

**2019/2020 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-Beer, Lisa Kirven, Natalie Steenstra; Rosemary Foran and Judy Sinclair

The Quality Review Committee monitors the delivery of services to individuals supported by Community Living-Central Huron. Through the Strategic Planning process, two Committees became one, as it provided 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 Coordinator of Adult Services provides regular updates on staffing; Residential Services, SIL, Respite and Community Supports 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 Regional 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.

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 Community Inclusion Committee met over the past year with a 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 Committee. The Community Connector position had continued to meet with people supported to assist people to find inclusive, community options and maintained an ongoing monitoring component, until Covid-19, where as the position has been suspended.

Approximately 83 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 90 support staff, who provide support in a variety of ways, and up to 24 hour, 7 days a week.

Community Participation Supports (CPS) - Foundations Huron supported 39 individuals; Passport Administration supported 105 individuals; the Program hosted two workshops for individuals supported and the Coordinator is the Agency's representative on the Special Education Advisory Committee, Avon Maitland District School Board.

Huron Respite Network (HRN) served 92 individuals (adults and children) and reported 38 children and over 15 adults on Waitlist. The requirements for the Ontario Trillium Foundation Grant were met as of March 31, 2020; the feedback and resources from Respite Round Table has provided for an addition two year Grant through the Ontario Ministry of Labour, Training and Skills Development. These two

programs continue to survey and seek input from individuals and families with respect to satisfaction, successes, challenges and ideas for moving forward.

South West Regional Respite Network is involved again with the Human Library Event, some planning has been initiated with the Goderich Library and securing "Human Books." The Coordinator continues to host Community of Practice Meetings with the 9 Local Respite Networks; Community of Practice Meetings typically include a guest speaker/educational component and an update from Ministry Representatives.

Community Support for Families (CSFF) statistics for this fiscal year - served 198 children, 144 families, 35 referrals and 14 children on Waitlist for Special Services at Home. Partnerships with the DSO, CSCN, CAS, FASD Community of Practice, other local Community Living Agencies, etc continue to evolve as the needs and supports of children and families expand.

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 and Passings were well received by the staff; these align with the Agency's Strategic Plan. Several specialized sessions specific to people's needs were also recorded. The CPS, HRN, CSFF Coordinators are participating in a 6 day Leadership Course through Pillars - Leading from the Inside Out. Course is offered 1 day/month and started in February.

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 Concerts at Budweiser Gardens, Theatre performances, professional sporting events, Bahama cruise;
- participated in dance lessons; hockey and curling; laser tag; fishing; joining a local choir;
- volunteering with Meals on Wheels; Heartwarming Luncheon;
- obtaining Referee Certification; driver's license;
- selling home made furniture pieces

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

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.