



FOSTERING A COMMUNITY  
WHERE EVERYONE BELONGS

# Annual Report

September 20th, 2021

# Board of Directors

**George Henry – President**

**Larry Boggio – Director**

**Pat Davis – Vice President**

**Kathy Cressey – Director**

**Patti Miller – 2nd Vice President**

**Julian Renaud – Director**

**Brandon Anger – Treasurer**

**Scott Schihl – Director**

**Dan Tonello – Secretary**

**Jean Lillie – Director**

**Mark Guilbeault – Past President**

## Senior Leadership Team

**Joanna Mataya – CEO**

**Tracy Robertson – Director, Support Service**

**Bobbie Broughton - Manager, HR Development**

**Cynthia Koudijs - Manager, Finance**

**Kris Elliott - Coordinator, IT & Vehicle Asset Management**

**Chris Vollick - Coordinator, Property & Asset Management**



## ANNUAL REPORT

### APRIL 1 2020 TO MARCH 31 2021

The last year has proven to be a year of great change and challenges for Community Living Port Colborne-Wainfleet. On March 17<sup>th</sup>, 2020 CLPCW implemented the Business Continuity Plan (BCP) and Pandemic Plan due to a full-blown Pandemic. CLPCW is grateful to the Ministry of Children, Community, and Social Services as well as Niagara Region Public Health Departments for their ongoing responsiveness, support, and commitment to helping during this very challenging time. CLPCW has taken all necessary proactive and planning measures to manage COVID-19. The lockdowns were very difficult for the people who receive our services as well as their families, friends, and all our employees. We would like to give a big thank you to the local community businesses, Sobey's and Lamayzz who donated meals to our employees, Sobey's for allowing doing online grocery shopping, Second Harvest for their food donations for people in the Community Support Program and Boggio's for the coffee and cookies.

## MCCSS Compliance

June 16 – 23, 2021  
Condensed QAM indicators  
due to COVID-19 and Ministry  
of Health – COVID-19 Guidance  
Guidelines

### Compliance Statistics

What was inspected and the results

- 5 Sites
- 20 people Supported
- 6 Staff files
- 3 Areas of non-compliance were identified



### Comments from Compliance



- Lots of change within Community Living Port Colborne-Wainfleet, they are handling it well and are a great and effective team
- Great individualized Incident Report, Person Centered and easy to follow
- Creative activities during the pandemic
- Excellent interaction with staff and people supported
- Good COVID practices

Although the pandemic has had many disadvantages it has proven to be a turning point for the organization and the services we provide. The pandemic has given us time to pause, rethink, strategize and plan for the new and improved Community Living Port Colborne-Wainfleet. A positive opportunity the pandemic has provided CLPCW is the time to look at how we can offer more person centered supports. Currently, the employees who work in the Day Programs have been deployed to group homes as per the emergency orders. When we are able to return these employees to their jobs, we will be reopening the former Day Programs as all community based supports.

For a third year, our main funder, the Ministry of Children, Community and Social Services (MCCSS) provided an additional \$185,150 Stabilization funding to provide us with increased financial support to ensure we can continue to deliver high-quality services. MCCSS also provided an additional \$141,089 for Temporary Wage Enhancement for all direct support professionals. The wage enhancement of \$3.00 per hour started last year and is in effect until October 31, 2021, as of now. The purpose of the wage enhancement is to stabilize staffing levels and support our frontline health care workers, and is greatly appreciated.

We continue to be funded through grants and donations by United Way Niagara, City of Port Colborne, and Niagara Community Foundation. Without their support, we would not be able to provide programs for children and youth.

In August 2020 CLPCW was able to expand its services and opened its first Intensive Support Home in Crystal Beech on Beechwood Avenue. The 4-bedroom home is being rented and is the home to a person who has been supported by us for many years, as well as a young lady who was living out of the area and very far from her parents.

Throughout the last year, we have said good-bye to several employees, some long standing, and welcomed some new staff, to our front line teams as well as the leadership team. Ongoing recruitment of staff for the programs that operate 24/7 has been an ongoing struggle. Social media has proven to be a very effective method of advertising and we are hoping to welcome many new employees.

It is with great pleasure the Board of Directors announce that they have hired a new CEO. Joanna Mataya will be joining the team on September 20, 2021. Joanna comes to us from Hospice Niagara. Joanna spent many years with NHS and in her final role was site Director for the Fort Erie and Port Colborne Hospitals. She has been described by others as someone who leads with compassion, professionalism and respect. A Port Colborne resident, Joanna is a great communicator with an extensive network in the community who will bring a level of energy and passion to the position.

## People Supported

43 Group Living  
2 Intensive Support Home  
5 Host Family  
40 Supported  
Independent Living (S.I.L.)  
75 Community  
Participant Support  
40 Children

## Employees

We employ  
approximately  
170 employees  
annually across all  
locations  
including front  
line and  
management

We are incredibly grateful for our employee's tireless dedication, commitment and who continue to step up every day. Their compassion, resilience, and numerous selfless acts have benefitted each and every person touched by our organization.

The coming months will not be easy; as we are writing this report we are bracing for a 4<sup>th</sup> wave and another possible lockdown. Now more than ever, our history of excellence and commitment will be essential to provide safe, person centered, quality supports and we look forward to a time when the 'new normal' is normal again.

George Henry – President

Tracy Robertson – Acting CEO

***A Community Where Everyone Belongs***

**Follow us on our Social Media pages to stay up to date on events!**



[www.facebook.com/CommunityLivingPortColborneWainfleet](http://www.facebook.com/CommunityLivingPortColborneWainfleet)



[www.instagram.com/clportcolborne](http://www.instagram.com/clportcolborne)



[www.portcolbornecommunityliving.com](http://www.portcolbornecommunityliving.com)