



SUPPORTS FOR COMMUNITY LIVING

SUPPORTS POUR L'INTÉGRATION
COMMUNAUTAIRE

Annual General Meeting
June 26, 2018 at 7:00 pm

220 Cranbrook Drive
Hamilton ON

"Everyone belongs in Community"

www.rygiel.ca

Executive Director's and Board of Directors Chair's AGM Report 2017-18

This past year, attention was given to the year two action's within the work plan of our Strategic Directions. These will be set out below.

In addition, the staff undertook a reflective review of the overall operations. Focus groups held helped with staff and people supported to reflect on the current strengths of the agency, current challenges and ideas to build on strengths and overcome challenges. From within the staff, there was an 86% participation which gave great validity to the information. The themes from the process were collated and then a number of actions were developed. Many of the challenges and actions are specific to human resource issues. The identified strengths were very affirming. These included: agency vision and values, values based training, the model of service, the collaboration and support to those who receive service, the family culture, the long service from staff, reputation of providing a high standard of support and more. The strategies to address the challenges were guided by the principle that everything we do needs to align with and enhance these strengths. The information was shared with the Board and our Board has reinforced the importance that the agency needs to always be driven by our beliefs and service principles.

Of course, the highlight of the past year was the acknowledgement and celebration of the agency's 50 years of service to the community. In reflecting on the history, we were reminded of the lessons learned throughout the years and that all key service decisions were based on the agency beliefs. In moving forward, we must protect this foundation for decision making to ensure that we are on the right path that will lead to the vision *"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."*

An important element of our work is building a listening relationship with people with a developmental disability and their family. We need to understand their interests, needs and individual dreams for a meaningful life. To fulfill this commitment, Rygiel accepted the invitation to be a community to contribute to the Family Engagement work lead by Community Living Ontario. As such we have been creating opportunities for families to come together and talk about issues that are currently important to them as well as ones they predict will be present in the future. We are listening and discussing the role the agency should take to support the expressed issues. In addition, a focus group was held with the Services Committee of the Board. In attendance were families who receive some respite from us. They informed the members of the challenges before them. The information from these sources along with the annual Family Satisfaction survey feedback and responses from the survey completed by service recipients all contribute to helping to shape future decisions for the agency.

The agency continues to be active in participating in community development initiatives that will lead to responsive support to individuals and their families. This past year, Rygiel was part of the following work:

- Hamilton Fetal Alcohol Initiative (lead agency)
- respiteservices.com (lead agency)
- Ontario Partnership on Aging and Developmental Disabilities (Co-chair of Hamilton Chapter)
- My Direct Plan
- Community Living Family Engagement Initiative
- DSO Housing Plan
- OASIS
- OASIS Pay Equity Committee
- Community Living Family Engagement Initiative
- Numerous committees within the DSO and Developmental Services sector

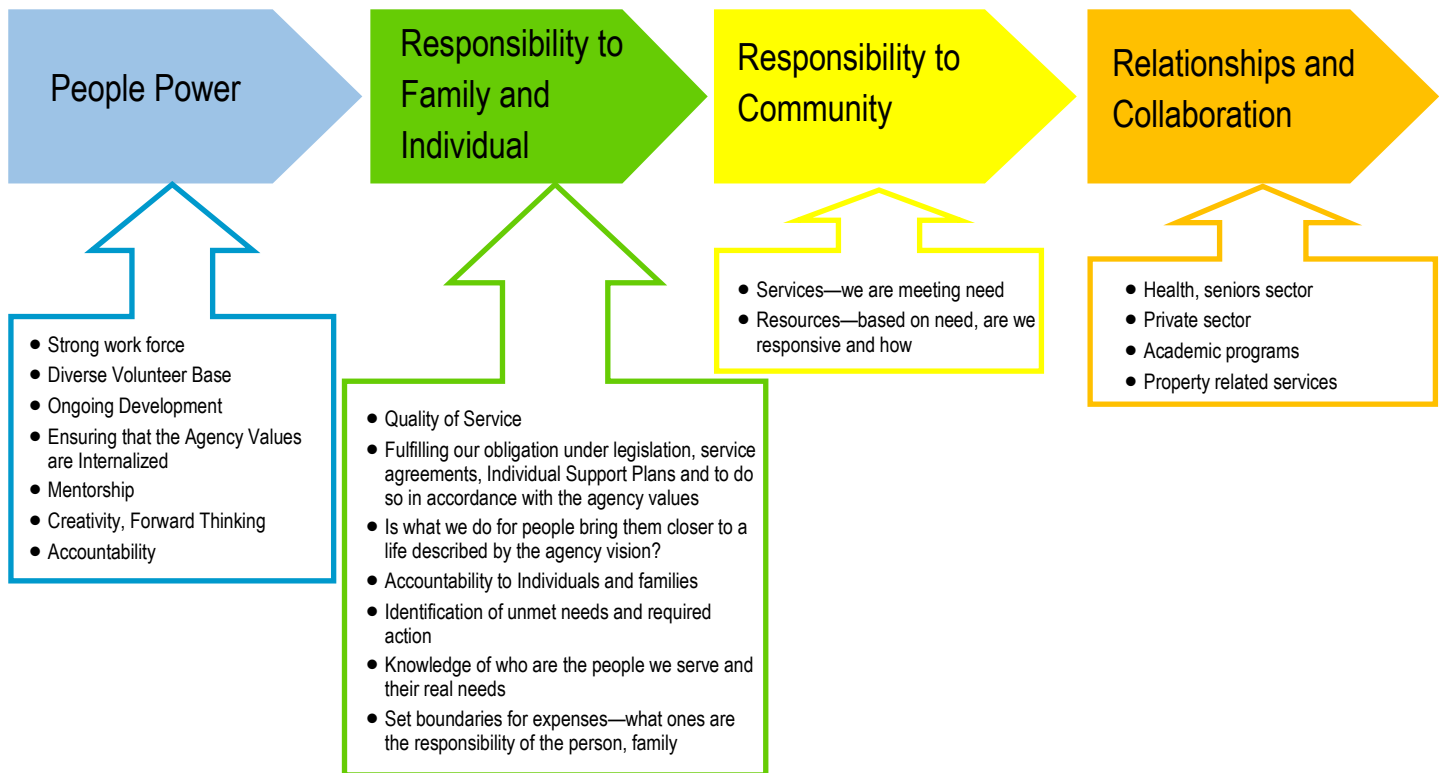
We thank our generous donors and our dedicated volunteers whose contributions of time, talent and resources enhance the work of the agency and connects our work to the community at large.

Our dedicated staff are the invaluable, foundational element that creates the high standard of support and service that Rygiel provides. I thank each of them sincerely.

As we enter into our next fiscal year, we begin with many changes. Rygiel has always embraced change and is stronger because of the attitude and actions it embraces. I look forward to further growth that will come with the work of this New Year.

Donna Marcaccio
Executive Director

Dave Hansen
Chair of the Board of Directors



Year 2 Actions

Client Data Base – implemented phase 2

Completed in late winter 2018

Disability Management Program – analysis of use of sick time, WSIB, other absences. Review of related policies and procedures and implementation of the Attendance Management Program.

Completed fall 2017

Staff Call – in software – staff call in system to promote efficiency, meet timelines for filling shifts, and fairness for assigning shifts to replace current absences

Implemented fall 2017

Online Staff Training – tool to enable consistent and efficient training of mandatory modules. Also provides testing and tracks outcomes. Contributes to performance management.

Implemented spring 2017

Values Based Training – to ensure that training modules are consistently scheduled each fiscal year, appropriate staff assigned.

Remedied April 2017

Neighbourhood Strategy – in partnership with the Social Planning and Research Council and the Rolston neighbourhood, members of Rygiel becoming integral, contributing members local neighbourhood projects.

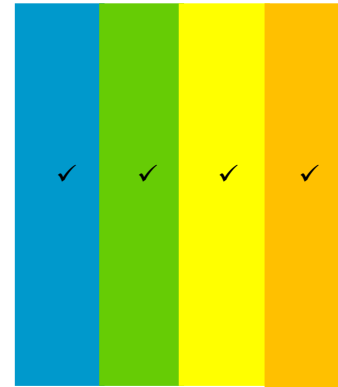
Ongoing through fiscal year

Health Supports to Seniors – working with the seniors sector, LHIN, OPADD to advocate for seniors with developmental disabilities to access supports and services available to all seniors.

Ongoing

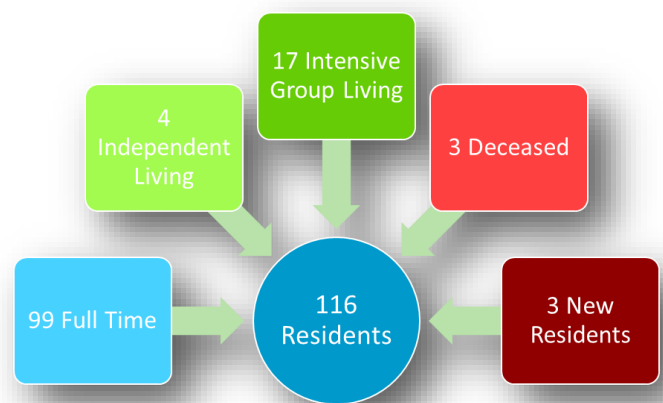
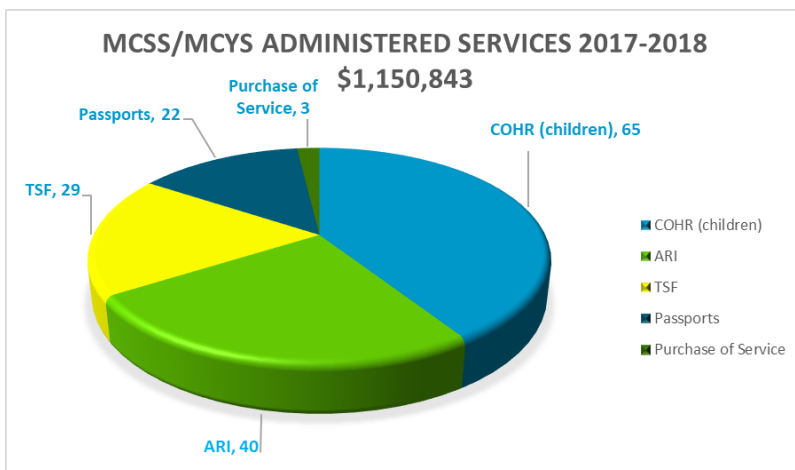
	People Power	Responsibility to Family and Individual	Responsibility to Community	Relationships and Collaboration
Client Data Base		✓	✓	
Disability Management Program	✓	✓	✓	
Staff Call – in software		✓	✓	
Online Staff Training	✓	✓	✓	
Values Based Training	✓	✓		
Neighbourhood Strategy	✓	✓	✓	✓
Health Supports to Seniors	✓	✓		✓

Non-Profit Housing – in partnership with Rygiel Homes Housing Corporation, there was further exploration of opportunities for affordable, accessible housing for people with a developmental disability. Agency continued its participation in the national housing strategy with CACL. Late fall 2017, Rygiel became part of the launch of the Housing initiative launched by MCSS through the Developmental Services Agency. Through this work, we have contributed to the community development on this matter and furthered the learning requested by our two Boards. *Ongoing throughout the fiscal year*



Revamping of Community Participation Programs and Supports – through foundation discussions for people in service and with families looking for supports, staff developed supports and processes to respond to current interests and needs that unfolded through the discussions. Supports are offered based on the agency beliefs and vision. *Summer 2017*

Support and Services



Service Challenges

Total Hospital Hours: 579.75/hr

Respite Pressure— More respite recipients are asking for more days. There are currently 24 respite recipients accessing a total of 999 days of respite per year. Throughout the years several respite recipients have requested more time. This equates to another 103 days a year.

Complex Needs Support—Due to the complex mental and behavioral needs of a resident that has been served by this agency for 14 years, it necessitated us accessing staff from a third party provider for the months of March and April and into the new fiscal year totaling 210 hours. As a result, this individual’s support was transferred to another agency.

Community Participation—Several families and individuals who have Passports funding are inquiring about the availability our Community Participation program. To date, three have started and another three are doing pilot days to ascertain appropriateness and capacity of the program.

Accomplishments This Year

respiteservices.com—264 families registered, 50 workers approved, 158 matches occurred in the 2017-18 fiscal year.

FASD Regional Conference—150 participants that generated interest of another 14 members of the community to commit to the resource team (prior to the conference there was only 6 resource team members)

Community Transition Network—Rygiel chairs this committee which provides an annual information session and presentations to families who are supporting family members with a developmental disability find support. The latest information night included 32 service providers and approximately 135 family members in attendance.

Rygiel Community Roles

Resource Management Group	Urgent Response Mechanism	Service Consultation Team
Community Transition Network	FASD Initiative	Children with Complex Needs Partnership
Developmental services Transportation Committee	People First	Children's Mental Health Core Service Providers
Service Coordination Hamilton Leadership	Third Party Behavioral Support Plan Committee (Beth Tikvah, SALM and CLH)	

Updates on Departmental Goals and Components of Strat Plan

NVCI—New Curriculum will be implemented April 2018

AIMS—Continues to provide training in new modules. Will be providing training in computer lab once the space is set up

Community Participation—Work towards expansion in order to support people in the community with Passports Funding.

Report on Volunteers

In this fiscal year we saw 95 students come through our agency contributing 22,800 hours. That is equivalent to having 11 fulltime staff. The students do their hours in residential homes, day support programs as well as help at our fundraisers. Rygiel is affiliated with the following schools: McMaster University, Mohawk College, St. Thomas More, Sir Allan McNabb Secondary, St Charles, Redeemer College, Grand Health Academy, and Fletcher. Many of these students continue to volunteer outside of their academic year.

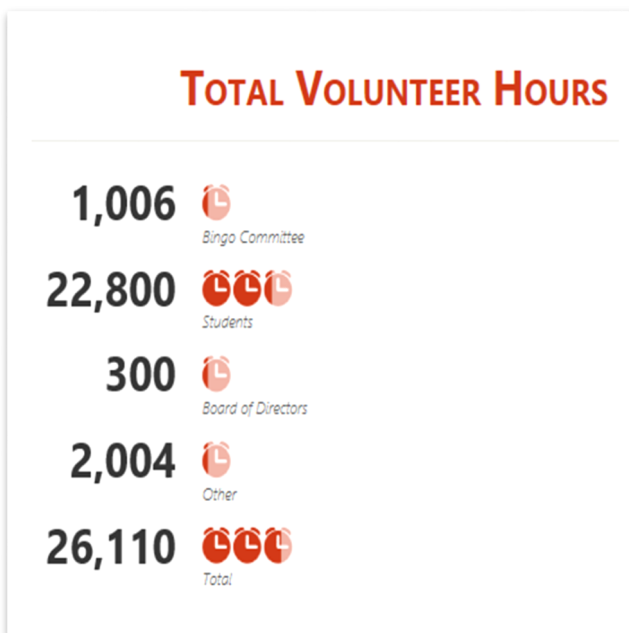
Rygiel Supports for Community Living has a very committed group of Board of Directors who along with their monthly meetings serve on many committees. This group has contributed over 300 hours of community service. The Board ensure that the vision and mission as well as our belief statements are in line with the strategic plan

Within our existing volunteer pool Rygiel Supports for Community Living has a bingo committee consisting of 6 people who faithfully attend the sessions 3-4 weeks each month. This group has contributed in total 1006 hours this past year. The money raised goes towards the purchase of accessible wheelchair vans. The group has been in existence since 2001 and has raised close to one million dollars.

The rest of our volunteers are people who have been with Rygiel for a number of years and who continue to provide friendship, companionship, mentorship and advocacy to the people supported by Rygiel. This group has given our agency 2004 hours. Many of these volunteers are considered to be family to our individuals because of the countless years of volunteering.

Without volunteers, running a fundraiser would be near impossible. This year we held fundraisers such as the annual golf tournament, pasta dinner and Xmas bazaar. Families, volunteers, students and even board members are on committees that plan these events. A lot of hard work goes into planning these events and wouldn't be able to proceed if not for the generosity of people's time.

Many thanks to all the volunteers, students and staff who contribute to the success of fundraising. A special thank you to our staff and people supported who welcome our students with open arms. This is a learning experience for all of us and many people continue to say that Rygiel Supports for Community Living is one of the best places to give their time. Many people have great experiences which will remain with them for a lifetime, just as it has for many of us who started as students or volunteers.



Report on Human Resources

Training April 1, 2017 to March 31, 2018

Values Based Training

- Conscious Care & Support
- Claiming Full Citizenship
- What is a Home
- What is a Meaningful Day
- Social Role Valorization
- PASSING

Health Care Controlled Acts Training

- Practical Diabetes Training
- G-Tubes
- Ostomy Care
- Inhaler Therapy
- Oxygen Therapy & CPAP

Ongoing Training

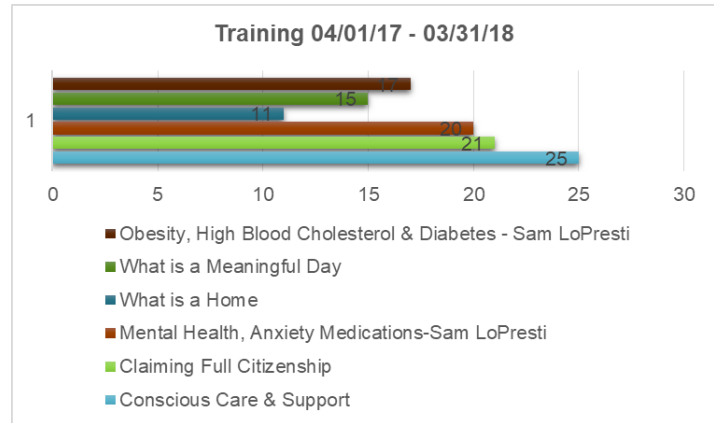
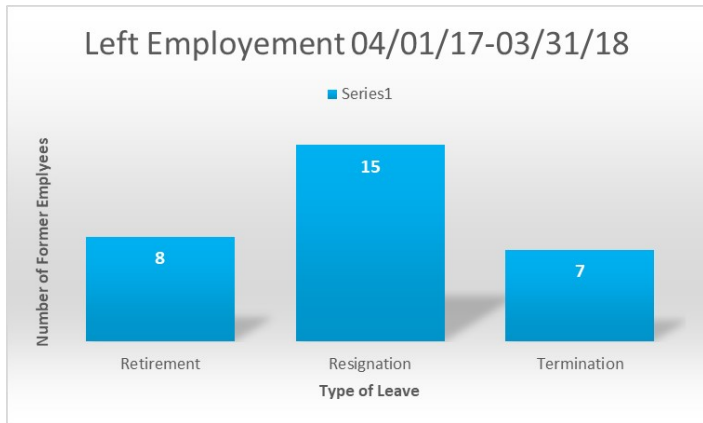
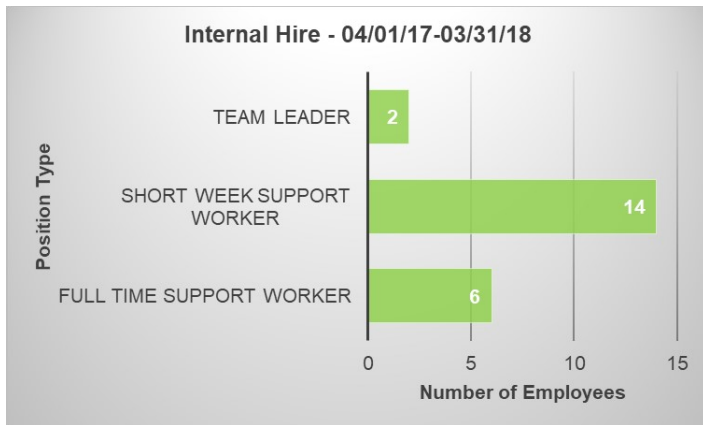
- Pharmacology
- CPR/FA
- NVCI

Leadership Training

- Service Coordinator in Training
- Team Leader in Training

Community Workshops

- Mental Health
- Anxiety Medications
- Obesity
- High Blood Cholesterol
- Diabetes



2017-2018 Donors

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