

# community living



## QUINTE WEST

Bridges to Inclusion



**2010-2011  
Annual Report**

*“If my mind can conceive it and my heart can believe it,  
then I can achieve it.” - Author Unknown*





# 2010-2011 Annual Report

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## **Vision Statement**

Community Living Quinte West envisions a community where persons with disabilities are accepted as full and active citizens, where individualized support is available to assist all persons to live, work and play in a community where diversity is respected and embraced.

## **Mission Statement**

Community Living Quinte West is committed to the provision of supports that will assist individuals with an intellectual disability to live, work and play as integrated and valued members of their community.

## **Strategic Goals**

- Achieve Accreditation by February 2012
- Develop a more public political voice to be stronger advocates for the people we support
- Research and Implement program and service options that are more responsive to individualized needs, goals and desires
- Develop and implement a public awareness program.
- Strengthen our financial base through effective management and resources development, and accessing alternate sources of funding.
- Strengthen and support our volunteer base.
- Develop and strengthen partnerships with local agencies, businesses and service providers.

## **Association Affiliations**



Volunteer & Information Quinte



## President's Report

Government constraints have been a major challenge this year for the whole developmental sector but Community Living Quinte West has turned this challenge into new opportunities for the agency and people with intellectual disabilities. Three of our most outstanding accomplishments this year have been the HELMS Project, renovations to our Canal Street building, where the Compass Program takes place, and our increased emphasis on training and striving toward Accreditation.

CLQW has developed a collaborative funding proposal with four other agencies that support people with intellectual disabilities and with the YMCAs in the Quinte and Northumberland areas. I am happy to announce that our proposal was successful and the funding we received enabled us to develop a program dedicated to building access to various exciting sports activities. We named the program HELMS (Health, Energy, Learning, Motivation thru Sports). The program has been extremely successful, creating opportunities for individuals to learn new skills and then participate more fully in the multiple, diverse sports communities. Skiing, horseback riding, golf, sailing, camping, YMCA Programs of all types are some of the opportunities that have been created by the HELMS Project and enjoyed by many of the individuals. An additional benefit of the program has been the increased communication and cross-agency support that has occurred as a result of the HELMS Project.

Our Canal Street building was constructed in the 1960s and many improvements were needed. This year we were successful in obtaining a minor capital grant to install new windows throughout the building. The old windows were the small, industrial type windows high up in the walls which allowed only sparse lighting to come through and people in the building could not see out nor open the windows for fresh air. The new windows have made a wonderful difference for staff, supported individuals, and others who use the building. Light, air, and rooms with a view have improved the atmosphere considerably since being added to Canal Street. Next year we hope to have new ceilings, floors, walls and improved access to the building.

In our path toward Accreditation we have developed increased training opportunities for all staff. We have provided all staff with a two-day workshop in human sexuality training. Other types of training for this year have been Validation Training connected to Accreditation, Risk Management Training, Advanced Autism Training through the Geneva Centre, Sensory Training through the Mukibaum Centre, Employment Law and Contingency Planning and Behaviour Training. For the coming fall we are currently developing a new Facilitator Training Program and agency-wide training in creative ways to help our clients develop their personal plans.

The future will continue to be a challenge with the implementation of new regulations based on MCSS's Transformation Agenda. However, this past year has shown that CLQW will continue to create new opportunities for all of those who are part of our organization.

Respectfully submitted,

Michelle Earle,  
President

Starr Olsen  
Executive Director

## **Residential Services and Family Homes**

Community Living Quinte West continues to support adults to live full and enjoyable lives within a residential group living environment in the Quinte West area.

It was not so long ago that our three existing residential homes provided shelter and staff support to 16 people. The desire to provide an environment that was calmer, more inclusive and “homier” has always been the goal, however, with waitlists being what they were and the need for residential support for individuals living in the communities increasing, the goal to downsize our homes seemed almost unreachable.

Community Living Quinte West has maintained the three residential homes, however; the number of people living in each home has been reduced to four, thus providing a more nurturing environment with increased learning opportunities for individuals who live there.

At this time last year, Community Living Quinte West proudly reported on the development and opening of the first Family Home within our agency. We are very pleased to report the opening of a second Family Home through Community Living Quinte West. Not only does the expansion of the Family Home Program help to decrease physical numbers within our residential homes, it offers people increased choice, opportunities and the benefits of all that families have to offer in a caring home environment.

Paid services and supports can be challenging, in any industry, business or social service field but the employees at Community Living Quinte West strive to promote opportunities for learning, self advocacy and social inclusion. The goal of achieving accreditation has challenged all stakeholders to raise the bar in terms of service delivery and has launched a refreshing, new way of “doing business” that will truly enhance the lives of everyone involved. We truly look forward to what the future has to offer.

Respectfully Submitted

Lisa Flanigan  
Manager of Residential Services

Lorrie Arsenault  
Director of Programs and  
Community Involvement

## **Supported Independent Living Program (SIL)**

Community Living Quinte West's Supported Independent Living program offers services to individuals who choose to live on their own in their community with minimal supports. Support is provided to individuals on an as needed basis based on a support agreement with each person. Each person supported through SIL has a Person Centered Plan that outlines their goals. SIL staff work with the person to help them meet their goals.

Currently our SIL program provides support to sixteen individuals who live in a variety of settings. Some live independently in their own apartments, some own their homes, others room and board or reside in nursing homes.

The SIL program has been fortunate in having students on placement to assist in supporting people. Our students have developed programs for transit training including a visual map with photos of the bus stops to assist individuals using the bus system. Students have provided assistance with cooking, improving reading skills, financial planning and banking skills, and assistance with shopping for healthy foods. Their input, energy, and fresh ideas have been a great asset for the SIL Program. Other activities that CLQW helps SIL clients to participate in are bowling, sports activities, dances, other social activities, and volunteering within the community.

This report would also like to recognize a long-serving staff member, Bryan Kell. Bryan is a staff member who has assisted many SIL clients for over 25 years. Bryan is well-respected by those people living on their own in the community. His patience, humour and resourcefulness have gained him great respect from the SIL clients. He consistently promotes the SIL clients' independence and respects their choices. His dedication and commitment to inclusion are to be commended. Thank you very much Bryan.

By promoting independence through the SIL Program, we should naturally work ourselves out of a job! Think about that!

Respectfully Submitted,  
Susan Holmes  
Manager of Collaborative Access and Operations

## Transitional Aged Youth

The Transitional Aged Youth Program has seen a large influx of students entering into the program this past school year; primarily students in grades nine and ten. This early entry is beneficial because it allows more time for the students to connect and become familiar with the process of planning for the future. Students have the time to develop goals and formulate strategies for reaching those goals when they have more time before they must leave high school.

This past March, 2011, I had the opportunity to travel to Orillia and attend the *Reaction 4 Inclusion Conference* with youth from Trenton High School, and two neighbouring schools in Cobourg. This conference was intended to educate youth without an intellectual disability as to the importance of inclusive education for someone with an intellectual disability. Being included in the school community enhances the life, well-being and feelings of belonging for students in high school. Studies show that youth with intellectual disabilities that are included in the everyday aspect of life, school, home and community, go on to be well-rounded contributing members of society. Therefore, it would only make sense that the youth with intellectual disabilities are included with their peers in every aspect of their education.

Progress has not always been swift in making inclusion a reality in area high schools. Four years have passed since CLQW and the TAY program began work on having a Peer Acceptance Program in area high schools. Finally our dream has become a reality.

Trenton High School will start the 2011/2012 school year with the implementation of the new PALS program. PALS stands for Peer Acceptance Leads to Success, which fits what the CLQW community is striving for, acceptance as equals for all people, having the opportunity to realize the same hopes and dreams as their peers, and having the opportunity to show that youth with intellectual disabilities have many things to offer to their community.

The goal of the PALS program is to match youth with intellectual disabilities and youth without but with similar interests to increase integration into the life of their school community. The hope is that these matches will build natural friendships, which will continue to grow outside of the PALS program.

Interviews were held at the end of the school year and the number of students that signed up to be mentors was astounding. We hope that the interest the program has generated is an indication of the success it will have.

Respectfully submitted,

Connie McLean  
Coordinator of Transitional Aged Youth



## The Teaching Home

The goal of the Teaching Home is to provide youth with an opportunity to develop the necessary skills and knowledge needed to decide if they wish to live independently. Young people who choose to live in the Teaching Home are given the opportunity to pursue their dream of one day being on their own without the fear of failure. They learn they can make mistakes and still learn from those mistakes. Young people in this program are encouraged to weigh choices, learn new skills and follow their dream of independence.

This past year has been a very exciting one at the Teaching Home. The Teaching Home Program has witnessed the graduation of its first participant into their first apartment. Mark moved into the Teaching Home two years ago and during that time has worked very hard to learn all of the skills necessary for successful independence.

During the course of the past two years, Mark has acquired numerous skills. He has learned how to do his own laundry, manage his money, make his own meals, care for his home, and go grocery shopping. All of this was achieved while being in a home that was nurturing, allowing him to make mistakes without feeling like he failed, and encouraging him to keep moving forward.

In the short time that Mark has been in his apartment he has surprised everyone with his enthusiasm for the day to day routine that goes along with living independently. Who would have thought one would get excited at the prospect of cleaning and laundry. He is very proud of his apartment, new furnishings, and everything he has accomplished thus far which has led him to this amazing opportunity. We wish Mark all the best for success in his future endeavors!

As Mark closes one chapter in his story and begins another, a new story is just beginning for another youth who has chosen to move into the Teaching Home with hopes of one day being out on his own with the necessary skills to succeed at independently living.

The Teaching Home has been a huge success so far and we hope that it will continue to be successful for many more youth for many years to come.

Respectfully submitted,

Connie McLean  
Coordinator of Transitional Aged Youth

## Compass Program

Community Living Quinte West's Compass Program offers individuals who have an intellectual disability a stimulating learning environment with emphasis on natural learning. We believe in hands-on teaching. Daily lesson plans are developed to study a variety of topics including but not limited to, national holidays and how and why, we, as Canadians, celebrate those holidays in comparison to other countries. The world of science is explored to discover why and how things happen. We encourage people to explore the world in which we live and embrace their own community and all it has to offer. We discuss the men and women that help to make our communities safer places to live, work and play. Whenever possible an excursion into the community is planned into the lesson to enhance the learning experience. The coordination of the lesson plan development is completed by Jennifer Frizzell, our Compass Curriculum Developer.

For those of you who have had the opportunity to visit, view and follow the construction taking place in our Joan Scott Developmental Centre, where our Compass Program lives, I'm sure you will agree that it is nothing less than amazing. Our "Exciting Accessible Expansion" has come to fruition with funding assistance received through a federal Enabling Accessibility Grant. The funding proposal's acceptance is due largely to the hard work of Starr Olsen, Toni Kirby and Andrew Hutchison, who all put forth many hours developing the plans, budget and timeline requirements. The atmosphere is beautiful. It is a unique, motivational space for participants in the program which will encourage and enhance education, learning opportunities and life skills development. New windows, accessible doors, interior walls to define separate classroom areas, a newly retrofitted dining area, refurbished flooring, walls, décor and many more upgrades have come together to really make this a place that people want to be. Thank you to our participants and staff for your patience throughout this chaotic time of construction. Thank you to John Klein from NoZac Carpentry for making our plans on paper a reality. The NoZac team has done an amazing transformation to the old building and did so with total respect and dignity shown, at all times, to individuals receiving services, families, and employees to help decrease the stress during the construction phase. Community Living Quinte West invites all to join us in our "Exciting Accessible Expansion" Open House, October 11, 2011, which will showcase all of the exciting changes.

Respectfully Submitted,

Susan Holmes,  
Manager of Collaborative Access and Operations

## **PawsActive Doggie Daycare**

*PawsActive Doggie Daycare* has had an exceptional year. Our grooming clientele has more than doubled, mainly due to satisfied customers spreading the word. In the months ahead we will be expanding our grooming area and considering other services we could offer.

*PawsActive Doggie Daycare* participated in several community events throughout the year. The Trenton Santa Claus Parade was a huge success for us. We handed out over 400 candy canes with our business cards attached. Many of our four legged daycare friends and their owners took part in the walk, along with students from our co-op placement and volunteers. Another event that we took part in was the 5<sup>th</sup> Annual Barks by the Bay. We handed out 500 Frisbees imprinted with our logo and phone number, had a draw for a free grooming and a draw for a free day of daycare. Brian Hunter, an employee of PADD, did a great job of handing out brochures, business card magnets and answering people's questions as they visited our booth. We also provided two grooming certificates to assist the Oriana Singers, another non-profit organization, with their fundraising. This was a great opportunity to promote our business.

To help grow our business Nicole Johnson attended the 2011 Canada Grooms Summer Sizzler in July which was a 3 day event that took place at the Radisson Hotel and the PawsWay center in Toronto. This event held seminars on everything from how to grow your grooming business to live grooming demonstrations of new techniques that can be used on the everyday breeds of the canine world. We hope to continue to build our client base in the future for both the grooming and the daycare.

I would like to thank our many volunteers and students who have helped out a great deal with various events or just everyday life here at the daycare. A special thank you goes out to Rachel Belfall, Cory Allen, Jessalynn MacDonald, Tanya Desjardins, Connie McLean, Lauren McLean and Dave Donaghan.

We are on Facebook and people are encouraged to check out the pictures and videos of a dog's day at the daycare.

Respectfully submitted,  
Andrew Hutchison,  
Director of Finance and Human Resources

Nicole Johnson  
Assistant Supervisor



## Self Advocates – E.R.R.A.

The Self Advocates have been hard at work designing their *Self Advocates Handbook* and have decided that it would be beneficial for the Executive Council to all remain in their current positions for one more year to become more familiar with their current roles and responsibilities. The council is hoping that this extension of time in positions will allow Self Advocates to gain the skills and knowledge which will in turn help them to be more independent in facilitating their own meetings with limited support from the mentors.

The Self Advocates have been raising funds to be used to attend educational seminars and conferences. To-date some of the fundraisers have included:

- Fall of 2010 and Spring of 2011 Vesey's Bulbs Campaign,
- 50/50 monthly draws
- Booth at Trenton Sidewalk Sale selling pop and water (The monies raised from this event are going towards the registration fees needed to send all of the Executive Council to the ACE (Advocates for Community Education) Conference in Sept 2011 with Keynote Speaker Dave Hingsburger.)

The group has continued to think of creative ways to raise money that will allow them to continue attending conferences and help to raise awareness. The advocates are currently planning a Peterborough River Boat Cruise fundraiser for September of 2011 and a Bowl-a-Thon fundraiser in October 2011. The Advocates will be looking to everyone to come out and have some fun while helping to support them to raise money.

We'd like to thank all of the volunteers who helped us and donated items for our sidewalk sale. We think that next year will be a great year for learning new and interesting things.

Respectfully submitted,  
Mark Wright  
Chair, E.R.R.A.

## Health Energy Learning Motivation thru Sports

**HELMS** is a collaborative project between the Ministry of Health's *Healthy Communities Fund* and six local agencies: Community Living Quinte West, the lead agency, Community Living Campbellford/Brighton, Pathways to Independence, Community Visions and Networking, Community Living Belleville & Area (formerly Plainfield), and the Quinte West, Belleville, Cobourg and Brighton YMCAs. The purpose of HELMS is to connect and involve individuals with developmental disabilities with community sports programs that they would not otherwise be able to access and to promote healthy living choices.

HELMS has just finished two very successful years. Individuals who participated in HELMS gained knowledge of themselves, healthy living, and the community around them through participation in golf, skiing, YMCA activities, horseback riding, sailing, and camping. Individuals' level of self esteem increased, overall physical and mental health improved, social networking and natural connections were established that continue outside of HELMS. People with intellectual disabilities discovered that they no longer have to be on the outside looking in. They are a part of their community, have the right to belong and to enjoy it and they are accepted.

The success of this program has made it possible to secure funding for the next two years. We were fortunate to receive \$12,000 from the *Kay Stafford Memorial Foundation* for one year. This money will be used to explore new sports, purchase equipment, and to develop skills level training for individuals. We are looking at developing team sports such as baseball, lawn bowling, volleyball, and soccer. We are also developing an Outdoors Club to include camping, hiking and walking to be able to enjoy our natural surroundings. Another club is the Wilderness Adventure Club where individuals will learn how to canoe or kayak, do overnight wilderness camping, and learn wilderness First Aid. This may also include white water rafting.

We were also successful in obtaining funding for another two years in the amount of \$61,643 from the Ontario Government through the *Healthy Communities Fund*. This money will be used to enhance the sports activities, to develop resources designed to share the program with other agencies, and to do a research component showing how sports activities done in an inclusive manner at the community level is more beneficial to people with intellectual disabilities than activities done on their own or in a segregated program.

We are looking forward to another exciting two years.

Respectfully submitted,

Toni Kirby  
HELMS Co-ordinator

## **Joint Health and Safety Committee**

Joint Health and Safety Committee members work to maintain and improve the safety and health of all our staff. Members identify and recommend solutions to health and safety concerns in the workplace. Management and employee representatives work in harmony to achieve this.

The Joint Health and Safety Committee continued its efforts in promoting personal wellness in staff.

- In 2011, our committee has promoted quitting smoking with CLQW paying for the expenses of smoking cessations for part time employees. Many staff have been successful in kicking the habit.
- Our Water Works System was inspected by the Ministry of Environment, and was found to be in compliance with all relevant paper work up to date.
- A new system for dispensing cleaning products will be up and running by the fall which means less waste and safety for all using the products.
- A safety tote was established at the Compass Program which provides safety material, numbers, and a cell phone when going on long trips.
- The JHSC committee completed the WHMIS training this year through a computer program which was very successful.

As the Joint Health and Safety Committee continues to find new ideas to promote safety in the workplace, we are maintaining our goal of ensuring personal wellness in staff.

Respectfully submitted,

Darlene Dale  
JHSC Co-Chair

Pat Deline  
JHSC Co-Chair

## Accreditation

Community Living Quinte West is moving toward Accreditation and will be validated by March of 2012.

Accreditation is a process that assures CLQW continues to move toward providing programs that have a high service quality and accountability. This process develops standards for service delivery and program evaluation. FOCUS Accreditation, the accrediting body CLQW is working with, believes it is important to ensure that:

- Standards reflect the diversity and culture that exist within Ontario's human services sector
- Standards focus on improving and tailoring services to the goals and needs of the people who use the service
- Standards are written as outcomes
- Standards are challenging but realistic, and reflect accepted best practices
- Standards provide direction and clear explanation, while enabling agencies to continue to develop their own guidelines and culture.

Community Quinte West is developing new policies and practices to assist in becoming more effective in supporting people. Our Program Review process ensures that programs are being reviewed regularly with new systems being introduced to better provide choice, opportunities and inclusion for individuals supported. Staff have received mandatory training in Ethics, as well as Quality Assurance Measures. Self Advocates are taking on more responsibility for fundraising so they can participate in conferences, seminars and courses designed to help them become better self-advocates. This year we have increased the number of self-advocates sitting on agency committees such as Hiring Committees that interview new staff, the Staff Orientation Committee, the Board of Directors and the Staff Awards Committee, just to name a few. The Accreditation Team worked diligently this year creating opportunities for individuals supported to become more familiar with their community by introducing the Quinte West Quest, and participating in the Random Acts of Kindness.

Members of the Accreditation Team are Jennifer Frizzell, Kendra Casey, Susan Holmes, Cathy Suijker, Connie McLean, and Darlene Dale. Any person on the Accreditation Committee would be pleased to provide more information about the progress CLQW is making.

Submitted respectfully,

Darlene Dale  
Director of the Accreditation Process

## Fundraising Report 2010-11

2010 has proven to be another exciting and fruitful year in fundraising for Community Living Quinte West. Our two major fundraising initiatives have enhanced the lives of those individuals we serve, allowing them to meet some of their personal goals. Our BINGO events raised a total of \$10,795 and our third annual *Tee Off for Inclusion Golf Tournament* at Timber Ridge raised a total of \$3,487. A third fundraising event, The Golf Ball Drop, was initiated this year and was done at the AGM. This event raised \$375. Each year the total amount being raised has increased and we look forward to continued success.

Community Living Quinte West would like to recognize the following companies and individuals for supporting our fundraising events.

### Sponsors:

Aleesha J. Camp Law Office  
B & R Janitorial  
Belleville Hyundai  
Centre Theatre  
Medi-Inn Ltd.  
New 2 Used Computers

Rotary Club of Trenton  
Timber Ridge Golf Club  
Trenton Lioness Club  
Trenton Tree Services  
SSQ Financial Group  
Welch LLP Chartered Accountants

### Donors:

Apple Route B&B  
Bay of Quinte Community Players - Bob Giasson  
Brighton Springs  
Phil Carney  
Betty Clost  
Darlene Dale  
Michelle & Wally Earle  
Susan Holmes  
John Kirby  
Toni Kirby

Chris & Connie McLean  
Lisa Monsma  
Ted & Helene Morris  
Kris Newbury  
Starr Olsen  
Price Choppers (Trenton)  
Remax Real Estate – Mike Barry  
Simcoe Office Plus – Carl Troke  
Taylor Signs – Kim Dall  
Tomasso's Fine Dining

Community Living Quinte West would like to thank everyone for participating and contributing. We look forward to another great year with your support.

Respectfully submitted,  
Phil Carney  
Chair of the Fundraising Committee



# Volunteer Recognition

Community Living Quinte West would like to recognize the contribution of the following volunteers whose gifts of time enhance the supports and services that we provide. Volunteers assist with fundraising, administration, and offer the individuals we support opportunities for participating in their community, accessing activities, and making friends that would not otherwise happen. For this we are truly grateful.

Volunteer recognition awards were handed out at our Volunteer Appreciation Event held in May as part of our celebrations for Community Living Month.

Aitken, Paul	Hall, Shelley	McLean, Connie
Arsenault, Lorrie	Hanna, Philene	McLean, Lauren
Asselstine, Joe	Hasenberger, Tanya	Monsma, Lisa
Asselstine, Sue	Hiscock, Sherry	Morrin, Maryanne
Baril, Wayne	Hiscock, Zoe	Myers, Chantal
Belfall, Rachel	Holmes, Susan	Olsen, Starr
Carney, Phil	Huckbone, Alana	Orris, Heather
Carter, Cassandra	Hunter, Brian	Parisian, Jessica
Clost, Betty	Hutchison, Andrew	Power, Ray
Cove, Cassie	Hutchison, Laurie	Rhodes, Brian
Crawford, Carolyn	Irvine, Rachel	Roth, Aryanna
Dafoe, Karen	Johnson, Nicole	Roth, Scotia
Dafoe, Ken	Jones, Terry	Rudderham, Kayla
Dale, Aaron	Keenan, Linda	Ruth Van Egmond
Dale, Darlene	Keenan, Penny	Sagriff, Mike
Dall, Kim	Kirby, Carol	Sanford, Terry
Dano, Judy	Kirby, John	Santoro, Debbie
Deline, Pat	Kirby, Naideine	Scheepers, Johyan
Duff, Joe	Kirby, Toni	Schmitt, Laurie
Earle, Michelle	Knight, Kristal	Shearer, Amanda
Earle, Wally	Knight, Randy	Slimmon, Powell
Edworthy, Roger	Knowles, Colleen	Smith, Ryan
Ferguson, Renee	LeClair, Trina	Smith, Scott
Fetterly, Ross	Logan, Tony	Stapley, Christina
Flanigan, Lisa	MacEachern, Flo	Sutton, Debbie
Flanigan, Rick	Martin, Melissa	Thompson, Ryan
Frizzell, Galen	Mayo, Jennifer	Tooley, Pam
Frizzell, Jennifer	McCarthy, Elizabeth	Turner, Lori
Gibson, Mary	McCaul, Christina	Whitten, Jay
Gould, George	McDonald, Dugald	Williams, John
Gould, Ruth	McIsaac, Deniece	Mayor, City of Quinte West
Haker, Bob	McKibbon, Greg	Wilson, David
Haker, Helen	McLean, Chris	Young-Hough, Sabrina

**Volunteer of the Year** – Mike Sagriff  
**Extra Mile Volunteer of the Year** – Debbie Santoro  
**Exceptional Student of the Year** – Jennifer Mayo  
**Youth Volunteer of the Year** – Aryanna Roth

## **Board of Directors' Biographies**

### **Michelle Earle - President**

Michelle Earle has been on the board for Community Living Quinte West for seven years and is in her second term as President. Michelle's interest in this field is sparked by her sister who has Down's Syndrome. Michelle is very proud of her mother, Joan Scott, for the passion she showed for so many years for people with intellectual disabilities.

Michelle was a Director with East York Figure Skating Club for five years. She was also a member of the Janetville Ladies Auxiliary for the Janetville Volunteer Firefighters for 12 years and president for two years. Michelle's five years of banking experience was a significant aid in her role as Office Manager for Medi-inn Ltd. Michelle's responsibilities included overseeing production, manufacturing, distribution, human resources and accounting.

Michelle enjoys spending time with her husband, children and grandchildren. For relaxation, she enjoys reading, boating, and looking after her grandchildren.

### **Lisa Monsma - Vice President**

Lisa Monsma, a professor at Loyalist College, was elected to the Board of Community Living Quinte West in June 2007. Lisa has an impressive record as a volunteer, having spent time with such organizations as King Street United Church, and Reach for Recovery, an organization that helps people battling cancer. Lisa completed her Masters in Education with Central Michigan University in 2007.

Lisa is pleased to be working with Community Living Quinte West as she spent some time with the agency as a Residential Counsellor from 1982-1990. Currently Lisa teaches at Loyalist College in the Developmental Services Worker (D.S.W.) program. When Lisa isn't working, or volunteering, her spare time is spent on renovations to her present home. Lisa enjoys reading and travelling. To Lisa, her greatest accomplishment in life is her two children, who have grown to be awesome adults.

### **Laurie Schmitt - Secretary**

Laurie Schmitt has just completed her first year on the Board for Community Living Quinte West. Laurie has a degree in Psychology as well as past experience working for other non-profit organizations. Laurie enjoys helping others and has supported individuals with various challenges such as Alzheimer Disease and related dementias as well as children with learning disabilities. She is currently working full time as a Guest Services Representative for a company that is quite supportive of charitable organizations. She has two wonderful young sons. Laurie is looking forward to being a contributing member of this board and to bring forth her perspective as a parent of a child with an intellectual disability. She is very forward thinking as she is also hoping to gain knowledge and experience with regard to advocating for her own son, Davin, as he gets older. Laurie is excited about this new opportunity and is looking forward to working with everyone.

## **Ross Fetterly –Treasurer**

Ross Fetterly is the 8 Wing Trenton Administration Officer. He was posted to Trenton in 2009 from the Air Staff in Ottawa where he was the Section Head in Director Air Comptrollership and Business Management (D Air CBM) responsible for financial management of the Air Force Budget and for Cost Analysis in the Air Staff. He has previously been the Section Head in Director Strategic Finance and Costing (DSFC) within Assistant Deputy Minister (Finance and Corporate Services) at National Defence Headquarters responsible for costing analysis of all capital projects and major departmental initiatives, as well as the Section Head in Director Budget responsible for Economics. Lt. Col. Fetterly completed a tour in February 2009 as the Chief CJ8 at COMKAF HQ, the NATO Base HQ at Kandahar Airfield, Afghanistan. In this position he was responsible for Finance, Procurement and contracting. Ross Fetterly is a PhD candidate at RMC (War Studies) and is in the process of completing his PhD Dissertation.

## **Phil Carney - Director**

Phil Carney was elected in September 2008 to the Board of Directors for Community Living Quinte West. He is relatively new to the area, and is excited to be part of such a mindful and compassionate organization. He is looking forward to becoming more involved with the larger community of Quinte West, especially in his role as Chair of the Fund Raising Committee.

Phil was born and raised in Kingston, Ontario, and is the second youngest of four boys. His parents instilled in him a strong sense of values, morals, attitudes and beliefs founded on the equal treatment of all people. He strives to live his life in such a way that promotes respect and dignity for all living beings. He has completed degrees in Music and Education, and is fulfilling his dream of teaching secondary school music at St. Paul Catholic High School in Trenton, Ontario. He is thrilled to be making his home in the area and community with his lovely wife Erin, and their dog Marshall.

## **Betty Clost - Director**

Betty has been on the Board of Directors for Community Living Quinte West since 2008. She is a strong believer in advocacy for those who need a voice to speak on their behalf. She appreciates the fact that she has had opportunities for learning and doing that others have not.

Betty had a long-term successful career as a Medical Laboratory Technologist in both the public and private sector. In the mid-1990s, she saw an opportunity to retire early from Trenton Memorial Hospital. She was then able to pursue a second career in the social services sector, specifically in the field of Gerontology. Currently employed with VON Community Care Quinte West as a Program Coordinator in Community Support Services, she spends much of her time seeing that appropriate services are available to the seniors of Quinte West who wish to stay in their homes as long as safely possible. This work also allows her to see a community with

widespread needs that can't be met by one agency alone. She sees the benefit that partnership building brings to agencies that are willing to reach beyond their own boundaries.

Betty and her husband, Dan, came to Trenton in 1980 and have happily raised their daughters Ellyn & Robyn here. The Closts have been involved in the life and work of King Street United Church for most of the years they have been here. They have chosen to live the change they wish to see in their community.

### **Pam Tooley - Director**

Pam Tooley is a self advocate and is delighted to be elected to the Community Living Quinte West Board of Directors. Pam became a member of the Board by being elected by her peers. Pam is proud to represent the individuals of Community Living Quinte West and welcomes the responsibility this position brings and the decisions she is called on to make. Pam's hobbies include playing video games, watching movies and TV programs, her cat, and anything to do with the Toronto Maple Leafs.

## **Awards of Distinction**

**Benefactor of the Year Award  
Community Partnership Recognition Award  
Business Appreciation Award**

## **Staff Service Awards**

### **10 Years**

Jill Warren

### **20 Years**

Lisa Flanigan  
Jen Frizzell  
Cathy Suijker

### **25 Years**

Susan Holmes

## **Staff Recognition Awards**

Leadership  
Creative Teacher  
Commitment to Professional Growth  
Commitment to Community Development and Social Well Being  
Exceptional Personal Support and Planning  
Innovator of the Year  
Teamwork

# Committees

## Accreditation Committee:

Kendra Casey  
Darlene Dale

Jennifer Frizzell  
Susan Holmes

Connie McLean  
Cathy Suijker

## Annual General Meeting:

Lorrie Arsenault  
Pat Deline

Susan Holmes  
Toni Kirby

Starr Olsen  
Debbie Santoro

Cathy Suijker  
Ryan Thompson

## Employer Employee Relations Committee:

Starr Olsen  
Darlene Dale  
Lorrie Arsenault

Sarah Sharkey  
Jaime Harmond  
Sherry Hiscock

## Fundraising Committee:

Phil Carney  
Darlene Dale

Michelle Earle  
Toni Kirby

Lisa Monsma  
Starr Olsen

## Joint Health & Safety Committee:

Darlene Dale  
Andrew Hutchison

Pat Deline  
Lianne Laporte

## Staff Recognition Selection Committee:

Darlene Dale  
Jennifer Frizzell

Connie McLean  
Starr Olsen

Debbie Santoro  
Mark Wright

## Volunteer Planning Committee

Lorrie Arsenault  
Susan Holmes

Toni Kirby  
Starr Olsen

Debbie Santoro  
Ryan Thompson

Open passages lead to opportunities.



All photos courtesy of Ken Fuller



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