

**2016/2017 Annual Report
of the
Quality Review and Planning Committee**

Chairperson: Bill Pfannenstiel
Members: Sharon Creighton, Evelyn Fowler, Cheryl Glousher, Mary Gregg, Frank Moore and Joan Winter
Resource: Rosemary Foran, Mary Lamb and Judy Sinclair

The Quality Review and Planning Committee monitors the delivery of services to individuals involved with Adult Services and ensures the Agency is in compliance with all necessary rules and regulations from the Ministry of Community and Social Services. The Coordinator of Adult Services provides regular updates on staffing; Residential Services, SIL, Activity Centre and Employment Support Programs; professional development; Health and Safety, requests for service and various internal and external Committees. The Executive Director reports on numerous operational issues; updates on initiatives and strategies of the Ministry of Community and Social Services and the Ministry of Children and Youth Services, Community Living Ontario, OASIS and various regional Committees.

Approximately 95 individuals received support through Adult Services Programs, including Supported Independent Living, residential/24-hour accommodation, day support and employment and volunteer opportunities. In Adult Services, the Agency employs approximately 82 support staff, who provide support in a variety of ways, and up to 24 hour, 7 days a week.

Professional development opportunities offered to Staff, assist in providing quality service and specialized care to individuals receiving support. Annual training, such as First Aid and CPR; CPI; WHMIS, Fire Safety and Policy and Procedures are continually updated on the Staff Training Matrix. Other training sessions and several specialized sessions specific to people's needs are also recorded. This year several staff had the opportunity to attend Social Role Valorization and PASSING training workshops with financial assistance provided by the CL-CH Board of Directors. A Thankyou is extended to the Board for this very valuable opportunity.

Staff continue to assist individuals to achieve personal goals as identified in their Person Directed Plans. It has been an exciting year with experiences ranging from crossing the CDN/USD International Border for first time, air travel to attend a Back Street Boys concert in Las Vegas and enjoy a summer excursion to a beach house in California; Elvis Festival; overnight stays in luxury hotels; participation in a local fishing derby; a group of individuals entered the Gingerbread House contest depicting the Agency's Central Admin building with the 9 residential homes displayed; attendance at many theatrical venues, sporting events and out enjoying several local attractions.

The Agency put forth a Proposal for the Employment and Modernization Fund, and recently received a letter from Minister Dr. Helena Jaczek, thanking the Agency for submitting a successful proposal to the Employment and Modernization Fund. Looks like an exciting year ahead with community partners!

As Chair, I would like to take this opportunity to say goodbye as a Board Member and Chair of the Quality Review and Planning Committee. It truly has been a pleasure to serve on the Board of an Agency that strongly supports inclusion for all and with an Agency with so many dedicated staff.

Submitted by: Bill Pfannenstiel, Chairperson.

Footnote: The Committee Members, Board and Staff would like to thank Bill for his leadership in his role as Chair of the Quality Review and Planning Committee, and as a member of the Board.