

# 2022-2023 ANNUAL GENERAL MEETING



SUPPORTS FOR COMMUNITY LIVING  

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SUPPORTS POUR L'INTÉGRATION  
COMMUNAUTAIRE

September 18, 2023

7:00 pm - In Person

Where: 220 Cranbrook Drive  
Hamilton

*Following the Business portion of the meeting, please join us for the annual reporting, Years of Service, and celebrations.*

*There will be light refreshments after the Annual General Meeting  
Please stay and join us.*



## Report of the Chair of the Board of Directors

April 1, 2022 to March 31, 2023

I am pleased to provide this report on behalf of the Board of Directors of Rygiel Supports for Community Living, having assumed the Chair in September 2022, part way into the fiscal year.

This past fiscal year proved to be a year of transition, both within the management structure as well as the easing of pandemic restrictions that gradually saw the re-opening of our homes to non-essential visitors. Rygiel programs gradually began to re-open with caution and, initially, in limited ways, while ensuring the safety of individuals supported, our co-workers and visitors. While Covid restrictions required our office workers to work from home, we were fortunate to be able to see workers gradually returning to our offices to perform their work on-site.

The annual Family Satisfaction Survey and Individual Supported Satisfaction Survey were conducted during the year where respondents expressed generally high satisfaction ratings with the supports received. The Individuals supported survey reinforced the value placed on the time that staff invest in individuals supported.

Our Board of Directors had introduced the Land Acknowledgement at the start of each Board meeting and has partnered with the Civic Action Leadership Foundation by signing BoardShift's Inclusivity Charter. The Inclusivity Charter is a public declaration and commitment by Rygiel to deepen inclusion and advance leadership opportunities for Indigenous, Black and racialized leaders. The BoardShift program is designed to reach under represented community members to join the Board and aligns well with Rygiel Supports policy on inclusivity.

The budget continued to be a concern for most of the fiscal period, with the combined impact of Covid conditions and labour shortages resulting in higher sick time and overtime costs. We are aware that these pressures were not unique to Rygiel, but continue to be pressures identified by all agencies facing similar constraints.

We are pleased that we are able to work closely with the Rygiel Homes Housing Corporation Board on their exciting housing project currently underway, and will serve the needs of our individuals supported. This initiative of the Housing Board will help Rygiel Supports to fulfill its mandate of good service delivery. We are grateful that the Housing Corporation continues to make progress and overcoming the challenges of developing the project in spite of setbacks related to the pandemic.

In all, the quality and compassionate support provided by our caring staff, at every level of the organization, was unwavering throughout the year, in spite of the many challenges that might have stood in the way. We are ever grateful for the support and commitment of all our dedicated staff, volunteers and Board members, whose personal values are so closely aligned with the values inherent in our mission and allow us to collectively ensure that *"every person we support will have a full and meaningful life, which means having a home, relationships of all kinds, and a variety of socially valued roles."*

Sam Cino  
Chairperson,  
Rygiel Supports for Community Living

## Report of the Interim Executive Director

April 1, 2022 to March 31, 2023

While I was not here during the reporting period, I provide information compiled through our Managers.

Overall, it is evident that the agency continued bringing its values to life as it worked to restore a normative life for all following the end of the pandemic restrictions. Community Participation supports gradually increased back to pre- pandemic levels. Community involvement for all began as each person re-established their pre-covid engagements or pursued new interests and community roles. Our staff support during the pandemic and then post pandemic was yet another testimony to how they embrace the values of the agency and work towards the vision becoming reality for each person they support.

Within our residential services, 2 individuals left the service to pursue other supports, 5 individuals passed away and 1 individual began service with us. Planning was undertaken to welcome others into the service.

The demographics of those we serve continues to change. During this fiscal year, Rygiel supported 6 people who are 65 years of age or older. As individuals age, we see more health issues emerge. With the skills and compassion of our Manager of Residential Services, the Service Coordinators and staff wonderful support, care and advocacy have shown such positive outcomes for people. They are well supported. However, there is an important role for the healthcare system. As there become more hospital stays, it is important that the two systems work collaboratively to ensure the wellbeing of the individual. During this year, the agency advocated with hospitals for comprehensive inter-professional Discharge Plan meetings for safe transition back to one's home. This is to ensure consistency of care during the transition from hospital to home. 22 individuals were admitted to hospital during this time period.

In addition, there was increased collaboration with external stakeholders such as our Pharmacy regarding education and training, assessment and treatment of individuals. The training included a session to help staff learn about the new Ontario provision which gives a Pharmacist the ability to prescribe medications for minor ailments, alleviating the long waits to access medical attention.

The agency was successful in securing a grant from the City: Senior Wellness Program. This program was intended to help seniors with developmental and physical disabilities to maintain their muscle memory and physical mobility, allowing them to age safely and comfortably in their homes. Overall objective is muscle retention and promotion of regular range of motion through exercise. In order to meet this objective, our goal was to hire a qualified health professional such as a PT who will perform individualized assessments, set exercise goals for the individual, develop a plan and assist in the implementation of this plan by providing training to staff to safely perform the required exercises.

- a. 37 Individuals were eligible for the Wellness Program
  - b. 29 Individuals were assessed
  - c. 8 individuals did not get assessed due to:
    - No consent from family members
    - They already had a Physiotherapist
    - In hospital
    - Covid-19 outbreak at location
  - d. 23 individuals received an exercise plan from the Physiotherapist
- As the year transitioned into the new fiscal year, the planning for the service opportunities became a high priority.

Our Human Resources department is key in providing the qualified staff needed to help each person in service to live a life that reflects the vision of the agency.

Last year, there were 29 resignations and 5 retirements. There were 35 new hires during that same period.

### **Strategies for Recruitment and Retention**

Following the pandemic, the labour market and workforce in this sector have become increasingly competitive and tight as a result. Rygiel has focused on recruitment and retention strategies in order to remain as an employer of choice as we transition into this new era. Recruitment strategies are leveraging Rygiel's people-centered approach to care by transitioning back to in-person interviewing, including people supported in the selection process in home visits and partnering with local schools offering placements to students completing their PSW training. Conducting Candidate Profile Meetings where potential candidates are presented to the Service Coordinators to choose who may be a potential match with people supported. Interviewing the right candidate to provide the best care for the people supported.

The challenge for Rygiel is not recruiting candidates, it is retaining the talent within the agency. As such, a significant focus has been shifted to improve the onboarding experience to be proactive so new candidates know what to expect, be more personal with engagement check-ins and consistent. Other key strategies that has evoked positive feedback from new hires is transitioning the orientation back to in-person, re-introducing Values Based Training.

Noted workforce trends impacting the agency's service has been an increase in absenteeism for several reasons: LOA ('Leave of Absence'), illness, lack of child care, other family related obligations and secondary employment. Disability management services like short/long term disability claims, workplace injuries, return to work plans, accommodation needs and an increase in employee's anxiety are on the rise.

Rygiel's HR team has taken steps to utilize available resources and partnerships. To address these trends, the Attendance Management Program ('AMP') was revamped and re-launched to bring equity, accountability, clear expectations and adherence consistency. Workforce planning efforts are more robust due to the triangulated partnership of HR, Service Coordinators and Scheduling to creatively explore solutions to backfill unexpected open lines and internal movements. Additionally, Rygiel partnered with our benefit carrier, Manulife, making the adjudication process for short term disability applications more stringent and consistent. The Disability Management program was revamped to maximize early return to work, updated supporting medical evidence and regular updates. For WSIB claims, HR's utilization of the Return to Work Specialist expedites recovery times and re-occurrence.

In closing, I share my gratitude to the people supported by the agency for your confidence in the agency and for sharing your lives with us. Also, thank you to our Board of Directors for their time and leadership, to our Ministry and community partners who collaborate with us and to our dedicated staff who work diligently to bring the agency values to life.

Donna Marcaccio  
Interim Executive Director

Amanreet Dhillon  
Residential Manager

Leigh Michelsen  
HR-People & Culture

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## April 1, 2022 to March 31, 2023

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