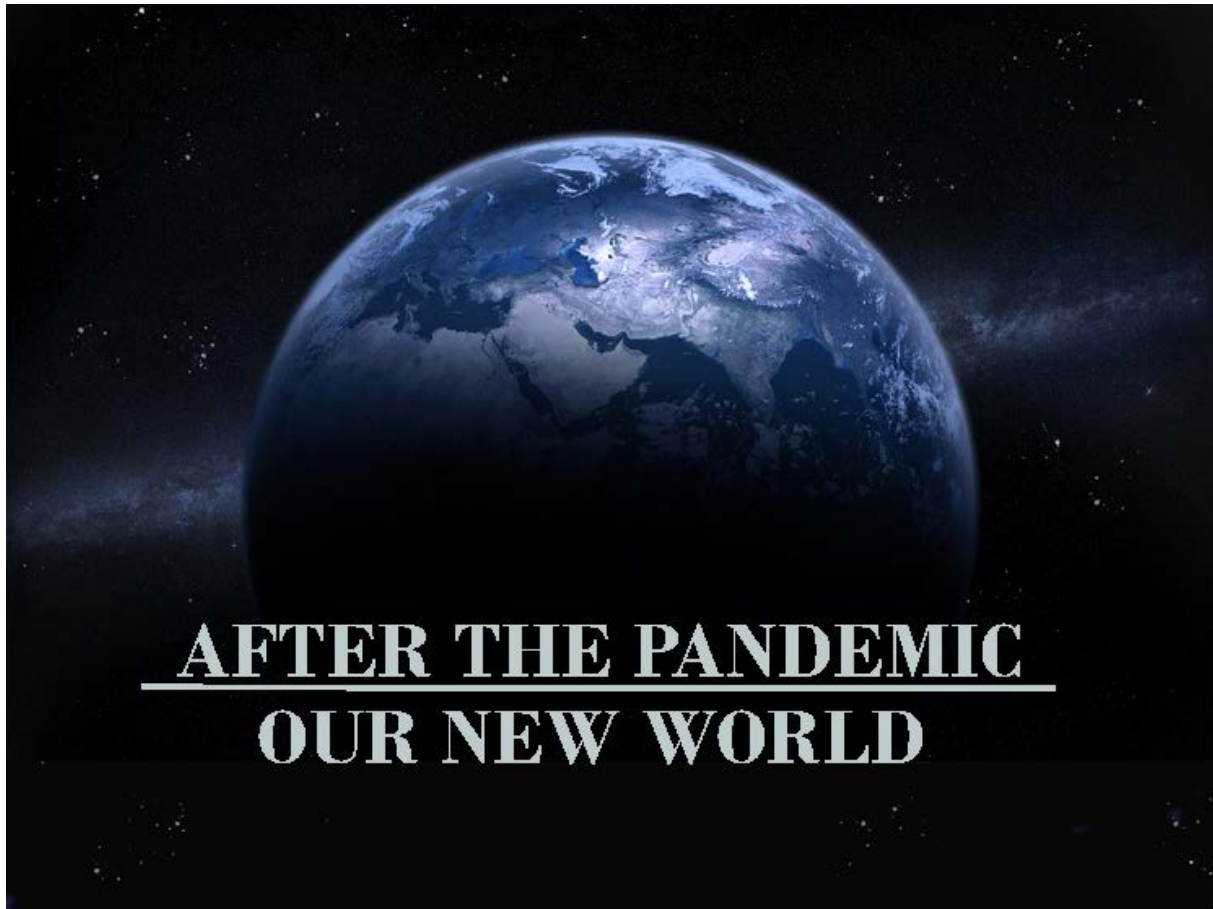


COMMUNITY LIVING

Quinte West



Annual Report

September 15,
2021

Community Living Quinte West

Annual Report 2020-2021

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

PROGRAMS

Day Supports – Club Unity

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

Supported Independent Living

Community Supports - Community Families
Passport

“The world is on a bumpy journey to a new destination and the new normal”

~Mohamed El-Erian



COMMUNITY LIVING

Quinte West



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 2020-2021

Brent Hoddinott – President and Board Chair

Callum Winsor – Vice President

Scott Smith – Secretary and Self Advocate Representative

Austin Heyman – Director

Jordan Buskard – Director

Barb Hoddinott – Director

Jessie Kuipers – Director



A MESSAGE FROM THE PRESIDENT

What a year! COVID certainly had a huge impact on life at CLQW. Executive Director Iain Harper took bold action at the beginning of the pandemic. Well done to Iain for his insight and for taking the long view so early into the turmoil. His steady leadership – his steady hand on the tiller – had huge positive impact by ensuring COVID stayed far away from CLQW for a very significant period.

COVID quickly drew attention to the numerous outstanding and dedicated essential workers we have in our midst. COVID also revealed the important role our directors and managers have in enable the successful completion of duties of our essential workers. All board members are extremely proud of the work by everyone during COVID and we are so glad that COVID didn't impact CLQW as harshly as it impacted other organizations across the province and across the country.

The COVID relief funding ensured our essential staff were well paid. These injects in funding also allowed for significant infrastructure projects to take place across the organization to ensure that CLQW could create COVID safe environments in our homes and workspaces. These additions will stay with CLQW for quite some time, which is one positive outcome during a time when the news day over day didn't have much positivity. On top of this, an increase in the number of clients brought in additional money - CLQW annual budget is now over \$3M.



The City of Quinte West planning committee addressed the zoning application in regard to our Respite Centre proposal. After much back and forth with the city over a period of months, in October, the CLQW Respite Centre zoning was approved. Full steam ahead with fundraising for this important project that will be of much benefit, ultimately, to the Quinte West community.

With this positive development, a concerted effort was put on public relations in order to get our story broadcast far and wide so as to attract as much attention as possible for our project and fundraising needs. Some positive attention for the Respite Centre was provided by the Ministry, who discussed the Respite Centre project with other agencies to see what could be done to move our project along. We still are waiting for word back, but our fingers are crossed.

The Ministry compliance audit took place in November. CLQW was assessed in 86 areas. 84 areas met or exceeded compliance standard. Those two assessment areas were small in nature and were rectified almost by the time the auditors had concluded their visit. Well done to all involved. Keep up the good work.

Lastly, the board of directors grew over the last year. Four new directors joined the fold whilst we said goodbye to one director. Barb Hoddinott (joined in Nov), Jordan Buskard (joined in January), and Jessica Kuipers (joined in June). Welcome to CLQW and thanks for stepping up.

Brent W. Hoddinott, LCol
CLQW President



A MESSAGE FROM THE EXECUTIVE DIRECTOR

Community Living Quinte West to date has weathered the COVID storm. 2020 has been a long year, a brutal year and in many cases a sad year. Much appreciation to MCCSS for the support, not only with the funding to battle COVID but the knowledge, material and product they disseminated on a regular basis. Without that support our small agency would have surely succumbed to COVID's relentless pressure. The support from CLQW's Board of Directors is also appreciated. The constant show of support lifted the spirits of every staff person in the fight.

Community Living Quinte West has a dedicated bunch of staff. They have demonstrated their dedication throughout the past year. Wearing full PPE (Personal Protective Equipment) throughout the summer months is extremely difficult to do. Day in day out, yet I heard no complaints. I want to thank the staff for their dedication. I want to thank them for caring so deeply for our clients. I have had many colleagues say that we have been lucky not to have encountered a COVID outbreak. I like to think that it has been the hard work of the staff that has kept COVID from breaching the walls. Keep up that fighting spirit, it's not over, a 4th wave will surely come, and we need to be ready.

To the Directors and Managers of CLQW. Thank you for everything. The amount of work has been astounding. From the creation of policy to pandemic plans to training and educational material Senior management has kept the organization up to date with fully informed staff and meeting the compliance standards. There is no better management team. In December I fell ill and was on medical leave for the rest of the fiscal year. Lorrie Arsenault stepped into the Executive Director role and led the organization without missing a beat. A truly remarkable team. I'm very fortunate to work with this group.

2021 -2022 fiscal year looks to be more of the same. We all hope that the vaccinations will overcome COVID. Everyone could help if they would just get vaccinated; if they don't, we will be fighting another wave, a wave of the unvaccinated. We will have to continue to keep our people safe, we will continue to fight. Thank- you again to every staff and board member at CLQW, you have risen to meet the challenge of COVID-19 and the organization is in good hands.



*Iain Harper, Executive Director
Community Living Quinte West*

“Once the storm is over, you won’t remember how you made it through, how you managed to survive. You won’t even be sure whether the storm is really over. But one thing is certain, when you come out of the storm, you won’t be the same person who walked in”

~Haruki Murakami



A MESSAGE FROM SENIOR MANAGEMENT

As required for the Ministry of Children, Community and Social Services, all Developmental Service agencies are required to have a Pandemic Plan in case of emergency. Community Living Quinte West has had a plan for many years, but who would ever imagine it would be needed and to what extent the plan would entail, until now.

As the Pandemic continued to evolve, Developmental Service agencies were tasked with continual changes, restrictions, constant updating and roll out to ensure that the health, safety and well-being of the men and women in service, families and our Direct Support Professionals were top priority.

On-going training, sometimes changing within hours after completion with the leadership team, was completed to ensure compliance was being met to the Ministry of Children, Community and Social Services as well as the Ministry of Health standards so that the team could ensure their front-line teams were prepared and educated in the new heightened expectations.

The lack of community access to purchase day to day supplies, groceries, prescriptions, personal supplies and even clothing required teams to look at new ways of doing business and to make such everyday simple purchases possible. Supply of much needed personal protective equipment became extremely difficult requiring sourcing from multiple sites. Local Developmental Service agencies in the Hasting's Prince Edward County jurisdiction worked side by side to support one another with the sharing and loaning of supplies until orders could be met.



As we watched the daily number of deaths increase specifically in congregate group homes and long-term residences, the situation became more surreal. Government regulations in congregate settings increased to what seemed like the breaking point. The implementation of the one employer rule as well as even more heightened measures which would not allow direct support professionals to cross agency specific sites brought forward even greater challenges. Developmental Service agencies, along with just about every other manufacturing or retail sites faced major staff shortage crisis.

As Schools and day cares began to close, staff shortages continued to rise. Emergency virtual meetings with “sister” agencies increased as the leaders in the Developmental Services Sector worked to find creative strategies to address the increasing shortages.

The Government announcement of the temporary wage enhancement for direct support professionals and the upstaffing provisions due to extreme staffing shortages in an attempt to attract and maintain employee's gave employer's the life jacket they needed in order to keep their agencies afloat.

As the world continues to weather the pandemic, it would appear that we have everything under control, but there are still so many unanswered questions and potential issues moving forward.

Questions continue to mount in terms of agency liability surrounding vaccination status of direct support professionals and people receiving services. Ongoing dialogue with leaders in the Developmental Services Sector, the Ministry of Children, Community and Social Services and Government officials continue. The balance of ensuring the health, safety, and well-being of people in service and human rights issues continue to conflict.

Although this past year has been exhausting, for everyone, it has really emphasized and validated what we already knew. We have a very strong and resourceful team that has stood beside one another to work through these very challenging times.



From our Board of Directors who supported the Leadership team and our decisions and challenges moving forward to our front-line direct support professionals who worked so very hard to ensure that the lives of the people in service continued to flourish while continuing to keep them safe through a world-wide pandemic. Thank you.

Thank you to our families who understood and supported the restrictive measures that were put into place to keep their loved one healthy and safe.

To the Leadership team that I am grateful to be part of, thank you for the ongoing support you all provided to one another to work collectively throughout this past year.

Lorrie Arsenault Director of Supports and Services

Bingos - Our Lion's Club Volunteer bingos were suspended during the pandemic. This has affected the amount of money the agency received that is used to purchase needed vehicles, etc.

If you know of anyone looking to give back to their community, we are always looking for volunteers for our bingos. If you have 4 hours to spare once a week, once every 2 weeks or once a month please contact Susan Holmes at susanh@clqw.ca or 613-394-2222 for more information.



Operations - We have received approval from our Ministry Area Office to install a Sprinkler System at 52 B Lafferty Lodge. This is the only site that currently does not have a sprinkler system installed. We are waiting on the Architect to give us the plans necessary for permits, etc., then it is on Contractor (Nozac Carpentry) to build the area to house the water tanks. Once that is complete then the Sprinkler Company (Drapeau Sprinkler Systems) will come and install the system. We are also doing cosmetic work at the Lodge as well to the outside of the building.

As part of our renovations, we have installed new flooring at various site within CLQW. This work has been completed through B&H Carpet out of Brighton. Some of the work was completed due to recommendations from an Occupational Therapist.

The Ministry of the Environment conducted inspections on all 3 sites, Fraser, Lafferty Lodge and Lafferty House that have wells on them. We are in compliance with all regulations set forth.

All required Annual Inspections have been completed for this fiscal year including Fire, Alarm Systems, Furnace, etc. New AED units have been purchased for the Main Office and the Lodge, as these were the only 2 sites that did not have them. Signs are posted outside the doors so that all are aware.

Bentley's Heating and Air have given us a quote for a new furnace at Lafferty House. We are in the queue waiting on the work to be completed.

Our original Accessible Van had extensive body work completed. It looks great. We had trees that needed to be removed at 11 Canal St. This was completed by Flynn Forestry. The mulch from removing the stumps was used in our gardens.

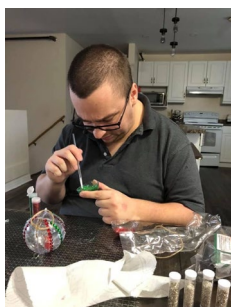


An extensive list of new furnishings, etc. Were purchased for all houses. Things have been freshened up and all sites are looking great.

Part of this freshening up included the boxing in of the sprinkler heads at 3 of our group homes. This was completed to make it look more cosmetically pleasing at all sites. Painting to be forth coming.

Human Resources - Due to the Pandemic CLQW was able to have Upstaffing at all sites during this difficult time. This was to ensure we had coverage in our homes as well as to enhance staffing to assist the people we support in activities. This has been a very successful endeavor.

As part of our Ministry directives, we have encouraged all staff to get vaccinated. We have had a very high success rate and are working on the protocols for future.



Our Collective Agreement with the Union expired on March 31st, 2020. We are still working under the old agreement and are looking at dates for Negotiations. Requested information has been sent off to the Staff Representative with the Union.

As per the Ontario government, agencies need not adhere to their Collective Agreements while the pandemic is on, in regard to, staffing, etc. Recruitment of staff is an ongoing issue across Hastings and Prince Edward Counties Developmental Services. All local agencies are finding it hard to recruit staff. The Loyalist College Developmental Service Worker Program is aware of this fact. Job Postings were put on the Indeed website. We received lots of responses but did not have a lot of success in the recruitment of new staff.

The Developmental Service Worker Advisory Committee, which I chair, meets twice a year and a lack of graduates eligible to join the work force is a big topic of discussion at these meetings.

Students on placement were also suspended during the Pandemic. We are hoping that the Ministry loosens up restrictions and we can have students at our sites again. This is a win-win for both students and agencies. Our Leadership Team worked from home during the Pandemic, when they could, except the Director of Finance and the Director of Operations, who were both available in office.

The local Human Resources committee relied heavily on each other during the pandemic when it came to Personal Protective Equipment, Policies, etc. It is great to have that resource available to each other

Susan Holmes, Director of Operations and Human Resources

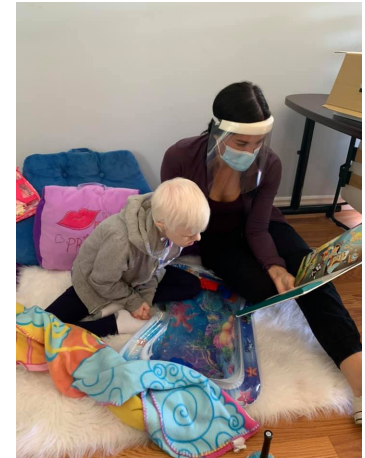
A MESSAGE FROM THE MANAGER OF RESIDENTIAL SERVICES AND THE MANAGER OF COMMUNITY AND FAMILY SUPPORTS

Well, it has been a difficult year for everyone getting through the Covid-19 pandemic. The restrictions placed on people; though necessary, were difficult times. Restrictions put in place, though necessary to protect people's health, were more restrictive and longer than one is imposed on the wider public. We did see many people's mental health struggle, and resources such as phone/online counselling were used. The pandemic brought the importance of mental health to the forefront and has pushed families to the brink of breakdowns or actual breakdowns for some, to the point where their loved ones have gone into a deep depression because of the isolation and lack of human interaction. Families have had to care for their loved ones, homeschool their children, work from home, all while having no relief or respite from outside sources because of the protocols put in place by MCCSS or the province. People spoke with families online using iPads', and some families waved from the driveway. Drive by birthdays happened and door drop offs. The pandemic was as a trying time, but many positive things still happened. No longer being able to utilize Passport funding for support workers to get

people out into the community doing the activities they love most; forced families, caregivers', and agencies to become creative in the ways they supported people stay connected and actively engaged, while trying to maintain their mental health.

Luckily PassportONE recognized the need to allow people supported and their families to utilize their funding in ways that wouldn't normally be admissible under the guidelines. Some of these included allowing people to purchase technology that enabled them to stay connected to their family and friends through platforms like ZOOM or Skype. Families also used this as a way for their sons/daughters to maintain a connection with their worker's virtually, so they were being occupied doing activities while their caregiver's we were working as many of us were doing.

People supported and their families were purchasing arts/crafts supplies, sensory items, books and gym equipment like yoga mats, weights, treadmills etc, to keep busy and fit during the pandemic. As the enhanced precautions were put into place in the group homes, smart televisions were purchased to encourage people to stay in their rooms, maintaining social distancing protocols.



Strong friendships were bonded, people became creative by ordering independent activities through passport, some people enjoyed eating meals in front of the TV to keep distance (not something usually approved lol), some took advantage of the extra time and exercised and ate healthier to lose weight. No matter what people did to pass the time, it was obvious that people made the best of a bad situation. Staff and people supported still smiled and participated in the many challenges we had between the homes.



Congratulations to Chelsey Miller, Kyle Kennedy, and Dylan Nieman who moved from Bentinck home into their own shared apartment and into the SIL program. They, along with the Bentick staff, worked hard to prepare for this exciting move towards independence. They learned how to self-administer their medication, cooking skills, budgeting, independent grocery shopping and planning. When someone has a dream, if you look outside the box and realize not everything has to be lined up as "we" think, then it can become reality. SIL staff have continued to assist them to keep learning and have been there when things have not always worked, but these are looked at as learning opportunities. They are enjoying their new independence and are already looking at the next steps they can take to live in their own apartments.

Some new things happened during the pandemic to improve the lives of some individuals. We became a part of a trial with Awake Labs. We have 5 people wearing their watches that track anxiety. This gives staff the opportunity to address any triggers that could be the cause. The preliminary data is proving very useful in assisting individuals with anxiety.

We recently became partners with SPIRIT Club. It is a fitness company that offers affordable and accessible online exercise and cooking classes designed for people with and without disabilities. They provide unlimited access to classes such as Fitness, Yoga, Boxing, Meditation, and Healthy cooking. The classes are comprised of multiple trainers, with and without disabilities, that lead at differing fitness levels allowing people of differing abilities to participate together. This will be a fantastic tool for people in all our programs and it is the sort of tool people were asking for during the pandemic but will be useful long term as we all know we all need to exercise more and be more active.



Now that the province is finally loosening restrictions and people are being vaccinated, we are hoping that people and their families are able to get back to some kind of normalcy.

SIL

The Individuals we support in SIL were probably some of the most affected by the Covid-19 restrictions. It is easy to think that because they live in the community, they were less affected, but that is not the case. Many people we support in Sil rely on the support they receive from SIL staff. Not just for the services they provide, but also the companionship or even just being able to chat about goings on. SIL staff were not seeing people face to face for a period and many found this hard. SIL staff were doing wellness checks by phone, making meals for people, and dropping meals and groceries at people's doorsteps. Thank fully, the SIL staff are back to their regular duties and busier than ever!

*Sarah Sharkey, Manager of Residential Services
Connie McLean, Manager of Community and Family Supports*

HEALTH AND SAFETY

Our committee continues to meet on a monthly basis. In this past year, our meetings have occurred virtually to maintain our distance and keep each other safe. Despite the issues of COVID, our agency has been spared from illness and all staff continue to wear their Personal Protective Equipment as required. The Health and Safety Committee consists of Mike Sagriff and Jennifer Frizzell for the Union and Pat Delineand Susan Holmes for the Employer.

An IPAC Audit (Infection Prevention and Control) was completed in June with the IPAC lead for the East region and the Hastings Prince Edward Public Health Unit. Recommendations were made to improve our IPAC measures, and these were implemented. We are also enlisting members of our staff to become IPAC leads at their locations by taking specific IPAC training with Public Health Ontario.



Our local Developmental Services Agencies participated in vaccine clinics at various agencies across the region. We hosted 2 clinics at our day program for staff and individuals in partnership with the Hastings and Prince Edward District Health Unit. At the time of this report, 83% of staff have received their vaccine while 89% of individuals have received theirs.

Pat Deline, Manager of Professional Development and Technology



TECHNOLOGY ADVANCEMENTS

Technology use has become the new normal since the beginning of COVID. Meetings have been held virtually using zoom or Microsoft Teams, new programs and partnerships have been implemented to change the way we carry out business.

Electronic Medication Records (EMAR): In April of 2020, we launched our EMAR system for 3 of our homes with [Medicare](#). Staff are completing the Medication Administration electronically with the use of an IPAD or computer. This allows us to better monitor the administration of medications of all individuals. With the COVID lockdowns, monitoring can occur remotely without having to step into the homes. This will provide us with better record keeping for administration, medication changes, PRN efficacy reporting and necessary treatments. Our 3 homes are also equipped with battery backup systems in the event of a power outage to ensure they are able to retrieve paper MAR sheets as a backup.

COVID screenings occur on an application through [JotForm](#). This saves paper and the records are readily accessible for audit. Changes are made when required and are instantly reflected on the app. We have also used JotForm to create our membership form for our website.

After winning a contest, CLQW teamed up with [Awake labs](#) in 2020. This company has developed smart watch technology to monitor individuals' emotions. Due to COVID lock downs, we were delayed in our launch of the program, but this finally occurred at the end of June. 5 Individuals were selected to try these watches and we will monitor their behavior and the data to look for patterns to provide proactive support and intervention.

Social Media:

We have enlisted the assistance of a local company called [Simple Desk](#) to help us with our social media presence. They have developed a minimum of 3 posts per week to increase traffic to our sites; promoting our programs, fundraising and awareness of those who have an intellectual disability. This has been a big help to the agency as we have been working with the issues around COVID.

[Spin Creative](#) designed our new web page to keep in line with Community Living Ontario. It is more esthetically appealing and provides more information and news.

Pat Deline, Manager of Professional Development and Technology



FINANCIAL REPORT 2020-2021

STATEMENT OF REVENUES AND EXPENSES FOR 2020/21

REVENUE	2020/2021	%
GOVERNMENT SUBSIDIES	\$2,932,971	77.65%
PANDEMIC RELATED FUNDING	\$589,723	15.61%
FEES & RECOVERIES	\$236,728	6.27%
CLUB UNITY REVENUE	\$8,190	0.22%
PASSPORT PLANNING	\$8,964	0.24%
MISCELLANEOUS	\$550	0.01%
TOTAL REVENUES	<u>\$3,777,126</u>	<u>100.00%</u>
EXPENDITURES BY PROGRAM		
ADMINISTRATION	\$323,966	8.58%
RESIDENCES	\$2,734,742	72.40%
DAY PROGRAMS	\$259,957	6.88%
INDEPENDENT LIVING	\$272,955	7.23%
CAPITAL EXPENDITURES	\$185,506	4.91%
TOTAL EXPENSES	<u>\$3,777,126</u>	<u>100.00%</u>
SURPLUS	\$0	

FUNDRAISING:

OUR PARTNERSHIP WITH THE LIONS CLUB BINGO ASSOCIATION IN BELLEVILLE GENERATED \$13,855.00. THIS WAS HALF OF OUR USUAL EARNINGS AS THE HALL WAS CLOSED FREQUENTLY DUE TO COVID 19.