

ANNUAL REPORT



2018-2019

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

2018/2019 C.L.T.B. Annual Report

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VISION, MISSION AND GOAL OF THE ASSOCIATION

VISION

We envision a supportive and accepting community that values all its 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.”

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COMMITTEES & LIFE MEMBERS OF 2018/2019

NOMINATING COMMITTEE

Lisa Ellacott, President

BOARD FINANCE & AUDIT COMMITTEE

Lisa Ellacott, President

Dan Munshaw, Past President

Wendy Brescia, Director

Ken Merkley, 2nd Vice President

Lisa Foster, Executive Director

Michael Duncan, Director of Finance & Property

Marcel Gagnon, MNP LLP, Auditor



LIFE MEMBERS OF THE ASSOCIATION

Jean Engholm

Betty Garrity

Helen Muir

Rick Piccinin

David Morellato

Mary Brisbin

2018/2019 SELF ADVOCATE COUNCIL

Chairman: Reggie Duncan
Co-chair: Allan Warren
Secretary: Adam Shpulak
Co-Secretary: Loretta McKelvie

COUNCIL MEMBERS

David Clarkson Adam Shpulak
Dawn Hamilton Janice Martinsen
Kim Hanlan Leah Bellin
Loretta McKelvie Michelle Lenardon
Rachel Warren Samantha Turtle
Jordan Pretchuk



2018/2019 BOARD OF DIRECTORS' AND OFFICERS



PRESIDENT'S MESSAGE OF 2018/2019

Lisa Ellacott, President, CLTB Board of Directors

Welcome to Community Living Thunder Bay's Annual General Meeting 2019! It has been another exciting year for both the Association and the Board of Directors.

In 2014 the Board of Directors and our Leadership Team developed a 5-year Strategic Plan. Time has flown and we are nearing the end of the 5-year plan. We are in the process of scheduling dates with John O'Brien to develop a new strategic plan for CLTB. It is our hope that this plan will focus on building on our organizational strengths and our strong commitment to our beliefs in Inclusion and Citizenship for all.

In October we will be celebrating our 65th Anniversary. Six and a half decades of providing supports and services to our community! This is only possible through generations of families, staff and leaders that remained passionately committed to our vision. Throughout those 65 years there have been many challenges that the Association has weathered. Community Living Thunder Bay's resilience will serve us well with the current challenges we face in these uncertain times.

It seems fitting that in our 65th year we will be cohosting the Community Living Ontario Conference in Thunder Bay. We look forward to showcasing our beautiful city.

It is an honour to serve as your President. We have a very committed Board supported by a passionate Leadership team. To all our staff, *thank you* for all that you do for the people we support, your time and the gifts you bring!

"The meaning of life is to find your gift. The purpose of life is to give it away"

Pablo Picasso



EXECUTIVE DIRECTOR'S REPORT OF 2018/2019

Lisa Foster, Executive Director

We are all gifted.

Your gifts rest deep in your bones—yet, when you give them, they become a visible and actionable oath demonstrating over and over again your faith in the thread of life you are woven into.

— Bruce Anderson, *Walking Your Gifted Path*

Four years ago, we started on a journey to more deeply understand the importance of gifts. At that time what motivated us was the belief that people we served were much more than the labels they had picked up along the way. We believed that we needed to shift away from a deficit lens and start seeing people through a gift lens. We wanted to move away from “what’s wrong with you and how do we fix you” to “what are your gifts and passions and how do you want to be in this world.”

Surprisingly what we are learning through this journey is that we are all more right in this world when we know what our gifts are. Our gifts are connected to our deeper sense of purpose. With this in mind we are committed to developing a gift culture. We believe by nurturing a gift culture we will create a space where each person’s uniqueness is celebrated and welcomed. Our work is to help people discover their gifts and to find where and how their gifts are needed in our organization and community.

I would like to share some highlights that our staff accomplished this past year.

Quality Improvement

This past year our Quality Improvement Team completed two self- assessments using the personal outcome measures tool. After each self-assessment the results were shared with the person and their staffing team with specific feedback around what’s working and what’s not working. After several years of interviewing the same people we are starting to see the impact that a deeper understanding of outcomes within the teams is having on the person’s quality of life. Each interview measures whether or not the outcome is present in 21 areas as the person defines it and whether or not the supports are in place as needed. Outcome areas include quality of life indicators such as connection to family and friends, participation in community, health, safety, social roles, rights and respect and choosing where and with whom you live.

Initials	2015	2017	2018	2019
DW	1/2	13/7	14/14	15/16
EW	1/1	9/12	15/18	14/16
JA	7/10	7/7	13/17	16/18
BM	N/A	N/A	2/1	14/19

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In addition to the work the team has done using the outcome tool to assess service on an individual and organizational level; the team has completed an employee satisfaction survey and is in the process of acting upon the results and recommendations.

Home Sharing Arrangements

Over the last year 6 people have moved from group homes into homes with community members. Individualized home sharer contracts have been developed to ensure people are directing their supports and living the life they want. We are currently working with 3 people to move into similar home sharer arrangements. We believe this living arrangement provides a better quality of life and opportunity for inclusion than living in a group home.

Quality Assurance Measures

The last annual QAM inspection completed by the ministry resulted in only 3 noncompliance items of the 295 items that were part of the inspections. We are very grateful to all our staff that have played a huge role in making sure we are meeting these standards. This year Deborah Gillespie was seconded to work with various staff teams to ensure documentation was updated and systems were effective. Thank you, Debbie, for all your help!

Core Gifts

In May and October of last year we hosted two training opportunities with Bruce Anderson. Bruce is a nationally recognized speaker, community activist, and leadership coach. Co-founding Community Activators in 1990, he collaborated with other groups and developed extensive training and action-based materials about how to identify and use gifts. The session in May was an introduction to Gifts and was open to our staff and community partners. The session in October was an opportunity for 8 of our staff and two staff from Community Living Atikokan to become certified as Core Gift Master Facilitators. As a result of this learning we have created a working group to develop a plan to create a Gift Culture within our organization. This working group is led by Maureen Cameron and we are very excited for next steps.



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Transition Aged Youth

It's been a busy year for our youth team. We welcomed six more young adults this past year and are now supporting 21 youth transitioning into adulthood. Through Margaret Grimard's (Indigenous Cultural Coordinator) connections a number of the youth have been rediscovering their culture through making moccasins, drums, tanning hide and working on regalia for ceremonial dances.

We are deeply grateful to Elders Rita Tyance for her guidance in making the drums, regalia and medicine pouches and Al Hunter for holding a Sprit Name, Clan and Colours ceremony for our youth at ONWA.

In October we were thrilled to have Maya Chacaby facilitate a workshop for our youth team on Indigenous Trauma Informed Practice & Healing. We hosted an additional session for our community and were thrilled to have 300 attendees from many sectors including Thunder Bay Police Services, Lakehead School Board, The Shelter House and the Ontario Provincial Police.



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Human Resources

For a number of years, we have been struggling to recruit staff. This is both a local and provincial challenge within our sector. Our Human Resource Department has been working hard to address this through sharing best practices with other HR groups both locally and provincially. We have expanded our recruitment strategy by presenting at the College and University targeting multiple disciplines. We have also eased our requirements to include seeking hires that have lived experience. This past year we have hired 120 new staff members with a diverse range of experience. Many of the new hires are coming fresh from post-secondary programs such as Social Services Worker, Developmental Services Worker, Recreation Therapy, Psychology, Education, Social Work, Addiction and Nursing. There is a mix of students, new grads, and experienced professionals who will be joining our teams to build our diversity and offer fresh perspective.



Wellness Program

Community Living Thunder Bay believes a healthy workplace is necessary for achieving our goals. In an effort to promote health and well-being among our valued employees, we have created a Work Wellness Program and Committee to promote nutrition, fitness, self-care, and mindfulness.

A Workplace Wellness Committee is comprised of equal union and management representatives from the organization. Our committee is working hard on some exciting initiatives, such as:

- Bringing many local businesses on board to provide discounts to CLTB staff for the services and products purchased at their establishments.
- Hosting various group wellness activities throughout the year (i.e. fitness classes, mindfulness sessions)
- Bringing in holistic healthcare practitioners to speak on various health and self-care topics.

Our committee will look for guidance from our staff to inform us on what is most important to them and what they may need in order to be able to actively participate in the events and activities wellness

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held by the committee. Thank you to Co-Chairs Trevor Fishbein and Francis Talarico for your leadership in this important initiative.

Bargaining

The negotiations with our union this year were a great success with the outcome being a 3-year contract. The process was very collaborative and respectful which illustrated that we all believe in the work we do. The negotiation process included extensive dialogues that helped us look at creative solutions and to see things from all perspectives. Several new initiatives/committees resulted from negotiations and we're looking forward to implementing them during this contract. Working in collaboration and providing a workplace which values the contributions of all employees.

Finance & Property

During fiscal 2018/19, the Finance department transitioned their payroll software to Inclusion. The transition involved training and implementing over 400 employees from paper timesheets to electronic documentation. The electronic documentation has increased the departments efficiency in doing payroll and has created the capacity to analyze additional expense reports.

As for the Organization's property, all six of the owned group homes has sprinkler systems installed to comply with fire code regulations. This project was funded for \$715,000 by MCCSS.

Our Organization continues to grow financially as our total funding has increased by \$2.2 million over last year. The increase in funding requires additional processing time, accountability, and due diligence from the finance and property departments. These additional challenges were no problem to this department in fiscal 2018/19. Thanks to Steve, James, Katie, and Christine for their hard work.

Mashkawiizi Connections (Inner-Strength)

Community Living Thunder Bay has a wonderful partnership with March of Dimes Canada in which we share two Indigenous Integration Workers. "Mashkawiizi Connections" is a pilot project born out of Community Living Thunder Bay and funded by the Ministry of Community and Social Services through Phase III of their Employment and Modernization Fund. Our team, consisting of Desiree Duplessis and Marla Murray, are working to assist people who are new to Thunder Bay and/or coming from remote or rural areas. They can easily access services and programs in the community free from discrimination and other barriers. An easily accessible navigation directory has been created with a catalogue of the city's community and social services information. Once staff have met with the participants, a strength-based plan is formulated to assist in achieving their goals in conjunction with our knowledge of services in our area. Mashkawiizi Connections then refers clients to the specialized services that best fit their individual needs.

Summer Employment Experience

We are into our fifth year with our Summer Employment Experience in which we secure employment for high school and college students. We have forty students this summer that can gain meaningful employment. The students benefit from summer employment in many ways: they build confidence with themselves; become part of the team in which they are working and establish relationships; and gain skills to shape their future, as well an income. We are recognizing a shift in the culture of the

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community when it comes to inclusive employment. Experience has taught us that employers appreciate the importance and value that hiring someone with a disability brings to their team.

Monty Parks Centre

The City of Thunder Bay recognized Rachelle Doyon as a Citizen of Exceptional Achievement on April 9, 2019 at a celebrated dinner at the Italian Hall.

“Rachelle is recognized for this honorable award because she has been volunteering at St. Joseph’s Heritage for the past 22 years assisting staff in the laundry department. Rachelle began her volunteer role in April 1996 and volunteers twice a week for 3 hours. She is a hard-working individual who is reliable, dependable and always willing to lend a hand. Rachelle is very friendly, outgoing and initiates conversation with staff, residents and other volunteers at St. Joseph Heritage. Rachelle’s dedication to her volunteer role is evident through her commitment. She has rarely missed a day in the many years that she has been volunteering. When asked why she volunteers Rachelle states, “I like helping the staff and socializing with the people. I like being part of the community.”

Jim Wedow began his journey with Ontario Power Generation in September of 2018. Jim has been a tremendous help to many of our employees who share in his work location. Jim has performed a variety of tasks from consolidating goods, creating corporate files, and ensuring our historical pictures are protected and cherished. Jim’s favourite task is to use the shredding machine!

Jill Symington of Ontario Power Generation offered this “We are so fortunate to have such a positive and kind-hearted person increasing the moral of our work environment. To no avail, Jim is always smiling and greeting everyone with a warm hello when coming into the office. He spreads happiness and joy wherever he goes. We are grateful to work with him and privileged to call him our friend.”

Each time you see John, he has a huge smile on his face and is full of compliments. When seeking employment and in conversations with him, we asked what his thoughts were about possibly working at Walmart as a greeter. He readily agreed and quickly secured an interview. John did an amazing job and was hired on the spot. He continues to be successful each day he goes to work, is very well-liked, respected and part of the Walmart team. If you are in the County Fair area, stop by Walmart and meet their newest greeter, John, you won’t be disappointed.



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High Tea and Fashion Show

This year we held our fourth Annual High Tea and Fashion Show at the Victoria Inn on March 31, 2019. It was a sold-out event with over 200 people in attendance. The five businesses that provided the fashions and the models for the two sessions were The Little Mermaid, Street Legal, Perfect Fit Lingerie, Mars Clothing and the Loop. Bay Village Café very generously provided homemade, scones, jam and clotted cream for everyone in attendance. The proceeds from the High Tea and Fashion Show will support the great work done by Roots to Harvest.



Showcasing Creative Talent at the Thunder Bay Art Gallery

Kasia Piech has been part of the Supportive Living team for the past 4 years, she has brought her passion for the arts to almost everyone she's touched through work and volunteering. Because of her willingness to share her gifts with us, we have been able to find many artists amongst us. Kasia has worked collectively with the Thunder Bay Art gallery to showcase everyone's work on a yearly basis, we held our 2nd annual art show on May 16th that featured the beautiful owls that were created by fifteen creative individuals supported at CLTB.

Annual Board of Director's BBQ

The BBQ was held on July 19th, 2018. It was a beautiful day and there were 223 people that came out to enjoy the BBQ and recognize our staff who were marking years of service with CLTB.



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Walk/Run for Inclusion

The fifth annual WALK for INCLUSION was held on Sunday, September 23rd and this year we added a 5 km run along the Neebing River to the usual 2 km walk. Both started and finished at the Community Living Thunder Bay office on Dease Street.

Even though it was a cold wet day, 93 people participated. The Association of Canadian Travelers prepared a delicious BBQ and generously donated all the food items. This group has been involved with CLTB for over 20 years.

The two watering stations were taken care of by volunteers from Shoppers Home Health Care on Memorial Ave.



Volunteer Appreciation Dinner

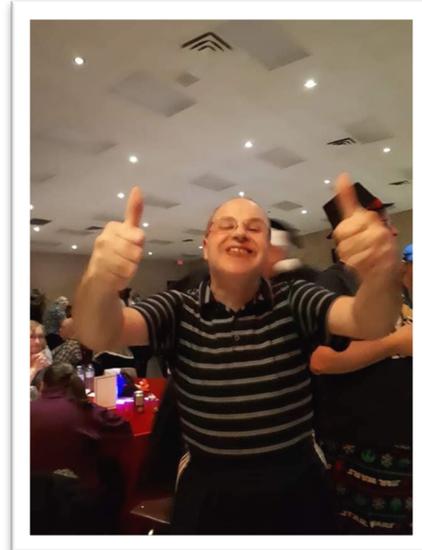
This is our opportunity to show appreciation for our volunteers and the sponsors who continually show their support and bring their many gifts to help us in our work. Those receiving special recognition were, Clint Shirk for all his effort on building raised garden beds at our office on Dease Street, Kiesha Piech for curating the Art show at the Thunder Bay Art Gallery and to Agnes King for her generous donation of art for our Administration office. We also expressed our gratitude to the Associated Canadian Travelers/United Commercial Travelers for their continued support for the last 20 years.



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Annual Christmas Party

Our Christmas party was held at the Moose hall on November 29th with over 200 people in attendance. The pizzas were delicious, and they came hot and ready from Gino's pizza. Maverick Entertainment provided great music, and everyone had a good time dancing to their favourite songs.



Provincial Election Forum on Developmental Services

On May 31, 2018 we co-hosted along with Community Living Ontario, a forum with all candidates to discuss concerns facing voters related to our sector. Four forums were held across the province in Toronto, Ottawa, London and Thunder Bay. Our Self Advocate Council was in attendance and advocated for numerous concerns related to transportation, housing and O.D.S.P benefits. Special thanks to Rob Barrett for moderating this event.



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Community Living Ontario Conference

Last but not least, we are thrilled that on September 18-20, 2019 we are co-hosting the Community Living Ontario Conference in Thunder Bay. Planning is well under way thanks to Rita Lalonde and Judi Bedard. Keynote speakers are Tanya Talaga and Nick Maisey. We are also working with Elder Isabelle Mercier who will be welcoming Conference delegates and sharing traditional knowledge.





IN MEMORIAM



MEMBERS OF THE ASSOCIATION

Elsie DiBlasio

Ada Bacci

PEOPLE SUPPORTED

Jeff Halverson

Raymond Binette

Judy Koski

Brian Duncan

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.

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For the fiscal year ended March 31, 2019, Community Living Thunder Bay provided perquisites as defined by the BPS Perquisite Directive.

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VOLUNTEERS 2018/2019

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

ACKNOWLEDGEMENT TO OUR SPONSORS, DONORS, EMPLOYERS AND COMMUNITY PARTNERS

The Organization would like to sincerely thank all the Sponsors, Donors, Employers and Community Partners that have provided their time, efforts and support in 2018/2019. Our apologies if your name/organization was not recognized.

2018 Walk for Inclusion

United Commercial Travelers, Council 1039

The Chronicle Journal

Janzen's Pharmacy

TbayTel

Thunder Bay Broom

Shoppers Home Health Care

Sunrise Exterior Maintenance

WinMar

**A BIG Thanks
to our Sponsors!**

Annual High Tea & Fashion Show

91.5 CKPR

Bay Village Cafe

Chronicle Journal

Ellie's Hats

ENERGY 103 - 104

International House of Tea

Little Mermaid

Lowerys

Mars Clothing

Maverick Entertainment

Perfect Fit Lingerie and
Fashion

Street Legal

The Loop

Thunder Bay Art Gallery

Thunder Bay Source

WestJet

Wiskair

Victoria Inn Hotel and
Conference Centre



INCLUSIVE EMPLOYERS 2018/19

Academy Pharmacy	Marostica Motors
Airlane Hotel	MGM Electric
Biloski Bros.	Mountain Warehouse
Bombardier	Movati
Brent Park Variety	Patty Hajdu's Office
Canadian Tire	Prince Arthur Hotel
Caryl Baker Visage	River Terrace Medical Pharmacy
City of Thunder Bay	Robin's Donuts
Community Living Thunder Bay	Safeway
Donato's Pizza	Shoppers Drug Mart
Equipment World	Sleeping Giant Brewery
Evoke Hairstyle	Thunder Bay Media Distributors
Frankie's Pizzeria	Thunder Bay Police Services
The Game Shelf	Tim Hortons
Grower Direct	Toys R Us
Home Depot	Ultimate Gymnastics
Kal Tire	Victoria Inn
Lakehead University	Willow Springs
Lowe's	Winter's Apparel
Masala Grille	Ontario Power Generation
Red Seal Society	Walmart
Michael Gravelle Office	Merla Mae
Super 8 Motel	Pepsi Co.
Metro	Excalibur Metal Works
Wanson's Lumber	Gore Motors Honda
Thunder Bay Broom and Chemical	Downtown VW
Thunder Bay District Health Unit	Rebel Salad
Central Auto Body	Pet Valu
Supreme Cleaners	Victoria Inn
Westfort Foods	Home Hardware
Kangas Sauna	Shoeless Joe's
Auto One	Landale
Old Fort William	The Marriot

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2018/2019 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!*

Ruth Kruppa
Helen Sunberg
Mary Heaslip
Deborah Torvill
Kim Murray
Sandra Brown
William LaFontaine
Diane Sten
Dan Bortolussi
Winnie Byington
Lydia Hunt
Deborah Gillespie

Joe Babiak
Cathy Babiak
Ermando Sacchetti
Eva Sacchetti
Katherine Moorey
Deborah Towill
Maverick Entertainment
Thomas Tod
Betty Blake
Doug Sakiyama
Patricia Weaver



SENIOR MANAGEMENT TEAM CONTACT INFORMATION

Lisa Foster,

Executive Director

Tel: 807-624-4286

Email: lisa.foster@cltb.ca

David Blackwood,

Director of Supports & Services

Tel: 807-624-4284

Email: dblackwood@cltb.ca

Michael Duncan,

Director of Finance & Property

Tel: 807-624-4281

Email: michael.duncan@cltb.ca

Jeff Morancy,

Director, Human Resources

Tel: 807-628-4380

Email: jmorancy@cltb.ca

Colleen Bryson,

Director of Community Development & Quality Improvement

Tel: 807-624-4289

Email: cvaliquette@cltb.ca

Rob Tod,

Director of Transitions

Tel: 628-4384

Email: rtod@cltb.ca

Peter Gravelle,

Clinical Advisor

Tel: 807-622-1099 ext. 2288

Email: peter.gravelle@cltb.ca

