

BRIDGES

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VOLUME 6 Issue 3
Editor: Starr Olsen

View from the Chair

Accreditation:

- to give official authorization or approval of
 - to recognize or vouch for as conforming with a standard
 - to recognize (an educational institution) as maintaining standards that qualify graduates to higher more specialized institutions
 - to consider or recognize as outstanding
- (as defined in the Miriam Webster Dictionary)

CLQW has spent the last three years working toward Accreditation. This is a fact finding process, "show me the proof" process and incredible learning and growth process that upholds what we say our agency does to an outside auditing body, in this case FOCUS Accreditation. Preparing for an accreditation audit is a huge learning opportunity that forces an agency to look for ways to improve their organizational effectiveness and delivery of services. Becoming accredited involves an enormous commitment on behalf of CLQW staff, families, people supported, management and Board. Everyone must be involved. Even our community partners are interviewed about the agency.

CLQW's Accreditation review took place at the end of November. The results won't be available to us until mid January. No matter the official results, it is my opinion that the outcome will only mean good things for this agency. I think this agency has taken a gigantic step forward to ensuring its place in the future. As funding has changed so drastically, we must be sure our agency changes and adapts. I look forward to the future knowing that if we use the accreditation building block and use it as a stepping stone, we will be able to provide the best possible services we can. We want to ensure a rightful place for CLQW for the next 50 years. Accreditation is our commitment to our future!!

Merry Christmas
&
Happy Holidays Everyone.

All the very best in 2013.

*Michelle Earle
Board President*



Christmas at Compass

We will be celebrating December 21st, our final day at Compass before the holidays, out at Sandy Flats in Warkworth. We will be going for sleigh rides through the woods, singing Christmas Carols and enjoying a pancake, sausage and bean lunch. There is room for 35 people, and if you would like to come please contact Darlene or Jennifer at 613-394-2302.

Compass will close at 4:00 pm on December 21, and will re-open 8:00 am January 07, 2013.

Merry Christmas to all.



Christmas and Family Traditions

“Christmas is coming and the goose is getting fat” ... and plans are underway for supported individuals, family, friends and staff to gather to celebrate the holiday season. There will be a Christmas party held at our Canal Street location on December 13th. Invitations have been sent. There will be singing, lots of amazing and delicious Christmas food and goodies, games, laughter and visiting. Debbie Santoro has agreed to take on the project of planning the Christmas party gathering along with help from other staff members that have offered to lend a helping hand.

All of our residents are busy planning their holiday activities, decorating their homes and putting up Christmas trees, attending Santa Claus parades, going on sleigh rides, drives to see the Christmas lights, drinking hot chocolate, and doing favorite Christmas baking. Plans are underway for some people to go to the Christmas dance in Belleville. People are looking forward to attending this festive event, as well as Christmas shopping for friends and loved ones, wrapping their gifts and taking their food items to the food bank. Depending on the

closeness of family, some of the people we support will be spending Christmas with their families, while others will be celebrating with each other and preparing their own traditional Christmas dinner.

Management of Residential Services, staff and supported individuals would like to wish everyone a very, very Merry Christmas and a safe and Happy New Year!

*Lisa Flanigan
Manager, Residential Services*



Seasons Greetings

The Paws Lights It Up for Santa



Our **PawsActive Doggie Daycare** customers, staff, volunteers, students and dog friends all participated in the Trenton Santa Clause Parade on November 25th. The theme of the parade was “Light It Up” and that is exactly what we did. We decked ourselves out in lights and our PawsActive sign was dazzling with battery operated LED lights. We love helping Santa come to town and our dog friends enjoy all of the attention that comes with walking in the parade.

We handed out over 800 candy canes with our business information attached and we hope to see some new customers walking through the door with their tails wagging.

From all of us at PawsActive Doggie Daycare,
have a safe and peaceful Christmas Season.



*Nicole Johnson, Associate Supervisor
PawsActive Doggie Daycare*



Compass Activities

Compass Dance

The Compass Program held a dance on Friday, November 16, 2012 at the Trenton Legion. The purpose of the dance was to raise funds for trips and activities for those attending the Compass program. Many thanks go out to the Program Committee , Sarah Sharkey, Shannon Hall, Susan Holmes, and Darlene Dale, for making this dance so successful.

We would also like to thank the many businesses and organizations that provided prizes and donations. We are very appreciative of the kindness you have all shown our agency. All of the funds we collect from our efforts go toward helping the people we support learn about and be a part of their community.

Prizes and donations were received from:

Ardens Music
Captain Georges' Trenton
Copperfields Fitness
Dapps Restaurant
Forget-me-Not Florist
Golden Valley

Home Hardware - Trenton
J&B Books
MacIntosh Café & Catering
Marianne Morrin
McCurdy's
Riverside Music

Rumours
Royal Canadian Legion Trenton
Sherry Hiscock
Spelmer Chrysler
Starr Olsen
Tomasso's



Crotchet Blanket Draw Held November 16, 2012



Compass would like to thank Karla Perry for her donation of a home made crotched blanket. The Compass Program sold tickets on the blanket and made over \$150.00 towards supporting program activities. Congratulations to Ms. Jane Swan who won the blanket.

Christmas Draw

Tickets are on sale now for a Christmas Candy Basket. Draw will be held Friday, December 21, 2012 at 3pm. Tickets are \$2.00 each or 3 for \$5.00 – please call Compass (613-394-2302) if you want to buy tickets or if you can help sell tickets.

All proceeds go to the Compass Program. Thank you to Sherry Hiscock for donating the basket.



Giving Back to the Community



Giving back to the community is one of the things in which our agency believes. Every year we try to identify projects that will help others. This year we participated in a Food Drive in November and we were able to donate two large boxes of food to the Trenton Food Bank. Great job everyone for giving back to our community.

Darlene Dale
Director of Professional Development, Innovation, and Accreditation
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CHRISTMAS FIRE SAFETY TIPS

To ensure a Merry Christmas and fire safe Holiday Season for everyone, **Fire and Emergency Services** suggests the following fire safety guidelines be observed:



The Kitchen

Grease and fat fires are a leading cause of home fires in Canada, so be extra careful when doing this kind of cooking. Here's what to do if grease in a pot or pan catches fire:

- Smother the flames by covering the pan with a lid.
- Turn off the heat immediately.
- Use baking soda (flour can be explosive) on shallow grease fires.
- Never turn on the overhead fan, as this could spread the fire.
- Never throw water on a grease fire.



The Christmas Tree

- Get a freshly cut tree. It will stay green longer and be less of a fire hazard. Try to pick a tree with a strong green colour and noticeable fragrance.
- Always test for freshness before buying. A tree with high moisture content is safer. Very few needles should fall when the butt of the tree is tapped on the ground; needles should bend, not break; and the stump should be sticky with resin.
- Place the tree in a stand that will hold 2 to 3 litres of water and top it up daily. Make sure it is always immersed in water: if water drops below the trunk, the stem may reseal itself, requiring a fresh cut.
- Use a tree stand that has widespread legs for better balance.
- Do not set your tree up near a heat source such as a radiator, television, fireplace, heating duct or sunny window. It should not block doors.
- Never use lighted candles on the tree.
- Remove the tree within 10 to 14 days. After that time in a heated building, even the freshest tree can start to dry out.



Decorations

- Choose decorations that are flame-retardant, non-combustible and non-conductive.
- If there are young children or pets in your home, avoid very small decorations.
- Avoid using angel hair (glass wool) together with spray-on snowflakes. This combination is highly combustible.
- Do not use metallic ornaments on the tree. If they make contact with defective wiring they could become a shock hazard.



Lights

- Use Canadian Standards Association (CSA) certified light strings/sets.
- Use the proper lights for the environment. Indoor light strings/sets should not be used outdoors because they lack weatherproof connections. Some outdoor light strings/sets burn too hot indoors.
- Inspect light strings/set before use. Check for cracked bulbs and for frayed, broken or exposed wires, and discard if faulty.
- Do not use electric light strings/sets on metallic trees. A faulty system could energize the tree and shock or electrocute anyone coming into contact. Illuminate metallic trees with coloured floodlights placed at a safe distance from the tree and out of reach.
- Turn off all tree and display lights before retiring for the night or before leaving the house.



Candles

- Place candles away from absolutely anything that could catch fire.
- Never leave burning candles unattended.
- Burn them only when a responsible adult is overseeing the flame.
- Put candles in sturdy holders on a stable surface, well away from drafts, curtains, children and pets.
- Snuff them out before leaving the room or going to sleep.



The Fireplace

- Never burn gift wrappings, boxes, cartons, or other types of packing in the fireplace. They burn too rapidly and generate far too much heat.
- Don't hang Christmas stockings from the mantel when the fireplace is in use.
- Always use a screen in front of the fireplace to protect against flying sparks.
- Never use gasoline or any other flammable liquids to start a fire.
- Use only seasoned and dried wood.
- Never leave the fire unattended or let it smoulder.
- Clean the ashes regularly. Place the ashes in a metal container and store outside away from flammable materials.
- Don't use Christmas trees for firewood.



Electrical Plugs and Cords

- There is often a tendency to overload wall outlets during the holiday season. This is an unsafe practice and should be avoided even for short durations.
- Inspect all cords before using. Make sure they are CSA certified. Look for loose connections or frayed or exposed wire. Discard any defective cords. Read the labels and manufacturer's instructions to ensure proper use.
- Insert plugs fully into outlets. Poor contact may cause overheating or shock.
- To avoid possible overheating, do not coil or bunch an extension cord which is in use and do not run it under carpets or rugs.



Gift Suggestions

- Home smoke alarm
- Carbon monoxide detector
- Multi-purpose (ABC) fire extinguisher
- Candle snuffer
- Thermostatically controlled deep fryer

Last but not least ... make sure your smoke detectors work. Effective March 1, 2006, one working smoke alarm is required on every level of your home. IT'S THE LAW!



**Community Living Quinte West
wishes everyone a
safe and joyous
Holiday Season**



2012 Has Been an Exciting Year for HELMS

For many participants in HELMS (Health Energy Learning Motivation thru Sports) 2012 proved to be an exciting year. There were many sports enjoyed by many individuals. Many of the participants look forward to the challenge of trying a new sport while others are comfortable doing what they know. Although seeing their friends enjoying the thrill of a new sport often encourages an individual to give it a try.

Winter sports enjoyed this year were horseback riding, skiing, sit skiing, snowboarding, dog sledding, ice fishing, and curling. Skiing and sit skiing were a continuation from previous years and many individuals advanced to the higher slopes. Dog sledding and ice fishing were a first for most of the participants. Everyone came away from these activities wanting more. Horseback riding is a perennial favorite for those who like the horses.



Curling at the Quinte Curling Club was a very new experience for some participants. The club put together a program of lessons and a final bonspiel. Six individuals discovered that playing on the ice can be safe and rewarding. This fall the Trenton Curling Club and the Campbellford Curling Club have opened their doors to provide a similar opportunity. Between 10 and 13 individuals take lessons Wednesday mornings at each club. They can either throw the rock from the hack or use a stick to push the rock. This adaptation means that more people can enjoy the game. An end of year bonspiel will be held at both clubs with prizes and banquet.

Sweeping it home.

Spring and Summer brought thoughts of baseball, golf, sailing, and lawn bowling. This was the second year for the HELMS *Blue Jays*. Tuesday evenings, when it wasn't storming, between 18 and 20 players would show up at the Wellman's ball field in Carrying Place to practice their skills in pitching, batting, catching, and running the bases. At the end of September they divided themselves into two teams for a play-off. Trophies were awarded at the end of year banquet.

A huge thank you goes out to the *War Pigs* baseball team in Toronto, who presented the players and coaches with home and away team shirts. Players really felt like they were a team and proudly wore them for the play-off game. A challenge was even made to the *War Pigs* to come out and play next year. It just may happen.



The HELMS *Blue Jays* in their new team shirts.

About six individuals were introduced to the game of Lawn Bowling at the Trenton club. The club members were very eager to provide this opportunity. Players who are able to develop a competitive skill level will be able to join club teams while others will be able to enjoy playing the game.



Receiving final instructions.

Golf has always been enjoyed by those who play. This year we were lucky to be able to arrange for lessons at Bay of Quinte Golf Club. Kevin Layte, the golf pro, was excellent at working with the players. He was patient and encouraged each person to hone their skills. The season ending nine hole golf tournament was held at Bayview Golfing Center. The day ended with a wonderful lunch and the awarding of prizes.

Sailing is another summer sport that HELMS is lucky to be able to offer to a few individuals. Partnering with QuinteSailability allows individuals to experience being at the helm of a boat. For some it is the only opportunity they have of getting out on the open water.

Activities at the local YMCAs are accessed throughout the year. The pool is always a big hit. More and more people are making use of the exercise equipment to increase stamina and strength. Learning to live healthy is very much a part of the experience.



On the Bay of Quinte

Inclusive Post Secondary Education Committee Promotes New Program At Loyalist College

The Inclusive Post Secondary Education Committee is a committee dedicated to promoting post secondary education opportunities for people with intellectual disabilities. The IPSE Committee has members from many of the agencies supporting people with intellectual disabilities in this area. Members include:

Community Living Prince Edward
Community Living Belleville
Loyalist Developmental Service Worker Program
East-Central Ontario Training Board (ECOTB)

Pathways to Independence
Community Living Quinte West
Prince Edward Learning Centre

The IPSE Committee has recently recommended to Loyalist College that they implement the Community Inclusion through Cooperative Education (CICE) program. This program is designed to provide the college experience and education leading to employment for people with intellectual disabilities.

Over the past several years the IPSE Committee has tried to work with the college to help students wanting to move into post secondary education to attain their goal. Unfortunately at this time the IPSE Committee has not been successful. The Committee members have decided that lobbying for Loyalist to offer the CICE Program is the best way to help young people with intellectual disabilities to move forward with their dreams of further education.

Recently the IPSE Committee members wrote letters of support urging Loyalist to implement this program. The Community Inclusion through Cooperative Education is not a new program. Many other colleges offer CICE. The following list shows the colleges currently providing a means for students with an intellectual disability to pursue their education. We hope that soon Loyalist College will be on this list.

Fleming	Georgian
Humber	Durham
St. Lawrence	Lambton
Confederation	launched fall of 2012



Leadership Award

Congratulations to Lorrie Arsenault for receiving a Leadership Award for her work on the MCSS Compliance Review. Lorrie was unable to attend the AGM to receive her award.

Thank You Metro Paper Products

Many thanks go to Metro Paper Products who donated `` 2nds for Donation`` for our programs. A donation was received of toilet paper, facial tissue, and paper towels.

Many thanks go to Amin Jadviji and Ed Deline for making the donation to Community Living Quinte West.

Human rights victory for St. Catharines worker By [Karena Walter](#)

The Standard, Saturday, October 20, 2012 5:35:12 EDT PM



Overturing its previous decision, the Ontario Human Rights Tribunal has ruled that paying an intellectually disabled St. Catharines woman \$1.25 an hour was allegedly ongoing discrimination every time she received a paycheque. In what's being called a precedent-setting ruling, the three-member panel found this week that the practice of paying Terri-Lynn Garrie less than employees who did not have developmental disabilities was not a single act of alleged discrimination. Instead, the panel found it was an ongoing series of allegedly discriminatory payments for work performed on a series of occasions.

"It's really important, not just for the Garrie family but for everybody making claims under Ontario's Human Rights Code going forward," said Jennifer Ramsay, communications and external relations co-ordinator for the Human Rights Legal Support Centre in Toronto.

"It's precedent-setting. It's extremely rare they even re-consider in the first place."

The centre represented Garrie, now 43, at a reconsideration hearing in St. Catharines on May 30, where it argued a January human rights tribunal decision was incorrect in law. The original decision upheld that Janus Joan Inc. of Dunlop Dr. discriminated against Garrie on the basis of disability when she was fired from the bottling company in 2009. But that decision found an allegation the company discriminated against Garrie by paying her less than non-disabled employees was out of its jurisdiction because of the length of time that passed since Garrie received her first paycheque 10 years before.

The centre argued there was an ongoing violation every time Garrie was paid less than other workers. That would mean the complaint to the tribunal was within the code's one-year limitation period because Garrie's last paycheque fell within that timeframe.

"It was pretty clear to us that the discrimination continued every single time she received a paycheque and so we were very, very concerned about the original decision," Ramsay said. "And so we are very, very pleased they put that to bed."

Ramsay said the tribunal rarely overturns its decisions.

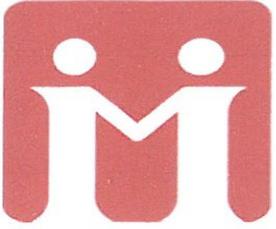
"I believe it's actually the most substantive reconsideration decision ever issued by the tribunal. It's really a vital legal principle, the whole issue of what constitutes ongoing discrimination."

No one from Janus Joan Inc. attended the original May 2011 hearing or the May 2012 reconsideration hearing.

The latest decision was released on Oct. 15. The tribunal declined to reach any conclusions about an appropriate remedy and did not provide a future hearing date. Ramsay said the centre hopes the tribunal will convene another hearing to talk about an appropriate remedy, which it believes are lost wages from the time Garrie was hired by the company in the late 1990s, based on the difference between \$1.25 an hour and minimum wage at the time.

Garrie's family has said from the beginning they don't believe she'll actually see any money from the defunct company and went forward for the principle of the matter. "This is all going to be on paper. I can't see Terri-Lynn coming out of this with anything but it would be nice if she gets something," her mother, Marjorie Tibbs, said. Tibbs called the decision "awesome."

Garrie said she was excited about it Friday. "When I heard the good news, I said, Yay."



MAPS

MULTIDIMENSIONAL ASSESSMENT
OF PROVIDERS AND SYSTEMS

Phase 1 Parent Study Update

October 2012

Thank you for your participation in the first phase of our study of *Parents Seeking Adult Developmental Services for their Children*. We would like to take this opportunity to tell you about our activities over the past year and share some early findings of the study.

What did we do? –The Recruitment Process

The nine Developmental Services Ontario organizations (DSOs) distributed our Request for Information forms or Consent forms to parents of adolescents and adults (age 16 and above) with intellectual/developmental disabilities (IDD) living at home and seeking services through a Developmental Services Ontario organization between July 4, 2011 and March 31, 2012. The DSOs sent our forms to 1191 parents by mail, email or in-person.

Most of the 250 parents that asked for more information agreed to be part of the study. We mailed them a survey, and scheduled a telephone interview. We completed a total of 207 interviews and received 213 mail-out surveys from the 221 parents who consented to participate.

Who did we hear from? –Parent Description

- Parents ranged in age from 38 to 91 years, with two-thirds between 46 and 60 years old.
- About 60% were married, one quarter divorced/separated, and the remaining single/widowed.
- Most were mothers; around 15% were fathers.
- Half had a college diploma or higher education, while 10% had less than a high school diploma.
- 21% had a household income of less than \$25,000 per year while 22% made above \$95,000.
- One third of the parents interviewed were not currently working (stayed at home, retired, unemployed or received ODSP).
- One in five families lived in a rural area.

Half of the parents reported having **at least one** significant medical, physical or mental health condition.

- 30% identified a medical condition such as heart disease or cancer.
- Around 28% reported physical conditions such as a herniated disc.
- One quarter expressed a mental health condition such as depression or bipolar disorder.



- ★ Nearly half of the parents were also a major caregiver for someone else in the family such as a small child, elderly parent or someone else with a disability.

Who are services requested for? –Adult Children

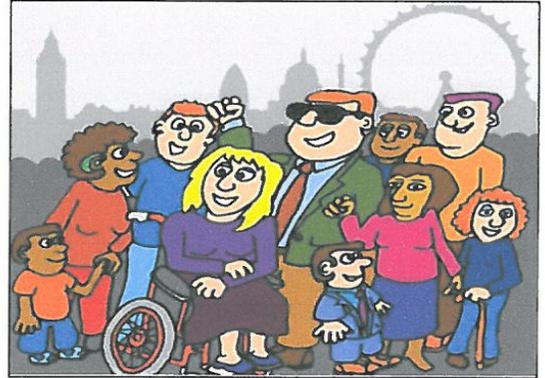
- There were 216 individuals for whom parents were requesting Adult Developmental Services.
- Nearly two-thirds were male.
- Their ages ranged from 16 to 53 years, with the majority under the age of 35.
 - 46% were 16 to 20 years old and were preparing or recently eligible for Adult Services.
 - 45% were 21 to 34 years old and no longer part of the public school system.
 - The remaining 8% were 35 years or older.

What are common diagnoses?

- 34% had an Autism Spectrum Disorder.
- 15% had Down Syndrome.
- 30% had mobility impairments (some used a wheelchair).
- One quarter had epilepsy/seizures.
- Around 36% had a dual diagnosis (classified as having an intellectual or developmental disability plus one of the following: psychiatric disorder/mental illness, behaviour disorder, drug/alcohol dependency or Alzheimer disease).

What services are requested?

- Nearly 70% requested *Community Participation Supports* to assist with social, recreational, work or volunteer activities.
- Almost half were requesting *Residential Supports* such as a group home, supported independent living, or other residential models.
 - This was the most frequently requested service for children 35 years and older.
- One third of the parents requested *Respite*.



How are they included?

- 2/3 of the individuals with IDD participated in community activities.
- Less than half of the individuals had friends outside of family or staff.
- Most parents felt their adult children were accepted and welcomed by community members.

Who makes decisions?

- Around 1/3 of the individuals made their own decisions about daily activities like routines, spending money and social activities.

Next Steps...

We will be using these findings along with other information you have given us to better understand what it is like for parents across Ontario seeking services for their adult children. Our final report will be presented to the Ministry of Community and Social Services.

A second phase of this study is also under way to see what happens over the year following the request for services. We are currently following 181 parents. For more information about these projects and other MAPS research, please visit our website at www.mapsresearch.ca or call us at (613) 548-4417 ext.1207. Thank you again for participating in our research!

Compass Program

Educational programming for adults with an intellectual disability

“Tell me and I will forget.
Show me and I may remember.
Involve me and I will understand.”

Experience,
Learn, Live

Joan Scott Developmental Centre
11 Canal Street, Trenton, ON K8V 4K3
613-394-2302 compass@clqw.ca
Contact: Darlene Dale



Season's Greetings from

Paws
Active
Doggie
Daycare &
Grooming



Nicole Johnson, Associate Supervisor
Certified Vet Assistant & Groomer

11 Canal Street, Trenton, Ontario K8V 4K3
613-394-0764 pawsactive@clqw.ca

Daycare Hours: 8:00 am – 5:30 pm
Grooming Hours: 8:00 am – 3:30 pm

Owned & operated by



All Grooming & Daycare Prices include HST

Grooming Rates

All grooming packages include bath, brush, nails,
ear cleaning and haircut.

Small Dogs: \$30.00 - \$35.00
Medium Dogs: \$40.00 - \$45.00
Large Dogs: \$50.00 - \$55.00
Giant Breed Dogs: \$60.00 - \$70.00

Nails, Teeth, and Ears are available at an individual
item cost **or** may be added to a grooming package
for **\$2.00**

Add nail polish to a grooming package for **\$5.00**

Daycare Rates

Hourly Rate	\$3.00
Full Days	\$20.00
Bulk purchase \$20.00 x 9 days	\$180.00
(day 10 free) = \$18.00 per day	
Half Days	\$12.00
Bulk purchase \$12.00 x 9 days	\$108.00
(day 10 free) = \$10.80 per day	

Ask about our discount pricing for additional dogs.

Accreditation

Thank you to all who participated in the Focus Accreditation On-Site Validation. We will receive our results mid-January. Great Job to everyone.



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.

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 Susan Holmes 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.



52 Lafferty Road, Trenton, ON K8V 5P7
Tel: 613-394-2222 Fax: 613-394-0381
Email: communitylivingquintewest@clqw.ca
Web: www.clqw.ca

December 6, 2012

Dear Friends of Community Living Quinte West:

December has arrived and Christmas is fast approaching. We know that everyone at this time of year is busy but we hope you will take a few minutes to review our agency's strategic priorities on our website. The Board of Community Living Quinte West, in the New Year, will review our current priorities and depending on the results of that review will set new priorities or adjust and retain some of the priorities we already have. Your feedback is very important to us.

We hope you will take this opportunity to help our agency continue to provide the service that is needed in this area. We know that funding is difficult to obtain and that the provincial government is struggling with a deficit; however, we believe that with dedication and some creativity we can continue to provide quality services to people with an intellectual disability and your feedback will help us.

You can provide feedback through our website or if you prefer you can write to us at the above address or our e-mail address communitylivingquintewest@clqw.ca, or call the office at (613) 394-2222. Please take a few minutes and look at our web site. You will see some of the great activities and programs we have developed. We take great pride in being sure that the people we support have as many opportunities to participate in the Quinte community as possible. We hope to hear from you and we wish you a very merry holiday season.

Sincerely,

Michelle Earle
Board Chair

Starr Olsen
Executive Director