

**2020/2021 Annual Report  
of the  
Quality Review Committee**

---

Chairperson: Mia Berg

Members: Sharon Creighton, Evelyn Fowler, Mary Gregg, Frank Moore and Joan Winter

Resource: Program Coordinators: Mary Lamb, Sharon Allison, Jodee Jack-Ber, Lisa Kirven, Natalie Steenstra; Sr. Case Managers; Rosemary Foran and Judy Sinclair

It goes without saying, COVID-19 has had a significant impact on what, how and where services were delivered in the past year; all programs monitored by the Quality Review Committee were impacted significantly. The Committee is proud of the dedication of staff for their persistent efforts in providing quality supports during these unprecedented times.

The Quality Review Committee monitors the delivery of services to individuals supported by Community Living-Central Huron. The Committee provides a more inclusive forum to consider supports and services to all individuals, children and adults served by staff of CL-CH. The Committee ensures the Agency is in compliance with all necessary rules and regulations from the Ministry of Children, Community and Social Services, as well as reviews the effectiveness of quality supports.

The Executive Director reports on numerous operational events, activities and issues; updates on initiatives and strategies of the Ministry of Children, Community and Social Services; Community Living Ontario; OASIS and various regional Committees.

The Coordinator of Adult Services provides regular updates on staffing; Residential Services, SIL, and the Employment Support Program; professional development; Health and Safety, requests for service and various internal and external Committees. The Coordinators of the County-wide services (Community Support for Families, Huron Respite Network, Community Participation Supports) and the South West Region Respite Network highlight various accomplishments, challenges and trends they experience with individuals and families they support. Partnerships continue with the other two Huron County Community Living Agencies in the delivery of County-wide services through participation on Management, Advisory, Selection and Steering Committees.

There are approximately 86 people supported through Adult Services, which includes, Supported Independent Living, Residential/24 hour accommodation and Employment Support. The day program, Respite and Community Supports has been permanently discontinued, with emphasis on finding inclusive opportunities for people. Due to COVID-19, the Employment Support program was suspended for several months, the Community Inclusion Committee has not met, nor has the position of Community Connector been active. Various COVID-19 safety protocols were adopted, such as: screening assessments, enhanced IPAC measures, Staff siloing, 2<sup>nd</sup> employer restrictions, Mock Outbreaks, as well as other training related to COVID for Staff, families and people supported. Training opportunities were of a virtual nature: ie. annual health and safety mandatory training, Public Health training (IPAC assessment, Administration Controls, Risk Assessment and the Chain of Transmission, Control of the Environment, Health Care Provider) and CPI virtual refresher. The number of support staff for Adult Services consist of 28 Full Time and 41 Part Time.

Updates and resources were added to the Agency's website, examples are as follows: MCCSS directives for congregate living, Adult Services updates, information on COVID-19 vaccinations, Public Health, meaningful activity suggestions. Further, Staff have additional resources and information they can access on the work computers at all locations via various platforms.

Community Participation Supports (CPS) - Foundations Huron supported 38 individuals; Passport Administration supported 128 individuals; the Program hosted 12 Virtual workshops in partnership with Community Professionals on an array of Topics. The Coordinator is the Agency's representative on the Special Education Advisory Committee, Pathways Advisory Committee and Transition Advisory Committee with the Avon Maitland District School Board. CPS was involved in a partnership with Huron County Library and part of a virtual Human Library Event.

Huron Respite Network (HRN) - The Huron Respite Network, over the past year was challenged to continue to provide respite to families on an ongoing basis; however the Staff met these challenges with creative and innovative solutions. Supports varied throughout the year, providing in person physically distanced supports in the park when weather permitted, to virtual online, porch drop-offs, continuation of SibzClub and Caregiver Mornings in a virtual capacity. The Network continued to develop partnerships, for example with the Huron Perth Children's Aid Society with the sharing of respite providers and resources for children with mental health. The Wait List for service has grown, with a total of 55 at year-end; with 42 of these being children and 15 adults. During the 2020/21 year 74 individuals were served, as well as 6 families that did not meet the Ministry's criteria for funding, however were in significant need of respite. General Funds were used to support these families. Donations to the General Fund were received throughout the year which help replenish the fund after a record amount of families this year accessed these resources. Staff of the HRN participate on external committees including Children's Mental Health tables, FASD Community of Practice, Huron County's Housing initiatives, and Town of Goderich's working group: Accessible Wayfinding and Signage. Staff also participated in the development of a revised curriculum and the delivery of Teen Talk, a program for youth aged 11 - 14, with a diagnosis of autism. The program focuses on social skills development and learning opportunities.

South West Region Respite Network - In July 2020, the Ministry requested the South West Region Respite Network to include agencies' programs in the entire Ministry West Region, in the Community of Practice Meetings; this encompasses eight additional Agencies/programs. On Feb. 21/2021, the SWRRN hosted a virtual Information Exchange Day with nine different Agencies presenting. SWRRN is involved again with the Human Library Event, some planning has been initiated with the Goderich Library and securing "Human Books." The Coordinator participates on the Executive of the Huron Perth Chapter of Autism Ontario.

The Community Support for Families Program (CSFF) has continued to serve Families over the phone, through email, Video conferencing and porch drop-offs during the Covid-19 pandemic. Statistics are as follows; served 184 children providing over 300 services, 15 new referrals, and 17 children currently on the waitlist for Special Services at Home. Partnerships include Developmental Services at Home (DSO), Children's Services Coordination Network (CSCN), Huron Perth Catholic District School Board (HPCDSB), Avon Maitland District School Board (AMDSB), Private schools, Huron Perth Centre (HPC), Huron Respite Network (HRN), South West Regional Respite for the Community of Practise (SWRRRCOP), South West Local Health Integration Network (SWLHIN), Huron Perth Children's Aid Society (CAS), Autism Ontario. CSFF staff continued to engage in various training sessions online to remain current with disability issues, resources, and supports. The CSFF program opened its doors to Families of children with disabilities at the 15 Rattenbury St. office location in 1989 and is in its 32 year of supporting Families in Huron County. This Spring in May 2021, with excitement the Program is relocating to a new space at 58 Mary St. Clinton.

Local businesses/organizations have generously donated brand new items of clothing, footwear, outerwear; PPE; dozens of eggs and egg products (fresh, hard-boiled, scrambled); monetary donations, etc. The Agency is forever grateful to receive such donations to deliver to the individuals supported while the Agency's plans were thwarted. Thank you for thinking of CL-CH!

I would like to take this opportunity to thank Committee Members and Resource Staff for their commitment and ongoing support.

Submitted by: Mia Berg, Chairperson