this year.

- ✓ There is still a need for more housing in the region. We had two individuals utilize Emergency Respite at our Tignish Residence ( Haywood Road ) and a waiting list has been developed. The recent Provincial Housing Strategy should help with this challenge. As should the Poverty Reduction Strategy that was developed and released in 2018.

### **Closing Remarks**

Thank you to all the various organizations and individuals who continued to support the work of Community Inclusions. Also thanks to the Provincial Department of Social Programs and Housing for their ongoing support 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 for continued hard work and dedication. Special thanks to Jamie Martin the organization's Administrative Assistant. Also thanks to Joanie Chislett in her role as Administrative Clerk. Thanks also to the Management Team for their continued valued input. They consist of Laurie Ann Waite, Deanna Keough, Nancy Arsenault 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 year.

Thanks to the Board of Directors for all of their support and guidance this past year and in particular Co-chairs Ralph MacNeill and Austin Luxton. Community Inclusions is lucky to have such a dedicated group of volunteers guiding the organization. A huge thanks to Austin Luxton who has completed his term. To those Board Members who are remaining, and for those just coming into the fold Ethel Ellsworth-Gallant and Telly Alyward, I look forward to working with you during the coming year.

Respectfully,

Kevin Porter  
Executive Director

## **Residential Services Coordinator 201819 Annual Report**

### ***Residential Resource/Alternate Living Program***

Following are the highlights of residential support for the year of 2018-19:

- ▶ During the year several meetings were held with individuals, families/advocates, Disability Support Workers, Financial Assistance Workers, AssessAbility Support, Adult Protection, Canadian Mental Health, School Transition's Committee 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.
- ▶ It has been a challenge to find the appropriate resources to meet the demand for some mental health and behavioral care issues.
- ▶ Met with Joseph Coade, Provincial Manager for Residential and Support Services on several occasions.
- ▶ Residential supports were provided to 33 individuals over the past year as follows: Tignish Residence four , Alberton House eight (four apt living, four assisted), O'Leary Apartments five tenants and nine clients for Respite Care . Three individuals are living in associate homes.
- ▶ Two individuals transitioned to Associate Families.
- ▶ Case conferences and 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 both Tignish residences.
- Supported apartments and assisted living in Alberton
- Independent living apartments in O'Leary
- Individual assessments
- AccessAbility and Financial Assistance reviews
- Advocating for one on one support when needed
- Assisting families with emergency and extended respite care
- Referrals from other agencies
- Family and case conferences
- Transitional residential planning from school to community

### ***Tignish Residence***

- ▶ The residence located in the community of Tignish provided a comfortable, inclusive environment to four individuals who reside on a permanent basis. Each resident had an active case plan that staff work with to assist with individuals goals.
- ▶ Social/recreational activities included: community functions such as benefits, ACL dances, weekly bowling, Annual Provincial Special Olympics Bowling Championships in Charlottetown, barbecues with invited family members. Not all residents participated in all of the above as we strive to meet individual choices.
- ▶ Staffing consisted 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.

### ***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 five assisted living rooms for people who require extra support.
- ▶ Residents led a busy life with their individual daily programs, jobs and social activities. Every six weeks a resident spent the weekend and quality time with their family. They all take part in ACL activities throughout the year.
- ▶ All residents participated in bowling during the winter. They also competed in the Provincial Bowling Championship Games held in May. During the summer months, all residence participated in bocce ball.
- ▶ Parents/families were 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 newly renovated home located in the community of Tignish opened for operation in December 2018. Currently one client is living in the home with possibility to house three individuals.
- ▶ Staffing consisted of two 100% positions and two 60% positions and one on one support.

### ***O'Leary Apartments***

- ▶ Currently there are five tenants

## ***Respite***

- ▶ In total, we provided **255 days** of respite care.

## ***Quote:***

***“Alone we can do so little, together we can do so much.” – Helen Keller***

## ***Staff***

- ▶ **Tignish:** June Delaney, Emily Barnes, Andrea Gallant, Marsha Wedge
- ▶ **Alberton:** Heidi Perry, Wendy Fleming, Ruth MacIssac, Atara Yuill and Heidi Chaisson
- ▶ **MacLeod:** Marsha Arsenault, Carmen Ellis, Sandra Bridges, Crystal McHugh

## ***Other***

- ▶ We hosted and completed evaluations for OJT students from the Holland College Human Services Program.
- ▶ Presentation for Westisle Transition Program
- ▶ ***Staff Development included:***
  - Health and Safety Workshop
  - Mandt review and certification
  - Staff breakfast, fun day
  - Bi-Monthly staff meetings
  - Management meetings
  - Maritime Conference for Autism & Developmental Disabilities
- ▶ 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.
- ▶ I would like to congratulate Emily on her recent retirement. Thank you for your 13 years of committing to our clients and their needs.
- ▶ Thank You to the family of Ivan Arsenault who donated generously toward the Tignish Residence.

- ▶ 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

## **Maple House Centre - Maple House Bakery & Cafe 2018-2019 Annual Report**

In total we have 24 individuals who received service at the Maple House Center on a regular basis. Some individuals attend full time, some part time and some individuals attend one to two days weekly. Our individuals range in age from high school transition to senior population.

### **Sessions**

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

- Problem solving
- Respect
- Positive Attitudes
- Team Building
- Emergency Situations (911)
- Relationships
- Hygiene
- Work Place Safety
- Life Skills
- Clients worked on their work books

### **Clients**

Clients on a daily basis worked in the bakery, packaging product, baking cookies, cleaning the bread machine, making peanut butter balls, recycling, taking garbage out, taking out cardboard to the bin, cleaning the building , taking turns working in café over the busy lunch rush, doing dishes, washing tables and greeting customers etc.

On October 1, 2018 day programs closed so staff could do case planning for all our clients. This gives staff a chance to get together with all other staff and help the client reach and work towards their goals.

Clients had workbooks that they worked on in down time to keep their spelling, reading and math skills up to date.

We had four new clients start at Maple House over the year. One individual attended before and has now returned two days weekly.

Inclusions East came to Maple House and did some videoing of our clients working in the bakery & café. They also interviewed CJ, Ruth and myself. This was in conjunction with a video series they did on Supported Employment.

The O'Leary Elementary Lunch Program was done every Thursday by our clients. We package and deliver hamburger-macaroni to the students each week.

Staff choose a client each month to be selected for Employee of the Month. This is awarded to the person whose was always willing to lend a hand and to work hard and also help others. Clients enjoyed working toward receiving this award.

Clients and staff worked together to put in a vegetable garden here at our Maple House Centre-Maple House Bakery & Cafe.

### **Community Access & Involvement**

Rebecca Carragher continued to clean twice weekly at the O'Leary Community Centre.

Jill McInnis continued to clean at the Bloomfield legion once weekly and also volunteered at Kids West, and with Chances Daycare in O'Leary.

Degan Hackett along with a support worker did some volunteer cleaning at O'Leary Legion, Degan also cleaned twice a week at Bloomfield Legion.

We had some students from Westisle that took part in a Transitions Program through Holland College. They came to Maple House and spent a few hours working and meeting our clients in order to get some knowledge of what we do here and how our clients are a huge part of this.

Grocery shopping was done weekly by the support staff and clients. Clients also take part in creating their weekly menu each week.

Some of our individuals were supported by the Employment Unit. They help with Odd Jobs.

Clients played a big part in making peanut butter balls each week to stock our own café. We sell them in bags of three or in packages of a dozen for our customers.

Staff and clients took a day and went over the Confederation Bridge to the Moncton Zoo and out for supper. Clients very much loved doing this as many of them don't get off Island or have not been to a zoo before.

Staff and clients worked very hard to prepare a float for the O'Leary Potato Blossom Parade . We were awarded "Best Theme Entry". All were very excited with our award and very proud of what we accomplished. Everyone took part in helping out on the float and working as a team. We hope to do this again next year.

Tignish Training Centre held a big BBQ, we all attended for a day of fun, socializing and outside activities.

Staff and clients went Christmas shopping in Summerside for their loved ones. They also went out for a nice lunch. All enjoy doing this each year.

In March, clients have started going swimming at the Mill River Experience. Staff may look at this doing this once a month.

The O'Leary Association for Community Living hosted a Christmas Party and a day in March where guitar players come in to spend the afternoon playing music for our clients. Clients and staff really enjoy this.

The Employer Appreciation Event was held in October at the Elmsdale Community Centre. It was a wonderful meal and event for all who attended.

## **Café**

Clients are supported by staff to take part in peeling vegetables, stocking pop coolers, cleaning tables and keeping our café clean and tidy. Clients are still a huge part of what we do here at Maple House both working in café and bakery areas.

We had an Open House in October 2018. We received some resumes and met a few new people by doing this.

Stacie Gallant was hired as the Bakery/café Manager with the help of Laurie Ann Waite (Site Manager) in March 2019

Maple House Bakery and Café closed for two days in January to allow staff to come and thoroughly clean both areas to start the new year. January is usually a quiet month and was the best time to do this.

We started a Fish Friday Special where we get battered haddock from our local fish man. Customers were happy to have fish. This continues to do well.

We had a water softener installed at Maple house, and a new cooler had to be replaced for cafe/bakery.

Our Third Annual Customer Appreciation Day was held on Feb 28<sup>th</sup>. This went very well, we had lots of customers take part in this. We supplied sweet trays, free coffee and also a draw for a gift certificate.

April 4<sup>th</sup> Stacie Gallant and myself attended the Annual Kay's Show in Charlottetown.

We continued to see our loyal customers daily, but are still seeing new faces and lots of tourists. We loved the fact that our customer base continues to grow and we hope to see more and more customers come through our doors.

Our clients work out in the café at lunch time putting dishes in dish washer, drying dishes, and clearing tables. The clients loved to be in the café and greeting customers.

## **Bakery**

Christmas was very busy around Maple House, There were lots of orders and meat pies. Judy Bryan works with us full-time to help with the busy season.

Bakers continued to come in on Saturdays to keep fresh bread and rolls on our shelves.

We ordered a new proofer to help with the demand for bread and rolls to please our customers.

## **Staffing & Staff training**

Mandt Training for staff was held on June 26<sup>th</sup> 2018

North Cape Coastal Drive hosted a bus tour, and different places of interest were visited. Paula Smallman took part in this tour.

Immigration to Pathways Session was held in Alberton. Myself and Joanie Chislett attended. This was to inform various groups, businesses regarding opportunities to hire immigrants.

Community Inclusions closed programs for the day in October to hold our Annual Staff Fun Day. Staff took part in yoga, bowling and watched a skit. This is good for everyone's mental health.

Maritime Conference for Autism and Development Disabilities was held in Charlottetown November 29<sup>th</sup> & 30<sup>th</sup> . Some staff attended.

There continued to be three full-time support staff in the building . We have several One on One Support Staff in our centre.

In closing I would like to thank all staff & clients at our Maple House Centre - Maple House Bakery & Café for all their hard work and commitment over the past year. We have seen a lot of positive changes and growth at Maple House.

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

To our Board of Directors, all of your behind the scenes work is what makes it possible, Thank you all.

## **Submitted by**

Laurie Ann Waite

**Tignish Training Centre  
2018/2019 Annual Report**

**COMMUNITY INVOLVEMENT/ EMPLOYMENT**

Employment placement. Tignish Co-op.

Clients attended Special Olympics Bowling in Charlottetown in May.

Clients and staff have worked hard together to maintain /enhance existing programs, and to keep and expand involvement in the community.

Natalie Horne-Gallant, (Employment Counselor ) Alicia Tremblay (Assistant Employment Counselor and Job Coach) worked with staff to help support our clients in finding employment and assisting with new job placements. A big thanks to all for your hard work and dedication to our clients.

Clients attended outings with the Tignish Association for Community Living such as dances, bingo and camping. It's great for our clients to be able to have a great program to access.

Clients take turns doing meal plan / groceries.

Marie Buote volunteered at Tignish Co-op Seniors Home two afternoons a week Sarah Shea and Lisa Chaisson / Jenn Chin volunteer with Kid's West on Mondays.

Over the summer clients hosted a fun day at the workshop, we had day outings to the Stompin' Tom Centre and the Caboose Train at MJ;s Bakey to have lunch.

Clients took turns cleaning our Administrative Offices in O'Leary with staff support.

Staff and clients utilized the rink for indoor walking and skating during winter months .

**CENTRE BASED**

Clients continued doing the 50/50 draw for the Tignish Credit Union Arena. We count money, remove stickers from toonies , draw the number, and do up the deposit slip on a weekly basis.

Winter Carnival Coordinator Tina Richard involved our clients in activities held during the week

Kirk Bernard and Dale Gaudet were in to play music a few afternoons.

We had 22 clients attending our day services, some full-time and some part-time. We had two new clients this year.

Over the year we celebrated clients birthdays with a cake and favourite meal.

Thanks to our clients and staff for keeping the grass cut/ trimmed and yard tidy

Over the winter we have participated in GO PEI challenges.

Clients prepare take out packets for Shirley's Café .

Thanks to Community Inclusions for supplying our Christmas meal for clients and staff .

Training Centre-based activities included client/staff meetings and educational videos, Clients are responsible for the planning, shopping and preparing of meals as well as keeping the workshop clean and tidy inside and out. Clients also work on computer, math, and reading skills.

Clients love to celebrate holidays, Christmas, Valentines, St Patricks Day and Easter.

Staff have done a variety of sessions over the past year; Work Place Safety, Fire Safety, Calling 911, Healthy Food Choices, Respecting Others, Money Skills. The Tignish Fire Dept were in with their trucks to give a tour and spoke about fire safety.

The Transition's Class from Holland College were in a few times as part of their Health Rotation Program.

## **RECREATION**

Over the winter months clients participate three mornings a week in a three mile walk exercise or snow-shoeing .

During the summer months clients and staff walked on the Confederation Trails/ beach, and did outside activities.

Some clients went for daily walks when weather permitted.

## **STAFFING**

We have two full- time staff supporting clients, Deanna Keough and Terrilyn LeClair.

Various support staff ( One on One ) included: Tish Shea, Crystal McHugh , Sandra Bridges, Faye Hackett and Heidi Chaisson. Their hours ranged from 13 to 27 hours per week depending on the individual(s) they were supporting.

Management Meetings were held so staff could work on staff development days, family meetings, health and safety, and case plans. These meetings were beneficial in creating staff relationships, staff support and ensuring accountability within our organization.

Staff training and professional development days consisted of Safety meetings, and Annual staff breakfast which was held at Maple house Café. , as well as Mandt Training .

Thank you to Community Inclusions Board of Directors and Kevin Porter for their 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.

Respectfully Submitted,

Deanna Keough  
Site Manager  
Tignish Training Centre

## **Employment Counselor 2018-2019 Annual Report**

### **Staffing**

The Employment Services program has two full-time staff. Natalie Horne-Gallant, Employment Counselor and Alicia Tremblay, Assistant Employment Counselor. We have had extra staffing in over the last year during busy times.

### **Clients**

The caseload continues to grow and change in our service. We have new people coming in, clients finding employment, as well as, others moving to more central locations. We currently have 35 active clients on our caseload.

### **Transitions**

We have three students in transition from Westisle High School this year along with several referrals upcoming for the fiscal year. One of the students is currently attending our Drop in Day as part of their transition plan from Westisle Composite High School. The second student is transitioning from E'Cole Pierre- Chaisson. This student did a placement at the Tignish Co-op. The third student is currently in grade ten. Natalie was contacted in March to participate in a Job Club at Westisle put on by the Council of Persons with Disabilities. Numbers are increasing for the upcoming years and staff attend meetings to plan for these students.

### **Employer Appreciation Event**

This year the Employer Appreciation Event was held at the Elmsdale Community Center during the day to accommodate the employers. We had excellent feedback and attendance by having it at lunch time. The Annual Sherri MacInnis Employer of the Year Award was the Chances Early Learning Center and the Sherri MacInnis Perseverance Award was presented to Jillian McInnis.

### **Training**

Over the year, there were over twenty-eight training session offered in group settings with 8-12 individuals in attendance. Some of those training sessions were Overcoming Barriers, Learning Styles, Universal Declaration of Human Rights, Teamwork, Respect, Social Boundaries, Diversity in the Workplace, Coping with Stress, Lawn Mower Safety, Public Speaking, Accountability in the workplace, Self-Esteem, Street, Personal and Workplace Safety.

There were several guest presenters in throughout the year as well. During the year, staff have supported clients to have criminal record checks completed, filled out applications, made and delivered resumes, attended job fairs, participated in the CBDC Youth Forum and prepared for and attended interviews.

During the year staff participated in regular training days offered by the organization. Staff also participated in MANDT, WHMIS, The Occupational Health ad Safety Conference, Dr. Ross Greene's Collaborative Proactive Approaches conference and the Maritime Conference on Developmental Disabilities and Autism. Staff attended upgrade training in the OCSM ( client tracking program with Skills PEI ) program in Charlottetown, as well.

### **Drop in Days**

We continued to have a Drop in Day once a week for the youth that attend our service. We had on average 7-12 individuals that are using this service. Changes were made to the group in September, we choose to exit members over the age of thirty. This was due to growing numbers of youth and the referrals in the community. Staff are looking at providing a secondary day to accommodate the need.

Drop in Day provided the participants with life and employability skills training on a weekly basis. Guest speakers did presentations and participants also took part in business tours. The Rhythmic Arts program and physical activity was incorporated into the day.



## **Employment**

O'Leary Village Office  
O'Leary Farmers Co-operators  
Cavendish Produce  
Betts Lumber Mills  
Griffin's Farms  
P.E.I. Parks West Office  
Alberton Liquor Store  
Tyne Valley Liquor Store  
Independent Grocer  
Annand Clams  
South Shore Seafoods  
Maple House Bakery  
Trout River Industries  
Tignish Co-op  
PEI Public Schools Branch  
MJ's Bakery  
Bloomfield Legion



## **Odd Jobs and Small Contracts**

We had some regular work cleaning in private homes, raking, weeding, painting and potting flowers over the last year. The O'Leary Housing Authority contacted our Odd Job's Crew when tenants moved out and our Odd Jobs crew cleaned the apartments for the new tenants. It was a very busy Spring and Summer.

## **Volunteer**

Tignish Seniors Home Care Co-operative  
Tignish Bargain Basement  
O'Leary Village Gardens  
Kids West (Tignish and O'Leary)  
Chance's Early Learning Center  
O'Leary Dinner Theatre  
Potato Museum  
O'Leary Legion

In conclusion we had a very successful year with many new and exciting events. For the many individuals and families that we worked 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 Accessibility Program staff for always working to support the people we are working with. Last, but not least, Alicia, Jamie, and Joanie and all of the staff of Community Inclusions Ltd., thanks for another great year.

Submitted by, Natalie Horne-Gallant - Employment Counselor

**Assistant Employment Counselor  
2018-2019 Annual Report**



Month	Total Job Coaching Hours
April 2018	38.25 Hours
May 2018	40.75 Hours
June 2018	61 Hours
July 2018	46.5 Hours
August 2018	45.5 Hours
September 2018	34 Hours
October 2018	44 Hours
November 2018	53 Hours
December 2018	33.5 Hours
January 2019	24 Hours
February 2019	41 Hours
March 2019	38.5 Hours
<b>Total Hours</b>	<b>500 Hours</b>

**Employment**

- O'Leary Village Office
- Griffins Farms
- P.E.I Parks West Office
- Alberton Liquor Store
- Maple House
- Tyne Valley Liquor Store
- Annand Clams
- Betts Mills
- Trout River Industries
- Tignish Co-op-Adam Arsenault
- PEI Public Schools Branch
- Bloomfield Royal Canadian Legion
- O'Leary Housing Authority
- Odd Jobs
- Small contracts



## Volunteer

Chances O'Leary  
Tignish Seniors Home Care  
Kids West Tignish  
O'Leary Royal Canadian Legion  
Kids West in Alberton

In the summertime our clients were the busiest. They continued to gain work experiences and social skills when participating in odd jobs. It's was a wonderful opportunity for them to get out in the communities. We cut grass, assist with gardening, and house clean on a regular basis. We also house cleaned for one individual every two weeks all year around. We were constantly checking the job boards and are preparing our clients for employment. We continued to update each individual resume, job coaching and provided sessions to gain knowledge.

In the last year, we visited many different businesses; some new and some old. We had a visit with Community Connections and toured two sites they have. Many of our clients seemed to enjoy the Snoezelen Room and the different furniture/equipment they have. One of my favourite places we went was Jasper Wildwoods where many of our clients had a fear of horses. Some of our clients rode, groomed, fed, and brushed them. It helped a lot of our clients get past a fear they had. We also toured the Potato Museum, Tignish Treasures, and Stompin' Tom Centre.

In October we had our 16<sup>th</sup> Annual Employer Appreciation Event, where we provided a light lunch. The choices were corn chowder and chilli. We invited all the employers to come together to share this special day with our clients. We recognized Jillian McInnis for the Perseverance Award as Jillian showed significant improvements since she started with the organization. She now holds a part-time job cleaning at the Bloomfield Legion and volunteers at Chances one day a week. We selected Chances as the Sherri McInnis Inclusive Employer Award because they continued to work with us and grow with our clients.



During this past year, I attended the OCSM (client tracking system with Skills PE) training in Charlottetown which provided and notified us with any changes in the material we use to document information needed. We also attended the Maritime Conference of Developmental Disabilities and Autism. Some of the courses I selected were ADHD, and Trauma. I really enjoy attending these conferences as it helps me continue to learn.

In the past year, two of our clients became part-time employees at Bloomfield Legion as cleaners. They went twice a week with a support worker and follow a cleaning schedule.



### **Drop in Day**

Over the year, we offered training sessions with a group of 8-10 individuals. Some of our sessions were: Team building, Public Health presentation on menopause, Public Speaking, Work Safety, Self Esteem, Job Bank Profiles, Work and Self Evaluations, Budgeting, Nutrition information, Learning Mistakes, Perspectives, Online Gaming, Entrepreneur session, Healthy Relationships and exercise programs. Some activities we continued were The Rhythmic Arts Program (TRAP); CBC did a video on our clients playing the drums. Some of our clients will said that it's relaxing, relieved stress, fun, it helped with their hand and eye coordination, and the ability to recognize left and right. Some activities we participated in were curling, strawberry picking, having a BBQ, Zumba, snow shoeing, walking on the trails, yoga and horse back riding.



In conclusion, we had a very successful year with many new employers, clients, and different businesses we toured. I look forward to what this year is going to bring.

Submitted by:

Alicia Tremblay