

Report of the Executive Director

CLGS ANNUAL GENERAL MEETING

JUNE 2021

It's amazing what you can do when you put your mind to it - or are simply not given a choice. In the case of CLGS over the past year, we've done amazing things through hard work, sheer will, and pure necessity.

At a time when the main focus of the pandemic seemed to be on simply surviving, you found the will within you to do so much more than that. In fact, while this historical moment has been unfolding around us, you've helped make history for CLGS. You have had so much put on your plate in dealing with COVID and getting the job done, I am proud and pleased to take a moment to step back and review all we've accomplished together. People tend to overuse the word "awesome", but considering its very definition means to be in "awe", I think its use is appropriate in how I feel about CLGS staff.

For example, for the first time in the history of our agency, we are French Language Services compliant. This is significant when half the population of our catchment area are Francophone. We speak of service excellence, we speak of a person-centered framework - one of the ways to accomplish this is to speak in the language of their choice.

For the first time, CLGS achieved a low-risk rating in the MCCSS risk report. This means in our policies and procedures, in the way we deliver services to individuals, in our record keeping and documentation, and in the fitness of our facilities and the physical security of those within them, we have created a safe, low-risk environment for all involved. I am incredibly proud of this, as I hope you are.

We are being recognized as sector leaders as well. We achieved the highest rating for the MCCSS pandemic readiness/response assessment. The Skill set and Composition matrix for board recruitment is now being used by partner agencies in the Sudbury-Manitoulin district, and our new website was cited as best practice by MCCSS.

Continuing on the technology front, we have made significant investments in IT, moving us away from paper-based systems. Our new Sharevision portal provides central documentation, improved privacy information, and makes us more efficient. These changes were all key to transforming CLGS into a continuous improvement organization, as promised at our last AGM. This means so much more than just stepping into the present - we intend to build a foundation upon which we will create a best-practice organization, be able to track our performance, and collect data for informed decision making. It was prescient because this is the direction we are being asked to take. Through hard work and preparation, we are now ahead of the curve.

The engagement processes we have established within our organization, and the improvements to how we communicate with one another, will serve us well as we develop our new Strategic Plan. We will be coming back to employees, management and the union for more input, and also expect to receive rich feedback from people supported and families, as well as community partners. This is exciting - it is an opportunity to grow with confidence that we are headed in the right direction.



This spirit of collaboration and engagement internally is how we will continue to achieve and excel on the other improvement projects underway, with our focus on standardization, quality, safety, and performance measurement. We welcome all of this, as it supports our values of respect, choice and inclusion, as well as the supports we provide to help people live a good life.

Finally, where do I even begin to thank you for your efforts under the circumstances under which we have worked for the past year and a quarter? We were forced to secure our own PPE supply, scramble for cleaning products, create new safety protocols and develop our own COVID training for staff. We also had to fight for the recognition that we too are essential workers. You've spent much of this time as you always have - unsung.

But we remain COVID free. We have not had a single outbreak. This was not luck - it was the dedication and courage of our staff to keep everyone safe.

The true test of an organization is how well it performs in challenging times. We must remain vigilant, as has become the custom, and it may take some time to determine what constitutes "normal" as we emerge from this test of our resolve. There can be no question about one thing - we passed the test. We passed it because of you.

There is change underway at CLGS. We have demonstrated our value to our funders. We have shown our partners how capable we are. We've proven we can take on anything put in front of us. Let us all take pride in these accomplishments.

I am proud to work at CLGS. I am proud of you. And I thank you.

VIVIANE LAPOINTE
Executive Director