

## Report of the Chair

CLGS ANNUAL GENERAL MEETING  
12 NOVEMBER 2020

Much has changed since we last assembled in June 2019. We welcomed the new Executive Director, Viviane Lapointe, who joined CLGS a few months before the AGM. We also elected four new members to the Board of Directors, resulting in a well-balanced and skill-based Board. The specialized areas of expertise each member brings to the Board has been instrumental in ensuring we are meeting our accountabilities for direction and oversight.

We set to work immediately on the changes we knew we needed to make. At the governance level, we restructured and revitalized our committees. We have three committees of the Board: Finance, Quality and Governance. We are currently reviewing all of our policies and procedures with the aim of creating a best-practice governance framework.

Quality assurance is taking shape at CLGS. The management team now includes a dedicated resource for quality performance, a first for our agency. The Quality Committee of the Board receives regular reports on improvement initiatives underway across the agency. Earlier this year, an improvement team for medication administration presented their findings to the Quality Committee. As these focused improvements continue, we hope to ignite a culture of continuous improvement at CLGS.

Unfortunately, much of this work came to a halt in March, with the onset of the global pandemic. COVID-19 has had a profound impact across the world. Community Living Greater Sudbury felt the effects of COVID along with everyone else. Suddenly, our role of providing supports shifted to providing life-protecting supports. We became experts at donning and doffing PPE, operating screening stations, and practicing infectious disease control.

Meeting the challenges that COVID-19 presented to us was not easy. But throughout the pandemic, our staff remained steadfast in their goal to keep each other safe, and the people we support. We are enormously proud of our staff. We are also grateful for our families and for their support and understanding.

As with most crises, silver linings can emerge. For the developmental services sector, the pandemic shone a light on a largely isolated population and an invisible workforce. Dr. Yona Lunskey, Senior Scientist at the Centre for Addiction and Mental Health best captured the essence of this when she stated: “We don’t often talk about developmental disabilities, and we don’t really talk about the staff who work with people with developmental disabilities. This is an invisible work force, but they are essential—and it’s important that we don’t forget about these people as health care workers. While this is not a health care sector, the physical and mental wellbeing of people with developmental disabilities is very much a health issue, especially during the pandemic.”

On behalf of the Board of Directors and our community, I want to thank all of our employees for their hard work, resilience and ingenuity. To all our families, we want you to know that our highest priority will be to keep your loved ones and our staff safe and healthy. We look forward to a time when we can gather together to celebrate the spirit of people supported, the compassion of our staff, and our collective triumphs over this unprecedented year.

**PAUL DE LUISA**  
Chair  
Board of Directors