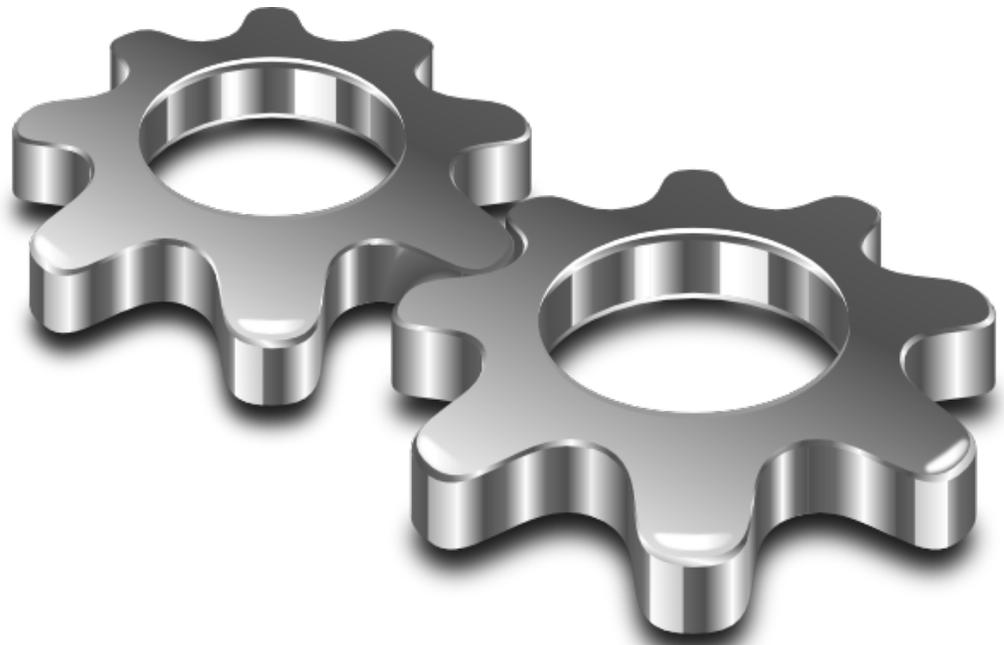


COMMUNITY
LIVING
Quinte West 60
YEARS



Annual Report

September 17,
2020

Community Living Quinte West

What was to be the beginning of the celebration of our 60th Anniversary suddenly became the end. The COVID-19 Pandemic took over our lives.

Annual Report 2019-2020

COMMUNITY LIVING QUINTE WEST

MANAGEMENT STAFF

Iain Harper- Executive Director
Lorrie Arsenault- Director of Supports and Services
Andrew Hutchison- Director of Finance
Susan Holmes- Director of Operations and Human Resources
Pat Deline- Manager of Professional Development and Technology
Connie McLean- Manager of Community and Family Support
Sarah Sharkey- Manager of Residential Services
Pam Tooley- Receptionist

PROGRAMS

Day Supports – Club Unity

Residential Services – Bentinck St.
Fraser Glen
Lafferty Road
Lafferty Lodge

Supported Independent Living

Community Supports - Community Families
Passport

“In every crisis, doubt or confusion, take the higher path - the path of compassion, courage, understanding and love.”

— Amit Ray, Nonviolence: The Transforming Power





Growth, Empowerment, Acceptance, Respect

MISSION STATEMENT

Community Living Quinte West will always support persons served to live, work and participate as integrated and valued members of the community.

VISION STATEMENT

- Growth** – Change Management, Collaboration
- Empowerment** – Support for Families, Personal Planning
- Acceptance** – Building an Inclusive Community
- Respect** – Respect for the Individual

(**GEAR** – Working Together)

CLQW is committed to:

A person's right to make real self-defined choices.

The provision of supports and resources allowing every person to exercise their rights, privileges, and obligations as full members of the community.

Enhancement of the emotional, social, educational, vocational, and spiritual well-being of each person.

Beliefs

Recognizing the fundamental rights and unique potential of all CLQW advocates for inclusion of everyone with intellectual disabilities to all aspects of community life.

BOARD OF DIRECTORS 2019-2020

Brent Hoddinott – President and Board Chair

Callum Winsor – Vice President

Scott Smith – Secretary and Self Advocate Representative

Remco deGooyer – Director



A MESSAGE FROM THE PRESIDENT

What an exciting time since the last annual report.

First and foremost, labour relations with OPSEU were front of mind over the summer of 2019 and into the fall. While the relationship between staff and management was trying for brief periods of time in the lead-up to the negotiations, a positive was achieved by both sides by end-August 2019.

Financial details for the 2019/2020 fiscal year came late from the Ministry, but when the details were released, CLQW had an approximate shortfall of over \$160,000. This forced Iain and Andrew to sharpen their pencils so that the organization would find the savings. After some late nights and creative thinking but sadly some HR staffing actions, the gentlemen were able to come up with a good plan so that by the end of March 2020, the shortfall had been covered and there remained some money to be banked for the May 2020 pay equity payment. Well done to the team to solve this challenging problem!

Following a briefing to City Council to raise awareness and garner support about the CLQW Respite Centre, a respite bed was set up in one of the homes. It was filled immediately and had a significant wait list. Work continued to progress with the actual respite centre, but progress is slow as city officials change the requirements from time to time. Eventually though, the respite centre will get the stamp of approval. All we need is more fundraising money to finish off the dream!

On top of the respite centre, CLQW moved its headquarters downtown Trenton to much fanfare. A great opening ceremony was had with quite the VIP list, including Neil Ellis, MP for Bay of Quinte, Todd Smith, MPP for Bay of Quinte, and Mayor Jim Harrison. The move downtown has increased CLQW's profile significantly and the inviting blue/green sign lights up Front Street impressively, but the light is outshone by the work being done by both the management and staff with our fine organization.

What would an annual report be without mention of the most significant event in recent memory – COVID-19.



Due to quick action and tough decisions made by Iain Harper, CLQW did not experience a positive COVID-19 case at the time of writing this report. Given what was happening around the province and country in terms of long-term care homes, it was a significant achievement by Iain, the management, and the outstanding staff to keep COVID-19 from entering CLQW spaces. What is more, the staff were so creative to keep the spirits up of the persons supported and to ensure the time was spent enjoyable even though the country was in lock-down. My hat is off to all those who had a role to play in our successes during the COVID-19 pandemic.

Lastly, I would be remiss if I did not mention the commitment ceremony that took place in early December between two persons supported. It was a beautiful ceremony that saw over 90 people attend.



Brent W. Hoddinott, LCol
CLQW President

THE CHALLENGE OF COVID-19 – FROM THE EXECUTIVE DIRECTOR

Community Living Quinte West was excited; a whole year planned of celebration and events. Our 60th anniversary! Quite an achievement and certainly something to be celebrated. Who knew as we wrapped up a successful fiscal year-end that something more sinister was about to change all those plans.

In March, our lives were changed for the foreseeable future. The COVID-19 Pandemic arrived swiftly and required our organization to react quickly. I would like to personally thank the management and staff for their quick and dedicated response to the challenges that were presented. We needed to make sure the virus never got inside the organization and as the horrific situation unfolded in the provinces Long Term Care facilities the devastating reality became all too clear.

Management staff worked long days and the normal five-day work week became a seven-day work week. The staff had to plan activities for inside the facilities as the organization locked down to protect the individuals we serve. The workdays got much more difficult, but staff rose to the challenge. We adjusted on the fly and our pandemic plan became a fluid document as the Ministry issued directives and emergency orders began to roll out from the provincial government.

I am proud that our 'out of the box' thinking from the leadership team put us ahead of the curve, where CLQW established and implemented protocols before emergency orders mandated them. I would like to thank Andrew Hutchison for managing the finances of the organization through the early weeks of the pandemic. Managing, tracking and reporting on the now multiple streams of funding seemed an impossible task however, Andrew had it mastered in short order all while dealing with the payroll with its increased staff and a pay equity obligation that required distribution.



It is in a time like this that an Executive Director can see what the organization is made of. Can we adapt, think creatively, not buckle under pressure and think of our people before ourselves. I have a definite answer now. That answer is a resounding yes! Management and staff have gone above and beyond. CLQW is in good hands and I no longer worry about the next crisis. CLQW will be ready to respond with the same dedication and professionalism.

2020, a year many of us would like to see end. The future is uncertain, the virus is still out there, and we must remain vigilant and not get complacent. Thank you to all the families for their understanding and patience during this sudden change to our lives. I understand that the protocols that have been put in place are restrictive but please understand that the well-being of your loved one is our top priority. We will get through this together, with patience, kindness and communication.



*Iain Harper, Executive Director
Community Living Quinte West*

A MESSAGE FROM SENIOR MANAGEMENT

Community Living Quinte West's Administrative Office has made the move to a more visible and accessible location. In June of 2019, the main office moved to 22 Front Street, Unit #109 from our 11 Canal Street location. We are now located across from Tomasso's Restaurant and are part of the Downtown Business Improvement Association as well as the Chamber of Commerce. This move left the back-office area at Canal Street available for the possibility of developing a Respite Centre in that space. We were busy doing cosmetic changes to that space in preparation.

With the retrofit of the 52B Lafferty Road property and its subsequent opening as "Lafferty Lodge" in 2018, Community Living Quinte West is now able to offer respite services to adults who have an intellectual disability. This service is available to people living within our community and surrounding areas.

The Lodge is currently home to 3 gentlemen. It is in a quiet, rural area. The 3-bedroom home and one guest room provide a relaxing, tranquil environment; the perfect place for your loved one to enjoy a holiday, for families to receive respite opportunities or just a time away from all the hustle and bustle.



The 24-hour staff supported home provides the care and services a person would require during their stay. Upstaffing is available should the current staffing compliment at the Lodge not meet the individuals support needs.

The respite room at "The Lodge" provided temporary residential accommodations to individuals for a total of 132 days within the last fiscal year. If you are interested in booking the guest room for emergency support or respite, please feel free to contact a member of the Community Living Quinte West Management team to discuss needs and availability.

Union Update - We are happy to report that the rapport with the Union has been very positive and we have signed a 2 Year Collective Agreement that is in effect until March of 2021.

Bingos - We have increased the number of Bingos that we do monthly to 1 each week. The schedule has us doing every second Monday evening as well as we alternate Tuesday and Thursday afternoons. We are always looking for Volunteers. If you can spare 4 hours each week, every second week or once a month please contact Susan Holmes, Director of Operations and Human Resources at 613-394-2222 ex22 or email her at susanh@clqw.ca. We will train you and provide any PPE that is required. Thank you to the

Annual Report 2019-2020

management team, staff, individuals and volunteers for their dedication and support for our bingos. The funds raised from the bingos goes right back to the people receiving services and supports through Community Living Quinte West. This money is used to help purchase vehicles, furniture and assist individuals with items they may need. We are truly grateful to all who have helped over the past year. Give yourselves a big pat on the back.

Students - We were once again fortunate to have many students at each of our sites during the past year. Many of the students enrolled in the DSW Program at Loyalist College. CLQW has a member of the management team that participates on the Developmental Service Worker Advisory Committee at Loyalist College. Having an active voice on this committee allows us to provide input into changes needed in the DSW curriculum for the upcoming students.



Operations - All houses are compliant with the Ministry Directives that are set out each year. We have completed some home improvement projects in and around our sites to improve the esthetics of the CLQW properties.

Human Resources - Nucleus is now the software system we are using for all our data management purposes with respect to client file management. This system is user friendly and staff have embraced it.



The Respite Centre Project – The respite centre project has progressed a great deal. The rezoning application is before the City Council for approval. We have met all the requirements put in front of us and we await the zoning amendment. The architectural design is close to completion and now all that is left is to raise the funds to build. Anyone interested in seeing the renderings of the project and would like to donate please contact us. We would love to tell you all about this exciting project.

60th Anniversary of CLQW - Congratulations to Community Living Quinte West on providing 60 years of services and supports to all who have required it over the past 60 years. We have come a long way in those 60 years! I think back to the many name changes to reflect the times; sites we have owned, sold, purchased and renovated; the people that have come and gone and the services and supports we have provided over the years. Way to go Community Living Quinte West and here is to 60 more!!!



Lorrie Arsenault, Director of Supports and Services

Susan Holmes, Director of Operations and Human Resources

A MESSAGE FROM THE MANAGER OF RESIDENTIAL SERVICES

Bentinck

The Bentinck home has been the focus of many changes. In January 2020, a new staff compliment was put into place in that home. The staff restructuring turned the focus of support to a new level and the home has been tagged the 'Transitional Home', the home where people are motivated, encouraged and supported to not accept the status quo, but rather, are strongly encouraged to push themselves to the next level of learning and achievement. Several men and women residing in the Bentinck Home are now actively planning and preparing for their transition to an Enhanced SIL Environment. The transition of several individuals from Bentinck to what will become a new support program (enhanced SIL), will be beneficial in so many ways. The creation of agency vacancies within Bentinck Home, will provide opportunities and growth for CLQW and will directly meet the residential needs of several individuals, currently sitting on Developmental Services wait lists.



Fraser

The Fraser Home also had staffing adjustments and redeployments in January 2020 and supported several internal transfers of individuals in service. The Fraser Home, once a high energy, active home is now a calm, relaxing environment adapted to fit the needs of the individuals who reside there. Congratulations to Susie T. and Kevin M. who married December 2019! The wedding took place along with a small reception at Ebenezer Christian Reformed Church. The happy couple were supported by their friends Nancy B. and Kyle K. and in the company of 90 friends and family.

Lafferty Lodge

Changes took place at Lafferty Lodge to adapt to a resident's changing needs. This has been a positive change. Lafferty Lodge also welcomed Dylan N. to CLQW, a young man new to the agency. Dylan has been eager to learn independent living skills and has had the staff support to do so. The respite bed has been accessed frequently and provided a vital service to those in need. The Leadership Team is currently in the process of planning a much-needed face lift for the lodge. The building exterior has been deteriorating and requires attention.

Lafferty House

Lafferty continues to be a busy home with an abundance of activity. The Lafferty Home is predominantly our senior and complex health needs home. Our oldest resident Barb R. turned 80 years old this summer! As part of the staff restructuring and redeployment at Lafferty Home as well as resident moves, Nancy B. and Susie T. became new



residents. The living room got a well needed coat of paint as well as new living room furniture and a beautiful new dining room set.

The 2019 Christmas tea was very successful! Everyone enjoyed the potluck lunch and at times it was standing room only.

SIL

Supported Independent Living continues to provide support to individuals living independently. Women and men are encouraged to participate in pro-social skill building that is self-guided. SIL is an exciting and ever-changing element of CLQW.



Living through COVID-19 has been a struggle for everyone, but even more so for the people we support in SIL services. Lack of contact outside of their home, unable to see family, and having the structure of their routines of daily living altered has been and continues to be very difficult.

Due to the restrictions of COVID-19 with respect to physical distancing the normal staff/ individual routine required alteration. Daily wellness calls were made to individuals supported in SIL. Extra freezer meals were prepared so people could reduce their community contact.

Despite the restrictions of the pandemic, the disruption in routines, the limited in person contact and restricted freedom in the community, SIL individuals remained positive, cheerful, helpful, and patient with each other. This is truly remarkable.

Sarah Sharkey, Manager of Residential Services



A MESSAGE FROM THE MANAGER OF COMMUNITY AND FAMILY SUPPORTS

The Ministry of Children, Community and Social Services made a commitment to continue allocating the minimum \$5,000 in Passport funding to adults 18 years of age and older who have an intellectual disability. Many people received their allocation in the 2019/2020 fiscal year, which has had a positive impact on their lives. This funding has allowed people to engage in their community through social, recreation and leisure activities, while increasing their life skills and independence. It has also given families and caregivers a chance to get some much-needed respite.

Community Living Quinte West hired two regular part time employees as a result of collaborating with the Union at the last round of negotiations this past fiscal year to work in our internal Passport Program. Irene and Joe have provided support to people in our Residential and Supported Independent Living Programs, to participate in their community. They have supported people to engage, become more actively involved, and live a healthier lifestyle through a variety of activities such as attending plays, movies, the YMCA, bowling, concerts, and hockey games to name a few. When the province declared a state of emergency due to COVID-19 this past March; all Passport activities were put on hold which had an impact on the lives of the people we support.

Community Living Quinte West collaborates with several community partners within the Hastings/Prince Edward County Region. As part of my role as the Manager of Community and Family Support, I sit on several committees such as The Pressures and Priorities Committee; which has representatives from all of the Developmental Service Agencies, as well as a few other key partners, the Special Education Advisory Committee with the HPEDSB (Hastings/Prince Edward District School Board), and the CAS/DS (Children's Aid Society/Developmental Services) committee. It is through these collaborations that we can expand our supports and services to adults with an intellectual disability.



While the Ministry of Children, Community and Social Services has moved to a more individualized model of funding for people, agencies are having to rely on fee for service supports more and more in order to increase their revenue and capacity to provide support. It is through our collaboration with the CAS/DS committee, that we were able to increase our capacity and revenue this past fiscal year by responding to and providing residential support to a young gentleman that transitioned from children to adult services. It is also through these collaborations that we were able to provide supports and services to families in need who accessed our respite bed and bring in some revenue for our agency.



Connie McLean, Manager of Community and Family Supports

A MESSAGE FROM DAY SERVICES

Club Unity

In October 2019, our day services saw some changes with the reduction of one staff due to a decrease in enrollment. The agency could no longer financially sustain the three staff model. We had to find new and creative ways to support people in their day with only 2 staff. This brought on some new activities such as the Breakfast Club once a week. Individuals and the staff would get together for a breakfast and have great discussion and dialogue. This was done on a rotational basis so individuals on different days had the opportunity to participate.

Club Unity has become more leisure focused with activities both inside and out provided throughout the day. Our Walking Club and Sports Club are a huge hit.

Unfortunately, Club Unity closed in mid-March due to the COVID-19 pandemic. Staff have been relocated to provide additional supports throughout the agency. Without knowing when we might resume operations, we have been busy planning for their return by arranging spaces to respect Social Distancing guidelines.

Club Unity staff will be partnering with SIL support staff to provide evening activities twice per week. While this is in the early stages of planning, we hope that this will allow families some opportunities for relief after hours.

Pat Deline, Manager of Professional Development and Technology

HEALTH AND SAFETY

Our Committee continues to meet monthly to ensure that Health and Safety issues for staff are addressed and that we continue to provide a safe work environment. This past year ended with the Global Pandemic COVID-19. This continues to be our focus to ensure the safety and well-being of all staff and individuals served. Community Living Quinte West continues to access Personal Protective Equipment for everyone's safety. We decided to up-staff early in March to ensure staff availability during the pandemic and ensure employees only worked at one organization. This was done to protect both our employees and individuals. Furthermore, we isolated each home with its own staff so, should the virus penetrate one home it would be contained in that home. To date there has not been a positive case of COVID-19 in the organization.

The Health and Safety Committee consists of Mike Sagriff and Jennifer Frizzell for the Union and Pat Deline and Susan Holmes for the Employer.

Pat Deline, Manager of Professional Development and Technology



FINANCIAL REPORT 2019-2020

STATEMENT OF OPERATIONS -MCCSS PROGRAMS

<u>REVENUE</u>	2019/2020	%
GOVERNMENT SUBSIDIES	\$2,836,921	88.73%
FEEES & RECOVERIES	\$240,849	7.53%
COMPASS REVENUE	\$90,153	2.82%
PASSPORT PLANNING	\$27,386	0.86%
OTHER REVENUE	\$1,850	0.06%
TOTAL REVENUES	<u>\$3,197,159</u>	<u>100.00%</u>

EXPENDITURES

SALARIES & WAGES	\$2,224,460	69.58%
BENEFITS	\$379,444	11.87%
UTILITY, HEAT,WATER & COMMUNICATION	\$81,077	2.54%
REPAIRS & MAINTENANCE	\$141,085	4.41%
ACCOUNTING,LEGAL & PAYROLL SERVICES	\$35,530	1.11%
GROCERIES FOR GROUP HOMES	\$51,485	1.61%
OTHER EXPENSES	\$284,079	8.89%
TOTAL EXPENDITURES	<u>\$3,197,160</u>	<u>100.00%</u>

SURPLUS -\$1

FUNDRAISING:

OUR PARTNERSHIP WITH THE LIONS CLUB BINGO ASSOCIATION IN BELLEVILLE GENERATED \$26,105.00. WE VOLUNTEERED AT ONE BINGO EACH WEEK, A MONDAY NIGHT ONE WEEK AND A TUESDAY OR THURSDAY AFTERNOON THE NEXT WEEK.

EXPENDITURES BY MCSS PROGRAM

ADMINISTRATION	\$447,039	13.98%
RESIDENCES	\$2,033,641	63.61%
DAY PROGRAMS	\$386,982	12.10%
INDEPENDENT LIVING	\$265,003	8.29%
CAPITAL	\$64,495	2.02%
TOTAL EXPENDITURES	<u>\$3,197,160</u>	<u>100.00%</u>

COMMUNITY LIVING

Quinte West



60 YEARS

Quinte Respite Centre



View to Reception



View from Reception



A700

19-21-01

Quinte Respite
11 Canal Street, Trenton ON

3D Views

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BRANCH
ARCHITECTURE

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