



SGACL

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ANNUAL REPORT 2022-2023



OUR MISSION

**A Meaningful Life:
Relationships, Community, Joy, Well-being.**





OUR VISION

Inspire. Encourage. Empower. Succeed



Message from the Executive Director

5 YEARS AT A GLANCE

June 4, 2018 - March 31, 2023

The pandemic has taken its toll on all of us, so I have decided to **NOT** write about COVID in my year-end report. Instead, I am capturing all of the successes we have achieved as an agency over the last 5 years. I think that when everyone sees how far we have come, we all will be rejuvenated to keep going.

STRATEGIC DIRECTION #1 Moving the Organization Forward

- **Email** - All support staff now have an email address where important information and training requirements are sent. Communication was sent by fax to each of the locations, which was inefficient and didn't guarantee that all staff received the important information.
- **AIMS** - we now have an electronic data management system that holds all of our documentation, incident reports, communication logs, medical appointments, etc. We are able to run reports and to easily look up information when it is needed. Important information like next of kin, medication, POA, etc. can be easily accessed from any computer by authorized personnel. This has been very helpful in emergency and on-call situations for each of our communities.
- **DSCIS** - this is the Ministry's electronic database that houses all of the information of people in our region who are receiving developmental services. I am very happy to say that SGACL is now up-to-date in DSCIS.
- **Inclusion** - you can probably see the theme here of moving away from pen and paper. 😊 We have introduced a new scheduling and payroll system that is electronic and rolls right into the other. The supervisor generates the schedule, staff are accountable for approving their time on the schedule, then, once it is approved, the time goes right into the payroll system. We will be starting to use the scheduling system "Shift Shark" this fall.
- **Strategic Planning** - This was completed in 2019 "Bringing Joy to the Journey" for a 3-year term. We established our vision and mission as an agency and have 4 Strategic Directions that are the guiding principles in all that we do.
- **Website** - we updated our website to include current pictures and current program descriptions provided by our agency.
- **Electronic OneSpan packages and EFT payments** - I can now complete my daily and weekly financial responsibilities from any community!! We have moved to an electronic system for payables.
- **HR Performance and Results** - we have secured professional HR services on a contract basis. They have assisted us with developing our policies, mandatory

training, H &S requirements, investigations as well as labour/management advice. We continue to be grateful for this service because we do not have an in-house HR team.

- **Lowery's IT** - Every personnel file has now been scanned to our cloud-based storage system. No more digging through filing cabinets for information, files can be accessed more conveniently by registered users.
- **EnviroShred** - in addition to all of our shredding needs, our files that we must retain as per the Ministry requirements are now in the care of EnviroShred. They are providing us with archiving and storage services in a temperature-controlled environment with each of our files bar coded for easy access. EnviroShred will also keep track of our retention and destruction policies and will let us know when a file is ready for destruction.
- **Visa Cards** - the supervisors now have Visa cards to make purchases. It was just me for quite some time, which was an inefficient process that we have improved to meet agency needs in a timely fashion.
- **Family Home Program** - We have expanded and are thrilled to offer this program under SGACL. We provide this service to a young man who resides with a host family in Terrace Bay, the family has settled in nicely in the Terrace Bay community.
- **Intensive Support Residence** - More expansion to the list of programs we now provide!! In 2019, we had two youth come into our care through the Transitional Aged Youth process and into our ISR program. This is an intensive 24-hour support model that we hope to continue to expand on. We were able to hire a new team for this program who have worked hard to make this transition a successful one.
- **Township of Red Rock, Community Development Strategy** - we are part of a 10-year plan to develop the community and surrounding communities. I have been interviewed and continue to be an active member for this initiative.
- **Community Safety and Well-Being Plan** - On January 1, 2019, amendments to the Province's Police Services Act came into effect which required every municipality in Ontario to have a "community safety and well-being plan" ("CSWBP"). The communities of Dorion, Red Rock, Nipigon, and Lake Helen came together to create a Joint Community Safety and Well-Being Plan, as these communities share many of the same service providers. CSWBP Plans focus on Social Development, Prevention, Risk Intervention, and Incident Response. We are happy to be included in this community initiative.
- **Recruitment and Retention Strategy and Efforts** - a week-long career fair was conducted by our HR team in both districts, along with concentrated presentations at Confederation College with the DSW and PSW programs. Advertisements are continuous in all local newspapers, social media and employment agencies. We have explored the International workforce, as well as reached out to our retired employees. We continue to be present at every recruitment opportunity with the hope that we will be successful recruiting new employees.
- **Board of Director Policies and By-Laws** - All policies and board by-laws were updated with the help of an external HR consultant. We are now current with new ONCA legislation (Not-for-Profit Corporations Act, 2010). ONCA provides Ontario not-for-profit corporations, including charitable corporations, with a modern legal framework to meet the needs of today's not-for-profit sector. It sets out how not-for-profit corporations are created, governed and dissolved.

- **Awareness Campaign** - we had fun creating videos and conducting interviews to show who we are and what we do to those who follow us on social media. This was the first step before starting our fundraising campaign to restore Auger Camp. We are working to secure grants to assist with this venture.
 - Auger Camp was donated to our agency by “Smokey” Joe Auger and it has been used very minimally throughout the years. The proposal that was submitted to Leadership Thunder Bay was to identify potential uses for the camp, with the development of a business plan and a list of grant and funding sources. Our project team was made up of 6 people from a variety of professions (Human Resources, Social Work, TBT Engineering, Quality Improvement, Sustainability Coordination, Synergy North). This project is still underway with a new proposal being drafted for the Northern Ontario Heritage Fund.
 - I also wanted to share that we have made connections with members of the Auger family!! They are very honoured to hear that the camp is being explored for its potential contribution to the surrounding communities. We will be able to capture all of the history of the camp as well. Very exciting!!
- **SEAC** - In keeping with the partnership with SGDSB, we are active members of the district’s Special Education Advisory Committee. We are part of a pilot project that assists students in making a seamless transition from high school into adult services. In addition to this project, we have moved our office space into the School Board’s Learning Centre Hub in Red Rock. We are now housed with all of the leads for the School Board, the Thunder Bay District Health Unit, Contact North and the community daycare. This was an exciting move for us.
- **Northern Ontario School of Medicine** - We are now on the list for Community Learning Session placements!! The goal is to form meaningful, working relationships with the current and up and coming medical professionals in each of our communities.
- **Lakehead University Partnership** - Faculty of Business and the Level Up program. This program pays MBA students a stipend to complete projects submitted by community agencies. Our proposal was chosen and we had a student work on our orientation package, streamlining from each of our districts and helping to put our forms online for easy access.
- **Bursaries** - SGACL continues to award bursaries to students graduating high school and who are attending a post-secondary school in the social services field. We really want to do our part in helping to create community capacity, so we are happy to be a part of this educational process.
- **Monthly Participation** - SGACL continues to be represented at a number of meetings:
 - LSSPT (Local Social Services Planning Team) - all of the DS agencies in Thunder Bay and District meet monthly.
 - Urgent Response, Service Solutions, Child Welfare and Transitional Aged Youth Meetings - all of the DS agencies in Thunder Bay and District meet to plan for people requiring short-term and long-term support solutions.
 - Situation Table (Nipigon, Marathon, Geraldton) - a community system involving a number of agencies designed to address support needs for someone who is experiencing acute elevated risk in their home community.
 - Interagency Meetings in Marathon, Manitouwadge - SGACL is represented in a roundtable discussion with a variety of community agencies looking for ways to partner and to improve service provision.

- SEFT (Specialized Equipment, Furniture and Training Committee) - This committee provides funding to agencies who require additional adaptive aids, furniture or training to assist those supported in care.
- DSW Advisory Committee - SGACL is part of this committee through Confederation College and provides direction and feedback on curriculum for the program.
- Greenstone Community Palliative Care - SGACL is a member of this committee and provides input and feedback as necessary.
- Greenstone Healthier Communities Advisory Committee - SGACL is a member of this committee and provides input and feedback as necessary.

STRATEGIC DIRECTION #2 Support Staff

- **Training for Support Staff and the Management Team**
 - **Doug Cartan** - provided a seminar to both of our districts on Examining the Purpose of Our Work. Doug really brings person-centred work to life and he was able to share his insight and experience with all of us over 3 days. I can honestly say that his message was a “game-changer” for us as an agency.
 - **Melissa Agnes** - our management team attended Successful Crisis Management Training. Melissa travels the world helping government agencies prevent and manage a wide range of issues and crises.
 - **David Pitonyak** - David has consulted with our agency a number of times. He specializes in working with people who are said to have “challenging behaviours”. He has delivered training in both a general and a person-specific forum with our frontline teams.
 - **Community Living Ontario Conference** - this conference was held in Thunder Bay for the first time in 2019. Many staff and people we support were in attendance for the training sessions. This is our provincial group that we hold a membership with and the management team attends the conference annually to network with other supervisors in the province.
 - **Enhancing Leadership Capacity** - 16 employees (management and front-line combined) were enrolled in this leadership course. The focus was on collaborative performance management and creating a positive learning environment in the workplace. It was a great team-building experience for all.
 - **CMHA Suicide Prevention Training** - SGACL was part of an introduction training session that taught support staff how to assist people struggling with mental health issues and suicide ideation.
- **Wage Enhancement** - this \$3/hour Ministry incentive was made permanent for our frontline staff in an effort to retain qualified support staff in our sector. It was a welcomed addition to their hourly rates.
- **Benefits** - Part-time support staff are now part of our benefits plan. This was another effort of our recruitment and retention strategy for employees.
- **Health and Safety** - we have been working with the Ministry of Labour and have completed all of training to ensure a safe work environment for our staff. Policies and procedures have been updated and will be reviewed annually with staff.

STRATEGIC DIRECTION #3 Enrich the Lives of the People We Support

- **Specialized Equipment, Furniture and Training Funding** - Because of the extensive driving that we do in the district, our company vehicles age a little faster than average. In an effort to update our fleet, I submitted proposals for two accessible vans to the SEFT Committee for two years in a row. Both of our proposals were accepted!
- **Passport Services** - We have taken on more administrative responsibilities for new passport funding that was rolled out. This program helps to cover the costs of recreational activities for people who are in the developmental sector and who are on a tight ODSP budget.
- **Red Rock to Nipigon Relocation** - After much discussion with people supported, families and support staff, we decided to move the 3 gentlemen from our Red Rock location to Nipigon. The hockey rink and outdoor pool were selling factors, along with more events to attend without having to drive. This move has already provided more opportunities for engagement in the Nipigon community.
- It may seem as though this section of my report is small, but please continue on to see some of the Good News Stories that will follow. A majority of the focus of the last 5 years has been on moving our organization forward and on making our processes more efficient. Once we have the solid foundation of efficiency, we will be able to provide more efficient and effective supports daily to those we serve.

STRATEGIC DIRECTION #4 Enhancing Leadership Capabilities

- **New Leadership Positions** - over the last few years, we have added two new leadership roles to our agency to help improve our service provision. A Director of Supports and Services for 8 hours a week and a full-time Administration Supervisor. Both roles have been a positive addition to our leadership team. We are working to enhance the administrative infrastructure within, so that the frontline supervisors can be more present for support staff and focus on person-centred planning for the people we support.
- **Leadership Training** - The supervisors have completed 50 modules of training in essential leadership skills through HRDownloads. The Management team also spent a day with Doug Cartan learning about Accountability Based Management and being an effective leader. This knowledge and training puts us in a strong position to achieve our strategic goals as an agency.
- **Webinars** - we now have access to free webinars put on by Pooran Law and Associates (a firm that works exclusively in our field). Supervisors took part in an Attendance Management webinar and we were able to update our policy as a result of this training. These opportunities are free and easy to attend as they are usually over the lunch hour.
- **Planning Table Collaboration** - The Kenora/Rainy River Planning Table has attended our local planning table in Thunder Bay. This was an incredible opportunity for all of the Community Living organizations to come together and to discuss what is working and what is not. Along with SGACL and Thunder Bay, this included Atikokan, Fort Frances, Dryden, Sioux Lookout, Red Lake and Kenora. We are working to maintain this collaboration as a group.

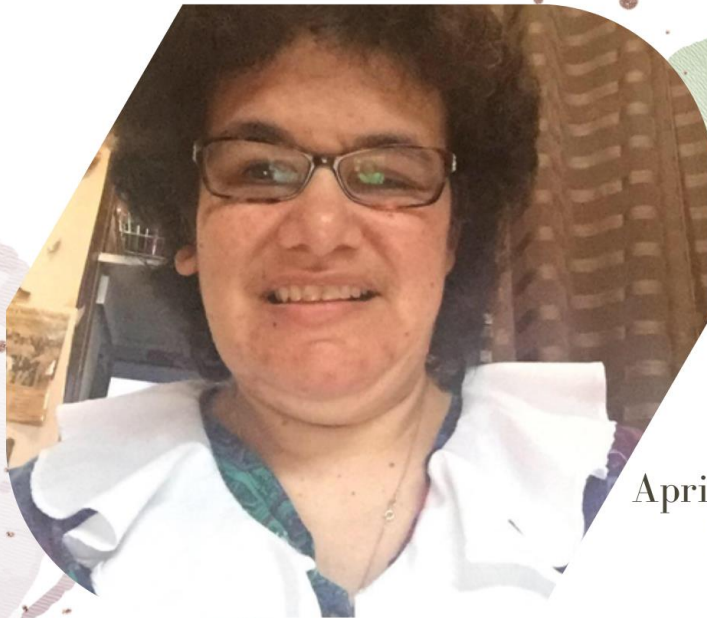
- **Compliance Audit** - Lisa Dickson from the Ministry has been attending our agency for our annual audits. This is similar to our agency's "report card" to see how we are doing in a number of areas regulated by the Ministry. Out of 367 compliance checklist items, we have only had one infraction each year. She reported to her Ministry counterparts that we are progressing and doing amazing things as an agency and that she thoroughly enjoys spending time with us. This speaks to the dedication of our support staff and our management team.

I am grateful that I have been a part of the SGACL family for 5 years now, we have come a long way. I look forward to what the next 5 years will bring.

*"Coming together is the beginning. Keeping together is progress.
Working together is success." ~Henry Ford*

A handwritten signature in blue ink, appearing to read "Zappitelli".

in Loving memory of
Pia Ray



April 30,
2022

**Pia was a staple in the Nipigon
community and was always smiling.
She will truly be missed by our
SGACL family.
Rest in peace, Pia.**

in Loving memory of
Jennifer Audia



October 12
2022

It was with great sadness that Jennifer Audia (Jessica's older sister), a long-time employee, passed away suddenly. Jennifer worked for SGACL for over 30 years. Although she quietly did her work and went home, she was a very strong advocate for the individuals we support. They were always at the forefront of all she did during her time with us.

This was a tremendous loss.

in Loving memory of
Normand St. Pierre



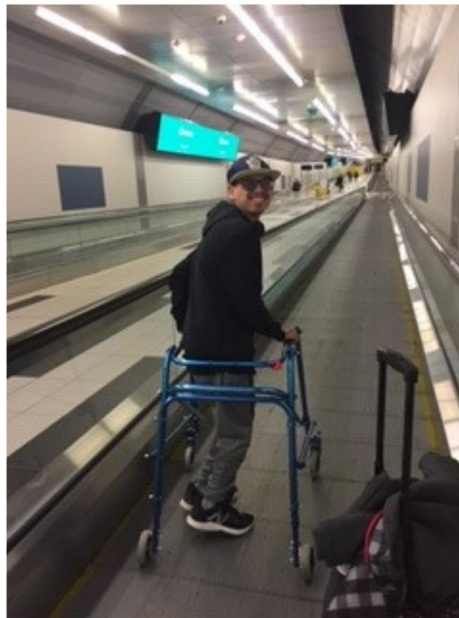
August 31,
2022

**Sadly on August 31, 2022 we lost
Normand St. Pierre suddenly. We still
feel his loss in his home and can still
hear his mischievous laugh.
RIP Normand**



NATHAN MARUK

THIS FEBRUARY, THANKS TO PASSPORT FUNDING AND A DEDICATED SUPPORT STAFF MEMBER, NATHAN WAS ABLE TO FULFILL HIS DREAM OF ATTENDING HIS FIRST NHL GAME. NATHAN WAS ABLE TO TRAVEL TO TORONTO TO ATTEND A TORONTO MAPLE LEAF'S GAME, DO SOME SHOPPING AND TOUR A MUSEUM.



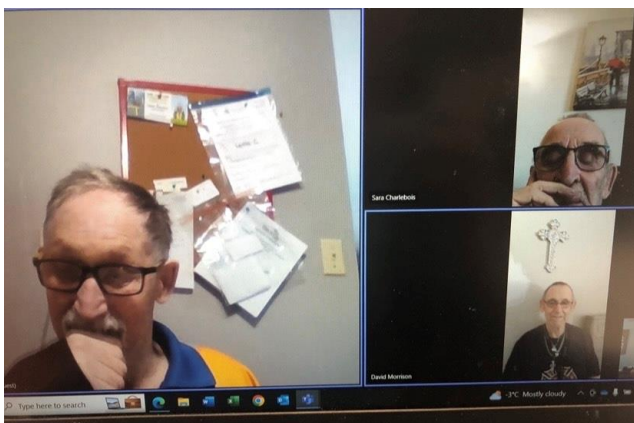
A Message from Robert Catlin

Hi everyone!! I'm Robert and I want to tell you how my year of 2023 has been going this year so far.

So far it has been fantastic. Spring has finally arrived and now we are getting into summer with great weather as well. My life here living with my roommate has been really great. We help each other out. When I can't reach something or can't open a can, he helps. I help my roommate with laundry and helping him with the dishes and setting the table everyday.

Recently into the new year I received a huge surprise and it was the best thing that ever happened. I re-united with 2 of my brothers by teleconference video and chatted and got to know each other better and found out that my sister lives still next door to Ontario. I was emotional and I felt so happy to know that they are all still here and thinking of me.

Now as it's summer, I love to get out and walk and exercise too as it's good for me. Thank you for reading my little story as I feel proud to be where I am and who I am with especially all my friends and the greatest staff that help me every day to achieve my goals and dreams.



Spotlight on Nathan Myers

Officially a Daneff's Food Market Employee!

