

**Let Your Voice Be Heard**

By becoming a Friend of Inclusion through membership, monetary donation and/or volunteering you help shape Community Living Quinte West. Your support goes a long way in helping CLQW fulfill its mission statement: CLQW 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 .

Membership includes a yearly subscription to our newsletter, the right to become a Board member, voting rights at the Annual General Meeting, and assisting with committee work. Membership runs from January 1st to December 31st of each year.

There are two levels of paid membership: Single at \$15.00 and Family at \$20.00. Each level has one vote at the AGM.

Donations are used to enhance the programs and services that we provide.

Volunteers are always welcome. If you have some time to share and would like to volunteer please call Lisa Flannigan at 613-394-2222 for more information or visit our website at www.clqw.ca.

Please detach or copy and return with remittance to the address above.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone # (s): \_\_\_\_\_

E-mail: \_\_\_\_\_

Membership - Single \$15.00 \_\_\_\_\_ Family \$20.00 \_\_\_\_\_

Donation \_\_\_\_\_ In /honour/memory of \_\_\_\_\_

Would you like us to acknowledge your donation to the family? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please provide the address. \_\_\_\_\_

Membership \$ \_\_\_\_\_ + Donation \$ \_\_\_\_\_ = Total \$ \_\_\_\_\_

Thank you for supporting Community Living Quinte West.  
 Receipts for income purposes will be issued for donations.

Charitable Registration #: 0372177-11

If you have any questions or comments about our Association please call the main office at 613-394-2222.

# BRIDGES

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**Our Changing Faces: Supporting Those Who Are Ageing**

Challenges face us as those in our world grow older. We see the signs that those we love are fading and require more help. Medical issues concern us and we need to make support arrangements for some we love in the family. We can feel emotionally and physically exhausted, but most of us can be comforted in knowing that we have family, friends and even coworkers to turn to for support.

For the men and women who have an intellectual disability and are supported by Community Living Quinte West, these challenges of aging are amplified. Many of those who are again in our organization no longer have parents or family they can depend on to help with the results of passing time. Those we support struggle a bit more day-by-day showing signs of dementia, Alzheimer's, cancer, heart disease. The circle of family and friends we would call on are simply not there for those with an intellectual disability. Many of their parents have passed on or are older and facing problems related to age themselves. Even community services and supports that traditionally support those who are aging are not available or are in scare supply. The thinking from many community support for aging believe that if a person lives in a home owned by a Community Living, they shouldn't need any other help.

This thinking results in the agency needing to find ways to increase supports to the person with an age related illness or disability with no additional funding. When and how does an agency make the decision that they can no longer safely support an individual whose medical issues are increasing with age? Physicians often assume that staff in residential homes has the nursing background required to perform medical treatments. However, Developmental Service Worker employees' often do not have the medical expertise to perform nursing treatments for individuals. We, as an agency, need to establish program criteria that will identify if the agency can continue to support the person with increased medical or

increased behavioral needs and ensure that families and physicians are aware that there may come a time that the service and support their family member requires, may need to be provided through an alternate source.

Staff has taken on many roles in order to meet the social, emotional, physical and nursing needs of the aging individual in care. They are counselor, providing guidance and educational teaching opportunities. They are friend, talking and spending time listening providing companionship. They are family, making or assisting the individual to make a good, informed decision or having just be a shoulder to cry on if the need arises, and now. Expectations for our caregivers are increasing, while resources to individuals remain stagnant at a time in the person's life when they are even more vulnerable.

CLQW believes that all individuals have the right to live, work and play as valued members of their community. We are committed to continued advocacy for the men and women we support as they move into what is supposed to be their golden years. We believe our more vulnerable members of society should receive the appropriate services and the appropriate level of support they deserve as valued citizens and members of our community. We need to rethink how people with an intellectual disability are supported as they age.

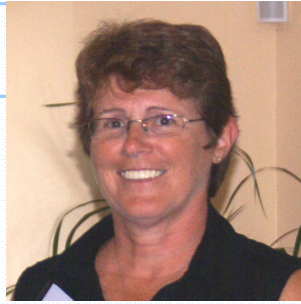
*Lorrie Arsenault*  
 Director of Programming &

CLQW 7th Annual  
 Tee-Off for Inclusion Golf Tournament  
 June 14, 2013  
 Timber Ridge Golf Course

We thank everyone who participated this year. The tournament was a complete success. See page 3.



## View from the Chair



**To Make A Difference:** When I first joined the Board of Directors for Community Living Quinte West in April 2006 there were eight members plus the Executive Director and the Executive Assistant who provided support to the Board. I considered this to be a healthy board. Over the last several years we have had members retire for a variety of reasons. Over time recruited new members, life has intervened and we have lost Board members for a variety of reasons. Our Board is not alone in needing to seek new members. All non-profit board faces a similar dilemma. Time commitments increase, family responsibilities intervene, work pressures accelerate and our Canadian tradition of giving back to community as volunteers on Boards takes a back seat.

Over the last several months I have had the pleasure of speaking with a number of volunteer Board members from other organizations and it seems we are in the same situation as many other groups.....the inability to attract new board members and retaining them for any length of time. Many articles have been written about the reasons for not volunteering and

have always liked what Oscar Wilde said and I think it relates directly to opportunities for volunteering. He said,

*The purpose of life is not to be happy - but to matter, to be productive, to be useful, to have it make some difference that you have lived at all. Leo Rosten*

I have listed a few already. Some re-

search has attributed the public perception of being too old, too young, too busy or wouldn't know where to start as reasons for not volunteering.

Taking on a role as a volunteer is seen as a burden that takes valuable time away from more important areas of ones life as well as adding another level of commitment with may be seen as little reward. I

***"The smallest act of kindness is worth more than the grandest intention."***

Volunteering is good for the soul... that feeling of having improved someone's life in some small way. My request to you is that if you know of anyone who may be interested in sitting on the board of CLQW, please refer them to us at [toni@clqw.ca](mailto:toni@clqw.ca).

Michelle Earle  
Board Chair

## Quinte Speech & Language Services

**Providing communication services for children and adults of all ages with communication needs**

**For more information contact:  
Pat Deline DSW, SLPA at 613-394-6098  
or send a message to [pat@clqw.ca](mailto:pat@clqw.ca)**

## Fixed Fur Life supplies the kittens for Doggie Day Care...

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Donations  
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### Tomatoes, Carrots, Radishes, Lettuce.... .... Come Join Us at the Community Gardens

The Quinte West Community Greenhouse and Gardens may have gotten a late start to the season but things are starting to take root and bloom.

The Winter was long and hard for everyone including the gardens. There was so much snow and ice this year that it was difficult to get into the greenhouse to start the seedlings early. The raised garden beds still had ice in them at the end of April delaying our annual clean up. Without the continued support of the City of Quinte West, we would have had a difficult time chipping away at the ice that was built up in front of the Greenhouse, where Steve just simply laid down a bag of salt and went to work chipping away, and it would have taken even longer to work the beds without the support of Bill and Heidi who worked tirelessly for two days weeding and rotor tilling the beds.

On May 15th the Rotary Leadership Group once again came out for the morning to lend a hand in helping to prepare the beds for the season. Usually when they come it is with the intent to have them plant all 42 beds for the season, but this year they were a big help in weeding the beds and planting only a few of them.

In the fall we had all 42 of the raised beds replaced which will allow an increase in our produce, along with having the plastic on the greenhouse replaced and an in ground sprinkler system installed.

We are hoping to have another successful year at the Quinte West Community Greenhouse and Gardens providing fresh produce to more families in need in the Quinte West area.

*Connie McLean  
Manager of Community Involvement*

### Roy Bonisteel Tribute Garden

Trenton's own Roy Bonisteel, journalist, host of CBC's long running Man Alive, Order of Canada recipient, and citizen court judge, enjoyed an illustrious career in newspapers, radio and television. The man who interviewed world renowned public figures from screen legend Lee Marvin to Mother Theresa will soon be immortalized by his home town through the creation of The Roy Bonisteel Tribute Garden.

On January 13, 2014 Quinte West Council overwhelmingly approved of the request to provide a permanent home for the project outside the library with a stunning view of the Bay of Quinte. Community Living Quinte West is on board ready to accept tax deductible donations from the public.

And now we need your help. With the groundwork in place for this worthy project we have every hope that you, as citizens, community supporters, well wishers and friends and neighbours of Roy, will contribute whatever you can to help us complete our goal. Every dollar will help to create the Roy Bonisteel Tribute Garden, a memorial to the man who in his day brought the world into our living rooms, but never left his Trenton roots. The project is estimated at a cost of \$135,000.



## Improving Quality

In 2012 The Ministry of Community and Social Service funded Queens University to provide advice on system performance indicators that could inform future data collection practices to support the Developmental Services Transformation agenda. In 2013 the Queens research team lead by Helen Ouellette-Kuntz and including team members from Lakehead University, the University of Ottawa and the Centre for Addiction and Mental Health, submitted a report to MCSS identifying 150 potential indicators divided into three main categories: Personal outcomes, organizational outputs and system-level strategies.

On June 3, The MAPS Workshop (Multidimensional Assessment of Providers and Systems) was held in Toronto and brought together 73 representatives from approximately 40 agencies, numerous DSOs, MCSS and Queens University and other universities. The purpose of the seminar was to attain feedback from system stakeholders regarding the results of the current findings

into the research on the principles of quality improvement and to review the personal outcome indicators, come to a common understanding of the benefits of generating knowledge from information collected and identify ways to support the use of select indicators across the province.

*Starr Olsen  
Executive Director  
Executive Director*



### Tournament Highlight: A Hole-in-One!

Community Living Quinte West's seventh annual golf classic, *Tee-Off for Inclusion*, got off to a cool start on June 14 at Timber Ridge Golf Course. Temperatures were a bit on the nippy side but the golfers were very hot. The day unfolded with some long drives and a hole-in one completed by Michelle Earle. Michelle's only regret was that it wasn't on the hole to win the car. She says she has saved the ball as a souvenir. Michelle won a set of Taylor-Made RazorBladez Golf Clubs.

Some other golfing highlights were the longest drive for women captured by Michelle Earle and Steve Picco took the longest drive for men. Closest to the hole was won by Kim Van Dyk for women, and for men was Phil Oreskovic. Kris Newbury and his friends formed the winning team for the day. Kris is a well-known hockey player and is a Washington Capital's centre. Kris has been a staunch supporter of CLQW and he was also awarded the Sustaining Benefactor Award for his continued service and support of CLQW.

We would like to thank the many members of the community who supported our tournament with sponsorships or donations of prizes and silent auction items. Kris Newbury brought a signed photo of P.K. Subban of the Montreal Canadiens, a signed Jordan Eberle stick and his own signed sweater. One of the tireless workers on the golf tournament was Wally Earle who spent many hours seeking sponsors and donors. Wally also sponsored the golf breakfast. John Klein of NoZac Carpentry sponsored the putting contest. Belleville Hyundai sponsored the Hole-In-One car. Other extremely generous contributors were Welsh LLP Chartered Accountants, the Royal Canadian Legion Branch 110, Stevenson and Hunt Insurance Brokers Limited, and the Lioness Club of Trenton.

Golfers and volunteers enjoyed a beautiful steak, chicken or vegetarian dinner and the presentation of prizes rounded out the day. Next year's *Tee-Off for Inclusion* Golf Classic will be held June 13<sup>th</sup> at Timber Ridge Golf Course. *Darlene Dale*

## HELMS Evaluation Forum

The HELMS Evaluation Forum was held on May 14<sup>th</sup> at the Trenton YMCA. The purpose of the workshop was to receive feedback on various aspects of the HELMS Program. Attending were Executive Directors, Board members, Ministry representatives, HELMS Steering Committee members, HELMS Facilitators, Community Sports Partners and front line staff with knowledge of the HELMS program. Through a series of exercises the workshop participants examined how the HELMS sports activities had impacted the lives of people with an intellectual disability and in what aspects of their daily lives. The attendees also examined how the program could improve and what directions for future programming should be considered. A report on the HELMS Program will be available by the middle of July.

*Toni Kirby  
Executive Assistant*



## Summer Events for Paws Active Doggie Daycare

All the staff at Paws Active has been out and about this summer taking part in two major events in our community. First event was the 8th annual event Barks By The Bay which was held on Saturday, May 31st Centennial Park in Trenton, a day full of all things dogs and cats. Although there was a noticeable decrease in vendors this year, our booth was always booming with people interested in seeing what services we provided! This year was our first year to have product to sell; handmade dog toys, and our whole line of grooming shampoos, conditioners, colognes, and detangling spray all are what we use on your dog when they come in to the daycare for their spa day. Also for those of you that are lucky at draws we had a Free Raffle where you had to guess the number of dog treats in the cookie jar, now don't assume this was an easy task as the filler of this cookie jar was tricky and used many different shapes and sizes of treats to just make it that much more fun! It was also brought to our attention that lots of vendors hand out free items for your four legged friend but no one handed out treats for their human companions so we were lucky enough to have Sherry Hiscock from Delectable Arrangements help us out by making 300 bone shaped rice krispies treats with or business cards attached to hand out to everyone stopping by with their fur baby. Our booth mascots for Barks this year were Maggie the Pug who was sporting pink & purple flowers and daisy's, Shilo the Chocolate Lab who was showing her love for Paws Active with the word love and hearts,

and then there was Reese the Yorkie sporting a very masculine bright green Mohawk, having all three of these at our booth definitely help draw some attention our way!

Just a week later we had our second event Struts For Strays an annual Walkathon and Pet Festival that takes part in Belleville's West Zwicks Park, a day filled with Pet activities to raise money to help the homeless and abandoned animals in our community. This was just our second year taking part in this great event, a little bit different then Barks as this events main focus is to help raise money for all the animals that Fixed Fur Life helps. Also spicing things up for this event we had our very own Popcorn Machine there on site at our booth to sell along with all the previous items we had at Barks. Being one of their adoption centres has certainly helped us reach more of a Belleville based clientele as we were more well known this year than last. Our mascots on this day were; Maggie the Pug who sporting a nice bright orange tail, happy faces, and blue stars, Shilo the Lab was all about peace and happiness with red & white peace symbols, and we even had a few of our grooming customers stop by and show their support, Mr. Magoo who was one of the more notable sporting his full body Mohawk just having his spa day at the daycare a few days previous to make sure he was ready to strut his stuff!

All the staff at Paws Active love having the opportunity to go out within our own community to show our support of such great events and having the chance to interact with our wonderful customers with their fur babies is definitely a bonus! I have noticed a huge difference from when I first started at the daycare and started attending events to now, I



Nicole Johnson,  
Associate Supervisor

52 Lafferty Road,  
Trenton, Ontario K8V 5P7  
613-394-0764  
pawsactive@clqw.ca

**Daycare Hours:** 8:00 a.m. – 5:30 p.m.  
**Grooming Hours:** 8:00 am – 3:30pm

Owned & operated by  
community living  
QUINTE WEST  
Bridges to Inclusion

loved hearing almost everyone that stooped by our booth to say Hi saying; oh you guys are great!, my dogs love coming to the daycare!, Oh yes I already come to you for grooming do you mind if I take some of your brochures to hand out to my friends???

To me it speaks volumes to hear such lovely complements, and I hope it only gets better from here on out. Again I would like to thank all of our awesome employees, volunteers, and of course our customers who make doing these events such a great success!

Nicole Johnson  
Associate Supervisor



## Compass Program for the Summer

We are looking forward to summer here at Compass when we can put on our sun hats, grab our sun screen and flip flops and move outdoors to the sun. Compass relaxes this time of year and our schedule includes many more outdoors events and opportunities to participate in community events. We spend our days at sidewalk sales, down at the beach, museums, art galleries, sports days, craft activities, and walking through the parks or anywhere close to the water.

Please let us know if you hear of an events we would like. Just send us a quick email. We love to participate in most community events so we would love to hear your suggestions.

If you would like to volunteer with the Compass Program please call Darlene Dale or Lisa Flanigan (Volunteer Coordinator) a call. We are looking for people who have a talent such as sewing, gardening, singing, playing music, drama, arts, cooking.



Billy at the dinosaur dig!

*Have a safe and great summer,  
Darlene Dale and Jennifer Frizzell*

## Volunteerism: The Thread That Strengthens Community

May is Community Living month and Community Living Quinte West chose this time to recognize their many volunteers. On May 27<sup>th</sup> a BBQ and celebration of volunteerism was held to say "Thank You" to some very special people. When asked to comment, Starr Olsen, Executive Director said that in her mind volunteerism is the ultimate expression of what makes a community work. "When volunteers demonstrate the solidarity that is necessary to get things done, everyone benefits." Ms. Olsen said.

Over 60 people attended while hot dogs and hamburgers were cooked by volunteers and salads and desserts were provided by staff and one of the talented volunteer dessert makers, Marianne Morrin. The warm weather and pleasant companionship was enjoyed by all. The keynote speaker, Lou Rinaldi, spoke about the strength that comes to a community when they have a strong volunteer base. He praised all of the volunteers attending and congratuated them on their sense of what is important in life, giving back to others.

Special recognition awards were presented to Heather Orris and Ryan Smith. Heather was honoured as the Volunteer of the Year for the many hours of friendship she has shared with one particular woman, a friendship that started when Heather was on school placement with CLQW. Ryan Smith was honoured as the Extra Mile Volunteer of the Year for his time spent assisting at Paws Active Doggie Daycare & Grooming and the Quinte West Community Greenhouse and Gardens. Ryan is always quick to answer the call for help.

Michelle Earle, President of Community Living Quinte West, expressed her gratitude for the many hours the volunteers have invested in the agency and noted how the lives of those supported by CLQW have been made that much better by the time invested by those who volunteered. She commented that all of the volunteers had made a significant positive difference in people's lives and that is one of the highest goals for which any of us can strive. Ms. Earle commented, "Volunteerism is the thread that strengthens the fabric of community. Thank you everyone."

*Starr Olsen  
Executive Director*

