



*22<sup>nd</sup> Annual General Meeting*

*November 24<sup>th</sup>, 2020*

*April 01, 2019  
to  
March 31, 2020*

**Community Inclusions Ltd.  
22<sup>nd</sup> Annual General Meeting  
Tuesday, November 24<sup>th</sup>, 2020  
O'Leary Legion**

***6:00pm Business Meeting***

1. Welcome
2. Moment of Silence
3. Approval of Agenda
4. Minutes from 2019 Annual Meeting
5. Chairperson's Report
6. Staff Reports
7. Presentation of the Financial and Auditor's Report
8. New Business  
-  
-
9. Nominating Report
10. Retiring Board Members \_\_
11. Adjournment of Meeting

## **Community Inclusions Ltd.**

**21st Annual General Meeting,**

**Royal Canadian Legion, Branch No. 2 (O'Leary)**

**June 17th, 2019**

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### **Board Members Present:**

Ralph MacNeill, Libby Shaw, Austin Luxton, Heather Cameron, Troy Gorrill

**Regrets:** Donna Wood, Gwen Clements, Olive Gallant

Kevin thanked staff of the Legion for the meal and introduced Jared MacNeill as the Emcee for the evening.

Jared MacNeill welcomed Staff, Clients, Parents & Guardians to the 21<sup>st</sup> Annual General Meeting of Community Inclusions Ltd.

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

### **Agenda**

*Tish Shea motioned for the approval of the agenda, seconded by Deanna Keough. Motion approved.*

### **Minutes of Last Meeting**

Heather reviewed the Minutes from the 2018 AGM. No errors or omissions.

*Doris Arsenault motioned for the approval of the AGM Minutes and Tish Shea seconded the motion. Motion Approved.*

### **Chairperson Report**

Co-Chairperson Austin Luxton presented his yearly report.

He spoke about going from a Youth Rep to Chairperson for Community Inclusions Ltd.

### **Executive & Staff Reports**

Kevin read aloud his report then introduced Natalie, Nancy, Laurie Ann and Deanna (Management Staff). Their reports are available upon request or online.

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

Ralph MacNeill shared the Financial & Auditors Report for Community Inclusions Ltd. for the fiscal year April 1, 2018 - March 31, 2019 and projected it to the audience. Ralph also reviewed the Statement of Operations

*Terrilyn LeClair motioned to approval the Financial Report, Executive Report, and the yearly Site Reports, (that are included in the AGM Package that is available online) Nancy Arsenault seconded this motion. Motion approved.*

### **Open Session**

Robert Henderson was in attendance and spoke to the crowd on the importance of having this organization in the community; that Community Inclusions is about growth, relationships, jobs and overall is a great asset to the area.

Kevin invited guests to mingle with clients and staff, and to take note of the project boards each site had on display.

### **New Business**

#### **Board of Directors (2019-2020)**

The following nominating report was brought forward and read by Troy Gorrill:

Olive Gallant	2020
Elizabeth Shaw	2020
Gwen Clements	2020
Ralph MacNeill	2021
Troy Gorrill	2021
Donna Wood	2021
Heather Cameron	2022
Ethel Ellsworth-Gallant	2022
Telly Alyward	2022

*Austin Luxton motioned for the approval of the 2018-2019 Election for Board of Directors and Tish Shea seconded this motion. Motion Approved.*

### **Presentations**

Natalie Horne-Gallant presented Myrna Blanchard with the 2019 Annual Pioneer Award for her outstanding accomplishments over the years through the ACL and Camp Kildare. She has been an excellent advocate over the years.

Retiring Board Member: Austin Luxton

### **Business Meeting Adjourned**

## **Community Inclusions Board of Directors 2019-2020 Annual Report**

### **Chair: Ralph MacNeill**

It is my pleasure, on behalf of the Board of Directors of Community Inclusions, to present the 2019-2020 annual report.

Despite financial challenges, Community inclusions continued to provide valuable support to our clients. This was possible through various partnerships with the Provincial, Federal and Municipal governments. As well, community groups and private donations have also helped throughout the year and we are very appreciative of this support.

### ***Residential***

A home was rented in January for an individual in the Tignish area who moved out of MacLeod Lane with her staff to live. We refer to this home as Greenmount House.

Two clients who were in long-term respite at our Tignish Group Home transitioned into their new home (MacLeod Lane) the first week of March. A big thank you to our staff at the group home as they managed a home of six residents for several months that is usually designed for four.

Community Inclusions continues 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.

Covid-19 has changed many things on PEI since arriving in mid-March. Our day programs, in accordance with CPHO (Chief Public Health Office), closed on March 16th, a short while later our day services and employment closed, and staff were reallocated to help support residential staff. Both sets of staff remained in contact with their clients on a regular basis and did social distance visits when possible. For a period, staff worked from home and at our main offices in O'Leary. As well, they worked when needed at our day services sites in Tignish and O'Leary. A heart felt thank you goes out to our residential staff for their efforts during this very stressful time, and for all of our other staff for stepping up in the supportive role they played, which also included administrative staff.

In the past 10 years we have added four new residential homes, we now have five homes in total. Yet are managing these homes with the one staff, our Residential Services Coordinator, we are exploring adding an assistant to give this position some much needed help.

### ***Day Programs***

Our day programs continue to add new participants and we continue the practice of having these participants take advantage of services offered at both of our day programs.

Our day program and employment unit closed on March 16th as per CPHO guidelines. We also took guidance from the Department of Social Programs and Housing. Staff supported our residential services with our administrative staff doing the same in their roles.

Of note, our bakery and cafe, after trying to operate for a short period, closed about a week later. Given the circumstances, safety concerns and uncertainty regarding Covid-19, the board made the difficult decision to temporarily close the operation with a goal of reopening later.

### ***Administrative***

In February of this year, Community Inclusions completed all of its follow-up work required by the Canada Revenue Agency to become a registered charity. Changes were made to the activities section of our bylaws letter patterns. We are confident that with these changes, which were recommended by CRA, that we will soon obtain this long-term wanted goal of hours. This most recent effort began in 2018. We want to thank the Department of Social Programs and Housing for their support with this and to Nancy Quinn who was contracted through Sharon O'Halloran CPA Services to also assist.

We have grown these past number of years, adding two more residences. There will be a need in the not-so-distant future to add to our administrative staff. We feel the need for someone to assist our residential staff coordinator. Since adding the position years ago we have added four residences, on top of managing these homes, the position is also responsible for recruiting associate families.

Our Executive Director and various managers are also spending more and more time on human resource matters. Five to ten years ago this would have been the norm, but we have grown substantially where we have over 50 employees regularly on the payroll. Last tax year we issued seventy T4's. Someone is needed to assist in this area as well as help manage our Collective Agreement.

### ***Finances***

Though Community Inclusions fared out okay this past fiscal year, the past number of years we have not been as fortunate. We do appreciate the Department of Social Development and Housing's willingness to help us with early advances on our core funding instalments, though for much of the year our cash-flow challenges were less than in previous years.

The board, our executive director and admin support staff have spent countless hours on important financial matters, however other areas have been neglected because of this, such as long-term planning, and policy for more complex care needs and our services.

A couple of years ago our organization, and others like us, started to engage in a process to revamp the funding model with the Department of Social Development and Housing. There are still some questions regarding this process, however, we are hopeful that it will provide some much-needed stability to our finances.

### ***Donations***

Elmer and Jackie Arsenault, O'Leary Association for Community Living, West Prince Sports Council (Win4 All), O'Leary Lions Club, Tignish Coop Member Relations Committee, UPSE, Memorial donations: Shirley Doyle and Nadine Handrahan, Janet and Edgar Dennis, Tignish Recreational Department and PEI Easter Seals.

### ***Employment Services Unit***

Our employment services have been around since mid 2002. We have always appreciated the support we received from, Service Canada and for the past number of years, 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 are looking to expand our existing Drop in Day component to a five-day-a-week program. This would involve some improvement to the physical infrastructure of the training room at our 24 North Street location and adding more staff to assist with the day-to-day operations.

## ***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. We also see the the practices learned and applied with this committee also helping our non-unionized staff.

A note of a new Collective Agreement was negotiated and signed in 2019, this agreement takes us until March 31<sup>st</sup>, 2022.

## ***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, The Hope Centre in Alberton, Local Co-ops in Tignish and O'Leary the local Credit Unions, O'Leary Lions Club, Schools, CBDC in Alberton, Holland College West Prince Campus, 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.

## ***Closing***

In closing, I would like to thank the members of the Board for their dedication and time over the past year. Thank you to Gwen Clements, Elizabeth Shaw and Olive Gallant who have finished their term as Board members. Welcome to Velma Bince who is coming on the board. I would also on behalf of the board like to thank our entire staff for the work that they do, though we had a relatively normal operating year, it was anything but that mid-March onward. We commend our staff for pulling together during a most stressful time and ensuring that our organization continued to offer this especially important service to the vulnerable population that we serve.

Respectfully submitted.

Ralph MacNeill, Chairperson

## **Executive Director's Annual Report 2019-2020 Annual Report**

March 31<sup>st</sup>, 2020 marked the end of Community Inclusions 22<sup>nd</sup> year in service. And what at end it was with the worst pandemic to hit the world since 1918 Spanish Flu. 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.

### **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 up until Covid 19 were regularly submitted to the department.
- ✓ 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.
- ✓ The organization benefitted from its involvement with Sharon O'Halloran's Accounting Services. Sharon's office was once again contracted to do the 2019-20 Audit. Sharon and her staff also made themselves accessible during the year. Following her recommendation, we changed our accounting software from MYOB to SAGE. We started this process in November of last year and continued right up until March 31<sup>st</sup>, it is still not complete.
- ✓ 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 , memorials and other sources. We would like to thank Elmer and Jackie Arsenault and Janet and Edgar Dennis in particular. Each year they donate to the organization. We are very thankful for this support.
- ✓ For the 17<sup>th</sup> year our Employment Unit was funded through Skills PEI, of note dollars came from the Local Labor Market Development Agreement.
- ✓ Charitable Status Application was submitted to the Canada Revenue Agency. Based on their recommendations we made changes and were ready to send them off when the pandemic hit. These will be sent when we are able to. We are confident that we will finally achieve charitable status. Sharon O'Halloran contracted Nancy Quinn, who assisted us with this. We are very thankful for their involvement.
- ✓ Our Collective Agreement with our front-line employees ( UPSE ) expired March 31<sup>st</sup>, 2019, a new new was signed December 5<sup>th</sup> of last year..

## Administrative

2019-20 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 are at about 2500 likes. With a goal 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 Office Manager .

## 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 and the 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 get together's included dinner at the Family Traditions 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. Greemount House was added in January with four staff added there.
- ✓ 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 work on and labour related issues between agreements.

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## **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.
- ✓ Our Employment Services which began in 2002 continue to grow, to the point where there are thoughts of expanding the current Drop in Day to five days per week and hiring staff to help support this. This group is mainly focused on individuals under the ages of 30 and also houses the Odd Jobs Program. This program does various small jobs throughout West Prince.

## **Housing**

Our Tignish Group Home entered into its 34<sup>th</sup> year of operation, since it opened in 1986. For part of the year it operated with six residents, two of which were on longer-term respite. These two individuals moved into the MacLeod House March 8<sup>th</sup>, 2020.

Alberton House in it's ninth 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 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. We ended the year with two individuals.

In January we opened our fifth residence, Greenmount House.

### **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. 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 a need for the organization to develop a clearer policy on the level of needs that the organization can support. As our residents age so have their needs, in some cases they have become more complex. We in many ways are similar residentially to Community Care in the level of care we can provide. 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 ).

### **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 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 Joanie Chislett the organization's acting Office Manager. Also thanks to Jamie Martin ( currently out on maternity leave ) as she came in a day a week ( sometimes more ) to help with the changeover to the new accounting software, Jamie also helped in other capacities. . 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 Chair Ralph MacNeill. Community Inclusions is lucky to have such a dedicated group of volunteers guiding the organization. A huge thanks to Gwen Clements and Olive Gallant who completed their terms. To those Board Members who are remaining, and for those just coming into the fold Olive Gallant for a second term and Velma Bince, a new board member, I look forward to working with you during the coming year.

Respectfully,

Kevin Porter  
Executive Director

**Residential Services Coordinator**  
**June 17, 2020**

**Residential Resource/Alternate Living Program**

The following are highlights of residential support for the 2019-2020 fiscal year:

- ▶ Several meetings were held with individuals, families/advocates, Financial Assistance Workers, Assess Ability Support, Adult Protection, Canadian Mental Health, 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 Joseph Coade, Provincial Manager for Residential and Support Services, on several occasions.
- ▶ Residential supports were provided to 29 individuals over the past year as follows: Tignish Residence four , Alberton House eight (four apt living, four assisted), O'Leary Apartments five tenants and seven clients for Respite Care. Three individuals are living in associate homes.
- ▶ A home is being rented for an individual in the Tignish area who moved out of MacLeod Lane with her staff to live.
- ▶ Two clients who were on long term respite in The Tignish Group Home transitioned into their new home (MacLeod Lane), the first week of March.
- ▶ 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 all three Tignish residences (Greenmount, MacLeod & TGH)
- Supported apartments and assisted living in Alberton

- Independent living apartments in O'Leary
- Individual assessments
- AAS and Financial Assistance 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 from school to community

### ***Tignish Residence***

- ▶ The residence located in the community of Tignish provides a comfortable, inclusive environment to four individuals who reside on a permanent basis. Each resident has an active case plan that staff work with to assist with individuals goals. There has been two long-term respite residents staying at the home over the pass year which has increased staff work load.
- ▶ Social/recreational activities include: 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 consists of four full time permanent workers. The service operates 24 hours a day 7 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 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.
- ▶ All residents participated in bowling during the winter. They also competed in the Provincial Bowling Championship Games in May. During summer months, all residence participate in bocce ball.
- ▶ 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 is located in the community of Tignish and opened for operation in December 2018. Currently one client is living in the home with possibility to house three individuals. The client moved to a rented home in January 2020.

### ***Greenmount Home***

- ▶ Staffing consist of two 100% positions and two 60% positions and one on one support.
- ▶ March 2020 reopened MacLeod Lane with two residents.
- ▶ 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.

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

- ▶ Currently there are five tenants and no vacancies.

### ***Respite***

- ▶ In total, we provided **395 days** of respite care.

### ***Quote:***

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

### ***Staff as of March 31<sup>st</sup>:***

- ▶ **Tignish:** Andrea Gallant, Nicole Patterson and Amelia Gallant
- ▶ **Alberton:** Heidi Perry, Crystal McHugh, Theresa Arsenault and Heidi Chaisson
- ▶ **Greenmount:** Marsha Arsenault, Carmen McInnis, Sandra Bridges, and Jenny Chaisson
- ▶ **MacLeod:** Marsha Wedge, Tabitha Bernard, Alicia Tremblay and Destiny Gallant

### ***Other***

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

- ▶ Presentation for Westisle Transition Program
  
- ▶ *Staff Development included:*
  - Health and Safety
  - Mandt review
  - Staff breakfast, fun day
  - Bi-Monthly staff meetings
  - Management meetings
  
- ▶ Special thanks to all 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.
  
- ▶ A 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 June Delaney on her recent retirement. Thank you for your many years of commitment 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

**Tignish Training Centre  
Annual Report  
2019-2020**

**Community Involvement & Employment**

Clients and staff have worked hard together to maintain and enhance existing programs. Keeping involved in the community and expanding further into it, is also a goal we all share.

Natalie Horne-Gallant – Employment Counselor, and Alicia Tremblay – Assistant Employment Counselor & Job Coach, have worked with staff to support clients with employment, and job placement. A big thanks to all for your hard work and dedication to our clients.

Client outings with the ACL included: dances, bingo, and a camping trip to Orwell Corner Historic Village. It's great to have this program accessible to our clients!

Clients take turns planning meals and going shopping for groceries.

Marie Buote volunteers at the Tignish Co-op Seniors Home 2 afternoons a week. Sarah Shea, Lisa Chaisson and Jenn Chinn volunteer at Magic Moments daycare on Mondays and Thursdays.

Over the summer, clients hosted a Fun Day at the workshop. We had outings during the day to the Stompin' Tom Centre and the caboose train at MJ's Bakery to have lunch. In the Fall, we took a trip to Diana's Pumpkin Patch.

Public Health staff administered the Flu shot to clients and staff who requested it.

Clients attended the Strong Minds session presented by Special Olympics.

**Centre Based**

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

Tina Richard, Tignish Recreation Director, involved clients in activities during Winter Carnival Week.

Kurk Bernard and Dale Gaudet were in to play music for clients a few times over the year.

We have 19 full and part time clients attending our Day Service.

Birthday celebrations were held for clients with a cake and their favourite meal.

Staff-assisted clients held a Strawberry Social for their family members. We had a great turn out!

The workshop had the interior painted and new blinds purchased. It looks very nice!

Clients participated in GO! PEI challenges and prepared take-out packets for Shirley's Café.

The Workshop staff and clients would like to thank Community Inclusions for supplying our Christmas meal.

Workshop-based activities included:

- staff and client meeting,
- educational videos,
- computer, math and reading skills
- meal planning, grocery shopping and meal preparation
- Inside and outside cleanliness of the building

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

Staff presented a variety of sessions over the past year, such as Workplace Safety, Fire Safety, when to call 911, Healthy Food Choices, Respecting Others and Money Skills. The Tignish Fire Department presented a session on Fire Safety as well and provided a tour.

The Transition class at Holland College attended the Workshop a few times over the year as part of a Health Rotation Program.

## **Staff**

We have two Full-Time Support Staff – Deanna Keough and Terrilyn LeClair

One on One Support – Tish Shea, Crystal McHugh, Sandra Bridges, Faye Perry and Heidi Chaisson. These support staff have between 13-27 hours per week, depending which client they work with each day.

Staff training and Professional Development days consisted of Safety meetings, Case Plan updates, Food and Safety training, Mandt training, and our Annual Staff Day. The Staff Day started with breakfast held at the workshop, followed by an afternoon of activities planned by Terrilyn and Deanna at Deanna's parents' cottage.

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.

March ended a little different with us closing our doors due to COVID-19.

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 Centre 2019 - 2020 Annual Report**

We have twenty five individuals receiving service at our Maple House Center on a regular basis. Some individuals attend full or part time and some individuals attend one to two days weekly. Our individuals range 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 also work daily on their personal work books (spelling, math, printing, writing, counting money, etc.)
- Fire drills
- Healthy eating & nutrition
- Hand washing & sanitization
- Friendships
- Boundaries

### **Clients**

We had some new clients start at Maple House. Scott Gaudet , Nancy Dusky & Ina Gaudette are all attending part-time.

On a daily basis, clients work and help out in bakery & café by packaging products, baking cookies, washing and drying dishes, cleaning the bread machine, making and packaging peanut butter balls , recycling, taking garbage out, taking out cardboard, and keeping the storage room clean and tidy. Clients take turns working out in the café by doing dishes and cleaning tables during our busy lunch hours each day.

Clients take part in making peanut butter balls year round to package and sell in our bakery.

They also help with grass cutting during the summer months including whipper snipping with staff support.

Clients are responsible for bagging and selling bottles with staff. Money goes to what clients want for their day programs or treats throughout the year.

Clients and staff planted a vegetable garden last summer. They watered, weeded and looked after the garden. The harvested vegetables were used for salsa and consumption.

Members of the ACL came to Maple House with some volunteer guitar players and played some Christmas music for our clients. We had pizza and treats! We all enjoy this day each year.

### **Community Access & Involvement**

Maple House clients and support staff continue to prepare and deliver the O'Leary and Bloomfield lunch programs each week during the school year.

Individuals are supported on a bi-weekly basis to purchase groceries at the Co-op for the on-site lunch program in which they also create their own menu .

Rebecca continues to clean two days weekly at the Town Hall in O'Leary.

Jill McInnis continues to clean at the Bloomfield Legion and also volunteers at Kids West and Chances Day Care in O'Leary.

Clients and support staff went swimming at the Mill River Aquaplex once a month.

Clients and staff supported Family Violence Prevention by wearing purple for the cause.

Degan Hackett cleans once weekly at the Bloomfield Legion with his support staff .

O'Leary ACL rented a tour bus and took clients, staff, and volunteers to Orwell Farms for a day trip.

Clients visited some places during the summer such as:  
Stompin' Tom Center, Cavendish museums , walked the board walk, and went to the Dairy Royal for ice cream on a few occasions.

## **COVID -19 - PANDEMIC**

March 13, 2020 was the last day for our clients attending the Day Programs due to the pandemic COVID - 19

On June 8th, 2020, clients returned to the Day Program. Social distancing, wearing masks, using hand sanitizer and practicing good oral hygiene were aided with staff assistance. All clients are very happy to be back. Group Home residence are not back yet and there is no date as to when they will return.

## **Maple House Bakery & Cafe**

Café and bakery still continue to have five full time employees: 1 part time employee and several casual staff.

Employees assist in preparing the lunch programs for Bloomfield and O'Leary Elementary School one day a week. Students enjoy our macaroni and hamburger, along with our turkey soup. Our clients, along with staff, assist in packaging and the delivering food to the schools.

Both café and bakery were very busy the summer of 2019 with lots of tourists around trying our food and baked goods.

Fresh bread and rolls are made six days a week for our customers.

## **Maple House Centre Day Program Support Staff:**

Three full-time support staff: Laurie Ann, Carol & Melissa  
Six casual / One-one-One support staff

## **Training/staff days**

- AGM - June 2019
- Staff supper Family Traditions on August 22 2019
- Annual Staff Fun Day - September 2019
- Mandt Training - June 2019
- Employer Appreciation - Sept 2019
- Case Planning Day - Sept 2019

Submitted by:

Laurie Ann Waite  
Site Manager  
Maple House Centre

**Employment Counselor  
Annual Report  
2019-2020**

**Staffing**

The Employment Services program has two full time staff: Natalie Horne-Gallant - Employment Counselor and Alicia Tremblay - Assistant Employment Counselor (until March 2020) when Talia Adams was hired in her place. We have had extra staffing during busy times.

**Clients**

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

**Transitions**

We have two students in transition, along with several upcoming referrals for the next fiscal year. There is also a third student in grade eleven that staff have attended transition meetings for. After meeting with the Resource teachers, it was determined that there are between nine and twelve students that will require support from Community Inclusions Ltd. In the next few years. Since the numbers are increasing for the upcoming years, staff attend meetings to plan for these students.

Job Club was set up by the Council for Persons with Disabilities and Natalie was asked to support the program. It was held once a week at Westisle Composite High School and came to a completion in April. This was a great opportunity to get to know students that would be starting to transition in the following year.

**Employer Appreciation Event**

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 McInnis Employer of the Year Award recipient was the Royal Canadian Legion Branch #27 in Bloomfield and the Sherri McInnis Perseverance Award was presented to Degan Hackett.

**Training**

There were over forty 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.

Westisle students in the Cosmetology program provided hands-on training for our female clients for proper hair and skin hygiene. There were several guest presenters in throughout the year as well. Staff supported clients to have criminal record checks completed, filled out applications, made and delivered resumes, attended job fairs, participated in CBDC youth forms and prepared for and attended interviews.

Staff participated in regular training days offered by the organization such as: MANDT, WHMIS, The Occupational Health and Safety Conference, Occupational Therapist Marc Landry's presentation on sensory processing disorders, Chamber mixers, and Food Safety. Staff also attended upgrade training in the OCSM program in Charlottetown.



### **Drop in Days**

We continue to have a Drop in Day once a week for the youth that attend our service. We have on average 7-12 individuals that are using this service and are looking into providing a secondary day to accommodate the need.

Drop in Day provides the participants with life and employability skills training on a weekly basis. Guest speakers do presentations and participants also take part in business tours. The Rhythmic Arts Program and physical activity are incorporated into the day.

Staff applied for funding through the Canada Sport Bilateral Small Grants Program for Drop in Day and seven hundred dollars was awarded to us. Participants of the group created a list of things they felt would be beneficial to increase physical activity. With this grant, we were able to make the following purchases: a punching bag, gloves and stand, a ping pong set, smash balls, yoga mats, Just Dance 2019, weights, and an exercise trampoline.

### **Employment**

O'Leary Village Office  
Betts Mills  
W.P. Griffin Farms  
P.E.I. Parks West Office  
Alberton Liquor Store  
Tyne Valley Liquor Store  
Independent Grocer

Annand Clams  
South Shore Seafoods  
Maple House Bakery and Cafe  
Trout River Industries  
Tignish Co-op  
PEI Public Schools Branch  
Royal Canadian Legion Branch #27, Bloomfield

### **Odd Jobs and Small Contracts**

We had regular work cleaning in private homes, raking, weeding, painting and potting flowers. The O'Leary Housing Authority contacts our Odd Jobs crew when tenants move out and they clean the apartments for the new tenants. It was a very busy year.

### **Volunteer**

Tignish Seniors Home Care Co-operative  
O'Leary Village Gardens  
Kids West Inc.  
Chances Early Learning Center  
O'Leary Town Office  
Royal Canadian Legion Branch#2 O'Leary  
Magic Moments Daycare  
West Prince Family Violence Prevention Clothing give away

### **Covid-19**

During the month of March, Talia began her position the week before Covid struck Canada. The Employment Services changed like the rest of the world overnight. Staff began to restructure how services were delivered temporarily as it was vital to continue to support our clients and have connection. Our services needed to be delivered through alternative means such as: making phone calls, having Zoom meetings, connecting by Facebook and text. As measures and directives changed staff began to meet clients at home and support them mentally and physically by going for walks while social distancing. Many things have changed during the month and will continue to do so for the immediate future. Our clients need to have familiarity and connection to maintain good mental health.



In conclusion, we had a successful year with several new and exciting events. 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 Program staff for always working to support the people we are working with. Last, but not least, Alicia, Talia, Jamie, Rochelle, 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  
2019-2020 Annual Report**

<b>Month</b>	<b>Total Job Coaching Hours</b>
April 2019	37.5 Hours
May 2019	51 Hours
June 2019	57 Hours
July 2019	51 Hours
August 2019	42.45 Hours
September 2019	34.5 Hours
October 2019	32.5 Hours
November 2019	39 Hours
December 2019	59 Hours
January 2020	45 Hours
February 2020	41 Hours
March 2020	10.5 Hours
<b>Total Hours</b>	<b>500.45 Hours</b>

**Employment**

O'Leary Village Office  
W.P Griffin Farms  
P.E.I Parks West Office  
Alberton Liquor Store  
Maple House Bakery + Cafe  
Tyne Valley Liquor Store  
Annand Clams  
Betts Mills  
Trout River Industries INC  
PEI Public Schools Branch  
Royal Canadian Legion Branch 27 Bloomfield  
O'Leary Housing Authority  
Royal Star Foods  
South shore Seafoods LTD.  
Odd Jobs  
Small contracts

## **Volunteer**

Jasper Wildwoods Sunrise  
Win-4-All  
Friendship Garden

## **Highlights of the Year**

Westisle Cosmetology class  
Job Fair  
Visit the Canadian Potato Museum for volunteer placements  
Strong Minds Presentation by Special Olympics  
Bilateral Small Grant  
Bloomfield Legion preparation for Remembrance Day and Christmas events  
Tour of W.P Griffin Farms  
Guest Speaker from CMHS- Mike Murphy  
Cavendish Tours  
Various Family/ Transition Meetings  
COVID-19 – Session on proper hand washing

In the month of March 2020, the COVID-19 Pandemic shut the majority of businesses down. Therefore, there was less Job Coaching and Odd Jobs taking place. We continued to support individuals by meeting with them for Mental and Physical Wellness checks while following protocols set by Chief Public Health Officer (CPHO), Dr. Heather Morrison. We went for walks outside, talked about how things were going and how they were adjusting to the changes. Sometimes we would use sidewalk chalk and draw and or write positive messages.

I was hired as Assistant Employment Counselor in March of 2020 and I cannot comment on the previous 11 months of the year. Please refer to Natalie Horne-Gallants Annual Report for this information.

Submitted by:

Talia Adams

Assistant Employment Counselor