



# **ANNUAL REPORT**





## 2017-2018

1501 Dease St. Thunder Bay, ON P7C 5H3 (807) 622-1099 www.cltb.ca

## **TABLE OF CONTENTS**

#### **2017/2018 ANNUAL REPORT**

VISION, MISSION AND GOAL OF THE ASSOCIATION	. PAGE 3
COMMITTEES & LIFE MEMBERS 2017/2018	PAGE 4
2017/2018 SELF ADVOCATE COUNCIL	PAGE 5
BOARD OF DIRECTORS' AND OFFICERS	PAGE 6
PRESIDENT'S MESSAGE OF 2017/2018	PAGE 7
EXECUTIVE DIRECTOR'S REPORT OF 2017/2018	PAGE 8-12
IN MEMORY OF	. PAGE 13
RAJALA FAMILY MEMORIAL BURSARY	PAGE 14-15
EMPLOYEE PERQUISITE ANNUAL SUMMARY	PAGE 15
VOLUNTEERS 2017/2018	PAGE 16
ACKNOWLEDGEMENT TO OUR SPONSORS, DONORS, EMPLOYERS AND COMMUNITY PARTNERS	PAGE 17
DONATIONS IN MEMORIAM/EVENTS	PAGE 18
MEMBERSHIP FORM	. PAGE 19
YEAR AT A GLANCE	. PAGE 20 - 23
ASSOCIATION INFORMATION	PAGE 24

#### 2017/2018 FINANCIAL STATEMENTS (Separate Document)

### VISION, MISSION AND GOAL OF THE ASSOCIATION

#### **VISION**

We envision a supportive and accepting community that values all it citizens equally.

#### **MISSION**

In pursuing its Vision, CLTB is committed to:

- Advocating for the rights and quality of life of persons with an intellectual disability so that they may live a meaningful life;
- Educating and supporting the community to share the Vision of CLTB so that persons with an intellectual disability are respected and valued;
- Providing services and support to persons with an intellectual disability, and to their families, so that persons with an intellectual disability have the opportunity to participate effectively in all elements of living in the community; and
- Being accountable to persons with an intellectual disability, their families, the membership of CLTB, and the broader community for our advocating, educating, and provision of services and support.

#### **GOAL**

The Goal of Community Living Thunder Bay is:

"That All People Live In A State of Dignity, Share In All Elements Of Living In The Community, and Have The Opportunity To Participate Effectively."



## **COMMITTEES & LIFE MEMBERS OF 2017/2018**

#### **NOMINATING COMMITTEE**

Lisa Ellacott, President



#### **BOARD FINANCE & AUDIT COMMITTEE**

Lisa Ellacott, President
Dan Munshaw, Past President
Wendy Brescia, Director
Ken Merkley, 2<sup>nd</sup> Vice President
Lisa Foster, Executive Director

Michael Gallagher, Director of Finance & Property (June 2017 – March 2018)

Michael Duncan, Director of Finance & Property (April-May 2018)

Marcel Gagnon, MNP LLP, Auditor



#### **LIFE MEMBERS OF THE ASSOCIATION**

Jean Engholm Betty Garrity Helen Muir



## 2017/2018 SELF ADVOCATE COUNCIL

Chairman: Jordan Pretchuk

Co-chair: Allan Warren

Secretary: Leah Bellin

Co-Secretary: Loretta McKelvie

#### **COUNCIL MEMBERS**

David Clarkson Loretta McKelvie

Adam Shpulak Michelle Lenardon

Dawn Hamilton Rachel Warren

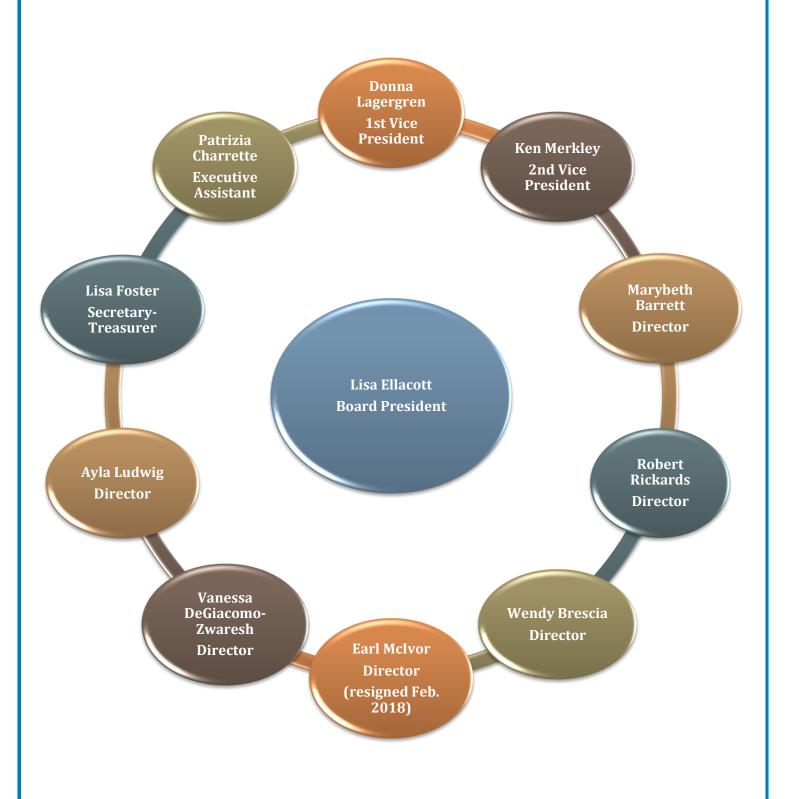
Janice Martinsen Reggie Duncan

Kim Hanlan Samantha Turtle

Leah Bellin Shawna Larson



## 2017/2018 BOARD OF DIRECTORS' AND OFFICERS



## PRESIDENT'S MESSAGE OF 2017/2018

Lisa Ellacott, President, CLTB Board of Directors

Welcome to Community Living Thunder Bay's Annual General Meeting 2018! It has been another successful year for both the Association and the Board of Directors. We continue to be active in promoting a supportive, inclusive and accepting environment for all citizens in our community. As an organization, we continue to move forward and try to think outside the box when it comes to supporting people and their unique needs. Things are ever changing at CLTB and as an agency we are consistently looking at how we can better service the people we support: this is our constant focus.

The Board of Directors along with the Leadership Team continues to focus on the Association's strategic plan with monthly updates at the Board meetings. We are striving to be the most forward thinking agency in Thunder Bay and working with all the different challenges coming forward with the ministry, its guidelines, and Quality Assurance Measures to become the agency of choice and change.

CLTB continues to be strong voice at all the Community Service Agencies tables in Thunder Bay. We are constantly setting the bar high as far as creativity and thinking outside the box.

This past year has been a busy year with so many changes coming to services from the Ministry, changes to CLTB and the variety of people we serve and it has been exciting as well as stressful at times. But as a Board, we are united together and as Board Chair, I could not ask for a better team of individuals around me.

As we move forward into uncharted territory I am both excited and nervous of what the future has in store for us, but we are prepared with excellent resources and a fantastic Executive Director and Senior team, management team, and front line staff to move us forward.

In my 4th year as Board President, I am particularly proud to be a part of a growing agency and would like to express my sincere gratitude to my fellow Directors who have dedicated their extra time, commitment and support for this organization and the people we serve. I would also like to thank the management team of CLTB for your support and guidance over the last year.

To all the support staff, thank you for all that you do for the people we support, your time, dedication and commitment goes a long way in the lives of the people we care about.

Again, it continues to be a positive year of growth and development as we move forward into 2018/2019. Please join me in filling this year with great things to happen!

"Be the change you want to see in the world." Mohandas Gandhi

## **EXECUTIVE DIRECTOR'S REPORT OF 2017/2018**

Lisa Foster, Executive Director

In June of 2014, together the Board and Senior Management Team developed our strategic plan. One of the strategic directions that we identified at that time was:

**Strategic Direction No. 2** - focuses on pursuing service excellence within the Community Living Thunder Bay. In an operating environment that is likely going to be more competitive and diverse, and where expectations and needs amongst people supported and their families is segmenting and changing, the need to offer services that are high quality, relevant and wanted by the people supported is a vital success factor.

The context for **Strategic Direction No. 2** can be explained in the following strategies:

The **first strategy** involves undertaking a comprehensive review of all services and supports offered by the organization, both directly and through partnerships to ensure that they fully integrate the core values of the organization of inclusion, Positive Approaches, and that the people supported become full and contributing citizens. These services also need to align themselves with different audiences that are emerging, such as young families and their children, older families, the aging service population, multicultural communities, First Nations and others that have distinctively different needs, expectations and values.

The **second strategy** focuses on developing, delivering and evaluating programs and services based on their level of innovation, the use of best practices and being evidence-informed. Services and supports are becoming more dynamic, more targeted and there is more and more research available. In order to sustain and grow the quality service, and to be increasingly relevant to the service population, it is vitally important to support innovation, best practices and evidence-informed initiatives.

The **third strategy** is intended to position Community Living Thunder Bay as a leader in its sector and the community. A strategy needs to be developed that builds this capacity across all levels of Community Living Thunder Bay, now and in the future.

The **fourth strategy** recognizes that individual funding, such as Passport, fee for services and other strategic changes is evolving in terms of how funding is moving forward and how families will be engaged. Community Living Thunder Bay needs to prepare itself for these strategic changes and not wait until they occur. Developing the capacities, the tools and the practices necessary to fully engage in these areas of service needs to start now through research, development, piloting and related techniques.

I am pleased to report that the majority of our work this past year has been focusing on the service delivery changes needed to remain relevant as service provider and to offer services that promote a rich full life in community for the people we serve. For the purpose of this report I will be sharing the accomplishments of our staff in the residential, employment and transition aged youth areas.

Home is where you feel loved, appreciated and safe!

Using the personal outcome measures tool and a variety of other planning tools we continue to plan with people who receive residential supports. When we meet with people and ask them what is important to them in terms of home the common trends we see are:

- They want to live with people who share the same interests and lifestyles
- They want to live closer to family and see them more often
- Many people need a home that is more accessible
- They want more independence
- They want more privacy

This past year we focused on honoring these needs for many of the people we interviewed using the personal outcome measures tool. As a result of deeper listening and a lot of planning the following was accomplished:

- Four people moved out of group living and into their own apartments with continued staff support.
- Five people moved into Family Home and Shared Living arrangements
- Four people moved into other group homes where they had more in common with their roommates
- A lady moved to Alberta to live with her brother
- Four people moved into a more accessible home which we were able to lease from another service provider
- A gentleman moved into a group home vacancy after living in the psychiatric hospital for 16 years
- Ron took possession of his new home built by Habitat for Humanity on December 09

Happiness is pretty simple:

Someone to love, something to do, something to look forward to.

Over the past four years there has been a lot of changes at the Monty Parks Centre. In the fall of 2013 the Employment Team met to plan a shift toward offering people employment and volunteer opportunities in the community. The intention was based on the beliefs that people should be provided opportunities to pursue work and/or voluntary opportunities that paid a fair wage, was meaningful and matched people's unique skills, gifts and interests. The factor that

enriched the conversations was the realization that young adults preparing for life after high school were not looking for placements in sheltered workshops. They were looking for opportunities for competitive employment and to be active in the life of the community.

Through ongoing planning and conversations the Employment team worked with each person to find out what they were interested in, what their passions were and what they would like to explore in Thunder Bay. Through this process each department within Monty Parks was eventually closed. The Woodworking department which closed in 2014 was the first department to close and the last was the Pet Bakery which closed September 22, 2017.

We were fortunate to receive grant money through MCSS's Employment and Modernization Fund which allowed for an investment in staff training and development and positions to assist with the transition planning. Our Employment team met with each person and explored work, volunteer, cultural and leisure opportunities based on that person's gifts, passions and interests.

Here are a few examples of what people are doing now:

- Tammy is working at The Little Mermaid
- Terry is participating in art classes
- Allan is singing in a choir
- Mary Anne is working at Evoke Hair salon
- Emile is participating in cultural activities such as drumming and crafting regalia
- Samantha is working at the Thunder Bay District Health Unit
- Tracy is working at Firedog Communications

The Employment Team continues to build partnerships with employers in Thunder Bay. To date there are 80 businesses that have embraced inclusive employment. Partnerships have also been strengthened with our school boards with the creation of the Summer Employment Experience (SEE) and the increasing number of high school students that we are supporting to find summer jobs. Research demonstrates that paid employment during high school is one of the most significant factors that ensure youth with intellectual disabilities gain employment as adults. We are thrilled with the collaboration we are seeing with local high school teachers. This year there are 40 high school students that will be working during the summer.

Many of you may already be aware of the local grassroots organization Roots to Harvest. Roots to Harvest offers employment and experiential education opportunities to young people who face barriers to success in these areas. Combining youth development with urban agriculture, Roots to Harvest works to build stronger connections between young people and the community. Youth who are connected, valued and confident will make healthy life choices now and for years to come.

Last November, Roots to Harvest started leasing space at the Monty Park Centre. We look forward to the possibilities this partnership will bring.

This past year two of our Employment staff completed a Life Skills Coach training course. This training will assist the team in focusing on building a job readiness course for people looking for employment. In addition to job readiness training there will be a more holistic support approach for some people who while seeking employment may need help with budgeting and money management, cooking and other skills helpful in living on your own.

It should be mentioned that the W.J. Griffis Children's Centre has created a number of employment opportunities for people this past year both in classrooms and in the kitchen.

In December the Employment team submitted a proposal to MCSS to secure funding for two staff positions to learn more about services and supports available to indigenous people in our community. The proposal was submitted in partnership with March of Dimes. We were thrilled to learn in March that we were successful. We received enough funding for two Indigenous Integration Workers for two years.

"You are imperfect, you are wired for struggle but you are worthy of love and belonging"

Brene Brown

For a number of years we have seen changing trend in the demographics of young people who are eligible for services. Many of these youth are struggling with mental health, addiction, gender identity, and trauma and attachment issues. A growing number of youth transitioning into our services are indigenous and have been impacted by intergenerational trauma. We were finding that traditional services and approaches were not effective. A year ago after visiting Kenora Association for Community Living we decided to focus on building capacity to support these youth more effectively. We knew we needed to focus on the following key areas:

- Education and training for staff around trauma, addiction, harm reduction, suicide and trauma therapies
- Create a safe and welcoming space for young adults to build trusting relationships
- Develop an understanding of intergenerational trauma and the critical role of culture as healing
- Recruit a Cultural Advisor
- Find our role in Truth and Reconciliation as a service provider in our community
- Establish best practices in supporting our staff so that they can maintain strength and resilience in their work
- Establish an effective after hours hands on crisis response approach
- Establish a leadership and staffing structure that can provide the intense and at times urgent hands on support required
- Establish community partnerships to deliver the best services possible

I am so pleased and excited to share that our staff have addressed and or have begun to address all of these within this past year:

- We have opened a Youth Hub on John Street and have created a safe, welcoming space to get to know the young adults coming into our services, staff support youth with schooling, housing, employment, parenting, money management, relationships, medical appointments, court diversion.
- Training opportunities for our staff have included ASSIST, trauma, Mental Health First
  Aid, Eye Movement Desensitization and Reprocessing (EMDR) therapy, Indigenous
  Cultural Awareness and the Role of Culture as Treatment with Maya Chacaby, Dr. Martin
  Broken Leg, Dr. Gabor Matè, Anxiety, Attachment and Trauma with Dr. Al Vecchione.
- We have hired an Indigenous Cultural Advisor, Margaret, who provides individualized support for youth to explore their culture through ceremony, art and teachings and traditions.
- We are establishing a partnership with Norwest which has led to a physician coming to our youth hub to run clinics for youth that don't trust medical professionals and or don't currently have doctors.
- We have developed a partnership with ONWA and are connecting youth to classes and activities at ONWA.
- We have allocated resources for on call staff on weekends that are able to conduct safety checks, help with safety planning, attend to people at the hospital and respond to crisis situations work alongside of police if needed.

Our Administration Team was also hard at work this past year. In February we modernized our payroll system from a largely paper system to an online system. The *Inclusion* payroll system allows for more accurate scheduling, tracking of hours and allows staff to access their schedules remotely.

Our Human Resource Team secured a more effective Employee Assistance Program (EAP) through Aspiria Corp. It is our hope that Aspiria Corp. will provide a more effective and responsive service delivery to our staff than our previous EAP service provider.

I have not been able to capture everything that our staff have accomplished this past year. For this report I felt it was important to focus on the significant changes we set about to achieve in the last two years of our Strategic Plan. I am so proud of the work that our staff do each day. I am inspired by their commitment and determination to make things happen for the people we serve.

I am also grateful for the support of a Board that shares our strong values of inclusion and shared leadership.



# Mary Margaret Marcotte October 14, 2017

#### **PEOPLE WE SUPPORTED:**

*Mfred Guimond* January 10, 2018

**Man Stevens**January 23, 2018

Mark Lambert
April 13, 2018

Bruce Kruppa
April 18, 2018

Edward Swaren May 26, 2018

### RAJALA FAMILY MEMORIAL BURSARY

Financial assistance for people who have an intellectual disability; and who want to further their post-secondary education, training or apprenticeship.

#### **Terms and Conditions**

In memory of Mervin Rajala, this bursary is to be given to individuals who have an intellectual disability and who are pursuing a post-secondary education, training, or apprenticeship program with an accredited vocational institute.

#### **Value of the Bursary**

Up to \$500.00 per person

One bursary will be awarded annually.

#### **Deadline**

Completed applications and supporting documents must be received by Community Living Thunder Bay by May 1<sup>st</sup>, annually. Submission guidelines are on the application form.

#### **Conditions**

#### Who is eligible?

A person who:

- has an intellectual disability, who wants to pursue a post-secondary education/ training/ apprenticeship. Post-secondary may be full-time or part time and should lead to employment possibilities.
- has been accepted into a post-secondary or accredited vocational institute program (at the time of funding)
- ➤ has submitted all required documentation
- must be a resident of Thunder Bay, Ontario

#### How the funds can be used:

Successful applicants may use the funds for any reasonable purpose such as:

- tuition fees / registration fees
- textbooks and/ or related materials
- a support person to assist the applicant in the post-secondary program
- > other appropriate uses as determined by the Selection Committee

#### How to apply:

Complete application form.

#### **Selection Committee**

The bursary will be administered by Community Living Thunder Bay. The selection is made by a committee comprising of a board member, a member of the Self-Advocate Council, a member of the immediate Mervin Rajala family or designate thereof, and a CLTB staff person.

For information contact: Community Living Thunder Bay, 1501 Dease St. Thunder Bay Ontario, P7C 5H3 or check out the website at <a href="https://www.cltb.ca">www.cltb.ca</a>.

807-622-1099 Fax: 807-622-8528

#### **Donations to the Rajala Memorial Bursary**

The Rajala Memorial Bursary was established in memory of Mervin Rajala. The Bursary will be awarded annually, in the amount of up to \$500.00, to an individual with an intellectual disability, who is pursuing post-secondary education, training, or apprenticeship program with an accredited vocational institute.

You can make a single gift or monthly donation simply by contacting Community Living Thunder Bay, via the Bursary Link on our web site.

Or by mail: Rajala Memorial Bursary C/o Community Living Thunder Bay 1501 Dease St. Thunder Bay Ontario, P7C 5H3

### **EMPLOYEE PERQUISITE ANNUAL SUMMARY**

Effective August 2, 2011, Management Board of Cabinet issued a Directive establishing rules on perquisites (perks) where they are provided through Public Funds. This Directive applies to CLTB and include requirements to:

- Establish rules regarding perquisites;
- Terms and limitations on those rules:
- An accountability framework to ensure appropriate governance; and
- Provisions to make summary information on allowable perquisites publicly available.

CLTB General Operating policy #HR 30.0 Employee Perquisite Policy addresses the BPS requirements to ensure compliance with the Ministry directive.

#### **Annual Report 2017-18**

For the fiscal year ended March 31, 2018, Community Living Thunder Bay provided perquisites as defined by the BPS Perquisite Directive.

## **VOLUNTEERS 2017/2018**

We would like to sincerely thank all the volunteers as listed below, as well as any others we may have missed for your time and commitment to this Association and the people we serve.

Baker,	Debra	Fishbein,	Trevor	Morancy,	Jeff
Barrett,	Marybeth	Foster,	Lisa	Morand,	Nadia
Barrett,	Rob	Fowler,	Ron	Moulson,	Mark
Bedard,	Judi	Gallagher,	Mike	Munshaw,	Dan
Bellin,	Leah	Giguere,	Tammy	Murphy,	Trisha
Berube,	Jennifer	Gilbert,	Ashley	Nevala,	Cathy
Beyak,	Marilyn	Gilliatt,	Annette	Perrier-Clark,	Suzanne
Black,	Erin	Hill,	Katelynn	Piech,	Kasia
Black,	Kianna	Huber,	Wayne	Pothakos,	Lynn
Black,	Kylan	Johnston,	Al	Pretchuk,	Jordan
Black,	Lucy	Jones,	Doug	Porobic,	Katie
Blackwood,	David	Jorgensen,	Doris	Priscilla,	Savas
Brescia,	Wendy	Jorgensen,	Joy	Rickards,	Robert
Cameron	Aaron	Kozyra,	James	Roberts,	Janyelle
Cameron,	Maureen	Lagergren,	Donna	Ross,	Gord
Cameron	John	Lalonde,	Rita	Ross,	Pat
Campbell,	Matt	Leinonen,	Cheryl	Shirk,	Clint
Caron,	Christine	Litts,	Rena	Sokoloski,	Trish
Charrette,	Patrizia	Lokstet,	Chelsey	Sponchia,	Randy
Collins,	John	Longpree,	Irene	Talarico,	Frances
Costanza,	Jenny	Ludwig,	Ayla	Thomson,	Charlie
Cooper- Rochon,	Suzan	Marsh,	Susan	Tod,	Rob
Currie,	Bob	Mathew,	Shara	Turk,	Barb
Currie,	Jean	McIvor,	Earl	Varney,	Vincent
DeGiacomo-		McNabb,	Jessica	Westerhof,	Jessica
Zwaresh,	Vanessa	МсКау,	Shawna	Wielobob,	Pat & Henry
Duncan,	Mike	Merkley,	Ken	Zappitelli,	Sheila
Ellacott,	Lisa	Mitchell,	Val		

## ACKNOWLEDGEMENT TO OUR SPONSORS, DONORS, EMPLOYERS AND COMMUNITY PARTNERS

The Association would like to sincerely thank all the Sponsors, Donors, Employers and Community Partners that have provided their time, efforts and support in 2017/2018. Our apologies if your name/organization was not recognized.



#### 2017 Walk for Inclusion

Associated Canadian Travelers
The Chronicle Journal
Janzen's Pharmacy
TbayTel
Thunder Bay Broom
Shoppers Home Health Care
Sunrise Exterior Maintenance
WinMar

#### Annual High Tea & Fashion Show

91.5 CKPR Chocolitts Chronicle Journal Ellie's Hats ENERGY 103 - 104 Hey Sailor International House of Tea Little Mermaid Lowerys Maverick Entertainment Perfect Fit Lingerie and Fashion P & H Jams and Jellies Silhouette Boutique Thunder Bay Art Gallery
Thunder Bay Source
WestJet
Wiskair
Victoria Inn Hotel and
Conference Centre

#### Summer Employment Employers 2018

Thunder Bay Police Services

Home Hardware Westfort Foods

Belluz Family Farm

Pet Valu

Patty Hajdu's Office

Kal Tire Victoria Inn

Academy Pharmacy

Canadian Tire

**Ultimate Gymnastics** 

Lowe's

Airlane Hotel GameShelf

Marostica Motors Shoppers Drug Mart

Donato Pizza Frankie's Pizzeria Prince Arthur Hotel Biloski Bros.

**Brent Park Variety** 

Tim Hortons Hawker Rd

Bombardier Willow Springs Growers Direct

Movati

**Equipment World** 

#### 2017/2018 DONATIONS IN MEMORIAM AND FOR EVENTS:

(Listed in name by date order of donation received)

## We express our sincere thanks for your donations to our organization and for the people we support!

Mark Moulson

Mary Brisbin

Mary Heaslip

Oliver Road Rec

Alison Arthur
Bill Lafontaine
Canada Helps
Dan Bortolussi

Dave & Marguerite Morellato Patricia Weaver
Deborah Johnsen R. Benson

Deborah Towill Ruth Kruppa
Diane Sten Ruth Kruppa

Donalda Galloway Sandra Brown
Ed Kruppa SunLife Financial

Eric Johnsen Thomas & Deanna Tod

Helen Sundberg Thomas Tod Helmi Peden United Way

Kim Murray United Way of Toronto

L. Grayson Winnie Byington
Linda Brisbin



Lydia Hunt

#### BECOME A MEMBER OF COMMUNITY LIVING THUNDER BAY!

# A strong association needs strong numbers. This means that every membership is important. Be a partner, play a part!

As a member of Community Living Thunder Bay, you will enjoy these benefits:

- Mutual Support
- Access to latest information and resources
- Strong Lobbying Voice
- Voting Rights
- **♣** Committee involvement
- Opportunity for contribution in future directions
- **♣** Eligibility for the Board of Directors
- Affiliated with Community Living Ontario and voting rights
- Invitation to CLTB annual events

Please complete the portion below and return:

## ANNUAL MEMBERSHIP FORM (April 1st to March 31st) Community Living Thunder Bay

Administration Office - 1501 Dease Street P7C 5H3
Tel: (807) 622-1099 Fax: (807) 622-8528
www.cltb.ca / info@cltb.ca / www.facebook.com/communitylivingtb

<u></u>					
Address:					
Telephone: (H)	(Bus.)	Postal Code:			
Date:					
Cheque Enclosed:	\$5.00(Individual)\$	10.00(Family)\$40.00 (Agency)			
Release and Consent: To allow CLTB to use my full name and/or a photo, electronic or other image of me for the usage of publications, promotional materials, brochures, posters or other display materials, publication on website, and/or social media pages of CLTB. To share contact information with fellow members of CLTB and its committees.  Please sign:					
I allow:	I do n	not allow:			

Name(s)

## A YEAR AT A GLANCE...











































#### SELF ADVOCATES COUNCIL



#### New Logo:

The Council Advisor Shawna Larson showed the council members the logo that she came up with. She told the council to draw their ideas on paper of what they like our new logo to look like. She said that we could bring in our ideas at the next meeting.

#### Bill of Rights:

The Council discussed the current Bill of Rights, to update it for all the homes. It was suggested by the council to make some small changes, like the wording to make it easier to understand, and changing to the DREAM! To "set goals and follow your dreams" as it is more specific and legal.





from the Self-Advocate Council





Jonathan was the recipient of the Rajala Family Bursary. He was very excited to accept the bursary with his family and support staff present. The bursary will help pay for equipment and textbook needed for his second year in the CICE Program at Confederation College. Jon is very proud.

#### **ASSOCIATION INFORMATION:**

ADMINISTRATION CENTRE	MONTY PARKS CENTRE	W.J. GRIFFIS CHILDREN'S CENTRE
1501 Dease Street	450 Fort William Road	717 John Street Road
Thunder Bay, ON P7C 5H3	Thunder Bay, ON P7B 2Z6	Thunder Bay, ON P7B 1Z7
Tel: 807-622-1099	Tel: 807-345-2551	Tel: 807-768-3222
Fax: 807-622-8528	Fax: 807-345-0268	Fax: 807-768-5351
Email: info@cltb.ca		
Website: www.cltb.ca		
facebook.com/communitylivingtb		

#### SENIOR MANAGEMENT TEAM CONTACT INFORMATION:

Lisa Foster, Executive Director Tel: 807-624-4286

Email: <a href="mailto:lisa.foster@cltb.ca">lisa.foster@cltb.ca</a>

David Blackwood, Director of Supports & Services

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Michael Duncan, Director of Finance & Property

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Email: michael.duncan@cltb.ca

Rob Tod,

**Director of Transitions** 

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Colleen Valiquette,

Director of Community Development & Quality Improvement

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Peter Gravelle, Clinical Advisor

Tel: 807-622-1099 ext. 2288 Email: peter.gravelle@cltb.ca

