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Annual Report 2010 - 2011



Staff Service Awards 2010

30 YEARS

Susan McKenzie

25 YEARS

Denise Bishop Leanne Byrne Rhonda Davis

20 YEARS

Lori Flicker Thom Gall Michelle Job Maureen Kennedy Kellie McLaughlin
Christine Ross Laurel Smith Julie Turner

15 YEARS

Robin Arnold Leslee McAlister Christo Wilson

10 YEARS

David Braun Leslie Fera Christi Hobbs Jeannie Loder
Miranda Mabini Gary Neudert Diane Smith

5 YEARS

Megan Brayshaw Karen Chambers Sara Darling Darby Declark
Lori Doupe Earl Gunn Ashley Imgrund Amanda Laberge
Carrie-Lyn MacNeil Jo-Anne McBurney Sheri-Lynn McCarthy
Christie Richardson Susan Safe Marilyn Small
Melodie Spencer Ryan Vansickle Susan Walters

Everybody Belongs - written by Shannon Hussey

I saw a fence in the woods so I decided to climb it curious to see what was beyond. When I got over to the other side of the fence, I noticed a beautiful garden with beautiful flowers. There were vines entwining amongst the flowers. It looked like a work of art. The touch of the Master's hand! Then I noticed that in one corner of the garden there was a flower not as beautiful as the rest. It looked kind of ugly compared to the other flowers in this beautiful garden! I caught myself thinking this flower does not belong here. Why is it here? This is such a bright and beautiful garden for such a dull looking flower! As I was thinking these thoughts, I heard a faint whisper in the air. "My child, this flower does belong here!" "I created everything the way it is for a reason and there is a purpose for every reason! Sure this flower looks like it does not belong here, but hey, it does! You notice as you walk down the streets in your daily journey through this life a lot of people don't look like they belong anywhere in this society! Society tends to reject people like this sometimes but I look down upon them and hold them in the palm of my hand! I call them my own! You take this garden for example with this one flower that looks like it doesn't belong anywhere, but look around you and you will see that it does if you look at things in a positive way! My child always have a positive outlook on the things in life and don't let the negative thoughts about things and people override the positive!" Then all was quiet again except for the faint rustling of the breeze through the trees and the faint rustling of the grass. I stood there for a couple seconds and looked at the flower in the corner of the garden and reflected back upon my thoughts! I thought about what I had seen and the message I heard through the whisper in the air! I slowly turn away from the garden and walk towards the fence, still reflecting upon my thoughts of that adventure! I went to the fence and I carefully climbed back down, leaving the garden behind, but remembering what I had seen and the message that I had heard from the whisper in the air, perhaps the voice of God!

MISSION STATEMENT

Community Living Brant promotes full citizenship and respect for all people through education, support and services designed to meet the diverse developmental needs of people in the community.

VISION STATEMENT

Community Living Brant envisions a welcoming, inclusive community where all are encouraged to reach their full potential.

GUIDING PRINCIPLES

Dignity and Full Citizenship
Inclusion and Community Engagement
Partnerships and Collaboration
Leadership and Excellence
Integrity and Accountability



ANNUAL REPORT
2010 - 2011 CONTENTS

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Annual Report 2010-2011

Message From The President And Executive Director

Our message this year is dedicated to and inspired by a group of people who go above and beyond to make a profound impact in the lives of people who experience a developmental disability.

These are people who do not often talk about what they do but who act from a deep, personal commitment to be actively engaged in the lives of vulnerable people. These people are found in the community and as support staff in our organization, and their compassion and dedication have truly enriched lives.



While we have many stories to share, we will focus this year on our Associate Families. For 15 years, families in and around the Brantford area have shared their homes and experiences as a family with people we support. Time and time again, we have watched people become

valued members of their associate family while these families have, in turn, told us how much people have touched their lives. Community Living Brant is proud to be associated with these families who give meaning to "community" through their quiet daily deeds and to the power of holding a vision for someone in one's heart.



Through our continued partnership with The Brant Foundation for Persons with Developmental Needs, we built and opened a new house in February to replace a rental arrangement we had with the family of a gentleman we support. We are most appreciative to both the family and the Foundation for their assistance in accommodation support for people.



The Ontario Early Years Centre: Brant moved into the Andrew Donaldson building on Bell Lane in October. The staff and families continue to be very pleased with the new location and facilities, and as hoped, we now have some new families from the area attending. The many changes in the Children's Ministry with the introduction of the Early Learning Initiatives has not had any real impact on the Ontario Early Years Centre over the past year, although we are still unclear as to what the future may hold.

This has been yet another year of lobbying the government for funding. You may recall the lack of follow-through on last year's promised fourth year funding to our sector, and since that time, our financial pressures have continued to mount.

SUPPORT SERVICES



Day Programs Continued

PASSPORT: This is an initiative designed to enhance community participation supports for individuals who have a developmental disability and who are not involved in any other day program. It is typically one-on-one support. A family develops their own plan to meet their needs, can self direct their own funds and hire their own staff or choose an agency to deliver it. There has been very little funding received in the community since the initial round in 2006/07. Our agency presently has two streams of funding for Passport: agency- direct funding for a group of 10 people; and 6 people have individualized funding and have chosen us to be the delivery agent for their service. We also have one family who purchases some day support from us.

SUPPORTED EMPLOYMENT PROGRAM: 56 people are currently employed in the community earning minimum wage or better and 73 people are active in job readiness training. SEP is an active member of AbleWorks which provides service to the Hamilton Haldimand Norfolk Brant and Niagara regions and a partner with the Ontario Restaurant Hotel and Motel Association. (ORHMA) Our annual Bridging the Gap events will take place in October and November once again partnering with Grand Erie District School Board. These two events are necessary to provide information to students, families and professionals in planning for the future. The Supported Employment Program networks with other service providers in order to stay current with local events and changes to employment services. We take pride in working together with people, community, employers, families, and professionals to ensure a quality fit for competitive employment. The program assists people to develop a work ethic through our pre-employment training. We assist people to develop their skills, write resumes and teach people how to be successful in interviews. Once a person is employed we provide job coaching and assistance to learn the job and be a part of the team. We build a relationship with the employer and continue to monitor progress and promote job retention.



Community Living Brant

Board of Directors 2010 - 2011

Sworn in by Monica Cremona at the Annual General Meeting held on June 24, 2010.

Marylou Chatland President

Murray MacDonald Vice-President

(December 6, 2010 - Resigned May 9, 2011)

Darlene Manzer-Hall Vice-President

(June 24, 2010 - Resigned December 6, 2010)

Grace Wilson

Past President

Rob Campbell

Secretary

Ray Inder

Treasurer (Appointed September 10, 2010)

Elizabeth Teliz-McQuarrie Treasurer

(June 24, 2010 - Resigned September 10, 2010)

Ruth Doherty Director

Gert Franklin Director

Maria Gallo Director

Diane Jones Director, Self Advocate

Ryan Kirk Director (Appointed Nov. 8, 2010)

Gary Kusch Director, Self Advocate



SERVICES AND SUPPORTS

Some of the activities include on-site snoezelen/relaxation therapy music, virtual reality, self-image enhancement, baking, arts and crafts, developing social skills, pet therapy and safety education. Community activities and volunteer participation include: Meals on Wheels (Red Cross); SPCA, Habitat for Humanity, swimming, bowling, native trails, train and bus trips, grocery shopping, camping, Tunes in the Park, library, Cancer Society Daffodil Fundraiser, Annual Book Fair, Brant Elder Abuse Committee and Remembrance Day Poppy Sales.



YOUNG ADULTS IN TRANSITION:

Staff provide support for up to 83 young adults and their families to:

- Facilitate their transition from school to community life

(including accommodation, work, leisure activities and further education); facilitate life planning and implementation of goals; facilitate connections to the community; ensure appropriate supports and services; provide or facilitate education and skills training.

- Educational Connections/Opportunities: Self Esteem and Relationship Training offered by the Sexual Assault Centre; Safety Training through Mohawk College; Food Processing and Handling through the Brant County Health Unit and St. Leonard's; Relaxation Therapy through CMHA; First Aid; CPR; WHMIS; Rights Training/Responsibilities; Ontario Disability Employment Program Information Workshop; Landlord and Tenants Act Workshop; Fetal Alcohol Syndrome; Training in Seizures; Orientation to AIMS and documentation; 8 week information workshop on Parenting, in conjunction with the assistance from the Children's Aid Society.

- Other Connections/Partnerships: People are involved in the Kiwanis Aktion Club; Soup for the Soul; Habitat for Humanity Builds and the Re-Store; Food Bank; John Noble Home; Why Not City Missions; Brantford Theatre; Laurier Brant; Poverty Roundtable event at Harmony Square; TIJA Ceramics; Grand Erie District School Board; Gela; Best Buddies Program through Mohawk and Laurier; Echo Day Care; Girardin Bluebird and Paris Public Library.

LITERACY PROGRAM:

60 people involved in certificate courses (through the Literacy Council of Ontario) and non-certificate courses. The programs most utilized are: basic budgeting; Community Awareness; Driver's Education; reading and math; basic computer skills; resume writing; some online courses; digital photography and safe internet use. We also offer intermediate and advanced computer classes. We have continued with the online training course that was developed for people who find it difficult to sit in a group and for those who need more time to process the information. One person has also been connected to complete a E-Learning course which helps young people prepare for college through participation in basic credit courses. We have incorporated adaptive devices to provide further supports to be able to provide more of an individualized learning atmosphere for people who have a visual impairment or physical limitations. People have helped to co-teach classes in Ethics of Touch, Driver's Education, Cooking, Setting up Computers, Developing Healthy Relationships and Pre-Employment Training. We were also able to partner with Tollgate Tech, North Park Collegiate and Pauline Johnson to teach Driver's Education. This assists with bridging the gap between students and the services available to people once they have completed school. It creates opportunities to learn about resources available and connects people to opportunities for future development. We have been fortunate this year to be able to help mentor placement students from Katimavik, Laurier, Fanshawe and Mohawk College.



REPORTS

PRESIDENT AND EXECUTIVE DIRECTOR CONTINUED

Waiting lists for service, the increased cost of living, pay equity obligations and contract negotiations are the reality for organizations with no additional funding on the horizon. The spring Provincial Budget did include an allocation for Developmental Services; however, it is being directed to individualized funding (Special Services at Home and Pass-

port) and to provide critical support to people in crisis.

As of July 1st, 2011, the Developmental Services Ontario (DSO) entities will be operational throughout the province. Our Regional DSO will be



housed in Hamilton and will serve the Niagara, Hamilton, Brant, Haldimand, Norfolk area

with staff available in each community. Many of the functions that were carried out by Contact Brant will

be transferred to the DSO; however, as per legislation, there are some that won't be, such as the prioritization of people for services and all aspects of Passport funding. In the future, the Province will be developing Funding Entities that will have responsibility for these additional functions; however, we do not know the interim plan as of yet.



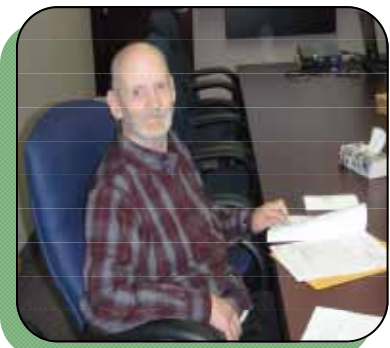
Quality Assurance Measures are regulations which are set out in Bill 77 "The Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008". These regulations are the Ministry's standards for service agencies and the new Developmental Services Ontario entities and were designed to advance social inclusion and improve the quality of

services and supports.

The areas covered under the Quality Assurance Measures are:

- Promotion of social inclusion, individual choice, independence and rights;
- Development of individual support plans;
- Assistance with the management of finances;
- Health promotion, medical services and medication;

- Abuse prevention and reporting;
- Confidentiality and privacy;
- Safety around agency-owned or agency-operated premises;
- Safety and security of persons with a developmental disability;
- Human resource practices;
- Service records; and
- Behaviour intervention strategies.



At Community Living Brant, policies and procedures have been written/ revised and the training of 250 agency employees has been completed. As well, training/educational opportunities and the development of

enhanced Person Directed Plans with the 350 people we support are close to completion.

In closing, we wish to extend a sincere thank you to the people who receive services, employees,

families, Board of Directors, volunteers, partners, and funders for their ongoing support of Community Living Brant.

Respectfully Submitted,
Marylou Chatland
President
and
Janet Reansbury
Executive Director

REPORTS

AUDIT COMMITTEE

MEMBERS:

Ray Inder, Chair
Denys Jones, Member
Glenda Minard, Member
Janet Reansbury,
Executive Director
Kathryn Dubicki,
Director
Marylou Chatland,
President, Ex-Officio
Janice Dougherty, Recording

The Audit Committee of Community Living Brant continued with its mandate to provide advice and recommendations to the Board of Directors with respect to procedures, policies, financial controls, the external audit of financial statements and financial reporting.

In 2010/11, the Committee:

- Reviewed and followed up on recommendations from the 2010 Post-Audit Management Letter;
- Met with the Auditors to review the 2010 audit plan;
- Reviewed the 2011/12 Budget for recommen-

dation to the Board of Directors; and

- Met with the Auditors to review the 2010/11 audited financial statements for submission to the Board of Directors.

Respectfully submitted,
Ray Inder
Chairperson

COMMUNITY RELATIONS

In 2010/2011 Community Living Brant had the opportunity to host three major fundraising/community awareness campaigns with much success!

CIRCLE OF FRIENDS GOLF TOURNAMENT



The 23rd Annual Tournament was held Thursday, August 19, 2010, at the Northridge Golf Course. 133 players participated. Honorary Chair, Walter Gretzky, joined us this year for the tournament. Approximate revenue for

this tournament \$19,500, up \$10,000 from last year.

Committee Volunteers: Wayne Wood, Chair; Norm Neate; Mike Bradley; Keith Hudson; Vic Bohdanow; Ted Farrell; Sue Willaert; Gino DiFelice; Randy MacKenzie; Dave Levac.

CURLING BONSPIEL

The 3rd Annual 2011 Curling Bonspiel took place on Saturday, March 26, 2011, at the Brantford Curling Club. 14 teams participated. \$11,150 was raised.

Committee Volunteers: Mike Davies, Don Moffat, and Brian Rushton.



BOX LUNCH

The 7th Annual *Box Lunch* took place Friday, May 6, 2011. A record 1,100 lunches were sold. Over \$4,000 raised for the Lylla Cox Opportunities Fund.



Committee Volunteers: Marylou Chatland, Tammy Christmas, Brian Ward, Sue Carre, Steven McBurney.

Our Shop'n'Support Gift Card program generated \$1,000 for Community Living this year.

We participated in the Annual Jaycees Santa Claus Parade. Big thanks to the individuals and staff in the

Young Adults in Transition Program who organized this year's parade participation.

We celebrated "Community Living" Month:

Mayor Chris Friel read the Proclamation declaring May as "Community Living Month" in the City of Brantford followed by the raising of Community Living Flag at City Hall on May 9th.



Held Box Lunch Fundraiser May 6th; and Staff and individuals participated in the annual "Community Living with the Blue Jays" game May 28th.

SERVICES AND SUPPORTS

Accommodation

GROUP LIVING: Support people in 11 homes in Brant and Brant County receiving 24-hour support. Each home is designed to meet the needs of the individuals.

ASSOCIATE FAMILY: Currently 14 people are supported in 11 family homes and others provide respite only. This option involves a person or family sharing their home with a person with a developmental disability. They are screened, their home reviewed, and they must be approved by the agency.

SUPPORTED LIVING: Over 100 people receiving various levels of support based on individual needs i.e. budgeting and money management; landlord and tenant issues; home



and lifestyle maintenance (groceries); active listening (counselling); health and wellness (medical appointments); advocacy; resource and networking; skills development; facilitate connections with their families; and education and training, etc.

ENHANCED SUPPORTED LIVING: 15 people have the opportunity to live independently while still having access to 24-hour staffing. These options range from 2 to 3 people sharing a rental house, to 4 apartments in a large building, to a 4plex.

RESPITE: House dedicated to out-of-home respite. 56 people eligible for service every weekend from Friday to Saturday; space for 4 to 6 people. The apartments downstairs are also available for respite and other options, i.e. young people getting ready to move out. They are also used from time to time by children's service providers as respite options. In these instances, they provide their own staffing. The house is open full time for the months of July and August.

AT RISK RESPITE: Up to 18 people identified as eligible (1 week a month; Monday to Friday for 4 people) and evening respite. People have to be identified

through Contact Brant. This annualized funding was approved by the community from the At Risk Community Dollars.

AGING AT HOME STRATEGY: We have just completed our third year of a joint project with Participation house - Brantford, funded through the Ministry of Health and Long Term Care Aging At Home Strategy. We will be providing 27 weeks of respite this year. There were 20 people identified as eligible for this service this past year. People have to be identified and referred through Contact Brant. In order to qualify, the caregivers have to be at least 65 years of age or the person referred is an aging individual with a disability ("aging" defined by the progression of aging symptoms due to nature of the disability).

Day Services

DUNN ENTERPRISES: 132 people (84 full-time and 48 part-time) supported doing sub-contracting by numerous businesses in the community - ranging from packaging, small parts assembly, sorting and inventory, quality control, fork lift, and pallet truck operators, shipping and receiving, and product assembly. We also provide WHMIS training, fork lift certification, safe food handling, health and safety training, first aid, and lifting training for people who wish to participate. Many of the part-time people have jobs in the community. 5 people earn extra money doing piece work (revenue divided between our agency and the people working on the contracts). 12 people are involved in small business ventures: Hot Dog Cart (8) and Janitorial (4). The cafeteria at the Dunn provides nutritious hot lunches and breaks on a cost recovery basis. They also provide catering for other agency events. Literacy in the workplace is also offered.

COMMUNITY ACTIVITY PROGRAM:

Currently 39 people receive support with a focus on identifying personal goals that will increase individuals' community connections and recreational activities. Through planning, people determine how they would like to spend their time in a fun and relaxed environment participating in community-based leisure activities, recreation and volunteer opportunities.

REPORTS

Parents Report Continued

For our spring meeting on April 28th, we hosted the evening at the Ontario Early Years Centre: Brant, which recently moved to 30 Bell Lane. For some parents, this was an opportunity for reminiscing when 30 Bell Lane was the Andrew Donaldson Developmental Centre, a nursery school for children with a developmental disability. A tour of the OEYC was held and information provided about the programs and services offered by the OEYC. Janet Reansbury, Executive Director, and Deb Cavers, Director of Quality, joined the parent group members for the evening. The evening included updates on Ministry of Community and Social Services initiatives and legislation, as well as updates about current initiatives at Community Living Brant.

Respectfully submitted,
Eleanor Moore, Parent Representative

HEALTH AND SAFETY

Community Living Brant is committed to providing a healthy and safe work environment for employees and people receiving services. 2010 was another very successful year for our Health and Safety Program. Some of the projects included reviewing policies, improving orientation and training of new and young workers, developing a comprehensive Lifting Program, and the purchasing of defibrillators for our public

buildings. Community Living Brant also continues to participate in the Effective Leadership training series that is offered through our regional Safety Group office.

In 2010, we embarked on the 2 year Advantage Program. The Joint Health and Safety Committee completed a comprehensive review of the agency's Health and Safety Management Systems. This will assist in preparing Commu-

nity Living Brant in receiving accreditation for our Health and Safety Program. 2011 will be Community Living Brant's last year with the Safety Group Program. The Public Services Health and Safety Association is currently reviewing their programs to try and develop something for the participation of those agencies who have completed the Safety Group Program.

Community Living Brant continues to recognize



culture that improves education, keeps people safe and reduces injury.

Respectfully submitted
Kathryn Dubicki
and
Julia Wheeler

IN MEMORIAM

BRIAN CREEDEN

Oct. 2, 1968 to Nov. 4, 2010



Brian loved life, his family, and was committed to his relationship with others.

He had a special interest in cars. He will be missed, but not forgotten.

We fondly remember additional family, friends, staff, and family of staff who have passed and dedicate this Annual Report to their Memory.

JAMES SOWERS

Aug. 31, 1933 to Nov. 8, 2010

James was a spiritual man who loved to laugh. Anyone who knew him will carry his memory in their hearts.



REPORTS

COMMUNITY RELATIONS Continued

- Our Community Sponsored page was featured in the May 7th edition of the Expositor highlighting the agency's programs and services.

- Community Living Brant streetwide banners

hung at 2 locations in Brantford throughout the month of May.

Grants

Community Living Brant gratefully acknowledges the financial support from the following:

- Y City of Brantford;
- Y Brant Community Foundation;
- Y Southern Network of Specialized Care;
- Y Enterprise Brant; and
- Y Stedman Foundation

New Agency Brochure

We launched Community Living Brant's new promotional brochure.

Respectfully submitted
Stephanie Bennett,
Supervisor

ONTARIO EARLY YEARS CENTRE: BRANT



Ontario Early Years Centre: Brant provides supports and services for

parents and caregivers with children ages 0-6 years. OEYC: Brant also provides extensive services to support the child care, early learning and parenting community, and educators working with children 0-12 years.

Highlights of Accomplishments 2010-2011:

- ✂ A sold out Friday of our 13th Annual CHANGE Early Learning and Child Care Conference and over 150 participants on Saturday.

- ✂ Celebrated our new space at 30 Bell Lane with over 100 parents and children in November 2010 and 25 educators/professionals in January.

- ✂ Increased use of our main space at Bell Lane by community partners, programs and inter-agency use.
- ✂ Successful completion of year three of the Raising the Bar on Quality accreditation program.



- We made over 3,700 referrals to other early years services.

- We had over 21,000 visits to our programs from parents/caregivers and children!

Project Reports

We are pleased to continue our community partnership in providing "Your Guide Brant", a local publication provided three times annually noting



- ✂ Celebrated 9 years of service in March.

In one year...

- We had over 1,100 parents participate in workshops.
- We delivered professional development to over 3,000 educators.

workshops, courses, events and groups for families and children of all ages. This is our fifth year of publication.

Through a collaborative City Grant proposal, we

were successful in receiving funds to upgrade the Early Year's community website www.eycbrant.ca, which will be active with new features in June 2011.

With the partnership of four other community agencies, the OEYC: Brant trained two staff in the international parenting program, Triple P. Our two staff, in partnership with other local agencies, have provided several training opportunities for families with young children in this Positive Parenting Program.

For more information on programs, please contact us at 519-759-3833 or www.eycbrant.ca

Respectfully submitted
Melodie Spencer
Manager, OEYC: Brant

REPORTS

QUALITY ENHANCEMENT COMMITTEE

MEMBERS:

Paul Wilson
Randy MacKenzie
Deb Ballak
Glenda Minard
Sheila Hofman, Self-Advocate
Kristie Beckham, Self-Advocate
Debbie Cavers, Director
Tracey Gard, Supervisor
Donna Blackmore,
Support Worker
Wendy Matthews
Recording

The focus of the Quality Enhancement Committee is to oversee agency Quality Initiatives and the Strategic Plan. The Committee has monitored the implementation of the various work plans to achieve the identified goals. Over the course of the year, the Committee

has also reviewed our progress with Basic Assurances, Shared Values, and Personal Outcome Measures designed by the Council on Quality and Leadership (CQL). As well, the Committee completed satisfaction surveys (written surveys and focus groups) with people

receiving supports. The Committee was pleased with the large number of responses to the survey. Results were reviewed by the Committee and findings of these surveys supported the directions in the agency's Strategic Plan.

Strategic Plan 2010 - 2013 Update

GOAL 1:

To support individuals who have a developmental disability to realize their aspirations for full citizenship, inclusion, and participation.

- A Person-Directed Planning Innovations Project using person-directed planning tools from David Pitonyak resulted in re-establishing relationships with lost family members, strengthening current family



and friend connections, as well as opportunities to experience new social roles.

- Annual Support Plans and Personal Outcomes Support Plans will be completed by June for each person supported.
- One staff received training to be a Person Centred Thinking Coach by the Learning Community for Person Centre Practices. We will be incor-

porating the tools and strategies learned through this into our Person Directed Planning processes.

- Community Activity Program (CAP) has implemented a small pilot project designed to run from February to May 2011 offering extended hours of service to those identified as most in need. The pilot will be evaluated and recommendations



made as one part of the CAP program review.

- Pilot training on social capital and developing social roles was provided to the 5 Community Living Brant staff teams which increased staff's knowledge and skills. Recommendations from staff were gathered to inform broader agency training planned for the fall of 2011.
- Building Social Capital within our community.

REPORTS

THE RIGHTS COMMITTEE

MEMBERS:

Patrice Burke, Chair
John Farley
Joe Hibbert
Jason Richardson
Sandy St. Louis
Paul Wilson
Debbie Cavers, Director
Wendy Matthews
Recording

The Rights Committee is an external committee, which provides data to the Board of Directors through the Executive Director. It is the responsibility of the Committee to review rights limitations and restrictions that have been imposed on individuals who receive service through Community Living Brant. The Role of the Rights Committee is:



- I. Ensure that restrictions are actually needed and are not being imposed for convenience, for historical reasons, as a result of agency rules or due to a lack of resources.
- II. Review the accompanying plan with each restriction to ensure that it is the least intrusive and that a removal of some or all of the restriction is under regular consideration by the supporting staff.

Restrictions are often necessary for people to continue to live safely within their community.

Restrictions can take many forms such as locked doors, closets; limited access to money, medication and other personal possessions; psychotropic medications; diets; crisis intervention and behaviour support programs.

The Rights Committee acknowledges that staff, families and the individuals being supported have been innovative in designing solutions which permit the individual supported to live a life in the least restrictive manner possible.

Since the beginning of the Rights Committee in January 1998 (13 years ago) up to May 2011, the

Committee has reviewed 207 restrictions for 89 people who receive support. It is important to note that in the past year only one new person had a right restriction presented to the Committee.

To date, 85 (42%) restrictions have been successfully lifted. If restrictions are unable to be lifted, they come back to the Committee as an exten-

The Committee celebrates the lifting of all restrictions but also clearly acknowledges the fact that many people will need long-term supports to enable them to live to their fullest potential within their community.

Respectfully submitted
Patrice Burke,
Chair

THE PARENTS GROUP

The Community Living Brant Parents Group continues to meet several times throughout the year. Over the past year, the Parents Group met on three separate occasions.

An evening presentation was held on October 18th to discuss different residential support models that are available in neighbouring communities and to discuss future needs of families in our community. Several parents, our Executive Director and our Board President visited two communities to see the type of

housing that was built and how the agencies and families provided services to people who were receiving support.

The evening was a chance to share what was learned and discuss pros and cons for those options for Brant.



On November 30th, the Parents Group hosted a wonderful evening presentation for families with a well known speaker, David Pitonyak. David is an expert in helping people with very complex needs and their families. He focuses in

understanding why people with complex needs sometimes have what the world calls "difficult" behaviours and how the absence of relationships and joy in people's lives contributes to loneliness for people with disabilities. He shared many stories and helpful information in building relationships.

REPORTS

R.E.A.C.H. OUT— The Self Advocates Committee Continued....

Educational Opportunities Continued.....

May 2010

Storytelling Workshop with Barbara Sisson from the Brant Taletellers; ODSP Benefits Information Session

July 2010

Internet Safety and Facebook Do's and Don'ts with Brian and Shirley Rushton; Bullying with Constable Andrea Cooper – Brantford Police Department

October 2010

Pet Care with Robin Kuchma from the Brantford S.P.C.A.; It is Your Right to Vote with Mayoral candidate Mr. John Sless

November 2010

Frauds and Scams with Constable Andrea Cooper – Brantford Police Department

December 2010

Fire Safety with Elise Stephenson, Fire Prevention Officer, Brantford Fire Department

January 2011

Meet Mayor Chris Friel; Recognizing Abuse with



Carrie Sinkowski from the Sexual Assault Centre of Brantford; Bus Safety with Brantford Transit

February 2011

It is Your Right to Know about Community Living Brant – People supported had the opportunity to meet Janet Reansbury, the Executive Director of Community Living Brant, as well as Directors, Gerri Jensen, Debbie Cavers, and Kathryn Dubicki, and learn about their jobs, as well as the Mission and Vision Statements of Community Living Brant. Supported Employment Information Session with Susan Walters

March 2011

The Roundtable on Poverty with Terri Hibbs, Coordinator; Medication – Safe Use and How to Avoid Misuse with Ken Stead from Northview Pharmacy; Medication Lunch and Learn – Staff of Community Living Brant were given the opportunity to ask Ken Stead from Northview Pharmacy specific questions about particular medications, while they enjoyed a healthy lunch.

April 2011

Food Safety in Your Home with Rose Corby from the Brant County Health Unit

FUNDRAISING EFFORTS

R.E.A.C.H. Out held several small scale fundraising events throughout the year. Our goal is to have \$2000.00 in our bank account by year end 2011. This money will be used to assist R.E.A.C.H. Out members attend conferences and to sponsor our own conferences in the future.



June 2010: "Movie Night" featuring the films "Twilight" and "New Moon".

October 2010: "Spaghetti Dinner" at Heritage United Church. This will be an annual event.



R.E.A.C.H. Out sold popcorn and glow in the dark necklaces at the Hallowe'en Dance organized by the Transition program

February 2011: R.E.A.C.H. Out sold popcorn and bags of chocolates at the Valentine's Dance organized by the Transition program.

R.E.A.C.H. Out collaborated with Community Living Brant in May 2011 to host the "Telling Your Story" Conference for self advocates.



LOOKING AHEAD

- We will continue to organize educational seminars.
- We would like to make another educational video.
- We will be having a spaghetti dinner in October 2011.
- We would like to host another conference in 2012.

We are looking forward to another exciting and productive year.

*Respectfully submitted,
Donna Blackmore, Staff Advisor*

REPORTS

QUALITY ENHANCEMENT COMMITTEE Continued

The next goal is the implementation of a comprehensive Social Capital Project starting in the fall of 2011. The project will focus on education for staff, families and people supported along with a variety of initiatives designed to increase people's relationships and social roles. Here are just a few of our connections within our community and we are looking forward to making even

more connections over the next year!

Healthy Me – Classes aim to promote good health, good relationships and healthy self-esteem. Carrie Sinkowski from the Sexual Assault Centre assists us with the classes.

I'm A Kind Man – Classes aim to promote positive relationships for men. Peter Isaacs and Doug Doolittle are the facilitators of the class.

Best Buddies – Connecting young people from our Young Adults in Transition Program with students from Laurier University for friendship and mentorship.

Katimavik – This program offers Canadian youth the opportunity to contribute to the sustainable development of communities across Canada through challenging volunteer service programs. We were able to offer placements to two

participants through our Literacy Program.

Parenting – Classes aim to provide educational and hands-on experience to people supported who may wish to become a parent. The Children's Aid Society and the Ontario Early Years Centre: Brant work with us during these classes.



GOAL 2:

To continue the commitment to excellence by enhancing the capacity of Community Living Brant to demonstrate quality.

• Community Living Brant updated its CQL Basic Assurances and Shared Values Report to reflect progress over the past two years. There are 46 indicators that are measured under 10 factors in the Basic Assurances. Our findings increased from 26 to 36 out of 46 indicators pre-

sent, which has shown a 21% improvement (57% to 78%) in our systems and practices.

• An analysis of Personal Outcomes interviews for 2010 was completed. The most significant achievement was the improvement in the attainment of outcomes and supports for 4 key outcomes - People Choose Goals, People Exercise Rights, People are Treated Fairly, and People Experience Continuity and Security. The success in these areas is a result of our quality initiatives over the past year.

• As part of accomplished goals in Basic Assurances, a group of self-advocates have received training on interviewing and are now participating in the agency

interview process.

• The Ontario Early Years Centre: Brant successfully completed its third year of voluntary accreditation through the Raising the Bar Program in December 2010 and maintained its gold standard.

GOAL 3:

To advance the sustainability of Community Living Brant through a committed and integrated approach to leadership continuity, risk management, employee well being and financial viability.

• Community Living Brant has Board of Director approved Governance Policies on Board Qualifications and Composition, and Board Recruitment and Selection.

• Board of Directors approved and implemented an interim Executive Director Succession Plan that will be reviewed annually.

• A permanent Succession Plan for the Executive Director and key management positions is being developed this year.

• The R.E.A.C.H. Out Self-Advocates group has completed its "Complaints Procedure" video. It was presented to agency staff on November 30th and December 1st followed by educational sessions for people receiving services which started in January. The video can be viewed on our website at www.clbrant.com

REPORTS

QUALITY ENHANCEMENT COMMITTEE Continued

along with the agency's revised Complaints Policy.

- We developed and implemented training packages on abuse and neglect for both people receiving services and agency staff. Training is now being offered on a regular basis.

- Community Living Brant's Risk Management Policy, Procedure and Plan are being developed and implemented this year.

- Annual presentations to the Board are now completed by the agency's insurance broker and carrier, as well as the agency's lawyer.

- Policies and procedures were developed and established to ensure the following resources are safeguarded: safety, buildings, vehicles, information, financial, accessibility, and technology.

- Completed training of all agency staff in the new QAM by the end of December 2010. A number of new policies were created and various training/educational materials were created to ensure the agency is in compliance with the new QAM Act.

- In conjunction with the Wellness Committee, a survey is in draft that will go out to staff to determine baseline data for staff wellness and retention.



- The Wellness Committee celebrated "Healthy Workplace" month in October. It provided monthly wellness tips/information, and has introduced a Fitness Equipment Purchase Program.

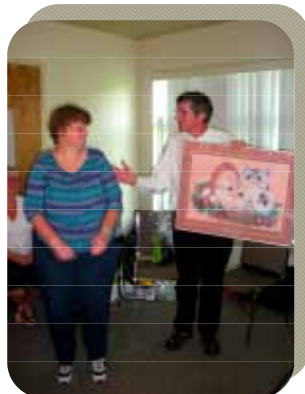
- Core competencies have been incorporated into the external and internal hiring process.

Positive Approaches Institute:



In August 2010, Community Living Brant hosted the 9-day Institute led by David Pitonyak. The Institute was a unique opportunity for participants to learn how to build capacity within an organization or community to deliver and sustain respectful and positive approaches to difficult behaviours. There were a total of 39 participants (25 from CL Brant) representing 8 agencies from the developmental services sector. The Institute members gained a deeper understanding of the importance of meaningful relationships in people's lives, finding joy every day, and ensuring people are making a contribution. We learned so much about understanding what people (who the world labels as having difficult behaviours) are feeling and experiencing in their day to day life and struggles. The 4 top priorities for our agency were storytelling, finding champions for people, making good matches with staff, and positive behaviour support plans. We have incorporated these priorities into the agency's strategic plan for the next 2 years. Overall, the Institute was an amazing experience for all those involved and left people with a renewed commitment to providing the best services and supports to people.

Our first venture (which was a huge success!) was a joint project with CL Brant and the R.E.A.C.H. Out Self-Advocates Group hosting a "Telling Your Stories" one day conference for people who receive support. The focus of the conference was the importance of telling your story and learning different ways to share your story. This message was delivered through David Pitonyak who was the keynote speaker. This was followed by amazing afternoon sessions held by staff, people supported and community members of creative ways to tell your story. As well, a number of people set up displays showing the different ways people have chosen to share their story.



Respectfully Submitted

Debbie Cavers, Director, Quality, Organizational Development & OEYC: Brant

REPORTS

R.E.A.C.H. OUT— The Self Advocates Committee



R.E.A.C.H. Out, the Self Advocates Committee of Community Living Brant, continues its commitment to empowering people who receive services through advocacy and education. We have had a very busy and successful year. A small committee at one time, R.E.A.C.H. Out is now 16 members strong with one staff advisor. Our motto is: "Nothing about us.....without us".

Working Together to Make Change

We have our own Facebook page!!! Please visit us at www.facebook.com/R.E.A.C.HOutSelfAdvocate



October 2010 - The editing process was completed for the "Complaints Procedure" Video. The video was approved and ready for limited viewing.

November 2010 - R.E.A.C.H. Out participated in the All Staff Training Days held November 30 and December 1, 2010. The "Complaints Procedure" Video was showcased for all staff. The PowerPoint presentation about R.E.A.C.H. Out was also shared.

January 2011 - Viewing sessions of the "Complaints Procedure" Video began for people receiving service. Participants in the sessions watched the "Complaints Procedure" Video, were given a copy of the new "Complaints Procedure" Brochure and the "Rights of Service" were discussed.

Self Advocates conducted a presentation for a Careers class at Caledonia High School.

A committee of staff and self advocates was formed to plan the "Telling Your Story Conference" to be held in May 2011. Mr. David Pitonyak was confirmed as the keynote speaker.

March 2011 - R.E.A.C.H. Out members, along with trainers of "Rights and Responsibilities" Training, had the opportunity to hear about the new Abuse training package that will be made available to people receiving service. Feedback was shared.



EDUCATIONAL OPPORTUNITIES

R.E.A.C.H. Out is very proud of the work we have accomplished providing quality educational seminars for people receiving services, as well as interested staff. Our educational seminars are well received. We would like to acknowledge and thank Diana Tomietto and her support staff, Margaret Powell, who have collaborated with R.E.A.C.H. Out over the past year to organize all of the safety-related educational seminars.

Rights and Responsibilities Training — 8 sessions were held by Steve Csordas, Terry Yamauchi, and Melissa Wysocki

Complaints Procedure Educational Session — 6 sessions were held by R.E.A.C.H. Out Self-advocates and Donna Blackmore

Quality of Services Focus Groups — 3 sessions held by members of the Quality Enhancement Committee

