

COMMUNITY LIVING  
Quinte West



*Growth, Empowerment, Acceptance, Respect*



*Moving Forward*

**Annual Report**

**2018-2019**

## Guiding Principles

### MISSION STATEMENT

Community Living Quinte West will at all times 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, Personalized 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 each individual with intellectual disabilities to all aspects of community life.

### Board of Directors 2018—2019

**Brent Hoddinott - President and Board Chair**

**Chair of Policy Committee**

**Callum Winsor - Vice President**

**Scott Smith - Secretary and Self Advocates Rep**

**Remco deGooyer - Treasurer**

**Chair of Planning Committee**

**Jenn Laughlen - Director**

**Chair of Governance Committee**

## A Message from The President

What a year it has been for CLQW!

Following the departure of the ED, Lorrie Arsenault took over as the interim ED. She did a fantastic job keeping CLQW moving forward and can't be thanked enough. Well done to you, Lorrie!

In December 2018, a multi-month process concluded with the selection of Iain Harper as the new ED. From a Board of Directors' perspective, it was encouraging to us that we received more than 25 applications for the position. While it required a bit more work to review all of the files, the sheer number of applicants meant that we were in the enviable position of having to sift through a lot of highly qualified files. Iain stood above the rest, and we are confident in our selection. And, Iain has made a strong impression right from the word go. The move of the administration offices to the prominent downtown location, the idea of the Respite Centre, and the DreamMachine are Iain's ideas and have the full support of the Board. These are all indications of a commitment to grow CLQW in the community.

On the Board itself, there has been some shake-up. As you will remember from the last Annual Report, it was Michelle Earle's last one as President of the Board of Directors. After 12 years with CLQW and 10 of those as President, Michelle stepped down in the fall. I accepted the nomination to replace Michelle (although she is irreplaceable) and have tried to fill her shoes

since then using all the knowledge and wisdom I picked up watching Michelle in action since 2016. Slowly but surely, I'm learning the ropes and with the other Directors, we are committed to overseeing the organization prosper.

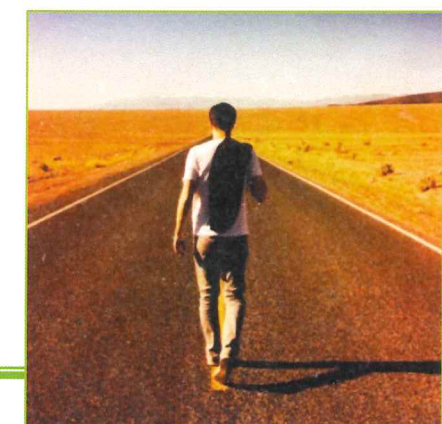
As I write this, the impacts to CLQW resulting from fiscal measures taken by the Government of Ontario are unknown. Regardless, we are hopeful that Community Living Quinte Foundation activities and other initiatives on the go right now will assist us in reaching some of our strategic goals sooner than later.

I would be remiss if I didn't mention the staff and management. CLQW's successes this past year are a direct result of the dedicated efforts of the men and women in staff and management roles. The Board of Directors are proud and thankful of the close collaboration and teamwork on a day to day basis. It is encouraging to see everyone focus on providing the best service possible to those served.

We look forward to another year!

Brent W. Hoddinott, LCol

CLQW President





## Executive Director's Message

Community Living Quinte West has completed another successful year in 2018. We continue to provide quality services to the individuals we serve. A heartfelt thankyou goes out to all the staff at CLQW who work so hard to provide this care. In this time of economic restraint, we continue to look for ways to find efficiencies to reinvest to better our services and continue to move forward. Moving forward means having dreams.

Looking to the future we must find new ways to support our community. I am excited for the future as we have launched our DREAM MACHINE campaign to build our new Regional Respite Centre. CLQW has a dream - a dream to better support the families that have loved ones with a developmental dis-ability. The respite project has three phases.

Phase 1 of the project involves the relocation of the CLQW head office that clears the space at the 11 Canal Street site for Phase 2, the creation of the seven-bed respite centre.

I am happy to announce that Phase 1 will be completed in June and you can visit us at the new head office located at 22 Front Street, Unit 109.

Now the real work begins. To realize the dream of the respite centre, funds need to be raised (\$400,000.00). The DREAM MACHINE campaign is ramping up to do just that. The quicker we raise the funds the quicker we will be able to provide these much needed services.

Upon the completion of phase two, the fully operational seven bed respite centre, the dream will continue. Phase three will add an additional fourteen beds in a new second floor at the Canal Street site.

This expansion will allow for many services to be offered. Respite, Emergency Respite, and Urgent (homeless) Respite can all be achieved in phase two. Phase three will provide space for teaching apartments to support individuals to learn the necessary skills to live on their own.

The future is exciting. Be a part of our dream.

*Respectfully submitted,  
Iain Harper  
Executive Director*



The proposed Regional Respite Centre.

## COMPASS/CLUB UNITY

The participants decided they wanted a name change and brought this forward to the Self Advocates Group. After some collective brainstorming, the new name became Club Unity.

The Club has made some purchases over the past while which include an indoor basket ball game, new-to-us pool table and new-to-us air hockey table. People are certainly enjoying the new activities and are looking at possibly getting a shuffleboard.

The Club is doing lunches every Friday with a rotating menu for \$3.00. Everyone enjoys this part of the week and takes pride in preparing lunch for others.

Club Unity had their first ever art exhibit in March with participants showing off their work. It was a great event and you can now see some of the art proudly displayed on the walls.

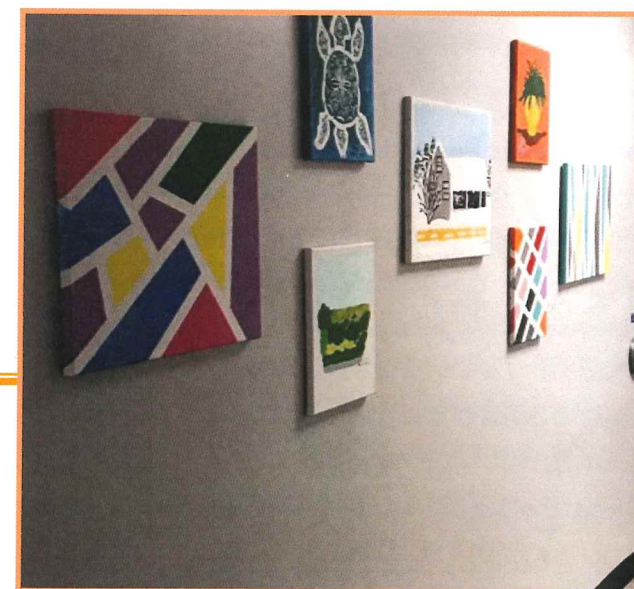
Club Unity also had a bit of a facelift with some new paint in some of the halls as well as new flooring.

Below is a list of some of the program activities:

- Craft and Art Classes
- Swimming at the YMCA
- Rights & Responsibilities
- Walking Group/Sports Club
- Exercising
- Self esteem
- Anger management
- Movie Theatre
- Exploring the Community
- Tulip delivery for the Lung Association in February and Random Acts of Kindness in March.
- Grocery shopping/menu planning
- Cooking/ baking / lunch and snack prep
- Playing games, puzzles, cards, board games, reading
- Playing pool, air hockey
- Dance

For more information on Club Unity please feel free to give me a call at 613-394-2302 or you can email me at pat@clqw.ca.

*Respectful submitted by  
Pat Deline  
Manager of Supports and Services*





# FINANCIAL REPORT 2018/2019

REVENUE	2018/2019	%
GOVERNMENT SUBSIDIES	\$2,833,829	88.98%
FEES & RECOVERIES	219,390	6.89%
COMPASS & PADD REVENUE	109,581	3.44%
PASSPORT PLANNING	26,228	0.69%
TOTAL REVENUES	\$3,184,656	100.00%

EXPENDITURES		
SALARIES & WAGES	\$2,207,408	69.31%
BENEFITS	359,511	11.29%
UTILITY, HEAT, WATER & COMMUNICATION	75,623	2.37%
REPAIRS & MAINTENANCE	201,246	6.32%
TRAVEL & TRAINING	18,029	0.57%
OTHER EXPENSES	322,840	10.14%
TOTAL EXPENDITURES	\$3,184,657	100.00%

SURPLUS - \$448

## FUNDRAISING:

Our partnership with the LIONS CLUB BINGO ASSOCIATION in Belleville generated \$29,705.00.

## EXPENDITURES BY MCSS PROGRAM

ADMINISTRATION	\$358,726	11.26%
RESIDENCES	\$2,005,649	62.98%
DAY PROGRAMS	\$414,543	13.02%
INDEPENDENT LIVING	\$301,152	9.46%
FAMILY HOMES	\$72,834	2.29%
TOTAL	\$3,184,657	100.00%

# 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. Our committee consists of two members from the union and two members from the employer. The union is represented by Jaime Harmond and Mike Sagriff. The employer is represented by Susan Holmes and Pat Deline.

# Residential Services

## Group Home Supports

**Bentinck:** Our Bentinck Street home had some renovations completed this year due to a flood. New flooring was put in both upstairs and down, new upstairs bathroom, wall repair and new paint in the basement. This took some time to complete but everyone is satisfied with the results. The people living at Bentinck continue to enjoy the more independent nature of the home.

**Fraser:** Our Fraserglen home had an extensive renovation to their upstairs bathrooms; converting two into one. This allows more room and is more accessible for supporting individuals. We also expanded our downstairs bathroom to include a shower as it was only a two-piece. Fraser also had a new front ramp built to allow access by wheelchair to help with the changing needs of the people who live there. A ceiling lift was also installed for use.

**Lafferty Lodge:** It has been a year of change for the gentlemen who live at the Lodge. Learning to live more independently and being out in the community more is a big step forward. They continue to enjoy the more rural setting of this home.

**Lafferty House:** Our Lafferty home has had a difficult year since last year's report. They experienced the passing of two of our long-standing residents. Following this, we were able to bring two new people into service. Lafferty also underwent a bathroom renovation for easier access to the shower for people who have mobility issues. One of our new gentlemen participated in the Stand Proud Event at Centennial Park. This was in support of our local military and an attempt to break a Guinness World Record for the largest Canadian Maple Leaf.

Respectfully submitted,  
Pat Deline  
Manager of Supports and Services



# Embracing the Electronic Age

**Client Management System:** In past years, our client records were paper based. In July 2017, all files were transferred into an electronic system and a small database was created. The process began to obtain a cloud-based system that will maintain files and records more efficiently. This will streamline our processes and help reduce staff workload for inputting information and retrieving data. We have partnered with Nucleus from British Columbia who have developed this service with other Community Living Organizations in Ontario. In July 2019, this process will be complete and in full operation for our agency.

**Staff Training:** Our training for staff has moved to an electronic system called Surge. Once set up, it sends required training to staff on a regular schedule. Staff have opportunity to take the additional courses at their leisure by looking through the extensive course catalogue. Surge is specifically geared to agencies in a health-related field. Training is also completed on an annual basis through the Rotary home in Ottawa for any Controlled Acts. All direct care employees are required to take part in this training.



# Human Resources Stats

Human Resources (HR) focuses on managing employees in the organization involving recruitment and retention, onboarding of students and volunteers, employee relations, payroll and benefits. HR Managers also help plan, direct and coordinate the administrative functions of the organization.

As of March 31, 2019, there were 48 staff total.

That is a decrease of 5 staff.

31 FT 16 PT 1 RPT

A total of 24 applications for employment were received from April 01, 2018 – March 31, 2019.

## Students and Volunteers

High School Co-op Placements – 1

Loyola – PSW Program - 4

Loyalist College DSW Field Placements – 6

Volunteers with CLQW – 19

*Respectfully Submitted by*

*Andrew Hutchison*

*Director of Finance & Human Resources*

*Chastity Nicholson*

*Human Resources Assistant*

## Administration Staff

**Iain Harper—Executive Director as of December 17, 2018**

**Lorrie Arsenault — Interim Executive Director/Director of Supports and Services**

**Andrew Hutchison—Director of Finance and Human Resources**

**Susan Holmes—Interim Director/Manager of Supports and Services**

**Toni Kirby —Executive Assistant**

**Chastity Nicholson —Human Resources Assistant**

**Pam Tooley —Receptionist**

## Management Staff

**Pat Deline —Manager of Supports and Services**

**Lisa Flanagan — Manager of Supports and Services**

**Connie McLean—Manager of Supports and Services**

## Programs

**Day Supports - Compass/Cub Unity**

**Residential Services - Bentinck Street Group Home**

- Fraser Glen Group Home

- Lafferty Road Group Home

- Lafferty Lodge Group Home

- Supported Independent Living

**Community Supports - Community Families**

- Passport Funding