



Annual Report 2012-2013



“Teach this triple truth to all: A generous heart, kind speech, and a life of service and compassion are the things which renew humanity.” Anonymous

Dear Friends:

What an exciting year we’ve come through and our future plans are equally interesting. Our theme for this year is “Growing Community” and we are focusing on collaborative projects that will benefit those individuals we support, other agencies and the whole community.

We believe that as we work as a community we strengthen our ability to better the lives of everyone. This year we have assumed management of the Community Gardens and Greenhouse. We are expanding the sports program HELMS (Health Education Learning and Motivation thru Sports and we are working on the plans for a music program for our educational Compass Program. We are refining our plans to be sure those people we support have every opportunity to become active members of our community.

Although we have many challenges, we are resolved to see our community and those communities beyond our boundaries as places where we can spread the benefits of an inclusive community. Join us in our quest.

The person who tries to live alone will not succeed as a human being. His heart withers if it does not answer another heart. His mind shrinks away if he hears only the echoes of his own thoughts and finds no other inspiration -- Pearl S. Buck



Executive Director

Guiding Principles

Vision Statement

Community Living Quinte West envisions a community where persons with disabilities are accepted as full and active citizens, and 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.

CLQW is committed to:

- A person’s right to make real, self-defined choices.
- The provision of supports and resources allowing each individual to exercise his/her rights, privileges, and obligations as a full community member.
- Enhancement of the emotional, social, educational, vocational and spiritual well being of each person.

President's Message

It's been a very busy year! But a lot has been accomplished.

CLQW has worked very hard over the last year to meet the criteria for accreditation. This will be an on-going improvement and learning process which will help us to improve our agency. The Board has set new Strategic Priorities for the next three years which will help us meet our targets.

Throughout the past year the individuals supported by Community Living Quinte West have had many opportunities to experience their community through day trips, sports activities, and from presentations made by community members.

Our 5th Annual *Tee-Off for Inclusion* Golf Tournament at Timber Ridge Golf course was another success. It was a great day that saw 44 golfers participate. Many Thanks go to Kris Newbury, our celebrity host and all those that golfed and volunteered. Thank you so very much to all of our Sponsors and Donors - few could do this without you and your generosity.

At this time the Board of Directors must say "Good-bye and Thank you" to Peter O'Connell and Darla Nitsche. Darla, we wish you all the best in your new home. Peter, thank you for all your hard work and valuable insight to the Board. We wish you all the best in your new endeavours.

Michelle Earle
Board President

Board of Directors 2012-2013

Board Member	Profession	Years as a Board Member
Michelle Earle	Retired Entrepreneur	5 Years, 4 years as President
Betty Clost	Transportation Coordinator - VON	4 Years, 2 as Vice President
Peter O'Connell	Military Officer	2 Years as Director
John Klein	Business Owner	2 Years as Director
Darla Nitsche	Bookkeeper	1 Year as Director
Brian Hunter	Self Advocate	1 Year as Director

Accreditation

Community Living Quinte West has worked very hard, as a team, to become an accredited body through Focus Accreditation. It has been a four year process.

It was a very fulfilling and successful endeavour and a great learning curve for the agency and those that we support and their families. We officially became accredited in May of this year and celebrated on June 13th at our Compass Program with a BBQ and cake. This event was shared with all of our stakeholders. It was a great opportunity to reflect on the positive affect this will have on CLQW.

We would like to thank everyone who participated in the Process for their dedication and commitment .



Goals and Strategic Priorities

Organization Strategic Priorities

Over the next three years Community Living Quinte West will endeavour to:

- Increase financial capacity through grants and submission of proposals;
- Develop partnerships that will support innovative solutions to organizational challenges;
- Improve systems and processes designed to increase effectiveness and efficiency;
- Increase awareness of CLQW through community inclusion and public recognition;
- Increase political advocacy and support for DS sector needs;
- Develop alternative housing supporting greater choice for people with an intellectual disability;
- Maintain quality of service through continued accreditation.

Board Strategic Priorities

In the next three years the Board of Directors will endeavour to:

- Increase Board membership to ten members;
- Increase public recognition through Board participation in community events;
- Develop and implement a professional development plan for Board members based on a needs assessment;
- Participate in political advocacy for the developmental sector;
- Develop fund raising opportunities to benefit CLQW.

Looking to the Future

Community Greenhouse and Gardens

April 2013 saw CLQW take over the management of the Quinte West Greenhouse and Gardens. This program grows produce to supply community programs that assist low income people to enjoy fresh vegetable, such as the food bank, Meals on Wheels, the soup kitchen and various group homes. Our goal is to expand this program to include more seniors, nursing homes, and church groups.

PawsActive Doggie Daycare

This program has outgrown the premises at 11 Canal Street and has moved to 52 Lafferty Road. The country setting is more suitable for the expansion of the day care and grooming services. A future goal of this program is to include kenneling.

Health Energy Learning Motivation thru Sports

HELMS has received a grant from the Government of Ontario to expand the region of service. The program will be serving an area that stretches from Kingston in the east, Bancroft and Peterborough in the north, Kawartha Lakes and Port Hope in the west, and south to Picton. This expansion will provide many more individuals opportunities to experience community sports programs.

Compass

Music is a unique way to learn. The Compass program is looking to develop a full music program which will enhance the learning opportunities for those who attend the program.

Transformation That Does Not Transform

The Developmental sector has been undergoing what is termed transformation for several years. During this Ministry of Community and Social Services' process we have experienced the implementation of Developmental Service Ontario, Quality Assurance Measures, cuts to funding, confusion in the guidelines surrounding the move from Special Services at Home to Passport funding, a profusion of "data collection" initiatives which have added to the work of agencies already overburdened with Ministry directives as well as a continuing muddle and misunderstanding between MCSS and the Ministry of Health in obtaining services for people with dual diagnosis. In addition the breach between the Ministry of Children and Youth and the Ministry of Community and Social Services is crippling smooth transitions for young people with a developmental disability.

This litany of negative situations affecting the developmental service sector is being investigated by the Ombudsman Office and in the fall a report is expected which will perhaps shed light on what is happening in the DS sector. Most of the concerns above could be addressed if MCSS were willing to collaborate in an effective manner with those of us who provide services. The Provincial Network, the Provincial Executive Director's Group, OASIS and Community Living Ontario are all sources of information and ideas that could help craft strategies that would take into consideration the realities parents and agencies live within. Developmental Service Ontario waiting lists continue to swell; agencies continue to struggle to provide services and confusion continues for desperate parents as to what support and help they can expect. The time is now for the Ministry to open their transformation process and fit their changes to the needs of the people and families supported.

Our sector has reached out and asked for this kind of collaboration but with rare exceptions, agencies and parents are told what we are to do rather than asked what will help us. Leadership that is transformative is not solely directive but collaborative and inclusive if it is to be effective in making lasting change. How long will it take before we see a more collaborative effort on the part of MCSS as it attempts to transform this sector?

Starr Olsen
Executive Director

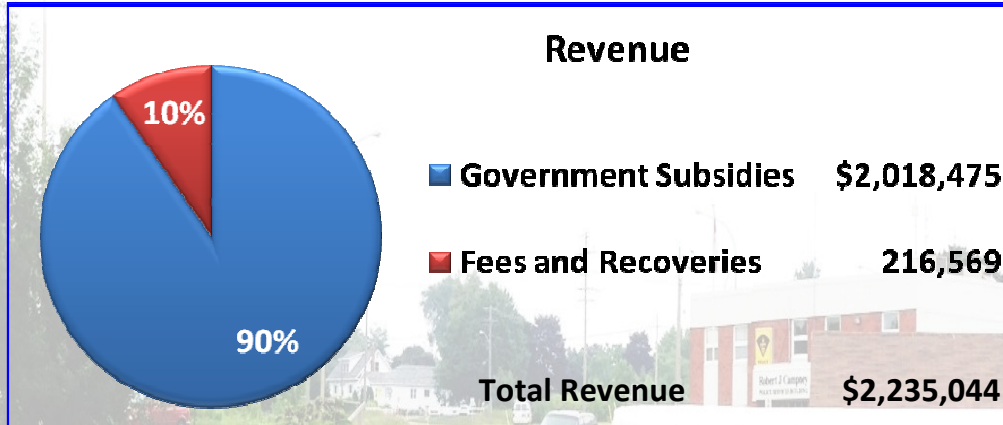
Association Affiliations



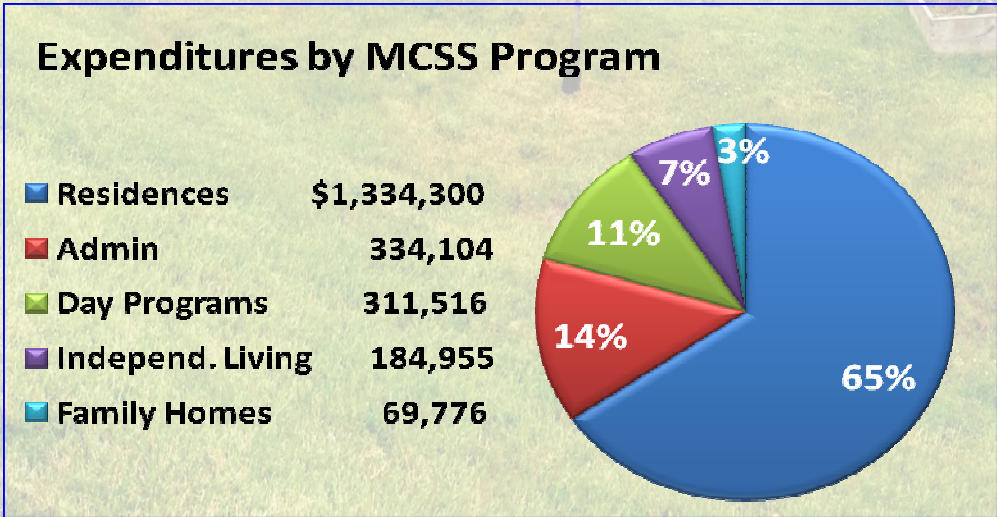
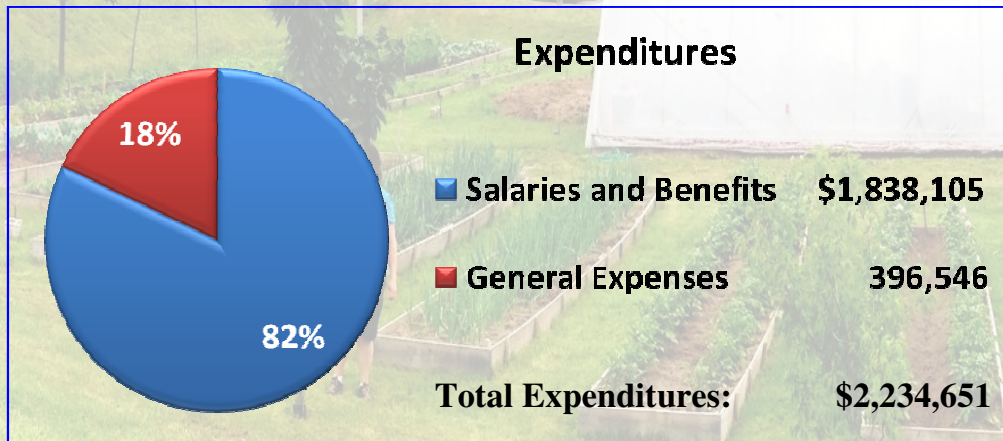
Volunteer & Information Quinte



Financial Report



Surplus: \$393



Grants and Proposals

Government of Ontario Grants

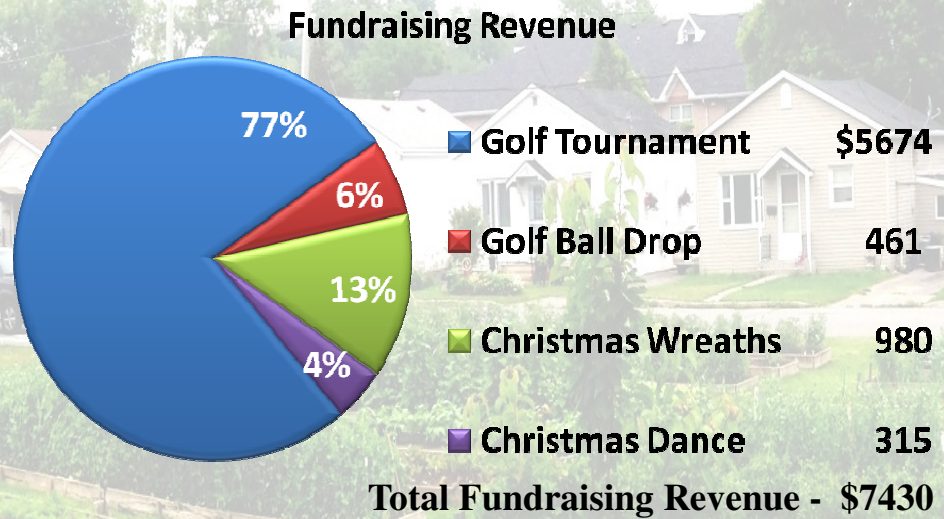
Healthy Community Fund - for HELMS - \$30,314

Enabling Accessibility Fund to make buildings accessible - \$50,000

MCSS Capital Grant - for infrastructure improvements - \$33,000

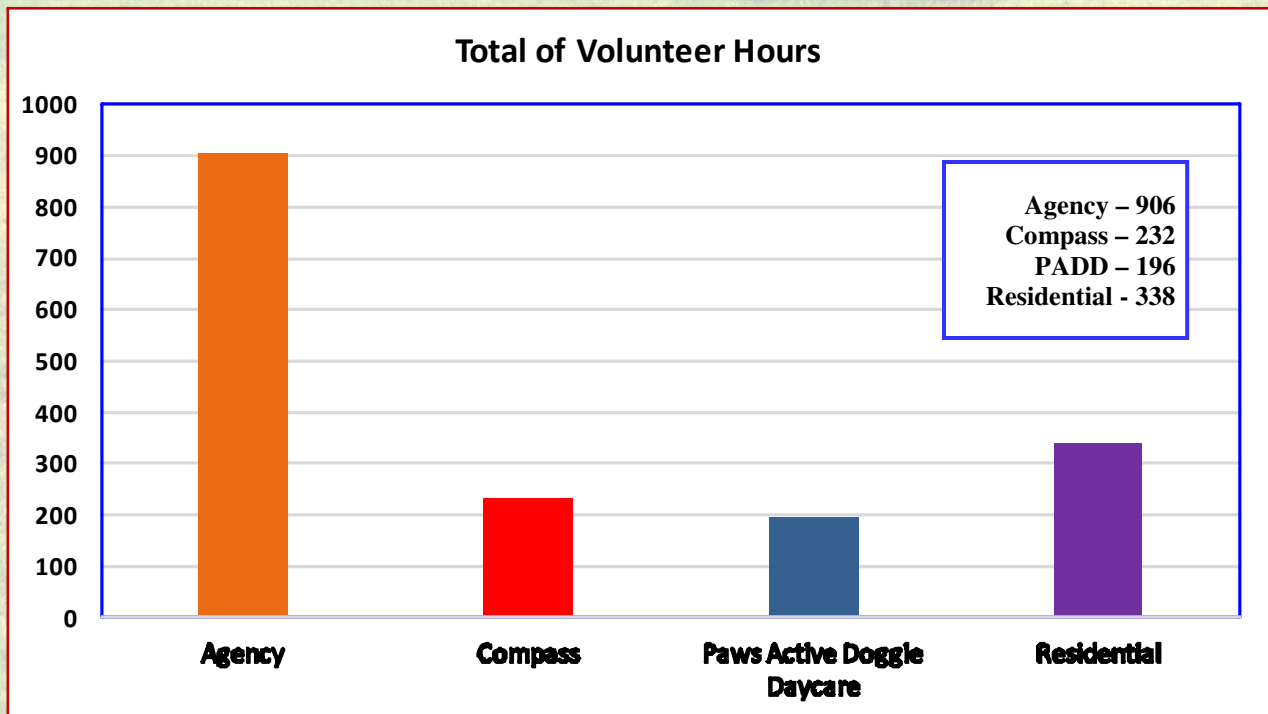
Fundraising

Community Living Quinte West hold events to raise money to enhance the programs we offer. In 2012-13 we held our 5th Tee Off for Inclusion Golf Tournament, with the money raised being used to assist individuals to access the HELMS program; the proceeds from the Golf Ball Drop and the sale of Christmas Wreaths were used to provide day trips for the participants of the Compass Program; the money raised from the Christmas Dance was used to purchase supplies for the Compass Program.



Volunteer Hours

We could not do everything that we do without the many volunteers that assist us. Total volunteer hours for 2012-13 are 1,672.



Sponsors and Donors 2012-13

We would like to thank the following sponsors and donors who have contributed to the enhancement of our programs through direct input to our programs or through assistance with our fundraising initiatives.

Community Sponsors

Belleville Hyundai – www.bellevillehyundai.ca
HKMB HUB International – www.hkmb.com
Lioness Club of Trenton – Box 21051 Trenton, ON K8V 6S2
NoZac Carpentry – www.nozaccarpentry.ca
Wentworth Financial – www.wentworthfinancial.com

Bentley Heating & Air Conditioning – www.bentleyheating.ca
Impressive T-Shirts & Things – www.impressivetshirts.com
Mason Bennett Johncox – www.whitbylawyerws.com
Welch LLP – www.welchllp.com

Individual Sponsors

Wally Earle

Community Donors

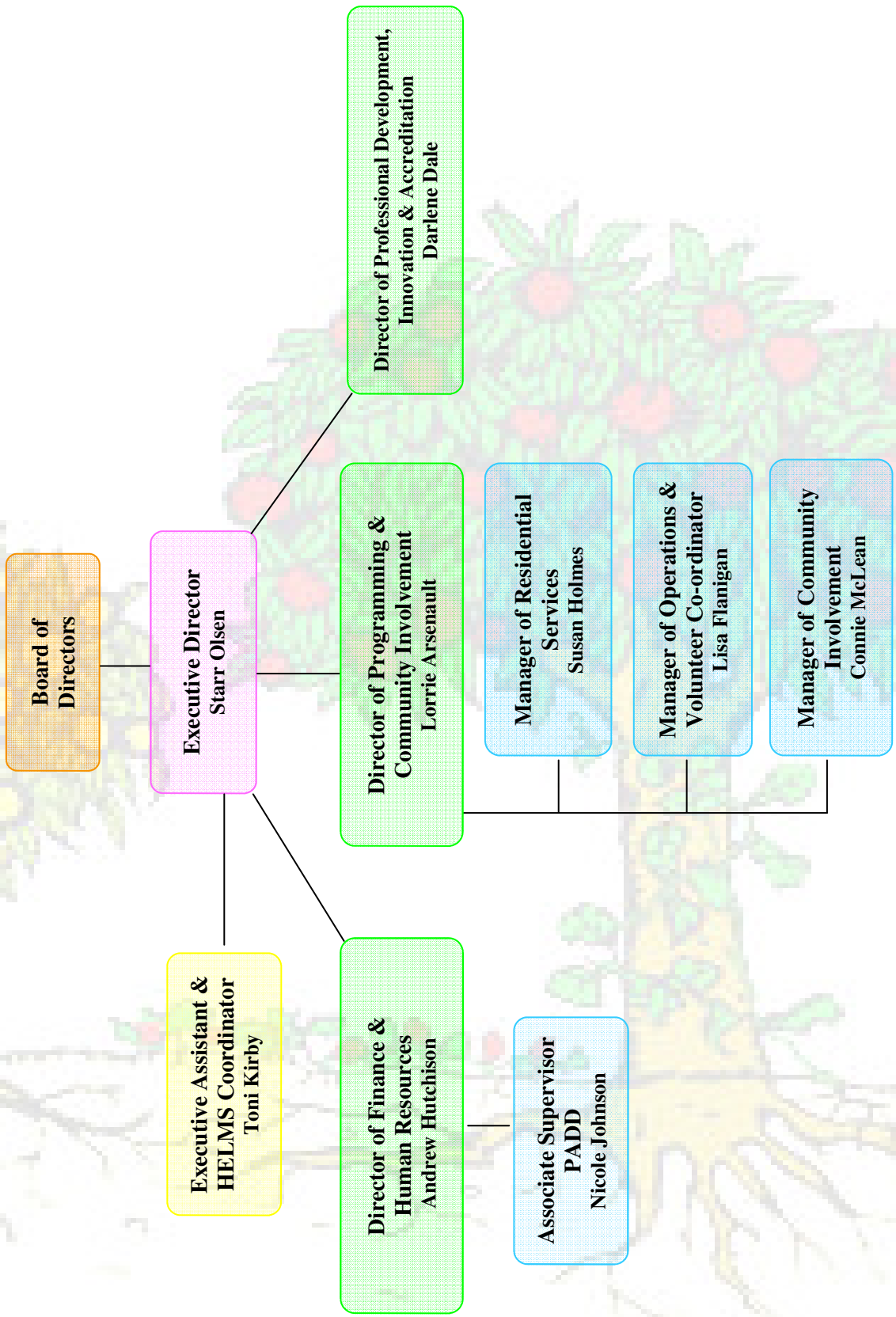
Action Towing & Automotive – www.actiontowingandautomotive.ca
Al's Tires & Automotive – www.geocities.com/eureka/suite/9775
Allen Insurance – www.alleninsurance.ca
Bank of Montreal – www.bmo.com
Blake, Cassels & Graydon, Barristers and Solicitors – www.blakes.com
Brighton Springs – 65 Applewood Drive, Unit 6, Brighton, Ontario K0K 1H0 613-475-5666
Carlson Wagonlit Travel – www.trentonontario.com/carlsonwagonlittravel.html
Centre Theatre – www.centretheatre.ca
Copperfield's Fitness & Rehab Center – www.copperfieldsfitness.com
DreamWood – www.dreamwood.ca
Grosnor Industries – www.grosnorindustries.com
Home Hardware Trenton – www.homehardware.ca
Jeffrey Allen & Associates Inc. – www.jeffreyallan.ca
www.cobourginorhockey.com/JohnnyOSports.html
Kris Newbury – www.rangers.nhl.com
Monte Carlo Hotel Motel International - www.montecarloinns.com
New 2 Used Computers – www.new2usedcomputers@sympatico.ca
Price Choppers Trenton – www.pricechopper.ca
Rapid Rad- www.rapidrad.net
Rotary Club of Trenton – www.clubrunner.ca
Simcoe Office Products – www.simcoeofficeproducts.com
TD Trust – www.tdcanadatrust.com
Trent Valley Distributors – Unit 4-300 Bell Blvd., Belleville, ON
Wilson Sports – www.wilson.com
Bainer's Radiators – www.bainersradiators.com
Bay of Quinte Players – www.my-theatre.ca
Connon Nurseries – www.connon.ca
Electro Cables – www.electrocables.com
Holiday Inn – www.holidayinn.com/trentonon
Drossbach N.A. – www.drossbach.com
Johnny O's Sports Memorabilia –
Kente Kiwanis Club – P. O. Box 1234, Trenton, ON K8V 5P9
M & M Meat Shop – www.mmmeatshops.com
Quinte Mall – www.quintemall.com
Reilly's Awards and Embroidery – www.reillys.ca
Scruples Hair Salon – 244 Glen Miler Road, Trenton, ON
Taylor Signs – Belleville, Ontario
Tomasso's Fine Dining – www.tomassos.ca
Upper Canada Office Systems – www.ucos.ca
Zellers – www.zellers.com

Individual Donors

Barb Bamber
Michelle and Wally Earle
Sherry Hiscock
John and Toni Kirby
Debbie Santoro

Betty Clost
Jodi Earle
Susan Holmes
Maryanne Morin
Carl Smith

Darlene Dale
Renee Ferguson
Nicole Johnson
Starr Olsen



CLQW Organizational Chart - 2013

Residential Services

Community Living Quinte West continues to support 13 adults in our three residential group homes. The Supported Independent Living program supports 17 living in their own homes or apartments throughout the city, and there are two individuals being supported in Family Homes.

Some people are employed, some are retired, while others enjoy filling their days with various adventures offered through the Compass Program. Our residential staff continue to provide exceptional support and opportunities to enhance lifelong learning and to increase independence.

Respectfully Submitted
Lorrie Arsenault ,
Director of Programs and
Community Involvement

PADD

It has been a year full of dog festivities at Paws Active Doggie Daycare & Grooming. In addition to participating in the annual Trenton Santa Claus Parade, and the Barks by the Bay, this was our first year taking part in a dog event called Struts for Strays which is an annual walkathon and pet festival.

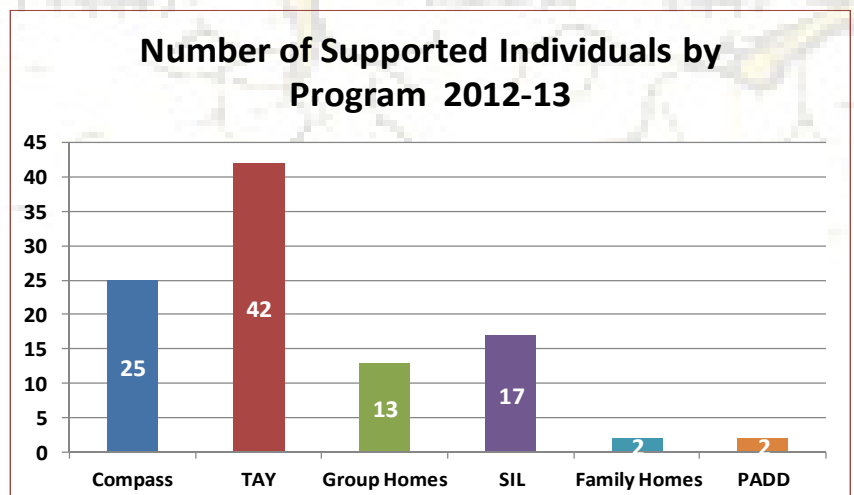
Taking part in Barks by the Bay has become a yearly event that not only the staff at Paws Active looks forward to but our customers are always waiting to see what our mascot Maggie the pug will have up her sleeve. Maggie has become well known at the community events fondly known as the "Pink Pug".

Taking part in community events has not only helped to make Paws Active become more well known as a reputable dog business in the Quinte West area but I believe it has also shown the staff at PADD how important it is to take part and help support those both two and four legged within your own community.

We look forward to another great year seeing both our business grow as well as the staff here at Paws Active. It has been a wonderful experience seeing Brian and Corey grow and become more confident in all aspects of the day to day tasks at the daycare.

I would also like to thank all of our many volunteers and students that so graciously give their time to come and help us out at the doggie daycare.

Respectfully submitted,
Nicole Johnson
Associate Supervisor



COMPASS

The Compass Program continues to provide opportunities for individuals to participate in their community in many ways, such as grocery shopping, going golfing, playing pool, going to the local YMCA, visiting the library, bowling, Elvis singing, arenas, local high school rugby and football games, taking a bus to the Casino, visiting museums, art centres, historical places, just to name a few. We also have increased the number of guest speakers we have coming into Compass to make presentations on topics such as music, nutrition, building bird houses. Every week we incorporate what is happening in the community and plan around these activities.

Compass participated in the 2nd Annual Quinte West Quest this year, searching for and finding 75 places in our area. The classrooms took one month to locate items in the community, take pictures and make a presentation of their findings to the other participants. This was extremely successful and well received.

The Compass Program attendees also participated in the Random Acts of Kindness in March, and were lucky enough to be the givers of random acts. We had five participants go out in the local community and give out grab bags, certificates and goody bags to people in the community. This has also become an annual event and we are looking forward to participating again.

Compass continues to look for volunteers who have a speciality to share with us.

Respectfully submitted,
Darlene Dale
Director of Professional Development,
Innovation, and Accreditation

Health Energy Learning Motivation thru Sports

The HELMS Program has just finished its fourth year of operation. The main purpose of this program is to access community sports programs in an inclusive manner for youth and adults with an intellectual disability. The program is designed to help individuals gain their highest potential of skills, with the intent of individuals continuing to pursue the sport outside of HELMS. The sports offered are determined by the individuals' interests with some dropped from one year to the next and new sports added.

In 2012-2013 CLQW had 55 more individual opportunities than last year. Individuals have been able to experience community sports activities such as sailing, lawn bowling, horseback riding, golfing, baseball, curling, skiing, sit skiing, snowboarding, snowshoeing, cross country skiing, and everyone's favourite, dog sledding.

Over the course of the past year, the HELMS participants have been able to increase their overall health, fitness and skills levels. Individuals have stated that they feel better physically and emotionally after having participated in one of the community sports. This has encouraged them to continue to pursue a healthier lifestyle.

Respectfully submitted,
Toni Kirby
HELMS Co-Ordinator

Committees

Accreditation Committee:

Kendra Casey
Darlene Dale

Jennifer Frizzell
Susan Holmes

Connie McLean
Cathy Suijker

Annual General Meeting:

Lorrie Arsenault
Pat Deline

Lisa Flanigan
Susan Holmes

Toni Kirby
Connie McLean

Starr Olsen
Debbie Santoro

Goals and Outcomes Fund Committee

Susan Holmes

Debbie Santoro

Cathy Suijker

Employee Employer Relations Committee:

Starr Olsen
Darlene Dale
Lorrie Arsenault

Sarah Sharkey
Melissa Martin
Cathy Suijker

Fundraising Committee:

Darlene Dale
Michelle Earle

Wally Earle
Toni Kirby

John Klein
Peter O'Connell

Starr Olsen

Joint Health & Safety Committee:

Darlene Dale
Andrew Hutchison

Pat Deline
Lianne Laporte

Staff Recognition Selection Committee:

Lorrie Arsenault
Lisa Flanigan

Jennifer Frizzell
Angela Horsley

Connie McLean
Starr Olsen

Volunteer Appreciation Committee:

Susan Holmes

Connie McLean

Toni Kirby

Debbie Santoro