

**2018/2019 Annual Report
of the
Quality Review and Planning Committee**

Chairperson: Frank Moore

Members: Mia Berg, Sharon Creighton, Evelyn Fowler, Mary Gregg and Joan Winter
Resource: Rosemary Foran, Mary Lamb and Judy Sinclair

The Quality Review and Planning Committee united with the Community Resources Committee to advance the work of the Agency's Strategic Plan Together Better. Since that time, the Executive Director and Adult Coordinator provide a written update to the Together Better Committee and resumed regular meetings in the fall of 2018.

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 Children, 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 Children, Community and Social Services, Community Living Ontario, OASIS and various regional Committees.

As noted last year, the Agency and its partners: Centres for Employment & Learning, Central Huron Secondary School, Goderich District Collegiate Institute, St. Anne's Catholic School and Compass Minerals were successful with a 2 year Employment and Modernization Grant "Pathway to Employment Success." Objectives of the Project include: person-centred approach, enhancement of employment skills, securing competitive employment ("real work for real pay in mainstream workplaces in the community") and continued collaboration with community partners.

The Community Inclusion Committee continues to meet with focus on strategies to promote, obtain and maintain inclusive community options for people supported through Adult Services. The inclusive community options/events are updated regularly on the Agency's website, as well to the Quality Review & Planning Committee.

Approximately 96 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 104 support staff, who provide support in a variety of ways, and up to 24 hour, 7 days a week.

Numerous Job Fairs were attended this past year, as well as 2 hosted by CL-CH, in an awareness effort to promote the Agency's Programs' information with the anticipation of recruiting new staff. Advertisement of the job fairs via Facebook, Centre for Employment & Learning, local radio stations and newspaper proved beneficial.

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; and Policy and Procedures are continually updated on the Staff Training Matrix. Of special note, Person Centred Thinking, Social Role Valorization and Passings were well received by the staff; these align with the Agency's Strategic Plan. Several specialized sessions specific to people's needs are also recorded.

Staff continue to assist individuals to achieve personal goals as identified in their Person Directed Plans. Examples of achievement towards individuals' goals are:

- attending various events at venues, such as Ripley's Aquarium, Concerts at Budweiser Gardens, Theatre performances, professional sporting events; vacations to Florida, Montreal and Mexico; the list goes on and on;
- participated in dance lessons; curling lessons which resulted in joining a team; flower arranging classes; overnight shopping/sightseeing excursions;
- obtained G1 driver's license; one individual awarded a Certificate of Recognition for their "exceptional volunteer service" at a local non-profit.

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

Submitted by: Frank Moore, Chairperson.