



CTRC
Cochrane Temiskaming
RESOURCE CENTRE DE RESSOURCES

2023-2024

IMPACT REPORT



Michel Elena
Lynni

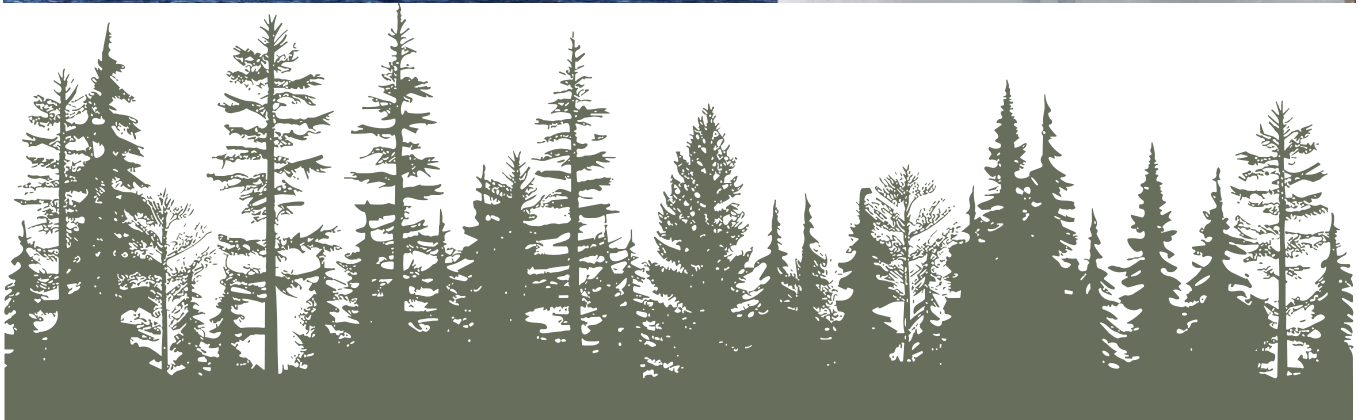
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Established in 1976, CTRC was created to deliver services and supports to individuals with developmental disabilities across their lifespan in the districts of Cochrane and Temiskaming. With a rich history, the organization has been dedicated to enhancing the lives of those it serves, empowering them to achieve full inclusion in their communities.

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LAND ACKNOWLEDGMENT

We at the Cochrane Temiskaming Resource Centre wish to acknowledge this land on which we operate. For thousands of years it has been the traditional land of the Anishinaabe (Ojibway), Ininew (Cree), Algonquin and Metis people, located on Treaty 9 and Robinson Huron treaty territories. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land. We are committed to building and strengthening existing relationships and to learn from one another.



OUR VISION

Individuals supported by the Cochrane Temiskaming Resource Centre will have fair and equal opportunity to live, work and play within the community, as determined by personal interest and not by label.



OUR MISSION

To advance the quality of life of individuals with developmental disabilities through the promotion of supports and services which are person driven, holistic, community based and accountable.



OUR PHILOSOPHIES

We believe in a person driven operation, and that individuals we support and their families are given the opportunity and assistance to make informed decisions about their services.

We believe that individuals we support, their families and the community at large are essential partners in meeting our mission and supporting our vision.

We believe that we have a responsibility to provide, develop and promote the highest quality of service and support.

We believe that we have an important role in promoting issues and developments relevant to developmental disability in the communities in the Territorial Districts of Cochrane and Temiskaming, in the region and in the Province.



FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

We are pleased to present this year's annual Impact Report, which reflects our resolute commitment to serving individuals with developmental disabilities across Northeastern Ontario. This year has been marked by appreciable growth, strategic initiatives, and firm dedication from our community, staff, and partners.

In April 2023, we were excited to announce the launch of our new Strategic Plan, a blueprint that will guide our efforts and priorities over the coming years. This plan is a testament to our dedication to continuously improve and refine our services, ensuring that we meet the evolving needs of those we serve. Some of the strides we have made this year include gaining investment from the Partner Facility Renewal process, advancing technology to support the work of employees, strengthening our workforce through expanded recruitment drives and targeted investment in staff training, bolstering our EDI presence, expanding our advocacy efforts across the community and province, including with government officials, and responding to the housing crisis that significantly impacts our sector through cross-sectoral networking and exploration of innovative solutions.

These accomplishments could not have been possible without the genuine commitment and resolve of the CTRC employees. From direct support to back-office focus, all our teams are so essential to the effectiveness and optimal impact of the services we provide to people with developmental disability across the region.

We extend our heartfelt gratitude to our Board of Governors for their steadfast support and commitment. Their guidance and dedication have been instrumental in achieving our goals. We also want to thank our incredible employees for their care, professionalism, and tireless efforts. Their work ensures that individuals with neuro-diverse needs receive services that truly make a difference.

All these accomplishments align with our vision and mission: to help people with developmental disabilities live their best lives. We look forward to building on this year's successes and continuing to make a meaningful impact in our community.



JOEL MCCARTNEY, M.A.
EXECUTIVE DIRECTOR



KIM MCENTEE,
BOARD CHAIR

LEADERSHIP



Board Members

Kaye Jacksic (Timmins)
Nathalie Clouthier (Timmins)
Jean Harsell (Kapuskasing)
Louise Lachance (Kapuskasing)
Jill Pittman (Smooth Rock Falls)
Janine Johnson (Kirkland Lake)
Phoebe Sutherland (Moosonee)

Executive Committee

Kim McEntee – Board Chair (Timmins)
Jake Rempel – Vice Chair (Hearst)
Mitchell Reid – Secretary (Timmins)
Rochelle Collins – Treasurer (Timmins)

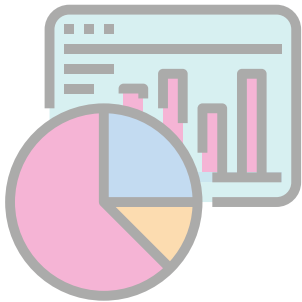
HOUNOURING KAYE Catherine (Kaye) V. Jacksic

In recognition of her personal dedication and commitment to CTRC and its mission Kaye Jacksic received a Dedication Award as our longest serving Volunteer Board Member.

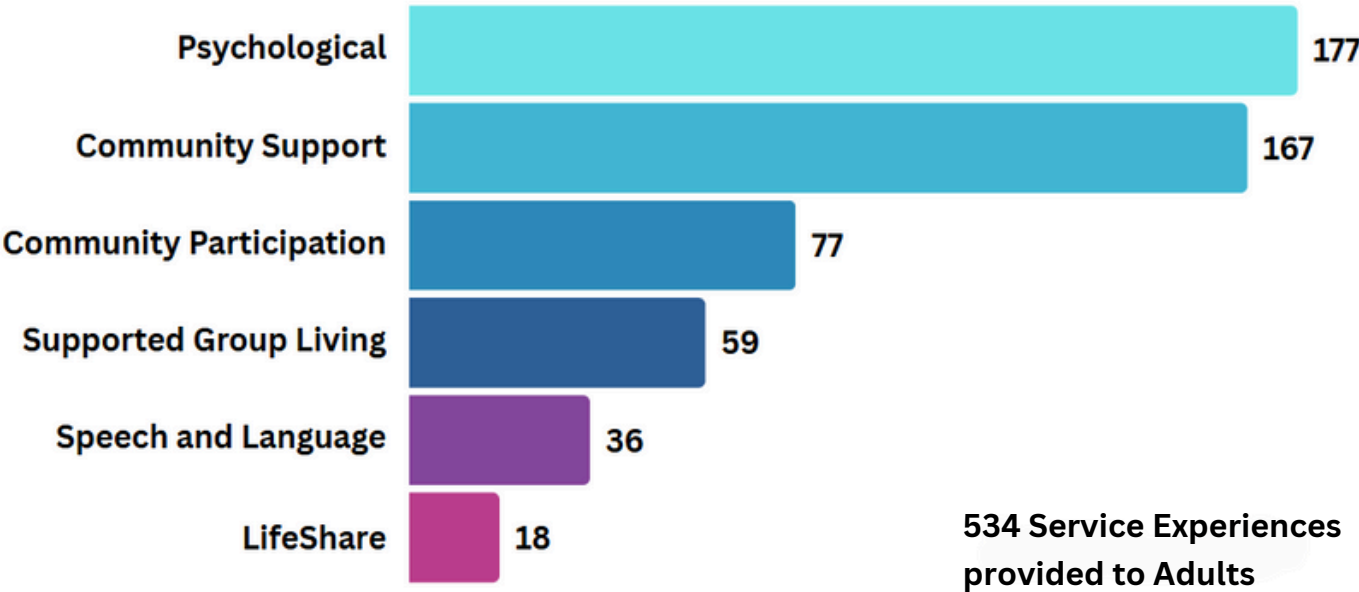
Kaye was a founding member of the CTRC and was a member of the Board of Governors from 1976 to 2023. For 47 years, Kaye tirelessly devoted her life to establishing and improving supports and services for people with developmental disability across the districts of Cochrane and Temiskaming. Thank you Kaye!

SERVICE HIGHLIGHTS

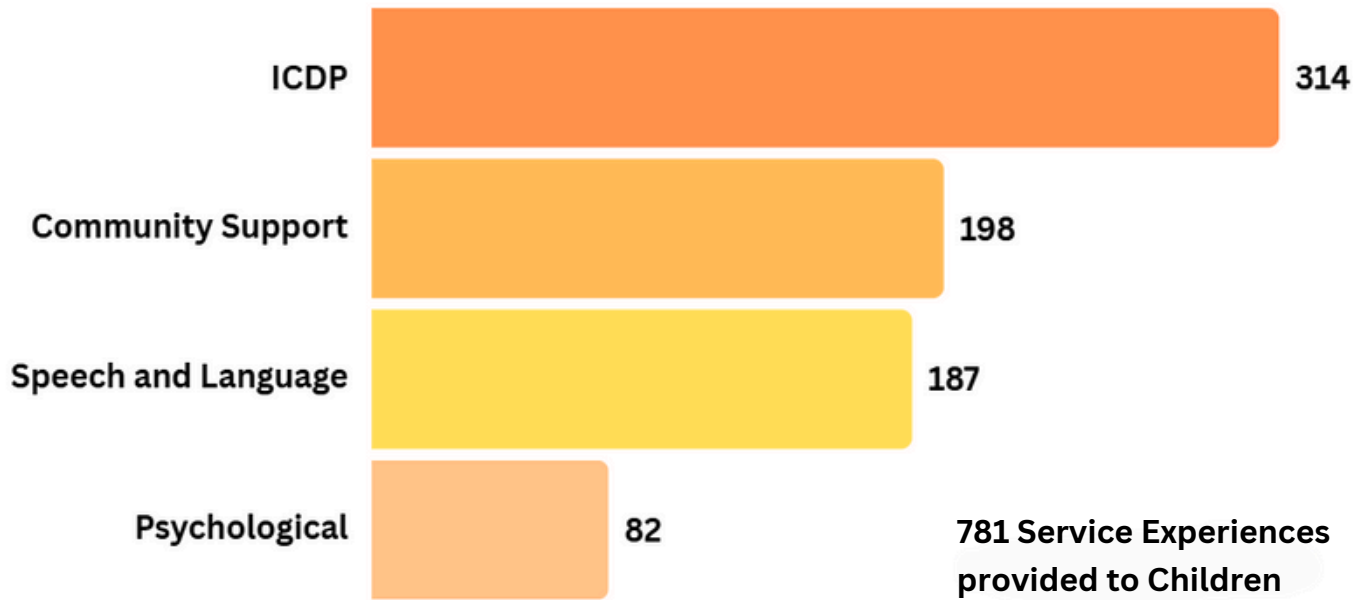
In 2023-2024 CTRC served **973** individuals



1315 *service experiences* were provided across the following programs:



This year we saw a 6% increase in the number of people served and a 5% increase in the number of services provided.

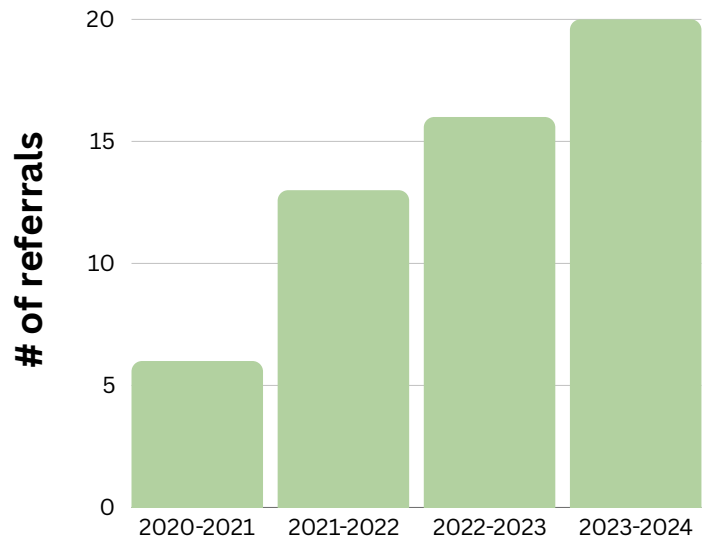


URGENT RESPONSE

UR reflects a significant individual need in community that often brings considerable complexity to planning and support.

This *graph* represents the continued steady increase of UR referrals in the district. This is having an impact on service wait time.

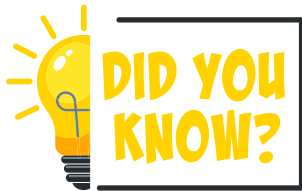
Urgent Response (UR) Referrals



COASTAL VISITS

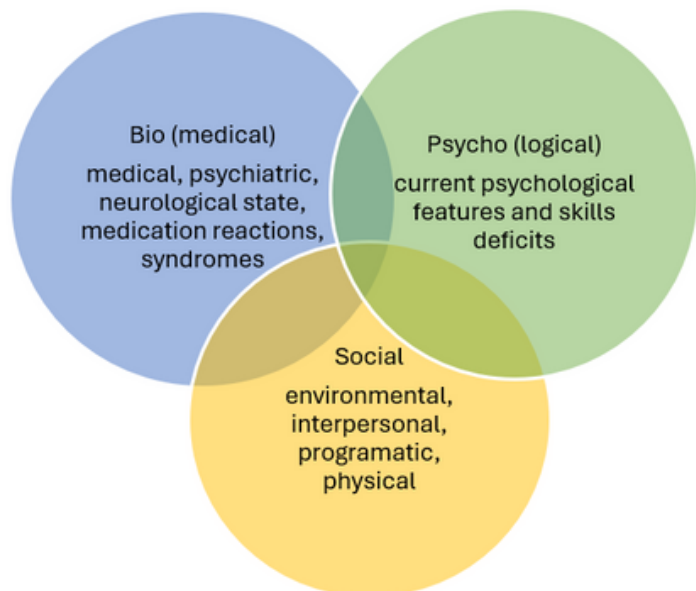
We are pleased to continue to grow our presence within the James Bay coastal communities, to provide equitable services.

In 2023-24 our Community Support Worker visited communities along the James Bay coast on 7 occasions.



Did you know our Specialized Clinical Services team applies an integrated bio-psycho-social theoretical model in practice?

The integrated biopsychosocial model is based on the understanding that the behavioural and emotional challenges faced by persons with developmental disabilities reflect the dynamic influence of these bio-medical, including psychiatric and neuropsychiatric, psychological, and social environmental factors (Griffiths & Gardner, 2016).



SUPPORTED GROUP LIVING



CTRC made significant strides in improving the lives of individuals supported through comprehensive care, community integration, and personal development initiatives. Our program aims to provide a supportive and nurturing environment for individuals with developmental disabilities.

In 2023-24 we supported **59** individuals with diverse needs, including medical, aging, and dual diagnosis concerns, in CTRC- supported group living homes; each personalizing their bedroom to their taste and accessing home and community living opportunities of their choice.



Living in a CTRC group home is very good. I like the staff. I do have a list of staff that I like best. I take the staff out to McDonalds or somewhere else to get take out and snacks once a week. I also take them out for other outings like to the Timmins Square, Walmart and Best Buy.

-Liam

Renovating and repairing our supported group living homes is a continuous process, as we strive to provide comfortable, modern living spaces that are also safe and effective workplaces. This year, we began installing natural gas-powered generators at six supported group living homes, ensuring electricity during outages and reducing the need for disruptive evacuations. Additionally, we prioritized accessibility and safety with renovations, including improved flooring, walkways, and bathrooms across various locations. Many of these improvements were made possible from successful application to the MCCSS Partner Facility Renewal program that provided **\$288,000** in funding.



COMMUNITY PARTICIPATION SERVICES (CPS)

CTRC's Community Participation Services program includes a centre-based day program and individualized community participation via Passport funding. A rich range of social interaction, creative activities and community integration experiences were provided to **77** individuals. 53 people were supported through our day program hub and 24 through the Passport resource.

An emphasis is always placed on helping people exercise their choice and decision making skills.

This year, **1198.75** Passport Hours were provided by CTRC staff.



**Fun and games
at the FOAM
PARTY!**



**ROCKIN' at
Rock on the
River!**



**ENJOYING A PINT AT
THE LOCAL PUB!**



PROFESSIONAL RESOURCE TEAM (PRT)

CTRC's Professional Resource Team (PRT) delivers meaningful, evidence-based services aligned with current practices, J2B, and our strategic plan. Over the past year, we conducted a comprehensive program evaluation to identify gaps, enhance strengths, and rethink service delivery. Key projects completed in 2023-24 include:

- **Streamlined Service Requests:** Redesigned processes and committee reviews to ensure timely, complete, and appropriate referrals, reducing wait times.
- **Enhanced Quality Assurance:** Introduced measures to monitor waitlists, wait times, and prioritization systems.
- **Optimized Intake:** Streamlined processes and offered virtual service options.
- **LifeShare Program Revitalization:** Advocated and provided enhanced support for this initiative.
- **Community Engagement:** Expanded presence through events, presentations, training, and sharing specialized resources.



Our LifeShare Team worked diligently with individuals supported, LifeShare Providers, Relief Providers and Provincial Groups for suggestions for improvement, to provide equitable opportunities and to revitalize the program. Feedback was received and discussions are underway to increase daily stipends comparable to the provincial range.



I like going fishing with Chris (Lifeshare home provider). I like that my LifeShare support worker Lindy takes me out for a treat sometimes too.

-Danny

I love it, it's like extended family. The love we receive is indescribable.

-Sylvie
LifeShare Provider

INFANT AND CHILD DEVELOPMENT PROGRAM (ICDP)



Within a climate of considerable financial austerity, the ICDP continues to support hundreds of infants, children and their families each year. Advocacy with the Ministry at the provincial level continues to stress the importance of the program to families, and locally the Developmental Consultants have been increasing their community engagement by providing presentations, education, and outreach to community partners.

SERVICE FEEDBACK

Our PRT department received **26** service feedback surveys, achieving an impressive **94%** average satisfaction rating. The majority of respondents indicated that our services were helpful, met their needs, and made a meaningful difference.

Here's what people said about our services:

"There was always compassion and support where needed. Very professional."

"Having support and services for whatever I needed. Thanks for everything."

"Care of Client is second to none. Staff have been more than great!"

APPRECIATE
you

THANK
you

"Phone call away; she listened to all concerns. Very helpful & friendly."

"CTRC is very lucky to have (staff member) part of their team. She made a huge difference in our son's life. She is patient, kind and very knowledgeable."

HUMAN RESOURCES



Recruiting talent is a top priority.

53 competitions were held in 2023, reflecting a robust recruitment approach. 64% of the positions offered were for permanent Part-Time or Full-Time positions.

As of December 2023, CTRC had **214** employees.

The turnover rate in 2023 was 10.5%, including staff that left as a result of retirement. This is within the acceptable industry margin.



Photographed above, the CTRC Booth set up at Welcome to Timmins Night at the McIntyre Arena.

HEALTH AND SAFETY

Health and safety are top priorities at CTRC. Together, we've built a workplace culture that values the safety of both staff and the individuals we support. With the guidance of our active Joint Health and Safety Committee (JHSC), which includes representatives from various departments, we address diverse safety needs effectively. Through regular training, equipment maintenance, and open communication, we've minimized risks, prevented injuries, and fostered a safe environment where everyone can thrive. Initiatives like installing Generac generators, holding monthly JHSC meetings, and maintaining up-to-date safety practices highlight our ongoing commitment to health and well-being.



EMPLOYEE RECOGNITION AWARDS

The CTRC Employee Recognition Awards is an annual luncheon that celebrates employees as they reach career milestones.



ANNUAL BOARD DINNER 2024

At this years CTRC Board of Governors Annual Dinner, two employees were honoured for reaching 30 years of service. Dana Pecore (middle) and Joel McCartney, Executive Director (right) photographed with Colleen Taylor, Client Support Services Director (left).



PROFESSIONAL DEVELOPMENT



CTRC brought Lynne Seagle to Timmins for a one-day interactive meeting with over 100 staff and community colleagues.

She gave us an opportunity to think differently about how services and supports can be provided to individuals, to strengthen *Choice and Inclusion* in peoples lives.



Lynne Seagle (photographed above), is a world-renowned advocate for individuals with intellectual disabilities.

Thanks to the



Community Fund, CTRC was granted \$20,000 to invest in staff training on the ASIST program (Applied Suicide Intervention Skills Training).

44 DS sector staff from across the region were trained, strengthening staff capacity to respond to this important Mental Health issue.



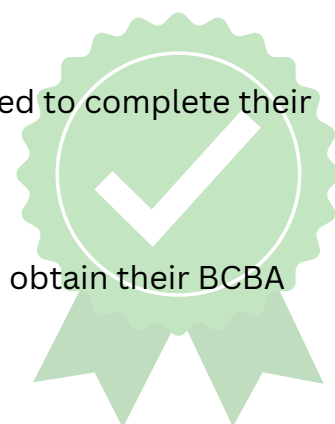
PROFESSIONAL DEVELOPMENT continued...

Developmental Service Worker (DSW) Apprenticeship Program

3 employees from the Supported Group Living (SGL) team were assisted to complete their DSW Apprenticeship, strengthening our direct support professionals.

Board Certified Behaviour Analyst (BCBA) Certification

2 employees from the Professional Resource Team were supported to obtain their BCBA Certification, strengthening our clinical services team.



STRATEGIC PLAN 2023-2026

CTRC's strategic plan launched in April 2023, and developed 3 strategic directions that align closely with the Journey to Belonging sector transformation, underscoring our commitment to creating a more inclusive, person-centered support system. In the past year, we have reimagined our approach to care, work experiences, and community-building efforts, prioritizing the voices and needs of those we support. Through continued innovative program development, strengthened family and community partnerships, and a commitment to enhancing our workforce's experience, we are paving the way toward a future where every individual is empowered to live fully and meaningfully within their communities.

PROGRESS ON OUR 3 STRATEGIC DIRECTIONS

Rethink and Redesign the Way We Care

- Increased community training offerings (e.g., schools, community centres, agency groups).
- Substantial investment in Passport program to increase our fee for service offerings and expanded community integration events (e.g., Foam Party, Rock on the River, Visits to local farms, exploring employment options).
- Challenging the status quo of traditional group home living (e.g. Lynne Seagle regional presentation).
- Enhancing our social media, website and annual report experience to amplify CTIRC's impact and relevance to community.
- Ensuring that knowledge and leadership at CTIRC is accessible across the region for the benefit of partner organizations (e.g. developing an accessible Resource Guide on Intellectual and Developmental Disability).
- Led the organization of the Community Living Ontario regional conference in Timmins.
- Strengthening our coastal services with clinics in full swing running 4 times per year, and a stronger case management presence.
- Ethics Committee re-engaged in reviewing and guiding optimal person-centred care at CTIRC.

Creating a More Meaningful and Supportive Work Experience

- Implemented an Employee/Management Scheduling Committee to significantly improve vacation approvals for supported group living staff. A new 4-month scheduling approach was successfully developed.
- AIMS and email implementation across all agency to strengthen interconnectivity and smoother access to information to better equip staff to support people.
- Strengthened the Employee Recognition Awards Day to honour the important work and contributions of our employees.
- Advanced the QAM experience to make it more meaningful with new information to train and introduce staff to the DS sector, with an emphasis on maximizing supported decision making, choice, and control for individuals.
- Obtained *Bell Let's Talk* Community grant to support Applied Suicide Intervention Skills Training (ASIST) to build staff capacity in suicide prevention.

Build Capacity in Families and Communities

- Obtained government grant for a state-of-the-art VC room in our Kapuskasing office to enhance accessibility to Francophone services in the community.
- Implementation of Oceans MD, electronic referral system, to make it easier to access CTIRC services for children and families.
- Updated and refreshed CTIRC information pamphlet for distribution across the region.
- Engagement with key government representatives to improve awareness of CTIRC's presence and value and support positive change and investment in CTIRC's operations.
- Elevated community engagement with CTIRC activities and developments indicated by increased traffic on our Facebook Page and website.

EQUITY, DIVERSITY AND INCLUSION (EDI)

Integrating Equity, Diversity, and Inclusion (EDI) into the culture and operations of CTIRC is not just a progressive choice—it is an essential commitment to dignity, respect, and opportunity for all. Our region is seeing considerable growth in the diversity of communities, and embedding EDI ensures that services truly reflect the needs and aspirations of the people and families we support. EDI also strengthens our workforce by cultivating a sense of belonging and equity among employees, enhancing collaboration, innovation, and shared purpose. Together, these principles are the foundation for transforming our services and creating a future where everyone has the chance to thrive.

The CTIRC EDI Committee continues to be active, meeting regularly, acknowledging important EDI issues and offering considerations to strengthen our EDI presence.





Recognizing the importance of AccessAbility and Inclusion



ADVOCACY

We continue to advocate for strengthened investment in CTRC and the broader Developmental Services sector.

CTRC strongly supported the #5ToSurvive campaign spearheaded by Community Living Ontario and OASIS (Ontario Agencies Supporting Individuals with Special needs). This was a call to government for critical investment in the DS sector in recognition of decades of depreciating base budgets. The conversation continues...



Individuals supported were very excited to meet Timmins Mayor Boileau as she toured our Day Program (Community Participation Service).



Below - meeting with George Pirie, MPP, to talk about CTRC services and pressing issues in our sector.



The ED also engaged with Charlie Angus, MP, and Doug Ford, Premier of Ontario, to further discussions on critical issues impacting CTRC, the DS sector, and the individuals we support.

COMMUNITY INVESTMENT IN OUR MISSION



A great **THANK YOU** to Caisse Alliance for their generous donation to purchase a new therapeutic tub.

**THANK
YOU**
😊

With financial support (\$17,300) from the Canada-Ontario Agreement on French Language Services Annual Regional Projects, we were able to build a state-of-the-art VC room in our Kapuskasing office. This project will increase our capacity to provide virtual and/or in-person specialized developmental services in our catchment area.



CLIENT RECORDS

The Client Records department actively trained all 145 SGL staff for the transition to electronic charting on AIMS, and converted many paper-based forms to digital formats to enable direct uploads and reduce paper use. We are also active members of 2 provincial committees focused on Developmental Services Consolidated Information System (DSCIS) upgrades to improve file information access in the DS sector.

Future and ongoing projects include:

- Finalizing our e-referral form(s) in both official languages, hosted online via the Oceans MD Referral System.
- Updating our Satisfaction Survey to include the use of QR codes for ease of data collection.
- Refining and updating the AIMS manual with new tips and tools to effectively troubleshoot and navigate electronic reporting errors.



INFORMATION TECHNOLOGY

2023/2024 has been a year with many improvements in technology across all departments:

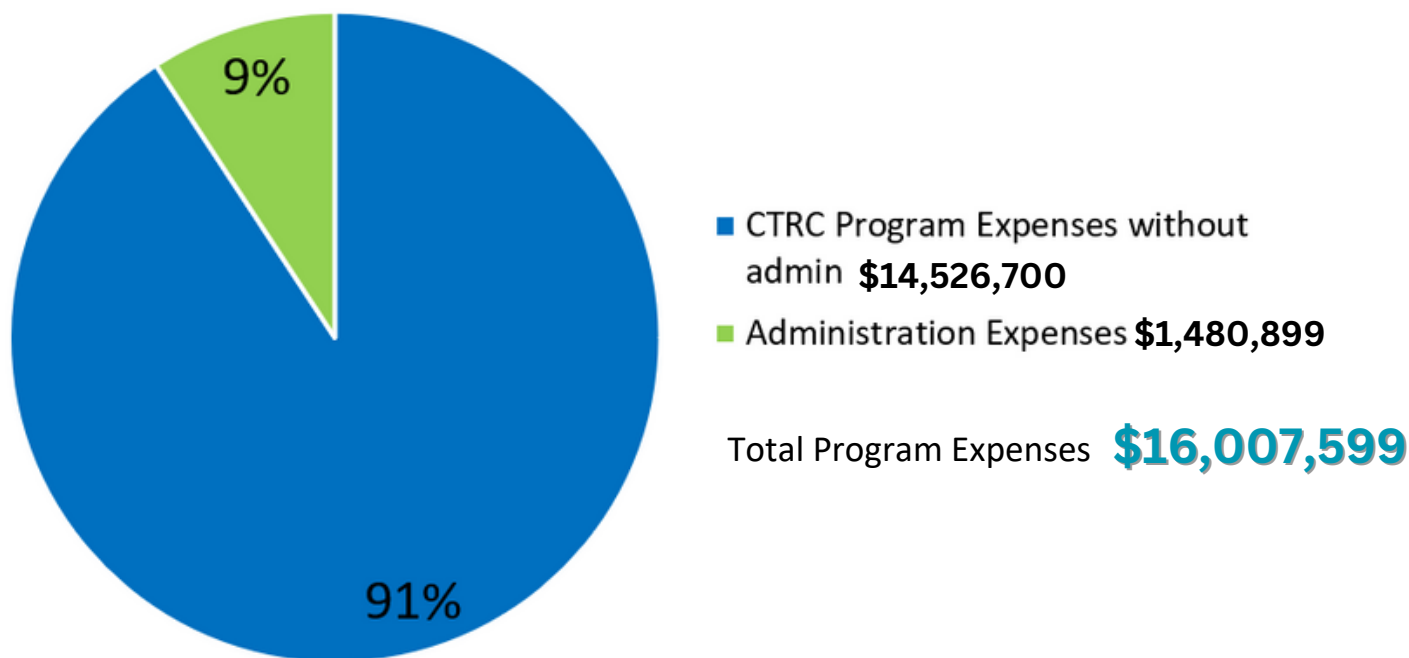
- 90% of staff have an active employee email, giving them more timely and streamlined access to work information and related activities.
- Completed first round of employee cyber awareness training with Admin and PRT staff.
- Improved Wi-Fi access in all locations.
- Enhanced our server security by moving from antivirus to Endpoint Security.

Projects started in 2023/2024

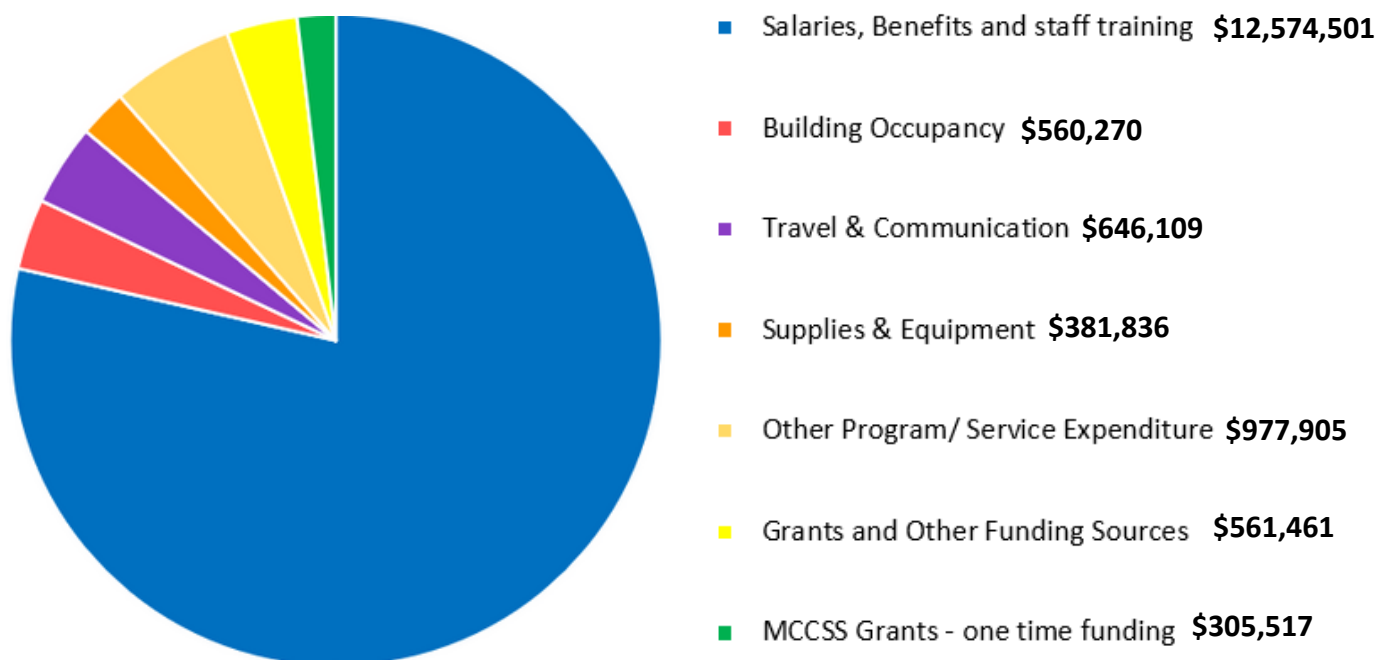
- Adding the Intellectual/Developmental Disability and Psychological Resource Book on our website.
- Upgrading our current Windows program to Office 365 to better support employees' work experience.
- Multi-Factor Authentication (MFA) to access Office 365 and emails in a more secure manner.
- Started second round of cyber awareness training to all staff, tailoring the training to job specific needs.
- Developing a more robust Disaster Preparedness plan.

FINANCIALS

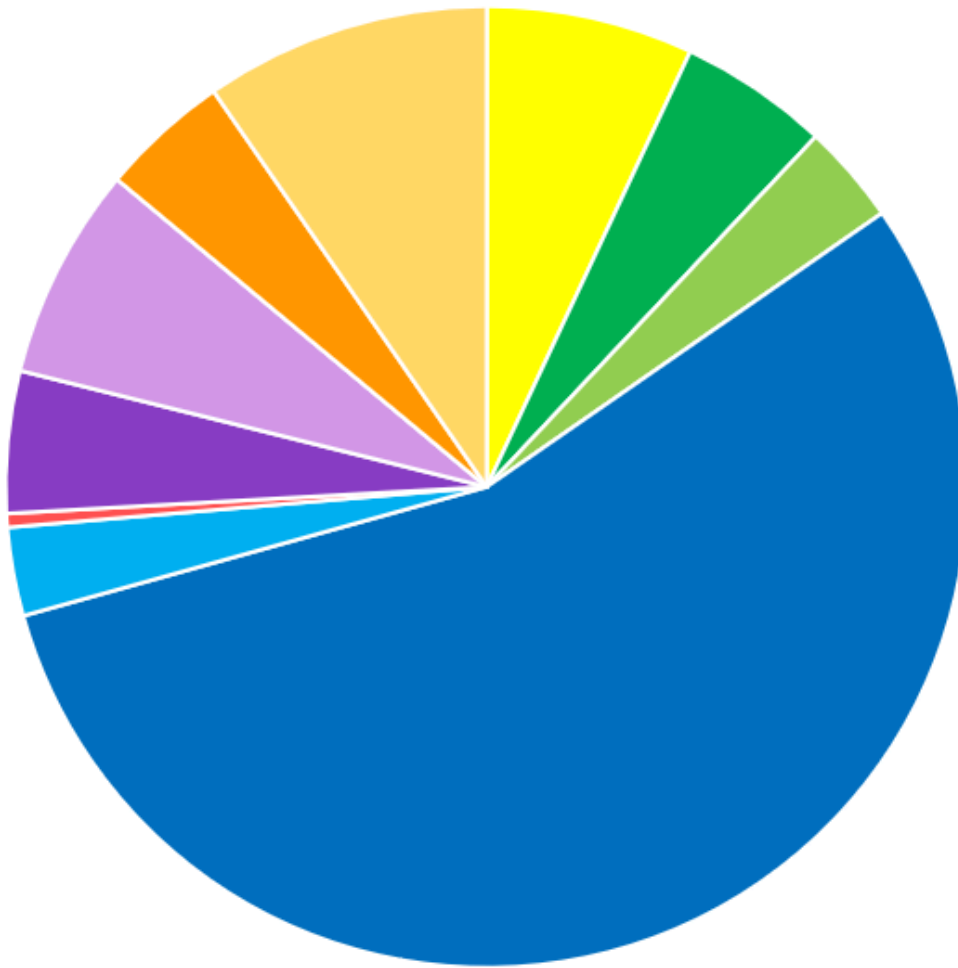
CTRC is committed to providing a high level of transparency and accountability in it's financial practices. In the 2023-24 fiscal year, we received an Audited Financial Statement from MNP.



EXPENSES BREAKDOWN



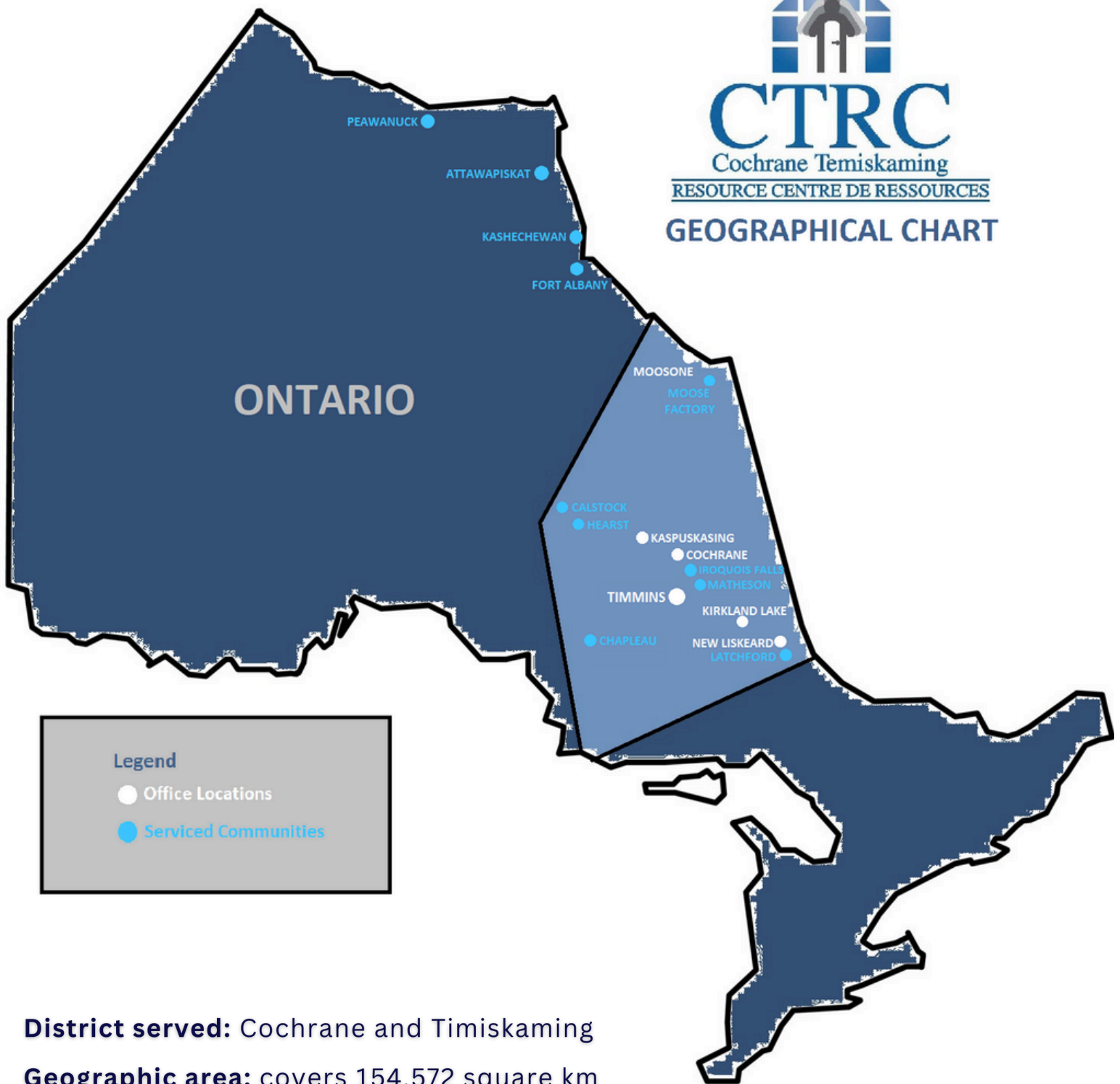
FUNDING BY PROGRAM



- Client Support Services **\$984,634**
- Community Support Workers Adults **\$701,044**
- Community Support Workers Children **\$467,363**
- Community Residence Adults **\$7,966,965**
- Lifeshare Adults **\$421,422**
- Lifeshare Children **\$65,289**
- Professional Resource Team Adults **\$664,796**
- Professional Resource Team Children **\$997,195**
- Infant and Child Development Program **\$614,425**
- Other funding specialized to individuals **\$1,183,816**



OUR REACH



District served: Cochrane and Timiskaming

Geographic area: covers 154,572 square km

Population: 109,387 (2021 Federal Government Census)

Population Density: .71 persons per square km

OUR SERVICE LOCATIONS

TIMMINS **(Head Office)**

600 Toke Street
Timmins, ON P4N 6W1
Telephone 705-267-8181
Fax 705-264-4255

KIRKLAND LAKE
6 Tweedsmuir Rd.
P.O. Box 144
Kirkland Lake, ON P2N 1H9
Tel: 705-567-5370
Fax: 705-568-8190

COCHRANE
18-A Aurora Ave
Cochrane, ON P0L 1C0
Tel: 705-272-2917
Fax: 705-272-2909

MOOSONEE
(Mailing Address)
21 First Street, Unit 12
P.O. Box 447
Tel: 705-336-0639
Fax: 705-336-0690

KAPUSKASING
101 Progress Cr., Suite 8
Kapuskasing, ON P5N 3H5
Tel: 705-267-8181
Fax: 705-335-2522

NEW LISKEARD
60 Scott Street, Unit 2
P.O. Box 368
Tel: 705-647-1390
Fax: 705-647-5177



For more information
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Cochrane Temiskaming
Resource Centre



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