

# Inspiring

## POSSIBILITIES

COMMUNITY LIVING   
Owen Sound and District

2023-2024  
ANNUAL REPORT



# MESSAGE FROM OUR LEADERS

Ros Brooks  
Board President



Michele Bell  
CEO

As we reflect on the past year at Community Living Owen Sound & District (CLOSD), we are filled with pride and gratitude for what we've achieved together. Our journey has been marked by significant milestones and successes that have propelled us closer to our strategic goals and the vibrant future we envision for our organization.

## **Strategic Plan Renewal and Focus Areas**

In collaboration with People Minded Business, our long-term partner, CLOSD embarked on renewing our Strategic Plan. This critical initiative helps us look towards the future and determine the direction we should collectively work towards. Our focus areas for the next few years include:

1. Empowering People Supported
2. Empowering Our Staff Team
3. Strengthening Support for People with Complex Needs
4. Focusing on Housing

We are also preparing for the transition to Journey to Belonging, which will guide our future initiatives and strategic goals. As always, input from all our stakeholders has been invaluable in shaping our strategic direction.

## **Expansion of the Passport Program**

One of our standout achievements this year has been the expansion of our Passport Program. This initiative not only prepares us but also enriches our community understanding as we head for Journey to Belonging. By expanding its offerings and welcoming new participants, the program has empowered individuals to build skills, explore interests, and foster meaningful connections. The introduction of a comprehensive online calendar has made access even more convenient, enhancing participation and engagement.

## **Return to Community Gatherings and Celebratory Events**

This past year marked our first full year with lifted mandates and precautions, allowing us to reconnect with our community in deeply meaningful ways. From our annual Barbecue to the festive Christmas Party, and through our Community Participation program's enhanced opportunities for connection, we've rediscovered the joy of coming together, meeting new friends and exploring common ground.

## **Supporting Transitional Aged Youth and Complex Needs**

We have made significant strides in supporting individuals with complex needs, particularly those in critical need among these young adults during a critical transition. Supporting these individuals as they transition into Adult Services is an area we are very proud of.

## **Child and Family Services Summer Program**

Our Child and Family Services division saw the wildly successful launch of the Summer Program for teens, funded by a Trillium Grant. This additional funding was key in providing summer supports for an underserved population of youth, making a significant impact on their lives.

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## **Communications Milestones**

Another milestone in our communications efforts was the revamp and expansion of "Perspectives," our newsletter, and the relaunch and redesign of our website. These enhancements have significantly improved our ability to connect with and inform our community.

## **Workforce Stability and Recruitment Improvements**

We are pleased to report significant improvements in recruitment and retention. The focus of a Full-Time Recruitment and Retention Coordinator, through our partnership with Tri Alliance, has been instrumental in making these improvements possible. Stabilizing our workforce has been a major focus this past year, and it is rewarding to see our efforts yielding results.

## **Acknowledgments and Future Outlook**

None of this would have been possible without the hard work, adaptability, and commitment of our exceptional team. Your dedication and willingness to embrace change have been crucial in realizing our shared vision. We extend our deepest gratitude to each and every one of you.

As we celebrate these achievements, we also want to express our sincere appreciation to our community partners, stakeholders, family and friends. Your support and collaboration have been instrumental in the success of CLOSD.

Looking ahead, we are excited about the future growth that lies before us. Together, we will continue to innovate, expand our impact, and create lasting positive change in our community.

Thank you for your continued dedication, and here's to another year of exciting growth and opportunity.

Warm regards,

Ros Brooks and Michele Bell

This past year the Tri Alliance team, those of us who are supporting the management and administrative needs of Community Living Owen Sound and District, have made significant achievements and advancements.

## Strategic and Operational Excellence

This year marked the meaningful implementation of our strategic plan, intricately tied to our operational successes and goals with our newly implemented operational plan. Our departments and portfolios have been further aligned, ensuring a cohesive approach to achieving our mission. This alignment has not only enhanced our operational efficiency but also strengthened the collective impact of each of our community partners in delivering meaningful supports and services.

## Marketing and Advocacy

We have made substantial progress in creating valuable marketing and advocacy resources, benefiting all our agencies. These resources have enabled us to enhance our visibility, engage more effectively with our stakeholders, and advocate more powerfully for our programs, services, community, and causes.

## Leadership and Succession Planning

A major milestone this year was the implementation of a comprehensive succession plan. We were excited to introduce the new role of Chief Operations Officer, a position already driving our operational strategies forward with a renewed focus on excellence and innovation. Additionally, the creation of the Director of Corporate Resources role has already resulted in increased efficiencies and cost savings, setting a strong foundation for future growth.

## Acknowledgment and Gratitude

None of these achievements would have been possible without the dedication and hard work of our incredible Tri Alliance team. We extend our heartfelt thanks to all members of our organization. Your continued commitment and tireless efforts are the foundation of our success.

## Looking Ahead

As we look forward to the coming year, we are filled with optimism and confidence. We are committed to building on our successes, continuing our strategic journey, and achieving even greater heights. Together, we will navigate the challenges as we head towards the Journey to Belonging and seize new opportunities for growth and innovation. Thank you for your ongoing support and partnership.

Warm regards,

Michele Bell  
Chief Executive Officer

# BOARD OF DIRECTORS

Ros Brooks John  
Cherrie Al  
Smethurst

Jamie Nicol Judy  
Porteous Dave  
Wenn

Ron Fenwick  
Bob Nicol  
Dr.Paul Middlebrook  
Michael Forcier

## MANAGEMENT & ADMINISTRATIVE TEAM

Michele Bell  
Chief Executive Officer

Rachel Edgar  
Recruitment & Retention Coordinator

Rachael Fritsch  
Administrative Assistant

Samantha Fanning-Prentovitch  
Administrative Assistant

Scott Taylor  
Director of Corporate Services

Diccon Garrett  
Director of Operations

Fiona Smith  
Sr. Manager, Supports & Service

John Ramage  
Sr. Financial Analyst

Kim Jex  
Sr. Payroll Administrator

Laura VanderHulst  
Passport Funds Administrator

Mary Fee  
Manager, Support Services  
Residential & SIL

Mary-Lou Whitcroft-McGarvey  
Finance Administrator

Melissa Mertineit  
Manager, Supported Group Living

Melissa Robbins  
Sr. Executive Administrator

Heather Travis  
Manager, Communications

Jackie McCartney  
Manager, Passport, Employment  
and Individualized Funding

Jeanie Chavarie  
Manager, Support Services

Jeffrey Adisam  
Chief Operating Officer

Jennifer Arnold  
Administrative Assistant

Jennifer Morrow  
Manager, Early Intervention  
Supports for Children

Sheryl Marshall  
Manager, Family & Child Support  
Services

Stephanie Alberts  
Manager, Human Resources  
& Administration

Sue Skinner  
Manager, Quality & Resources

Tammy Robertson  
Manager, Community Participation

Leanne Hopkins  
Manager, Child and Family Services

Craig Rourke  
Manager, Accommodation Supports

Adriana Londono  
Director of Finance and  
Corporate Resources

Carol McCauley  
Payroll Administrator

Chris Koch  
Sr. Financial Analyst

Chloe Deschenes  
Manager, Communications  
& Philanthropy

Debora Smith  
Manager, Quality Assurance  
and Policy Dev'

Gareth Lloyd  
Manager, Quality Assurance  
and Policy Dev'

## SUPERVISORY TEAM

**Melissa Mertineit -**  
Supervisor for Transitional Aged Youth  
**Gareth Lloyd -**  
Supervisor, Supported Group Living  
**Colleen McNabb -**  
Supervisor for Supported Group Living  
**Tammy Klages -**  
Supported group Living

**Jessica Sinclair -**  
Supervisor Supported Group Living  
**Jodi Klerks -**  
Supervisor for Independent Living  
**Mary Rosenberg -**  
Supervisor Community Participation  
**Suzanne Smith -**  
Supervisor for Community Supports

# EMPLOYEE MILESTONES

A special thank you to those celebrating a milestone anniversary this year for your hard work and commitment to the people and families that we support.

5	Michael Fuller Jazmine McClelland Lori Joy	Colleen McNabb Krista Rathwell Tiffany Storey	25	Don Wilson
10	Megan Christie Chelsea Ion Betty Ann King	Mary Rosenberg Jessica Sinclair	35	Murray Fothergill Jennifer Ramsay Randy Robison
15	Marsha Alexander Linda Gale Fely Clarke Barb Boldt-MacPherson	Meredith McAsh Dee Dee Rouse Kim McCorkindale	40	Cindy Coultis
20	Pam Henry Scott Brady	Sandra Gibbons-McClelland Tammy Klages		

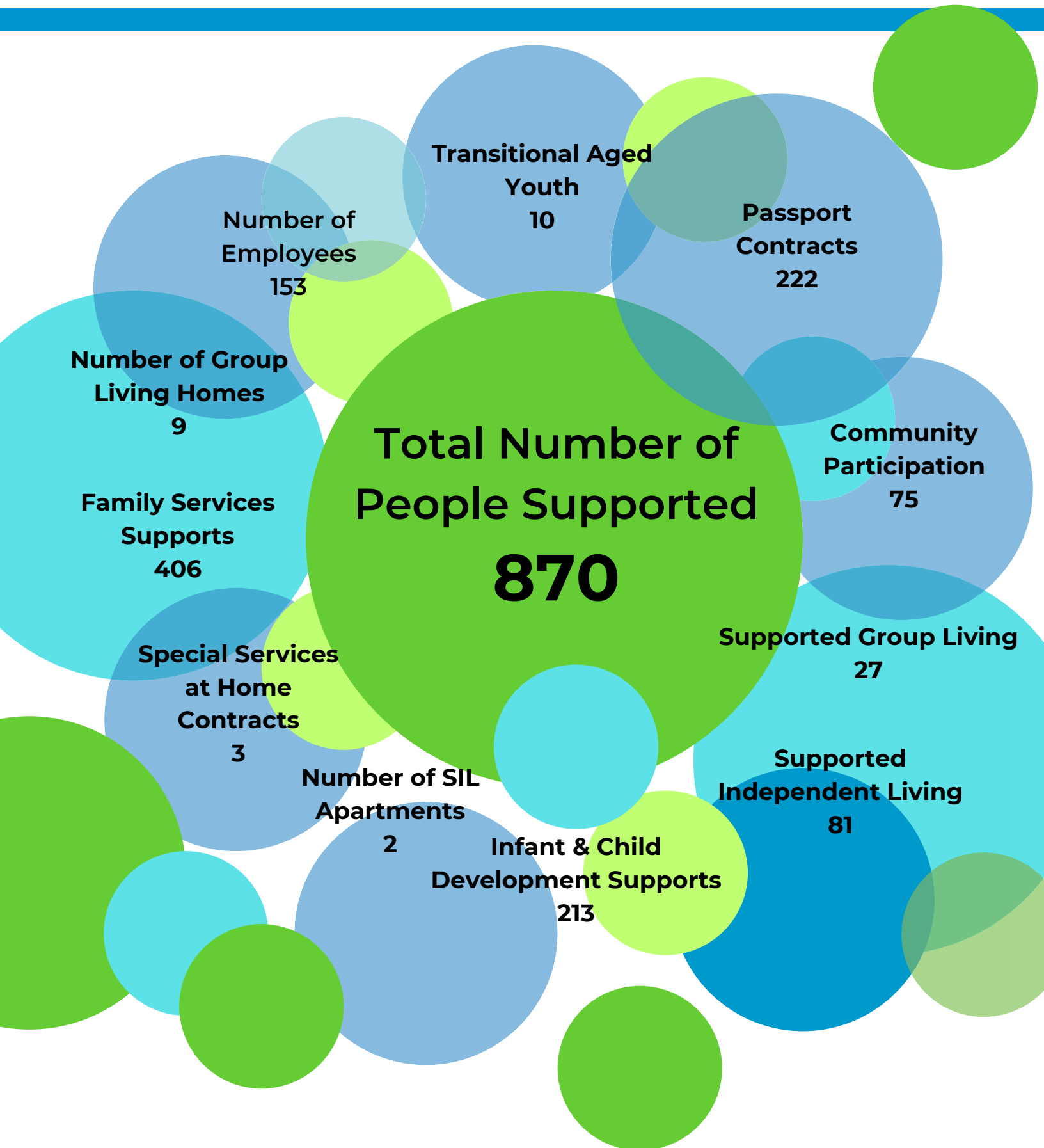
# COMPLIANCE REVIEW



Host Family and Supported Independent Living were inspected.

There were 5 areas of non-compliance that were corrected within 10 business days

# SERVICES AT A GLANCE





# CHILD & FAMILY SERVICES



## SUMMER TEEN PROGRAM: TWO THUMBS UP!

*By Leanne Hopkins*

After 3 years of facing barriers and challenges to offer an in-person program for youth, the Summer Program launched July 2nd. Funded in part with an Ontario Trillium Foundation Resilient Communities Grant, the objective of the summer program was to provide opportunities for teens to re-engage and participate in activities in their communities following the prolonged period of social isolation and loss of routines as a result of the restrictions, lock downs and emergency orders during the pandemic.

Activities on rainy days at the “club house” included arts, drama, music and dance. On sunny weather days, youth were out and about involved in activities such as hiking the Enchanted Forest, swimming, and visiting cultural venues in the area. Of course, like all teens, hanging out, going to the movies, grabbing a burger at McDonalds, sharing jokes and dreams about the future enriched the time spent together. As a finale, parents, siblings, and friends were invited to a pizza party with a talent showcase organized and hosted by the teens.

Thank you to the Bluewater Curling Club for the awesome space. Thank you also to parents for the open communications and participation in all phases of activity planning and helping us to get to know the goals and aspirations of their teen. And, thank you to the Family Support team for their attention to details, organization and day to day communications with everyone involved. The collaboration with community, parents, youth and staff made for a very successful summer.