



# At the Heart of the Matter

Community Living Quinte West



**2014-2015  
Annual Report**

## **CLQW's Vision** *At the Heart of the Matter*

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.

**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 community members;
- enhancement of the emotional, social, educational, vocational and spiritual well being of each individual.

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

## **CLQW's Mission** *At the Heart of the Matter*

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 included and valued members of their community.



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Wayne living the life.

Chelsey celebrating her 22nd birthday.



# Message from the President & Executive Director

Our theme for the Annual General Meeting this year is “*At the Heart of the Matter*”. Through the process of selecting this as our theme we had to consider just how CLQW demonstrates keeping the people we support at the heart of what we do on a day to day basis. This discussion helped us look at our programs and procedures in a different way. We identified that at the heart of our organization is a desire to provide opportunities to grow, opportunities for employment and opportunities to be members of the community.

## Opportunities

We want to provide as many different and varied opportunities as possible. We have chosen the **HELMS** Program as one example of expanding opportunities. Through the **HELMS** program supported people in this agency and those in twelve other agencies across the Eastern part of the province have the ability to learn about a wide variety of sports in which they can participate. Through **HELMS** they can learn basic skills and have the opportunity to move into community sports teams. We have seen improvements in health, confidence, self-awareness and skills.



Kayaking in the Thousand islands.

This is the sixth year of this program. Over the six years, we have funded **HELMS** through grants totaling over \$900,000.00 and expanded it to include many other agencies including the YMCAs and numerous community sports providers.

## Employment



Working at the car wash in Madoc.

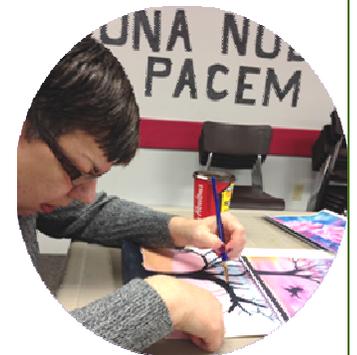
This year CLQW implemented the program **Accessing Customized Employment. ACE** is a collaborative venture with two other agencies and is having good success in helping people with intellectual disabilities find employment that fits their interests. Although the program only began a few months ago we have twelve people who have finished the first portion of the program, eight who are waiting to start, three who are employed and several more who are slated to begin in early fall.

The **ACE** program covers a geographic area reaching from Bancroft/Madoc to the Brighton/Trenton/Belleville corridor.

## Community

The people we support are not only in the community but are members of the community. Passport funding has helped people to have the funds to be more a part of their community and we have been very successful in helping them do the things they have wanted to do for so long but have not had the funds.

We have also developed ways for those we support to give back to the community. Through Random Acts of Kindness, a yearly event, small, random acts of kindness are provided to people in the community by chance. We are also working with people we support to find volunteer opportunities for everyone interested. Antoine de Saint-Exupery wrote that “*It is only with the heart that one sees rightly; what is essential is invisible to the eye.*” We believe that feeling valued by your community because of what you contribute helps everyone’s heart to see more clearly.



Cindy learning new water colour techniques.

Respectfully submitted,  
Michelle Earle, President  
Starr Olsen, Executive Director



# Family At the Heart of the Matter

## Happy 50th Birthday, Marshall!

Friends and family gathered to help Marshall celebrate the BIG 50! The dining room at Compass was all decked out in balloons and festive colours. Marshall's Mom joined his many friends and family members in wishing him a "Happy Birthday".



Marshall with his good friends, Gerald Hoftzyer and Richard Sheppard.



Marshall thanking his Mom for making his day so special.



Look! A Tim Horton's card.

## Wayne Smith's Retirement

Wayne decided that since he was turning 70 in December that it was time to be able to sleep in and spend his days doing what he enjoys in life. Wayne now plans his days as he chooses. He is doing many activities that he enjoys, such as lawn bowling, horseback riding, attending country music festivals, theatre shows, and of course going to Tim Horton's for coffee and a Boston Cream donut.

On May 13<sup>th</sup> Wayne retired. A retirement party was held at Lafferty House where friends gathered to wish him well. He received a retirement plaque, a watch and other gifts from friends.

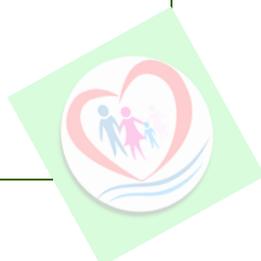


Flo and Ray McEachern, affectionately called "Mom and Dad".

Happy Retirement, Wayne!



Good friends, the Logans, Tony, Quinn and Jean.



# Community At the Heart of the Matter

## Volunteers

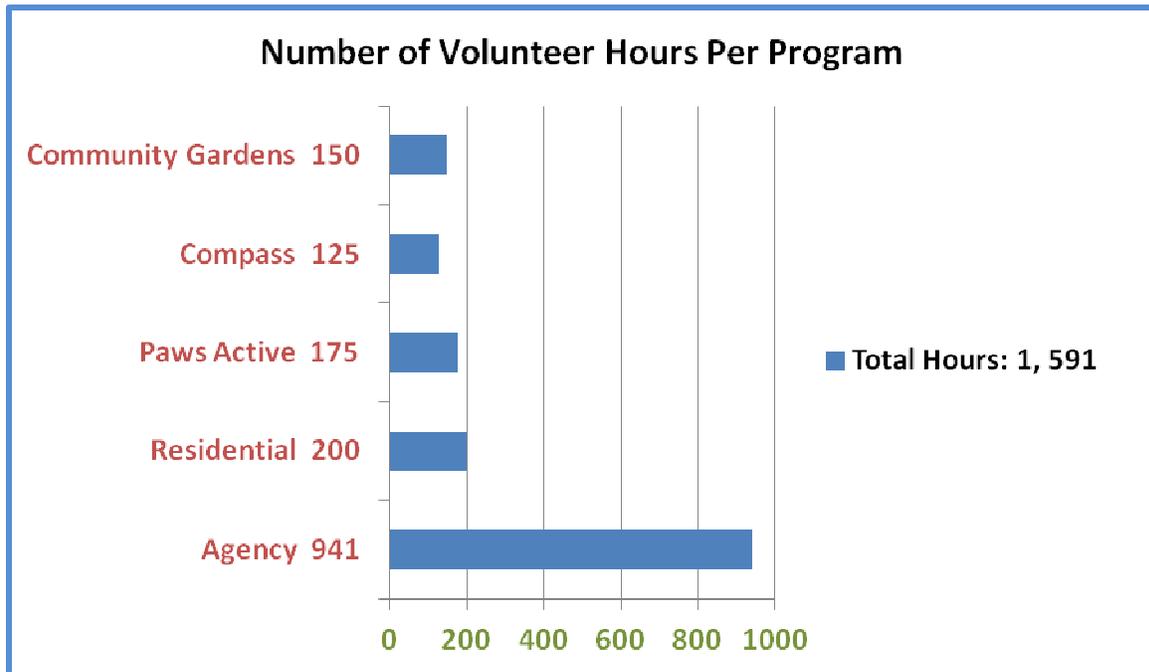
Community Living Quinte West is once again appreciative and thankful for the awesome volunteers we have within our organization. Volunteers are an integral part of the success of our agency. Without dedicated volunteers we would not have a Board of Directors or be able to have a successful and profitable annual golf tournament or be able to continue with our bi-weekly bingos.

This past year we had a total of 1,591 volunteer hours to help enhance our programs. **Thank you.**

We are in need of volunteers to sit on our Board of Directors. The Board meets once per month. We also need volunteers to assist at the Bingos we do twice per month at the Belleville Bingo Hall. The commitment is 3.5 hours per bingo. They are on a Tuesday or a Thursday from 1-4:30 pm.

If you or someone you know is interested in being a volunteer with our organization or if you have a talent that you would like to share please contact Susan Holmes, Manager of Support Services at 613-394-2302 or email at [susanh@clqw.ca](mailto:susanh@clqw.ca).

*Respectfully Submitted,  
Susan Holmes, Manager of Support Services*



# Community At the Heart of the Matter

**Passports** is funding people receive to assist them in reaching their life goals, accessing their community, and doing fun stuff. Without this funding it is very difficult for people to have a life of quality.



Marshall, Richard, Greg and Kevin went to the Fire Hall to see how the equipment works and to learn about fire safety.

Darlene at Ripley's petting a stingray.  
Now that's an experience!



Wayne getting a riding lesson.  
He loves the horses!

Cindy giving the cats treats at the Picton Humane Society  
where she volunteers twice a month.



# Self Advocates At the Heart of the Matter

The self-Advocates Group has been meeting on a monthly basis, on the first Friday of the month. Meetings are held at the Compass Program. Topics of discussion include rights, responsibilities, Passport funding, accommodations, money issues, living space, and problems or concerns that individuals have.

Speakers have been brought in to provide further training on rights and responsibilities. In the photo on the right is Yvonne Spicer speaking to a group of self advocates on Rights.



## The Guys from Paws Active Doggie Daycare & Grooming

### Brian Hunter



Brian Hunter is the Self Advocate Representative on the Board of Directors. He is in his second two-year term. Brian takes his role seriously and participates in all discussions and decisions.

Brian is very concerned about bullying that some individuals experience in the community. He likes to take the rights training so that he can help others to know how to deal with bullies.

When Brian is not attending meetings, going to conferences or working at Paws Active Doggie Daycare learning to groom dogs he enjoys video games and watching anime. This year he was able to go to the annual Anime Conference in Toronto, one of his life's goals.

### Cory Allen

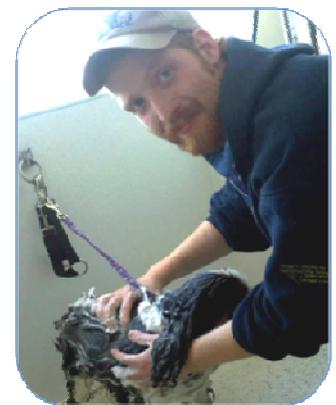
Cory Allen is a young man of 24 with an intellectual disability. Cory graduated from Trenton High School. During his high school years Cory had a paper route, did yard maintenance and worked at Dollarama stocking shelves. However, his most enjoyable job was working at a restaurant in the back of a house. Cory loves to cook and his favourite meal is making stir fry.

Cory has been working at Paws for five years. Cory is learning to be a dog groomer and has completed the first stage of the training, - bathing and drying a dog properly. He will continue his training until he is a confident dog groomer. Another goal of Cory's is to get his driver's license.

Cory recently moved into his own apartment and is enjoying having the independence of living on his own. He especially enjoys having air conditioning in the hot humid weather.

For Cory working with Community Living has helped him to develop independence, responsibility, and has given him opportunities for education and learning he otherwise would not have had.

Cory feels the greatest challenges for people with disabilities is trying to understand what is read, customers talking down to them, not having the same opportunities as a typical person or adult, being spoken to a child and lastly being taken advantage of.



We are working on it, Cory!

*Respectfully submitted by  
Cynthia Olsen,  
Acting Associate Supervisor*



# Community At the Heart of the Matter

## Random Acts of Kindness

For the past three years, during Random Acts of Kindness week, individuals from the Compass Program have been visiting various locales in the community to provide a simple “Thank You” to the people who work there. They have offered a warm cup of coffee to crossing guards, city workers and to bank tellers to name a few. Gift Cards for Tim Horton’s have also been given out.

These simple acts are given from the heart to show appreciation and how important everyone is to the success of the community.

Kevin Gould has just delivered a Tim Horton’s gift card to City workers.



## Tulip Day



This year individuals from the Compass Program helped deliver tulips for the local chapter of the Ontario Lung Association. Deliveries were made in the local community.

## HELMS

The HELMS program offers sports enthusiasts an opportunity to learn the sport they are interested in, build their self esteem and help them gain confidence to try the sport on their own. For the past six years people have enjoyed learning how to play approximately 25 summer and winter sports. The more popular sports are baseball and dragon boating, dog sledding and skiing. The activities at the YMCAs and other fitness centers are also enjoyed by a large number of people.



Learning to ski at Batawa Ski Hill.



Getting ready to paddle out on the Bay of Quinte.



# Memories At the Heart of the Matter

Although we have said good-bye our memories will last a life time.



## **Barry Grantham Ward - March 04, 1946 - June 07, 2015**

Barry was a quiet, gentle man. He liked to laugh and to make others laugh, especially by pulling harmless pranks. He lived very quietly in the community and was well liked by all those who knew him. Barry passed away after a short battle with cancer.

He will be missed by all those who knew and loved him.



## **Romeo Thauvette - March 11, 1943—August 03, 2015**



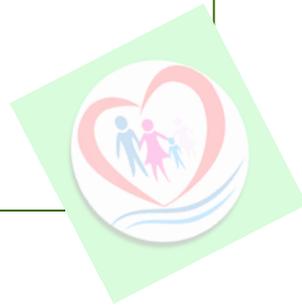
Romeo Thauvette was with the Association for a long time. He made many friends here as well as in the community.

He was married to his first wife Brenda and they had a daughter... Tammy. Romeo later married Janet and they had many wonderful years together and adventures, including going to Nashville. This was the "trip of a life time" for both of them.

When Janet passed away, Romeo forged on. With the closure of his work at A.R.C. Industries Romeo retired and enjoyed the more relaxing things in life... Elvis movies, Elvis music, and hanging out at

Tim Horton's. Romeo enjoyed spending time with his family in Cornwall. With his friends he would have coffee or go bowling. Romeo will be missed by each of us in our own way.

**A memorial services for Romeo will be held at 11 Canal Street on  
September 22, 2015 at 4:00 p.m.**



# Community At the Heart of the Matter

## Thank you to our Sponsors and Donors

At this time we would like to thank and acknowledge those companies and individuals who have contributed funds and/or items/services to CLQW that have allowed us to enhance our programs. Without your support we would not be able to provide the extra services and programs for the people we support.

### Sponsors

D. Koets Plumbing & Heating  
MacDougall Insurance  
McCurdy's GM Motors  
NoZac Carpentry  
Rotary Club of Trenton  
Royal Canadian Legion Branch #110

Smylie's Independent Grocers  
Stevenson & Hunt Insurance Brokers  
Trenton Lioness Club  
Wally Earle, Entrepreneur  
Welch LLP Chartered Accountants

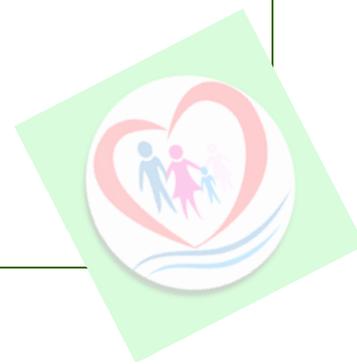
### Donors

Action Towing  
Brighton Springs Water  
Cindy Hennick  
Copperfield's Fitness Centre  
DreamWood Ltd.  
Electro Cables  
FreshCo (Trenton)  
Frito Lays  
Grosnor Industries  
Home Depot (Cobourg)  
Huff Estates Winery  
John and Angela Smylie  
Kris Newbury  
Marianne Morin  
Michelle & Wally Earle  
Papa John's Pizza

Profile Quinte  
Quinte Mall  
Ramada Hotel Trenton  
Randall's Office Plus  
Rapid Rad  
Renee Ferguson  
Reilly's Embroidery & Awards  
Rona (Cobourg)  
Royal Bank  
Sarah and Sam El Raheb  
Simcoe Office Products  
Starr Olsen  
Tomasso's Fine Dining  
Toni Kirby  
Trent Valley Distributing  
Upper Canada Office Systems

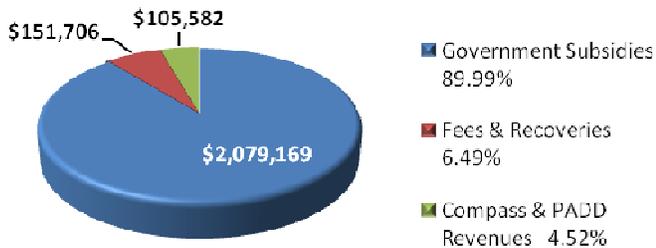


Kris Newbury and golfing friends standing at the Hole-in-One car prize sponsored by McCurdy's GM Motors.



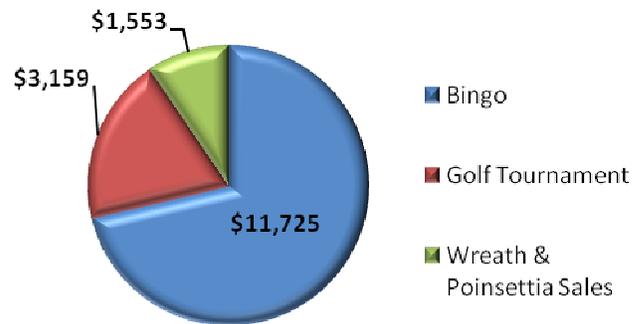
# Financial Revenue and Expenses

## Total Revenue \$2,336,457

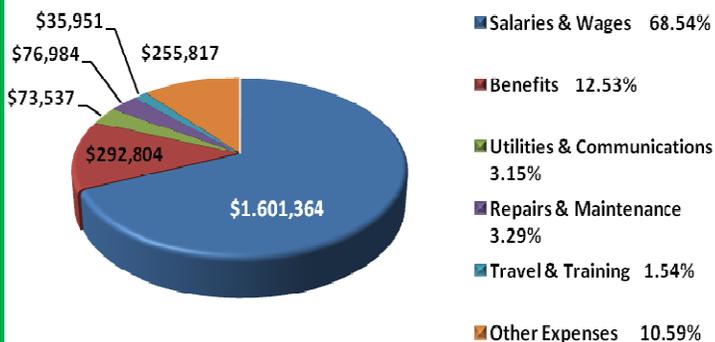


We had a balanced budget with no surplus.

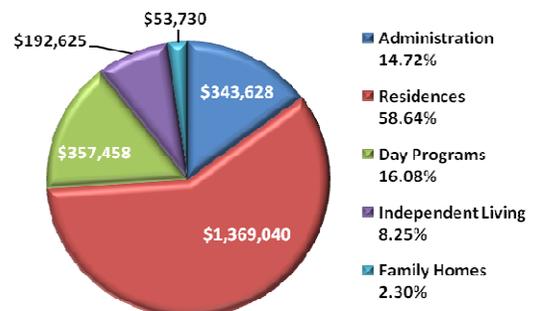
## Fundraising Revenue



## Total Expenditures \$2,336,457



## Expenses By MCSS Program \$2,334,481



## Our Programs *At the Heart of the Matter*

### Residential

Community Living Quinte West operates three group homes supporting 15 individuals. Individuals choose to participate in our day program, utilize services from other agencies, or are enjoying retirement and choose how to spend their days. Passport funding has allowed individuals to access more of their community, to participate in many activities that enrich their lives. There are 28 staff providing supports throughout Residential Services.

### SIL

Our Supported Independent Living program currently supports 17 individuals living on their own or with families in our community. The SIL program provides support in areas of daily living including medical appointments, grocery shopping, budgeting, and laundry. One support staff provides guidance throughout every individual's life. The individuals who live independently have been greatly impacted by the passport program and are becoming more active members in their community.

Both the Residential and SIL programs receive additional supports from our scheduler. The scheduler is responsible for ensuring individuals access their medical services and accompanies them to their various appointments.

*Respectfully submitted,  
Pat Deline,  
Manager of Residential Services*

### Compass Program

*Discover, Experience, Learn, and Live.* This is our motto for the Compass Program. The program offers hands on experience, everyday, in a variety of opportunities. The hours of operation are 9:00 am to 3:30 pm, Monday to Friday. Compass has the assistance of three teachers each day with the help of students from different schools in the area. Compass is very fortunate in this regard.

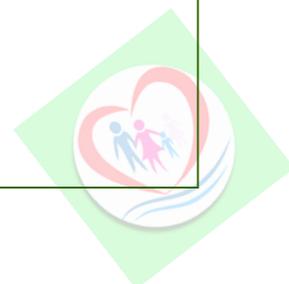
At the moment there are 21 participants. Each person attends according to their own schedule and participates at their own level of ability. The main focus of the program is Community Involvement. People participate in many activities in the community that also involve giving back to their community by volunteering. This year individuals helped out with the tulip campaign for the local Lung Association as well as the Random Acts of Kindness.

The Compass program is open to anyone over the age of 18. Passport funding may be used for this program. For more information please contact Susan Holmes at 613-394-2302 or by email at [susanh@clqw.ca](mailto:susanh@clqw.ca).

*Respectfully Submitted,  
Susan Holmes,  
Manager of Support Services*



Boating on the Trent River.



# From the Top Down *At the Heart of the Matter*

## Board of Directors - 2014-15

Michelle Earle - President and Chair  
Betty Clost - Vice President, Chair of Policy Committee  
John Klein - Secretary/Treasurer  
Sherri-Lee Merson - Director, Chair of Governance Committee  
Andrei Talbot - Director, Co-Chair Fundraising Committee  
Dan Koets - Director, Co-Chair Fundraising Committee  
Brian Hunter - Director, Self Advocates Representative

## Management:

Starr Olsen - Executive Director  
Andrew Hutchison- Director of Finance and Human Resources  
Lorrie Arsenault- Director of Programs and Community Involvement  
Darlene Dale - Director of Professional Development, Innovation and Accreditation  
Susan Holmes - Manager of Support Services  
Lisa Flanigan - Manager of Operations  
Connie McLean - Manager of Community and Family Supports  
Pat Deline - Manager of Residential Services  
Nicole Johnston - Assistant Supervisor for Paws Active Doggie Daycare

## Administration:

Toni Kirby - Executive Assistant  
Steve Cole - Administrative Assistant and IT Support  
Chastity Nicholson - Human Resources Support

## Day Program Staff:

Jennifer Frizzell  
Cathy Suijker

## Paws Active Doggie Daycare Staff:

Corey Allen  
Brian Hunter  
Sam Olsen

## Residential Staff :

Sue Asselstine	Bryan Kell
Francyne Bilodeau	Lianne Laporte
Kendra Casey,	Audrey Lemieux
Brad Chapman	Jennifer Mayo
Josie Chard	Melissa MacLeod
Kelly Cloutier	Jessica Parisian
Lindsay Cowan	Mike Sagriff
Shannon Hall	Debbie Santoro
Philene Hanna	Sarah Sharkey
Jaime Harmond	Irene Townsend
Angela Horsley	Thea Tsachoff
Laurie Hutchison	Pamela Watson
Penny Keenan	



## Membership Application *At the Heart of the Matter*

Membership includes a yearly subscription to our newsletter, the right to become a Board member and voting rights at the Annual General Meeting and membership in Community Living Ontario.

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

Please send this form with payment per membership to:

Community Living Quinte West  
11 Canal Street, Trenton ON K8V 4K3

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

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

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

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

Single Membership: \$15.00 \_\_ (1 vote)      Family membership: \$20.00 \_\_ (1 vote)

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

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

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

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

Charitable Registration #: 0372177-11

Volunteers are always welcome. If you have some time to share and would like to volunteer please call Susan Holmes at 613-394-2302 or email [susanh@clqw.ca](mailto:susanh@clqw.ca) for more information.



## CLQW is committed to



**CHOICE**



**RESPECT**



**INCLUSION**

Accredited by:



11 Canal Street, Trenton, ON K8V 4K3  
Tel: 613-394-2222 Fax: 613-394-0381

Email: [communitylivingquintewest@clqw.ca](mailto:communitylivingquintewest@clqw.ca)

Web: [www.clqw.ca](http://www.clqw.ca)

Facebook: [www.facebook.com/communitylivingquintewest](http://www.facebook.com/communitylivingquintewest)

Member of:



Volunteer & Information Quinte

