

Annual Report 2015-2016



President's Message -

Our theme this year is "Building a Brighter Future: From the Roots Up". With that in mind and with the mandate from MCSS to improve our services, do more with less and still provide exceptional services to our supported individuals, we are having to take a long hard "outside the box" look at what we do, how we are doing it, and how we are going to survive for the next 50 years. Quite a challenge!

CLQW has a policy of continuous improvement. That is why we strive to provide excellent, stimulating programs to the people who choose to join us. We are constantly re-evaluating our programs and services to be offering the best possible opportunities to learn and develop to people we support but also to attract new people. We want to challenge our clientele with goals and achievements within their reach and perhaps just beyond. It's a delicate balancing act at best and Passport funding has increased the challenge .

MCSS is moving away from funding bricks and mortar and has advised all agencies to find new housing alternatives and initiatives. No easy task when you are dealing with an ever increasing housing cost and individuals' lives and homes. CLQW has started a Family Engagement Network group to look for ways to meet MCSS demands while still meeting the needs of the families. This will take time.

Sitting as a member of Community Living Quinte West's Board of Directors is an excellent opportunity to be a part of a forward thinking, well established community agency, to be a part of the changing social climate, and to make a difference in the lives of people with intellectual disabilities. If you or someone you know would be interested please go to our website, www.clqw.ca and fill out the Volunteer Application you will find there. We would love to hear from you!

CLQW Board of Directors has said "Good Bye" to Andrei Talbot. We would like to say "Thank you" to Andrei for his extensive marketing contributions to the agency and the Board and wish him well in his future endeavors. We welcome Deana Lewis to the CLQW Board of Directors. Deana is retired from the U.S. military and is married to one of our Canadian Forces outstanding personnel. Deana comes to us with extensive fundraising experience. Deana also sits on the Board of the Community Living Quinte Foundation Board. Welcome aboard Deana.



Michelle Earle
Board President

MISSION STATEMENT

Community Living Quinte West is committed to the provision of supports that will assist individuals with an intellectual disability to live, work and play as included and valued members of their community.

VISION STATEMENT

Community Living Quinte West is a non-profit organization whose vision is one of a community that encourages and supports each person with an intellectual disability to participate, play, learn, work, and volunteer to the greatest extent possible.

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.

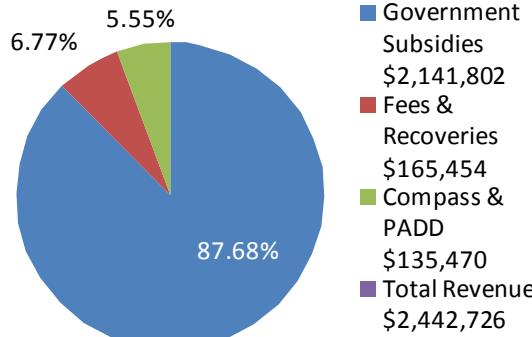
Organization Strategic Priorities 2013-2016

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

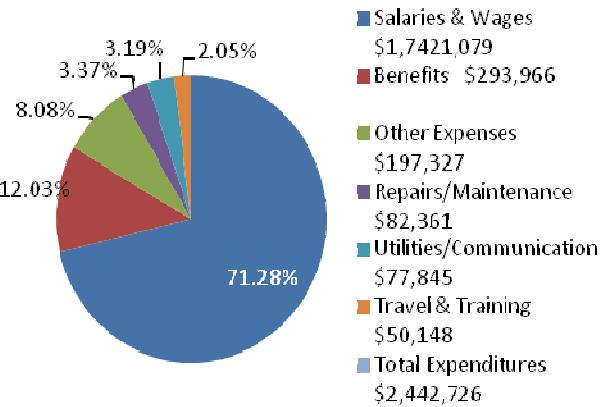
Organization Strategic Priorities 2016-2019

1. Increase financial capacity through grants, submissions of proposals and utilization of their existing resources and properties.
2. Increase awareness of CLQW through community inclusion and public recognition.
3. Develop alternative housing options to support greater choice for people with an intellectual disability
4. Increase technological capabilities through utilization of new information processing systems

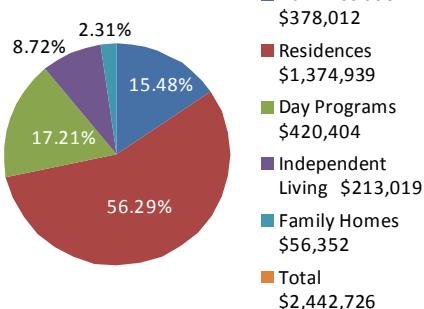
Revenue



Expenditures

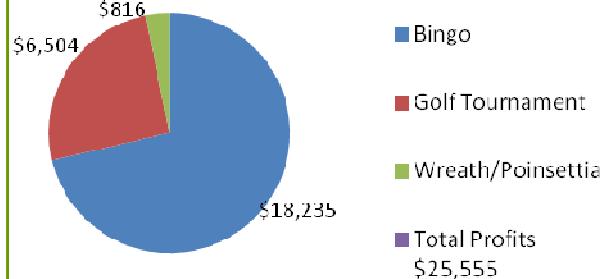


Expenditures By MCSS Program



No Surplus.

Fundraising Profits



Human Resources (HR) is the department of an organization that focuses on the activities that relate to employees. These activities normally include:

- ~ recruiting and hiring new employees,
- ~ orientation
- ~ maintaining personnel files
- ~ training and development of current staff
- ~ benefits and
- ~ payroll.

As of March 31, 2016 there were 40 staff total. This includes management.

In May we said good-bye to Darlene Dale who had been with the agency since graduating college in 1985. We wish her well in her new position with the Ministry of Community & Social Services.

Director of Finance and Human Resources: Andrew Hutchison

Human Resources Assistant: Chastity Nicholson

Residential Service

It has been a busy year in Residential Services. All three of our homes have returned to staff working the 12-hour continental rotation. This is a better function schedule for staff and individuals living in the home. One of our staff members is on maternity leave after a 6-week early delivery of her baby boy. We wish her well in her time off with her new addition.

A few individuals have moved into new houses and continue to be actively involved in various activities and programs. The Passport Program has opened up many opportunities for individuals to enjoy activities outside of their homes to live more fulfilling lives.

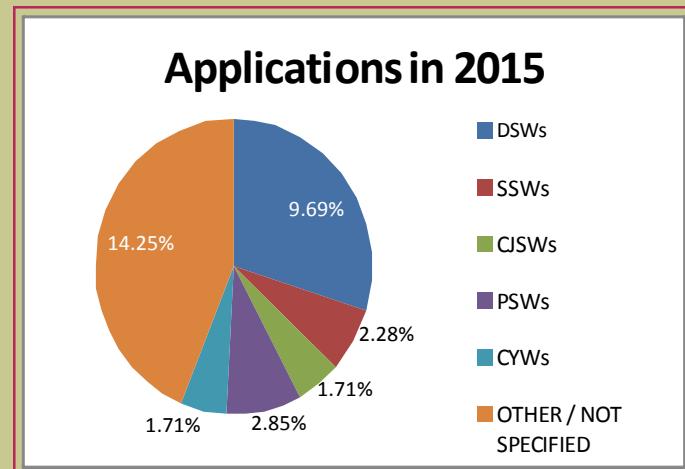
Two of our homes have had new roofs put on as well as they are in the development stages of building Granny Flats. These Granny Flats are designed with a specific purpose to support varying needs.

"I enjoy the gratification of assisting someone who has a disability to accomplish tasks within their everyday lives such as being a part of the community, completing daily tasks, and the bonds that are created between the individuals and the direct support workers." ~ Lindsay Cowan

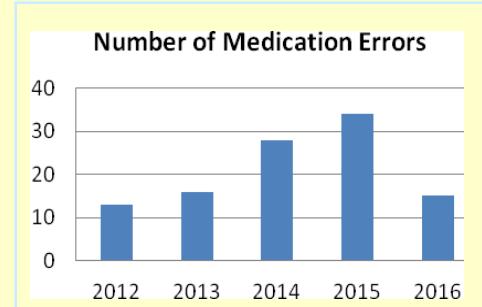
"I like it. It's neat and I have friends ." ~ Marshall Lawes



There were 57 applications for employment resulting in six new hires.



We have been working with the staff to reduce the number of medication errors over many years and identifying areas of concern. With changing the hours to 12 hour continental as well as a 7am start staff are more alert and fresh while administering medications. Medication errors are logged in accordance to date, time, and location, type of error, and staff responsible to assist in indentifying trends.



Linda Fowler doing some baking in her home.



SIL

Our SIL program has also undergone some changes with the recent retirement of Bryan Kell after 30 years of service. After a short term contract, Sarah Sharkey was the successful applicant as the new worker. Sarah has been relocated back to Flindall as her main office. This allows her to be more available for support within the Flindall building.

Many changes have taken place with the refocusing on teaching skills, developing and maintaining skills. Sarah has begun a cooking class with many of the supported individuals assisting them to cook and store healthy meals for a week. Other individuals can take advantage of the meals as well by purchasing them.

Sarah brings many ideas to the program and we look forward to new and exciting things.

"SIL is handy for doing things like helping me with groceries and making sure I get to my appointments." ~ Jane Barriage

"It's nice to have somebody here to talk to when you have a problem." ~ Craig Lajoi

"Good, lots of action." ~ Allen Hood

Our Compass Program offers a day program to adults over the age of 18 who have an intellectual disability. We are open Monday to Friday from 9:00 am to 3:30 pm. We are located at 11 Canal Street in Trenton.

At our Compass Program individuals experience the world around them through classroom based learning as well as being an active member of the community. Participants have the opportunity to attend the YMCA, go mini-golfing, learn about their rights, do music and movement, and be a part of our self advocates group.

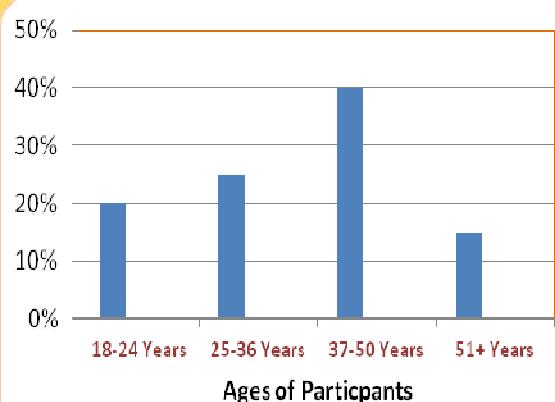
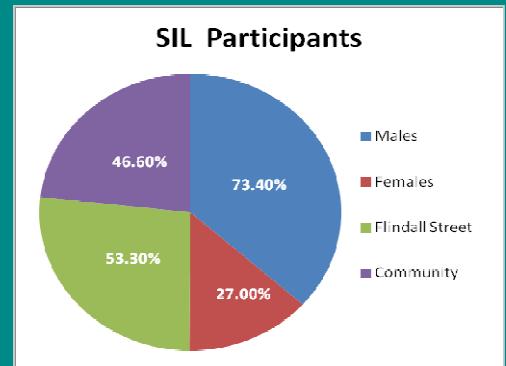
Community participation includes volunteering with the Random Acts of Kindness and the Tulip Campaign which allows us to give back to our community.

Judy Boisvenue was heard saying *"I have so much fun."* as she Was clapping her hands and listening to the music lady.

If you know of anyone interested in experiencing life after high school and they would like more information please call Susan Holmes, the Compass Principal at 613-394-2222 ex. 29 or email her at susanh@clqw.ca.



Above Pat Deline, Manager of Residential Services, Is thanking Bryan Kell for his 30 years of service. We wish you all the best in your retirement, Bryan .



Visit to the Local Fire Station to learn about Fire Safety. February 2016

The ACE Program started in May 2015. The Accessing Customized Employment Program operates under the “Zero Rejection Principle.” This means that everyone regardless of the level of their ability can work as long as they are properly supported. We believe that real work for real pay should be the primary focus. Work is a way of human life and it enhances other skills such as communication, socialization, academics, physical health, and community skills.

The Accessing Customized Employment Project is a two year project funded through the Ministry of Community & Social Services’ DS Employment and Modernization Fund and received \$272,000.

This is a partnership between three agencies, Community Living Quinte West, Madoc COPE Corp., and North Hastings Community Integration Association. The program is designed to implement a customized employment model for individuals with developmental disabilities. This approach will address the needs of both employers and individuals, as job developers will collaborate with employers to identify job functions and business needs that would fit the skill set of individuals in the program.

Passport Funding

There are two types of Passport Funding available to adults with developmental disabilities. They are Adult Respite Services and Community Participation Services & Supports.

Adult respite services allow family members and care givers to take that much needed mental and physical break from their day to day routine of providing support such as the activities of daily living, emotional support, and physical support to their loved ones. At this time we do not have anyone using their passport funding for adult respite.

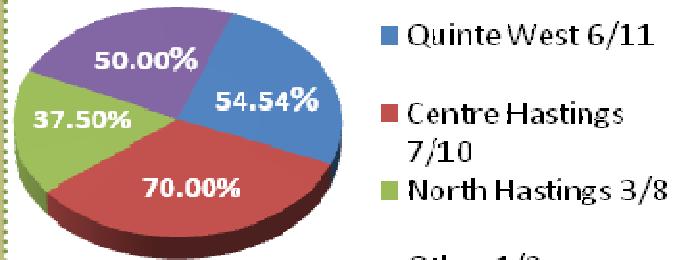
Community Participation Services & Supports enable adults with a developmental disability to participate in their communities more fully by becoming more actively involved in social, recreational, volunteer and employment activities.

“I have experienced new things that I have never done before.

Since I have been receiving Passport funding my life has changed for the better.”

~ Chelsey Miller

2015-16 STATS



Number of Successful Placements/
Possible Placements

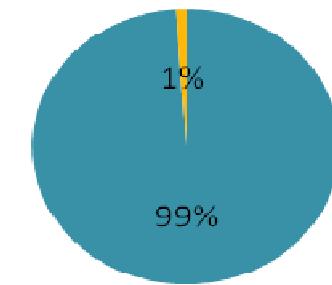
■ Other 1/2

■ Quinte West 6/11

■ Centre Hastings
7/10

■ North Hastings 3/8

Uses of Passport Funding



Joe Duff kayaking on Bay of Quinte at Gananoque.

OPERATIONS

Bentinck Street home has undergone some renovations to improve the look and functionality of the home. A new metal roof was put on in early winter. The upstairs bathroom at Bentinck has just had a new bathtub and tub surround installed. The basement bathroom has been enlarged to allow for a safer environment for individuals. In addition, the basement acquired a new office providing a space for staff to work. The old kitchen was removed and updated, complete with new cupboards and an island. This has created a more open concept and improved the functionality of the main floor.

Bentinck is in the midst of renovations to build a granny suite which will be utilized for an individual who requires minor staff support around meals and medication administration.

Fraserglen also received a new roof in the fall and is currently in the development stages of a granny flat.



"I like my new bathroom and kitchen. There's more room for me," says Kevin Gould.



The Health Energy Learning Motivation thru Sports Program is a collaborative venture between six agencies and three YMCAs to connect adults with intellectual disabilities with community sports. It gives an individual the opportunity to learn about various sports, to acquire the skills needed to do the sport, and to make natural connections in their community. Where possible participants receive certification in the different sports.

Some of the sports that the program is connected to are swimming and fitness, baseball, dragon boating, lawn bowling, kayaking, fishing, curling, skiing, sit skiing, snow shoeing, cross country skiing, winter camping, and dog sledding.

For more information on the HELMS contact the program co-ordinator, Toni Kirby, at 613-394-2222 or by email at toni@clqw.ca.

Anyone can access the HELMS program for a fee, based on space availability in the desired sport.

HELMS Program Statistics for 2015-16

- 1,969 individual opportunities to access swim and fitness programs
- 384 individual opportunities to ski, sit ski, cross county ski, and snowshoe
- 96 individual opportunities to dog sled
- 648 individual opportunities to curl
- 278 individual opportunities to dragon boat and canoe/kayak
- 119 individual opportunities to play baseball and to lawn bowl
- 235 individual opportunities to play darts



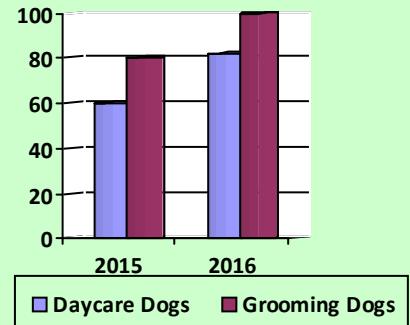
Having a little fun out on the water.

PawsActive Is Growing

PawsActive Doggie Daycare has several services including dog and cat grooming, daycare for dogs, and dog training. PawsActive is a training program that teaches individuals skills such as customer service, how to handle dogs, and the first steps in grooming. Brian is a gentleman who works in our program and looks after our daycare dogs, taking them for walks and playing with them in the backyard. Brian has been with PawsActive for approximately six years. We have a wide variety of toys for the daycare dogs along with a paddling pool for those hot, hot days. We have had several students on placement with us and who learned valuable skills.

PawsActive is growing with many new grooming and daycare clients. Our daycare program has seen an increase since last year. A lot of our new clients have heard about PawsActive through word of mouth. We have been doing approximately 100 dogs per month. This is an increase of approximately 20 dogs per month. In the past year we have had approximately 22 new daycare dogs join our family.

There are two new services being offered at PawsActive, Dog Training and Cat Grooming. The dog training offers a beginners course to pet owners wanting to learn the basic commands to help with their dog's social behaviour. Cat Grooming offers a pampering service for Short hair cats and long hair cats.



Oscar before and after.

"We are extremely pleased with the care our dog receives at PawsActive. Our dog, Willow, seems to know when we are "going to play with the puppies" at Paws. She gets very excited and can hardly wait to get in the door. All the dogs at Paws seem happy, well cared for and well supervised. The staff are always accommodating to my requests whether I have to cancel, or need to bring her an extra day or even when I ask them to feed her. I have highly recommended PawsActive to several people. We have the utmost respect for Sam with regards to her attentiveness and her grooming. Happy dog...happy customer. Thanks again for taking such good care of our Willow." ~ Kathy and Mike C.



Family Engagement Network Growing Together To Build a Brighter Future

The Family Engagement Network was developed to bring parents together in an opportunity to share their hopes, dreams and needs for the future of their son or daughter in a supported environment; and for parents to share information with CLQ W on what is important to them and to receive information on services and programs that may be of value to them.

The first meeting was held on April 23, 2016 with the focus being education, housing and employment. There were 27 people in attendance and a call for steering committee members was put out. A steering committee of five members was created from the large family group and four new members joined after the June 24th meeting. The Steering Committee meets on a monthly basis to develop agendas in the areas of interest and concern to the families. The second meeting was held on June 24th, 2016 and was attended by 13 people and Brendon Pooran of Pooran Law was the guest speaker on the topic of alternative housing options.

*"It was great having a discussion with someone who understood my issues and concerns."
~ parent of supported individual*

FEN Steering Committee Members

Rob Malloy – Acting Chair

Terri Todesco

Linda Tighe

Lee Leroux

Jutta Merilainen

Harold Cotton

Wendy Fairweather

Paul VanLingen

Connie McLean – Acting Secretary

The Steering Committee meets to plan group discussion dates and to bring in guest speakers based on the input from the whole group.

Upcoming Meetings/Topics/Events

October 28, 2016 - Respite

November 25, 2016 - Housing

December 16, 2016 – Holiday Celebrations

The MFRC will be hosting a social network fair this coming September 23rd and all members of The Family Engagement Network are invited to attend to see what social activities and services are available in the area.

Students and Volunteers

Community Living Quinte West is privileged to offer volunteer and student placement opportunities to enrich the lives of all involved. We welcome students from various schools within the Quinte West area. Whether it is a High School Co-op Placement, a College Field Placement or a Research Project from a local University we feel this is a win-win situation for everyone.

Volunteering is a lifelong, fulfilling experience for anyone. If you are willing to take the time out of the hustle and bustle of Everyday life to enjoy doing what you love and share it with someone the rewards are endless.

Heather O. says " I have developed a real friendship with Linda and it has gone beyond just being a volunteer."

"I like it when I am asked to give back to the organization and the community" Scott said when asked why he helps out with Bingos bi-weekly.

Cobourg Beach Summer of 2016
Foot Prints in the Sand.....

What better way to enrich the life
of someone supported by CLQW
as well as yourself!

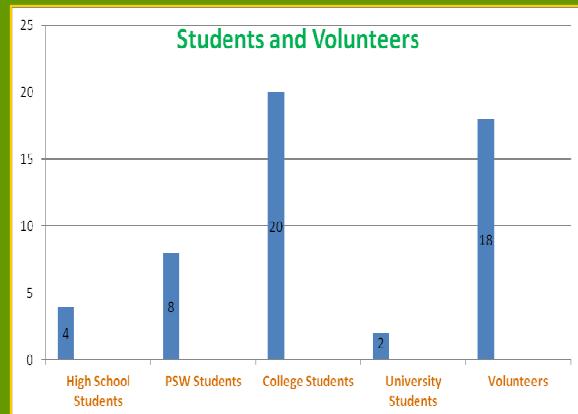


Health and Safety

The Joint Health and Safety Committee has undergone a change of union members. Cathy Suijker and Jennifer Frizzell have stepped down in their roles. Shannon Hall has assumed the responsibility as the Certified Member, while Mike Sagriff has joined as the second member. Both were trained and certified in February 2016. They join Pat Deline and Andrew Hutchison who sit on the committee for the Employer. All members work together to ensure a healthy and safe working environment for everyone.

The committee reviews all workplace hazards, accidents and incidents of employees; recommending controls needed to reduce workplace injury. There are different categories for review including location of occurrences, types of accident, date, time, staff member, and contributing factors. These statistics are completed with annual stats and lifetime stats to observe trends through the years.

Better a thousand times careful than once dead. ~Proverb

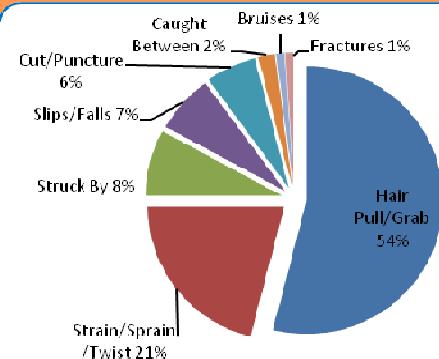


Everyone has a talent to share! Whether you are fresh out of school, retired or anywhere in between we would welcome you as a volunteer. You will be an enriched person for your effort.

Come check us out. Our volunteer application is listed under the 'Opportunities Tab' on our Website at www.clqw.ca or call Susan Holmes, Manager of Support Services, at 613-394-2222 ex. 29 or email her at susanh@clqw.ca.



2008-2016 Statistics



Types of Claims

