



JUNE 2023  
ANNUAL GENERAL MEETING  
REPORT OF THE EXECUTIVE DIRECTOR

Community Living Greater Sudbury has proven in the past twelve months that we are a strong, professional outcome-focused team that strives to ensure success at all levels and in every way.

In 2022/2023, we launched our strategic plan for the first time in decades. What does this really mean for everyone associated with CLGS? This is a path we put ourselves on to ensure we provide optimal care and support to the individuals who are part of our CLGS family.

Our pillars of focus are:

- Put the People We Serve First by Improving their Overall Person-Centered Experience.
- Excel in Person-Centred Client Safety and Quality.
- Cultivate a Culture of Accountability, Transparency, and Teamwork.
- Work with Regional and Provincial Partners to Identify and Act on Opportunities to Collaborate.

Despite significant senior-level staffing shortages, the COVID-19 pandemic, new senior staff at all levels (many trying to fill multiple roles), and seven new managers, we were still able to knock this out of the park in each strategic direction at over a 90% achievement level. We showed that we could persevere as a team and achieve great things.

A special thank you to:

- CLGS Board of Directors who provide amazing governance, support, and leadership to CLGS and to me, month after month and year after year. The time they commit as a volunteer board is an inspiration to us all. We are so blessed to have such dedication, talent, and knowledge on the CLGS board of directors. Thank you to each of you for all that do! You truly make a difference.
- OPSEU, Local 676 exemplifies professionalism, hard work, and support for their members. We have been able to build a solid working collaboration based on respect and problem-solving that is a role model for many other organizations. Thank you, LEC!
- The amazing staff at CLGS for being authentic, driven, and caring in the excellent support they provide. They are a team of highly engaged enthusiastic staff who have a voice in all the changes and decisions that are made at CLGS.

## Recent accomplishments and successes:

- Completion rate for Year 1 of strategic plan initiatives – 90%.
- Successful launch of our new Skills Centre and reopening of the Social Club.
- Addition of eight persons supported to the CLGS family.
- Ministry Compliance Audit – successfully audited three programs with compliance in almost every area.
- Staff Pulse survey – over 80% score for staff liking role, liking CLGS, person-supported rapport, and welfare, feeling they are making a difference, teamwork/colleague support, manager communication, skills development, and employee engagement.
- Training hours of 11,635 in 2022/23.
- Retention rate for staff - 94%.
- Life Plan participation rate – 95%.
- Grievance submission rate in 2022/23 – 60% reduction.
- Major strides in diversity and inclusion, training plans, recruiting, and onboarding.
- Launch of monthly town halls to drive change, communication, and innovation.
- Launch of two new programs – Willow and Ohana.
- New agreements and financial structure for Host Family providers.
- Significant improvements in quality-of-life metrics and positive behaviour support plans, as well as the removal of intrusive measures and actions of more than 65% across the agency.
- Major improvement to programs and infrastructure including replacement kitchen, additions to the fleet, roofing replacements, renovation upgrades, overhaul of mag locks in two programs, several flooring, painting, and appliance upgrades.
- Revised branding, communication strategies and a soon-to-be redeveloped website to support this.

Our primary goal for this year was live and breathe our mission in every way as well as work to ensure our CLGS team is well trained, engaged, collaborative, and goes the distance in every way for the amazing people they support.

***VISION:***

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

***MISSION:***

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

We have achieved this in every way we could, and I am so proud and honoured to be a part of such an amazing organization that makes a difference in every way possible. It truly is an organization with heart and soul.

We have put CLGS on the path to success for years to come!

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, the board of directors, families, and key stakeholders.

I cannot express my gratitude and appreciation to everyone on the team. I am so inspired and excited to see what the new year will bring to CLGS!

Thank you all for being a part of this incredible journey of growth and belonging!

***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.*