

ANNUAL REPORT



2019-2020

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2019-2020 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 2019/2020

NOMINATING COMMITTEE

Lisa Ellacott, President, MaryBeth Barrett, Randy Sponchia

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

2019/2020 BOARD OF DIRECTORS' AND OFFICERS



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PRESIDENT'S MESSAGE OF 2019/2020

Lisa Ellacott, President, CLTB Board of Directors

Welcome everyone to our COVID-19 Annual AGM. Things sure are different this year.

We have had a very busy and unique year to say the least.

We started out in September 2019 by hosting the CLO Annual Conference here in Thunder Bay, which has not been hosted by CLTB in over 30 years. The Conference was a huge success with many people to credit. Lisa Foster and her Administrative team put so much time, work and organizing into this event and it showed in the HUGE success that it was. Thanks to each and every one of you for your dedication to this event that was so well received by everyone who attended.

CLTB continues moving forward and thinking outside the box when it comes to supporting individuals and their unique needs. Things are constantly changing and as an agency we consistently looking at how we can better service the people we support... this is our constant focus.

As an agency we have taken on many new challenges this year, including new individuals coming into the system with unique support needs, we continue to be challenged as an agency with resources and expertise in these new challenging areas.

This year has been much different with COVID-19 hitting Ontario in March and shutting down the entire Province and Country. It has been very challenging for Lisa and her senior management team, management team and front-line support staff. It's been particularly tough for the individuals that CLTB supports. It is very hard to understand why all of your favourite places to go and all your favourite people to see outside your home are no longer available to you and why you have to stay at home and be safe. For the front-line staff who had to deal everyday with these questions and provide explanations as to why this is all happening when they themselves didn't fully understand.

I must commend Lisa Foster for jumping on the ordering of supplies and PPE in early January so CLTB was stocked and ready to go and for making sure that people were safe.

The Board has been updated weekly since March, I'm sure this has been a challenge for all. This also included keeping the rest of the organization updated in the continually changing rules and policies as they were coming out fast and furious from the Ministry of Health and the Local Health Unit.

The efforts have been nothing short of fantastic for all involved. As the Board president I want to thank you all tremendously for all you have done to keep all people safe with no cases of COVID-19 being reported within CLTB.

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As we move forward to the new world that we are all becoming accustomed to living in, it is both scary and nerve racking. We are prepared as best we can be for the new challenges that lay ahead for us as an organization and a community, with an excellent Executive Director, Senior Management team and front-line staff I feel very confident we will get through this very difficult time.

This will be my last year as President as my term is up. I'm looking forward to passing the reins on. We have an excellent Board of Directors who are so passionate about CLTB and what we stand for, so be rest assured the Agency is in great hands.

In closing I would like to thank the Board of Directors for your years of dedication and hard work, Lisa and her team and all the frontline staff who are out there every day giving their all for the people we support. It is for the individuals that we do this all for to make sure that their lives are RICH with experiences and that they have the best this world can offer.

Looking forward to another positive year of growth and development as we move into 2020/2021.

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 2019/2020

Lisa Foster, Executive Director

What is the story we will tell ourselves about this challenging time we are all going through? What are the memories that will linger in our hearts and minds when we reflect on 2020 five, ten or even twenty years from now?

For me, I will remember the courage of our staff. In March when the world was shutting down around us our staff remained rooted in their commitment and dedication to the people we serve. In the early days of the pandemic there was so much uncertainty; How extensive was the spread in our community? How easily was it transmitted? Who were most vulnerable to the infection? These were only a few of the questions the world was grappling with. Despite these unknowns our staff showed up day after day keeping people we support and their coworkers safe. In addition to their work they also had to worry about their kids schooling, vulnerable family members and the challenge of isolating at home. I am so proud of our staff.

I will also remember the resiliency of the people we support. Within days of the pandemic being declared programs were closed, homes were temporarily closed, people were moved, staff were redeployed. Spending time with families and friends and simple pleasures like movies and eating out came to a halt. Despite these losses people we support hunkered down and were patient and understanding.

2020 is an unwritten story. As we prepare for a second wave and wait patiently for a vaccine, we know there are challenging times ahead. With the resolve of our staff and the support of our Board I am confident we will get through it. We are in this together!

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Community Living Ontario Provincial Conference

On September 18-20th we cohosted the provincial conference with Community Living Ontario. 375 guests which included staff, families and people supported attended. Judi Bedard and Rita Nicholson participated on the planning committee along with several representatives from across the province. It was our intention to both honour the traditional land and highlight its beauty throughout the conference. Keynote speakers included Tanya Telaga, author of Seven Fallen Feathers and Nick Maisey, founder of Befriend in Perth Australia. The banquet dinner was held at the Fort William Historical Park and guests were treated to tours at Kakabeka Falls, Mount Mackay and the Terry Fox Lookout. One of the many highlights was the different traditional dancers who shared the meaning behind their regalia and origin of the dance. Many thanks to Jordy Pierre who provided the dancers and shared the teachings. Guests were welcomed at a pig roast the night before the conference kicked off and sent home after a beautiful closing ceremony by Elder Isabel Mercer who officiated the conference.



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Quality Improvement

The Quality improvement Team completed a self-assessment workshop November 18-22. A total of 12 people were interviewed. Overall the results were good. The average number of outcomes present was 12 and the average number of supports present was 12. There was some improvement in the areas of social roles and connection to family and friends. We continue to complete interviews for four people that we are tracking to ensure individualized supports are developing.

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

Quality Assurance Measures

A compliance audit is an annual process in which an external review is completed on all aspects of our organization. This review is conducted by MCSS staff and examines almost 300 compliance items which are part of the Quality Assurance Measures (QAM) Regulations. The audit includes staff and board member files, a review of our policies and procedures, as well as an extensive examination of the supports and services we provide in all areas of our organization.

Our most recent inspection occurred this past year from October 21, 2019 to October 25, 2019. This audit was the most extensive we have experienced since the process began in 2011. Three Inspectors spent 5 full days reviewing the following files: approximately 50 staff, all board members, 10 group homes, 3 intensive support situations, 17 people in Supported Independent Living, 5 people supported in Family Home, and 6 people who receive Employment supports.

The results of the audit were, quite honestly, very impressive. Of the almost 300 compliance items, we received only 5 non compliances. Our noncompliance's were all deemed low or moderate by Ministry standard. The noncompliance issues included, not completing annual training within 12 months, limited documentation in peoples Individual Support Plans on defining personal goals, and other documentation issues. The Inspectors noted that during the audit they felt welcomed by everyone at CLTB and they felt a strong commitment to shared leadership within the organization.

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Gift Work

We continue to explore ways to nurture and sustain a gift culture. We have completed a significant number of core gift interviews with staff and people supported. Deborah Gillespie, Quality Improvement manager, has struck a working group to focus on infusing gifts into our recruitment and onboarding process. Members of the group include Sara Charlebois, Dalys Lacko, Sharon Strachan, Olivia Jensen, Rebecca Rezka, Kelly Hie, Kemraj Ramdehall, Shirley Arbuckle, Lisa Habel, Kiara Pepe, Terry McGillvary, Akshaya Raj, Maureen Cameron. The group met several times after Christmas and will be resuming very shortly. We have identified two key areas that we will be focusing on.

1. We have a mentoring process for new employees
2. We have established rituals for welcoming new employees and acknowledging employees who are leaving.

Earlier in the year members of the group sat in on orientation of new hires and provided feedback regarding the session. We aim to look at our introduction to the agency/orientation process focusing on people's gifts.

Transition Aged Youth

Over the last year we have transitioned 4 new people into the TAY area and planning has begun to transition 2 more young people. This last year has been more challenging than the previous due to external process changes. The young people transitioning into CLTB transitioned from Dilico Family services, Children's Aid, Tikinagen Child and Family Services, and a young person receiving services from the Children's Centre. It has been a challenging year helping these young people and their family's transition to adult services as some had been waiting for 2 years to begin supports in adult services.

As with most social services we have had many challenges due to Covid-19. Social distancing challenges and Social issues such as drugs and alcohol that are affecting our larger community continue to be something that greatly affects the lives of our young people. We continue to be impressed with the dedication and support our staff are providing people in these challenging times.

Over the next year an area of important focus will be to develop stronger services/supports and community connections to better serve our people who are struggling with addictions, trauma, and mental health.

We have just begun an internal process to review our progress in this work with a view to re focusing our priorities for the coming year and beyond.

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Clinical Services

CLTB held weekly clinical meetings discussing the 19 people we support in the TAY program. These issues are complex due to the addiction and mental health problems that our youth are struggling with. The focus of these meetings is to assist, teach, and guide our staff in supporting our youth. Weekly meetings are held with the team leaders to listen to their concerns, guide them in their work and assist in teaching them about trauma and mental health and the ways in which we want to work with our youth and staff.

We continued monthly staff training for NVCI. This is mandatory training for staff which renews every three years. It gives us the opportunity to focus on positive approaches when learning about trauma. CLTB's philosophy of how we should be working with the people we support and with how we should be working with each other has benefitted greatly from this.

Over the last year Peter Gravelle has provided individual counselling with 12 people. This number stays the same but different people are seen as some sessions end and others continue. Peter has worked with five families who are supporting and living with someone who has a developmental disability. This is family work to assist and provide growth in living together in a healthy manner.

Peter along with Barb Turk has completed extensive certification in Neurofeedback training. We are currently in the process of putting our Neurofeedback Clinic together and this modality will be available to all individuals throughout CLTB.

Neurofeedback is training in self and emotion regulation. The youth who we serve in the TAY program suffer from developmental trauma that impacts their lives in a significant way and can create problems with addiction and mental health. Utilizing neurofeedback and regulating their emotions allows the youth to begin to react appropriately to situations. This then gives them the opportunity to help them work on their thoughts, feelings, and behaviours.

Neurofeedback is one of the most efficient and successful ways to deal with developmental trauma. Most people who suffer this kind of trauma are unable to sit down and do traditional therapy, they are unable to regulate their emotions. Neurofeedback allows us to do this with individuals so they can work through their struggles and have fuller lives.

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Human Resources

We continue to develop recruitment strategies as recruitment remains a challenge locally. We are seeing more success through our efforts in reaching out to broader disciplines at the post-secondary programs such as Social Services Worker, Developmental Services Worker, Recreation Therapy, Psychology, Education, Social Work, Addiction and Nursing.

This year we were happy to welcome onboard a few new support staff before Covid-19 hit Ontario. Early this year we welcomed 10 new support workers: Hannah Pearson, Bradley Wood, Denya Mendowegan, Madi Ritchie, Amy Hannett, Dane Burgsteden, Nivea Susan Mathew, Ross Chase, Rocco Cosio, and Jessica Frappa. We also have two exceptional Job Coaches, John Cameron and Julianna Servello, who have been working with the MPC team this summer to virtually support the SEE Program. We would also like to welcome our new Office manager Katie Gallagher who joined us in January.

To protect the people, we support and to better support our staff we paused recruiting in March and focused on utilizing our existing resources. As things return to a bit more “normalcy” you will be seeing some new faces around learning the ropes. We look forward to welcoming a dozen new employees who have been hired and are patiently waiting for a safe time to be orientated to the CLTB team. Please join us in welcoming the new hires as you meet them this fall.

We will also be returning to recruiting new candidates again this fall. The Employee Referral Bonus program is still running, and you can be credited \$100 for successfully referring a new hire to CLTB! Reach out to HR for more details.

This year, CLTB moved to hold RRSP accounts for staff to Royal Bank of Canada. The change has given our staff better investing opportunities with a more user-friendly and local service.

Wellness Program

We are very proud of the work our Workplace Wellness Committee has undertaken this past year!

Our Workplace Wellness Committee is comprised of union and management representatives from the organization. Committee members are: The committee members are: Trevor Fishbein, Terry Macgillivray, Liz Blades, Sara Charlebois, Lauri Sinkins, Mike Duncan, Shauna Ahern, Francis Talarico and Lisa Foster.

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Our Workplace Wellness Program is comprised of many different and exciting initiatives, such as:

- Group wellness events throughout the year including: Hiking, Family Skating, Yoga, Rock Climbing, Spinning Classes, Running Class, Self Defense, Forest Therapy, Snowshoeing, Cross-Country Skiing and Therapeutic Art.
- We brought in holistic healthcare practitioners to speak on various health and self-care topics such as: Intermittent Fasting, Ayurveda, Crystal Healing, Boosting the Immune System, Nutrition, and Meditation.
- We began a Wellness Circle where we were meeting monthly to share experiences, learn from each other and inspire one another.



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- For our Wellness Perks Program, we brought on board 25+ local businesses to provide discounts to CLTB staff for the services and products purchased at their establishments. The business varies from gyms to health food stores to art studios.
- Our first Time to Talk Campaign occurred this past January where in honour of Bell Let's Talk, we asked employees to share stories as an opportunity to break mental health stigmas. We received personal stories submitted by staff to help others who might be going through similar experiences.
- Peer Support Program & App: Through our peer support program we want to help employees feel heard, supported, and cared for. Peer Support is an approach to support mental wellness in the workplace. It is not exclusively for those who are struggling with mental health issues, Peer Support can be for anyone and anything. If someone is struggling with work, relationships, or everyday stressors in their life, a Peer Supporter may be able to help them find the resources they need to manage their overall well-being. Our intention is that through Peer Support, our employees feel that they have a safe place to speak with someone who can empower them by providing emotional and practical support.



Let's keep our voices
growing in this very
important conversation...

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Finance & Property

During fiscal 2019/20, the Finance department continued to evolve and utilize technology in the day-to-day operations. The company payroll software, Inclusion, continued to expand into the operations by allowing employees to submit mileage expense reimbursements with their associated worked shift. Finance also continued the use of Office 365 and Dynamics 365 which allowed employees to transition working from home seamlessly.

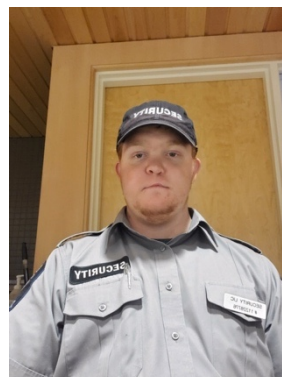
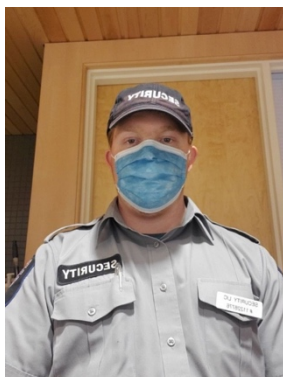
As for the Organization's property, all repairs, renovations, and maintenance were conducted at the highest level thanks to Steve and Mark. During the year, the beginning of a strategic plan was formed for the Organizations property portfolio. A full review and plan is to be completed during fiscal 2020-2021.

Our Organization continues to grow financially as our total funding has increased by \$630,000 over last year. The increase in funding is due to the growth in the Passport program and the Organization taking on new individuals to support. As the Passport program grows, additional attention to detail over operating expenses to properly code the expenses is required from the finance department. To receive funding from Passport, the finance department must submit the expense for approval and respond to any inquiries from the PassportOne. The process has added more time to Christine, James, Tessa and Katie, the four of them continue to take on the additional work at the highest level.

Employment Supports

Some highlights from our Employment Team are shared below.

Thank you to Mackenzie Cook for all his dedication and commitment to his work during Covid-19. Mackenzie has been working as a Security Guard at Hogarth Riverview Manor since March, the start of the Pandemic. He travels an hour by city transit to work and back each shift, four days a week, 12 hours a shift. Mackenzie is such an inspiration in these challenging times. He is proud of his work, always smiling and never a word of complaint. We are very proud of you Mackenzie.



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Erin Black has been volunteering for the City of Thunder Bay for over 10 years. Erin has developed sincere friendships with her colleagues at Pioneer Ridge and Hogarth Riverview Manor. She is an asset to the team and her work is greatly appreciated. Erin is being recognized from the City of Thunder Bay on September 29 at City Hall. Erin will have a photo shoot in front of City Hall followed by a ceremony.

Congratulations Erin on 10 years of service and dedication!

Robbin had a successful year. Soon after moving into his own apartment and navigating his way through the challenges of setting up his own "pad", Robbin realized owning his own set of "wheels" was a next and crucial step in any young person's pursuit to absolute independence.

With a little help from his Avenue II support team, Robbin went feet first into the excitement of purchasing his very first car. This purchase could not have come at a more appropriate and necessary time.

In the cold winter months of 2019 CLTB and the PepsiCo Bottling Company negotiated an opportunity for employment for an individual connected to the Employment Team at the Monty Parks Center.

An on-line application process followed by a background check followed by a meet and greet followed by an interview resulted in an amazing job offer. Robbin became a "Pepsi Merchandiser".

So with car keys in hand and a crisp blue Pepsi uniform Robbin embarked on his road to employment. Robbin was orientated to his new job which included driving throughout Thunder Bay to a variety of Pepsi product locations. From Westfort Foods to all Walmarts and The Canadian Superstore to Metro on River Street.

"Thank goodness for the car" Robbin could often be heard saying



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Mashkawiizi Connections (Inner-Strength)

Through temporary project funding from the Ministry and in partnership with March of Dimes Canada we were able to fund two Indigenous Integration Workers for two years. This project was named “Mashkawiizi Connections”. Desiree Duplessis and Marla Murray, as Indigenous Integration workers began the project to assist people who are new to Thunder Bay and/or coming from remote or rural areas to access services and programs in the community free from discrimination and other barriers. Both Desiree and Marla moved on to new and exciting careers. Jae Doma and Rechele Smith took the baton and completed the project March 31. After review of the project outcomes and seeing the difference made in people’s lives CLTB is committed to finding ways to continue this work, additional funding sources are currently being explored.



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Summer Employment Experience (SEE)

Statistics show the best indicator for occupational success for people with disabilities, was having a paid job while in school.

2019 was another successful year with our SEE (Summer Employment Experience). SEE was driven by the need for young people with intellectual disabilities to experience competitive employment during their high school and college years.

Going into our 6th year and with the support of Service Canada, we were able to hire 6 summer job coaches and secure 35 paid summer positions for students from High Schools and Confederation College.



Included in our community partners are the following employers:

Kal-Tire, Canadian Tire, Marostica Motors, Frankie's Pizzeria, Tim Hortons, Shoppers Drug Mart, Westfort Foods, Metro, Polices Services, Home Hardware, Prince Arthur Hotel, Brent Park Store, Willow Springs, Victoria Inn, Town Suites Marriot, Landale Gardens, Belluz Farms, Donato's Pizza, Gameshelf, Pet Valu, Patty Hajdu's Office and Thunder Bay Media. Many of these employers have requested the same student back year after year.

We are proud to have the addition of new community partners offering summer jobs... Old Fort William, Kangas Sauna and Shoeless Joes Restaurant, and From the Heart Florist.

The SEE initiative has proven to be a successful and integral part of Employment Services with CLTB. Each year we look forward to partnering with new employers and meeting new young people who are eager to have a great summer work experience.

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Community Living Thunder Bay Employment Services nominated PepsiCo (Dave Buttars) for the Mark Wafer Award for Business Excellence. This award is presented each year by the Canadian Association for Supported Employment (CASE) to a business demonstrating commitment to diversity and inclusion.

Dave Buttars, sales manager of PepsiCo in Thunder Bay, has been a leader in promoting and welcoming diversity in the workplace.

In 2016, PepsiCo brought the EnAble Employee Resource Group (ERG) to Canada. The vision of this group is to “EnAble people with different abilities to realize their fullest potential.”

Dave was instrumental in developing and launching the ERG in Canada, in honour of his daughter Kayla, who has cerebral palsy.

In 2018, Dave developed the PepsiCo Frontline Hiring Handbook and provided a Canada wide presentation amongst senior leaders, HR and Regional Branch managers to facilitate the hiring of employees with special needs.

As a result of Dave’s tireless efforts, he won the Global PepsiCo Harvey C Russell Award. This award recognizes the efforts of those employees who go well beyond the duties of their daily jobs to advance the company’s commitment to workplace diversity, inclusion, and engagement.

In 2019 Dave went on to win the Chairman’s Ring of Honor Award. This is PepsiCo’s most prestigious sales performance award and highlights the recipient’s exemplary leadership, promotion of diversity and inclusionary practices in the hiring process.

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Through Dave's efforts, PepsiCo has hired over 45 employees with disabilities across Canada between 2016 and 2019 including three from Thunder Bay. The PepsiCo way is to Raise the Bar on Talent and Diversity. The company is by far living up to the goals it has set for itself as a leader paving the way to a future where all communities embrace diversity.

In February our Employment Team was invited to Community Living Algoma in Sault Ste. Marie to share the good work they do. Of particular interest to CLA was the success our team experiences with recruiting potential employers. The team was also invited to Geraldton to share ideas around planning and employment.



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Volunteer Appreciation Dinner

Each year we take time to honour our volunteers who bring their unique gifts to our work. This years' celebration took place on November 7, 2019 at the Victoria Inn. This year was special as we honoured one of our youngest volunteers Cayman who has been doing IT work for us once a week. We are looking forward to having Cayman back at the office very soon.



A cheque in the amount of \$5,354.00 was presented to Roots to Harvest at the dinner which was raised at CLTB's High Tea & Fashion Show earlier in 2019. We know that Roots to Harvest will put these funds towards the amazing work they do.



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Annual Christmas Party

Our Annual Christmas Party was a big hit this year. In addition to celebrate Christmas we also celebrated our 65th Anniversary. Our party was enjoyed by all in attendance.



Annual Parade of Lights

Every year at Monty Parks, staff host a Parade of Lights Christmas Party. This event is open to the public and enjoyed by many.

We enjoy baking, homemade hot chocolate, singing Christmas carols, crafts and watching the Parade go by. As the parade goes by the large picture windows in the front of the building, you can watch from the inside or bundle up with a warm blanket and enjoy the parade from the sidewalk.

Afterwards, come in to warm up and have a nice cup of hot chocolate.

Last year we had a surprise visit from someone from the North Pole with treats for all.



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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 2018-2019

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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INCLUSIVE EMPLOYERS 2019/2020

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

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SENIOR MANAGEMENT TEAM CONTACT INFORMATION

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