

# Report of the Executive Director

CLGS ANNUAL GENERAL MEETING  
JUNE 2022

I am so incredibly proud of the success and growth Community Living Greater Sudbury has had over the past year. Despite the challenges of COVID-19, we have been able to accomplish amazing and long-term results.

This was our most challenging year for COVID-19, with numerous homes in outbreak, dealing with a constant state of change in directives and protocols, and staffing shortages. Through the commitment, dedication, and abilities of our team members, we overcame these challenges.

One of our main goals for this year was to work with our persons supported to help them live their best lives. We have achieved this goal and will continue to make it our primary unwavering mission. Our staff have supported individuals in every way to plan and achieve goals that are meaningful to them. We could not be happier to see this occurring after two years of COVID-19.

We have completely relocated to a new corporate office as well as our new Lifeskills Centre with improved branding and visibility. We are truly on the path to success for the individuals we support and our entire organization.

Our first strategic plan was created and launched to staff, persons supported, families and stakeholders with resounding positive feedback and results. We are on the path to build a resilient, supportive, community-based organization that makes a difference in each of our lives.

Our strategic directions are as follows:

- 1 Put the people we serve first by improving their overall person-centred experience.
- 2 Excel in person-centred safety and quality.
- 3 Cultivate a culture of accountability, transparency and teamwork.
- 4 Strategically engage with external partners.

A key accomplishment was getting back on track and rebuilding our strong, engaging, and knowledgeable staff team. Our team is beyond amazing, though COVID-19 had taken its toll. We worked to revitalize everyone's mental health through core competency and soft skills training. This helped to provide maximum engagement and focus to help our people supported live a meaningful and impactful life.

We were able to complete satisfaction surveys with our people supported, their families, staff, and the board. We are extremely pleased with the overall results, and it allows us to continue to grow and improve where needed.

CLGS has also focused on building talent and engagement at all levels including significant increases in training, staffing and levels of employee involvement and engagement.

We have succeeded in significantly increasing our quality and coverage for health, wellness, and employee assistance benefits. We worked collaboratively alongside the union to increase our commitment to mental health, workplace wellness, respectful workplace, grievances, and conflict resolution occurrences.

We have produced a first-in-class performance management scorecard to allow us to measure and improve our successes and compliance requirements.

We continue to be a FLS designated organization and are working to ensure this continues at all levels in CLGS. CLGS has been working tirelessly through the past year to ensure our structure and capacity.

Our future direction and goals are clearly articulated in our strategic vision to grow and ensure the people we support are truly living their best lives in every way. We look forward to continued collaborations and engagements with our staff, persons supported, board of directors, families, and key stakeholders.

I cannot express my gratitude and appreciation enough for the amazing year we have encountered and am truly looking forward to another exciting and impactful year!

We have proven our resilience and dedication to our people supported while demonstrating our compassion, respect, and commitment to excellence!

Thank you all for your amazing contributions, perseverance, and pride in everything you do! I am so inspired and proud to work alongside an amazing board of directors, staff team, persons supported and the entire CLGS family!

**VISION**

Everyone receives compassionate support enabling them to live their best lives.

**MISSION**

To recognize challenges and provide the highest quality service and support that empowers people to reach for their own goals.

**VALUES**

**Respect:** We honour the ideas and beliefs of others with humility, equity and compassion.

**Compassion:** We actively care for others.

**Accountability:** We hold ourselves and others to a high standard of performance in everything we do.

**Choice:** We ensure that the people we serve have a choice in what happens to them.

**Excellence:** We envision what Community Living Greater Sudbury can be and create a process to reach that vision, both individually and collectively.

**SHERRY SALO**

Executive Director