

COMMUNITY LIVING

Quinte West



Annual Report

September 11,
2024

Community Living Quinte West

Annual Report 2023-2024

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
Pat Deline- Manager of Human Resources
Connie McLean- Manager of Community and Family Support
Sarah Sharkey- Manager of Supports and Services
Lisa Rashotte-Manager of Innovation and Collaboration

PROGRAMS

Day Supports – Club Unity

Supported Living – Bentinck St.
Fraser Glen
Lafferty Road
Lafferty Lodge

Supported Independent Living

Transition Homes- Crews Cres and Kyle Court

Community Supports - Community Families
Passport

“To sustain longevity, you have to evolve”

~Aries Spears~



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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 in all aspects of community life.

BOARD OF DIRECTORS 2023-2024



Brent Hoddinott – President and Board Chair

Callum Winsor – Vice President

Dylan Neiman – Secretary and Self Advocate
Representative

Austin Heyman – Director

Barb Hoddinott – Director

Beverly Madge – Director

A MESSAGE FROM THE PRESIDENT

Reflecting on everything that has happened since the last AGM, the one word that best describes everything is CHANGE. It was alluded to last year that the it was going to take time to wait and see what the effects of MCCSS' Journey to Belonging were going to be. With a year having passed, Journey to Belonging has resulted in much change for CLQW, and this change is starting to impact all aspects of CLQW.

Journey to Belonging, and the funding model it brings, is important because it is the present and future of funding allocation for the developmental service sector, with particular emphasis on transitional age youth (TAY) and youth complex special needs cases. As a result, change has happened in CLQW and more is to follow.

In terms of CLQW "People":

- CLQW continued to take on staff throughout the year. Journey to Belonging, with emphasis on TAY and complex special needs cases, means new skillsets are required, so training, education, and open minds have been and will continue to be important for CLQW
- All this work with Journey to Belonging, including the solidification of CLQW's Transitional Housing Experience (THE) has garnered CLQW a fair bit of recognition within the sector. Lisa and Connie briefed OASIS in April: attendance was so high, the organizers had to find a bigger room, where it ended up being standing room only. What a tremendous opportunity and exposure this was for CLQW. CLQW is presenting THE to the larger Community Living Ontario in September. Word is getting out that CLQW is leading the way!

In our "Places":

- CLQW changed location of some homes and added a residence in Frankford.
- Canal St – Ontario Government is looking at ways to make more hospital beds available, so CLQW being creative and looking to provide Alternative Level of Care, which would mean changing part of Canal St in order to support people who would otherwise stay at the hospital. More work to be done before we see results, but this initiative seems very promising.

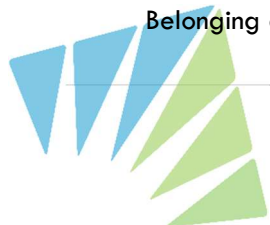
In term of "Things"

- As of March 2023, baseline funding was \$3.25M. As of March 2024, baseline funding was \$3.93M – a change of more than 15%. We are expecting to pass through \$4.5M in 2024-25. This is what embracing Journey to Belonging has meant to CLQW. For comparison, in March 2019 the baseline funding was \$2.82M.
- Small changes to Board Policies (to make them more inclusive) following an extensive review, which included the assistance of legal counsel
- A change in how maintenance is done at CLQW, with the introduction of a dedicated maintenance serviceperson to tackle many small issues throughout the homes of the organization.
- Changing CLQW Brand recognition. Not a month goes by without the CLQW brand growing and resulting in more donations, more grants, more non-Ministry funding. This is good news.
- CLQW also being approached by MCCSS to assist when short notice special cases arise. This speaks to the can do attitude of CLQW and only helps to strengthen the CLQW brand in the eyes of the government and the community.



Quick Take

#1 – The Board is extremely impressed and grateful for the work Iain has done fully embracing Journey to Belonging and then posturing CLQW to achieve success within its framework.



#2 – The Board is eager to see results of the program reviews, led by Lorrie, that will be conducted in 2024. No doubt that some change will follow from these.

#3 – This 2024-2025 will be Year 3 of CLQW Strategic Plan. The Board has one eye toward the creating of the next Strategic Plan

Brent W. Hoddinott, LCol
CLQW President



A MESSAGE FROM THE EXECUTIVE DIRECTOR

One thing was for certain emerging from the pandemic, life had changed, and it may never return to the way it used to be. The cost of goods had risen dramatically as well as the price of gas. Supply chain issues have become the norm. If an appliance broke down, it could take weeks to get it replaced if not months. Renovations to any of the buildings saw dramatic increases in prices and the time to complete the project dragged on as material and equipment took ages to procure. We were all settling into a new reality and the Ministry was getting back to work on the sector transformation and the 'Journey to Belonging.' Much had changed and the future would only bring more of that change.

By the middle of 2022 it was clear that we needed to do two things. First, we needed to evolve the organization, move in the direction of 'Journey to Belonging' and secondly, we needed to grow, look at ways to expand and fund growth in new and innovative ways.

Community living Quinte West (CLQW) brought a new manager on board. This manager would be responsible for helping Senior leadership innovate new approaches and methods with respect to delivery of service, collaborate with and establish new partnerships and help CLQW emerge from the shadows and be seen as an innovative and knowledgeable organization.

We are evolving; and we are growing. We have taken on the new individualized funding model by serving Transitional Aged Youth. We have taken on the task of serving those youth that are coming to adult services that are in conflict with the law. Not an easy space to navigate, however, a necessary space to be. Our new Manager of Innovation and Collaboration has succeeded in planting the CLQW flag in Quinte West. Innovation and growth will be the future for CLQW.

There are some barriers we need to overcome. Fund raising, which is also under the new Manager of Innovation and Collaborations portfolio, is proving to be much more difficult than we originally thought. Worthy organizations like Trenton Memorial Hospital Foundation who in a bad year raise 11 million dollars, make it difficult to get even the smallest taste of the fundraising pie. But we know, in time, as CLQW becomes more visible, and the community sees the great things we are doing in the DS space we will have our opportunity at the pie.

A BIG thank you to all CLQW staff, both unionized and management. You have all worked so very hard during this evolution. You have pivoted without question when things presented that were not expected. You are the reason for our success!

Let's see what this year brings.

*Iain Harper, Executive Director
Community Living Quinte West*



A MESSAGE FROM SENIOR MANAGEMENT

It's hard to believe that another year has come and gone. CLQW saw big changes and big challenges in the year but in CLQW fashion, we met them head on and conquered what needed to be done.

Starting out January 2023, we brought in the year in a big way. We were finally able to proceed with the much-needed major renovation of our Lafferty Lodge home. However, to begin the 6-month reno, we had one minor issue.... relocating the men and women who resided in that home. Because the renovation was not a quick fix, not only did our Lodge individuals need to move, but so did many of their personal belongings: tv's, clothing, almost all kitchen and living room supplies, files, furniture, you name it. With the effort and the help of many, we were able to make the move as successful as it could be and set up the new accommodation to feel like home for the next 6.5 months.

Aside from the "moving of the Lodge", we welcomed new people into service in the new "Transitional Housing Experience" along with the hiring of multiple new staff to support the young men and women coming into service.

At the time of "THE" opening, the agency rented a small home in the Trenton area for the youth to call home. Unfortunately, due to some issues with the home's structure, it quickly became unsuitable, and our newly supported individuals needed to be relocated, so the hunt for a new rental was on again. So, we pulled up our sleeves and made another major move.

Once the men and women from the Lodge moved back to their newly renovated home from the back of Canal, we once again found great use of the Canal building and supported "THE" individuals to set up their temporary accommodations. Thankfully the open space at the Canal building provided us with temporary housing for 11 of the 12 months in 2023!



The start of 2023 had proven to be extremely busy!

In addition, CLQW was able to support multiple people/families by continuing to provide much needed respite support out of our Lafferty Road home as well as, of course, the back of the Canal building. Of the 365 days in the year, CLQW provided 287 days of respite to people in need, an increase of an additional 100 days of respite provided 2 years previous.

Amidst all the changes to meet the needs of families and people supported despite the increased workload, the staff at CLQW stepped up and did what needed to be done.

Along with the many reno's and respite support provided, CLQW was very fortunate and extremely grateful for being one of the agencies chosen by the United Way "Day of Caring" Campaign. This campaign provided many volunteers from a variety of service agencies in Hastings County, to volunteer their time to tackle much needed maintenance projects at our Canal building.

The outside deck off the dining room was old and becoming unstable. The day of caring team sent to CLQW tore down and removed the old wooden deck and rebuilt a brand new and much more stable deck in its place. Volunteers also painted the entire Club U side of the Canal building and constructed 2 external, covered gazebos outside the building for people to enjoy the outside. Since the large shade tree that we had for so many years needed to be taken down due to it no longer being safe, the gazebos provide a lovely, covered area to enjoy the warmth and sunshine outside.

Although a very productive year, 2023 also came with some sadness and grief with the passing of Nancy Bryson. Nancy had been supported by CLQW for almost 30 years. Nancy was a wonderfully funny, sweet and caring woman who touched the hearts of so many people. Her passing was extremely difficult.

Despite the many changes and challenges of 2023, the agency continued with its day-to-day operations and welcomed an increase of new people to our Club U Hub. New faces brought new excitement and ideas for the Club and the Club U Hub continues to grow!

As an outcome of the agency's Strategic Planning, Key Performance Indicators were established and a focus for the agency moving forward.

Fundraising endeavors continued including the time-consuming weekly bingos. The weekly bingos require the agency to provide 3 people "work" the assigned bingos. Predominately, the bingo workers consist of the Leadership team. If it were not for the volunteers that have helped us manage them, we would not be able to continue as is. The Belleville Bingo's are the agency's largest fundraiser, bringing in close to 30K a year. The funds earned from working the bingo's have provided the agency with additional financial support to purchase much needed vehicles, clothing, food, furniture, provided financial assistance to people supported with their bills from time to time, enrollment to events, school clothing and so on. A huge thank you to the volunteers Austin Heyman, Barb Hoddinott, Kim Dall, Scott Smith and Tom Holmes for volunteering your time to help us. We would not be able to continue to do this very profitable fundraiser if you were not there to help us. Thank you!

In conclusion, I would also like to take this time to thank the CLQW staff. The agency is so fortunate to have such a wonderful group of employees. Although we have seen a rise in new employees over the last year, CLQW continues to employ several staff who have been with us for the long haul, providing many, many years of experience. Whether you are new to the agency or a seasoned veteran, please know that your work and support to the men, women and youth in service is valued and greatly appreciated. Thank you!

Lorrie Arsenault, Director of Supports and Services

A great way to start off an annual general report is to brag about our staff and how proud we are of all of them especially the following people:

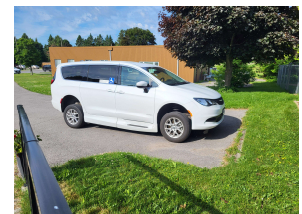
Staff Tenure Awards for 2024:

7 Service awards will be handed out at our Annual General Meeting this year. The recipients are as follows:

Lorrie Arsenault-40 Years of Service
Debbie Santoro-15 Years of Service
Lindsay Cowan-10 Years of Service
Lorraine McMillan-5 Years of Service
Rebecca Colley-5 Years of Service
Taylor Frantz-5 Years of Service
Brooklyn Archer-5 Years of Service

Thank you all for your dedication, commitment and support to Community Living Quinte West and the people receiving services and supports through our agency. We appreciate all that you do. Congratulations to all of you!

A brand-new Accessible Van was purchased for the agency and is being utilized at our 52 A Lafferty Road House location.



Strategic Planning-Highlights and Accomplishments for 2024:

Compliance Audit completed, New Accessible Van Purchased, 2 Day Leadership Retreat with People Minded Business for Journey to Belonging/Team Building Outcomes, 2 Members of the Leadership Team presented at the Annual OASIS Conference in Windsor; the theme

was Bridging Possibilities/Navigating Change, Grant monies received from various donors including the City of Quinte West, Kay Stafford Foundation, McKesson and the Rotary Club.

Areas to highlight for 2025

Compliance with our Ministry of Children, Community and Social Services process completed and passed for 2023/24 fiscal year.

Volunteer Bingos at the Belleville Lion's Bingo Hall are a great financial resource for the agency. I would like to thank all our volunteers who make this happen each week. We could not do this without you. If you know of anyone who would like to volunteer 4 hours of their time once a week, once a month please contact me at 613-394-2222 or email me at susanh@clqw.ca.

Annual required Inspections completed and passed.

Operational/Maintenance items are current and up to date.

Journey to Belonging/Team Building Leadership Retreat completed with a 2-day seminar with People Minded Business as the facilitators.

Community Participation/Community Awareness has been the focus for Community Living Quinte West this past year. We are supporting people to live their best lives.

We are growing and expanding and able to offer more services. Watch us grow.

Susan Holmes, Director of Operations

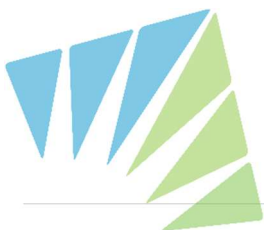
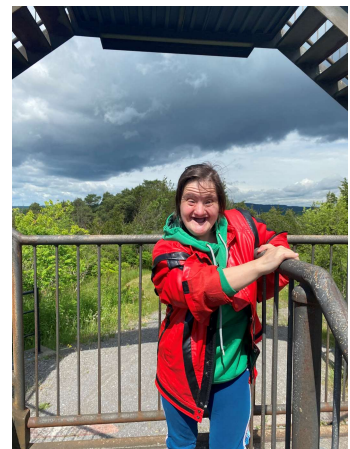
A MESSAGE FROM THE MANAGERS

CLUB UNITY

Club Unity continues to be very busy and still growing!

Some highlights of the past year are introducing new classes such as protecting yourself in the community, anti-bullying, Take Care First Aid, fire prevention. Healthy eating and wellness. Yoga with fearless wellness and presently with Paul Julien Murali. Our community partners for these classes were Belleville and Quinte West Community health Centre, Tommy G from Tommy G's self Defense, Patricia McFee.

We hosted a Tinsel and Tidings open house evening in December 2023 that was open to the public, Club Unity took the lead for Community living Month and secured window clings through J7B printing who graciously donated them. Cookies were baked and dropped off to Quinte transit to thank them for all their hard work. From September to June Club Unity baked and donated homemade cookies to Katherines Kitchen for their lunch program.



In January 2024, Club Unity introduced evening activities and they have been very successful. Some workshops such as Floral design are open to anyone. Potluck bingo evenings, acrylic pouring, making body butter and bath bombs, paint nights with These 4 walls

SUPPORTED INDEPENDENT LIVING

This year we lost a dear friend, Danny Clarke. Dannys end of life was supported in his home. Since his passing, his brother has become one of our passport support workers and keeps in touch with everyone.

Congrats to Mark Wight and Kyle Kennedy for enrolling in Loyalist Sept 2024.

Congratulations to Chelsey Miller who completed the 5-week SWERVE program through META Belleville.

Sarah Sharkey, Manager of Supports and Services

Spotlight

Heaven gained the kindest, purest soul I've ever met on March 4, 2024. I was fortunate to be there with him in his final moments, holding his hand until his family arrived.

David Wilson was such a special man. He was so genuine, so full of love, and had the biggest heart. If you were having a bad day, he could make everything better with just a smile.

He was a quiet man, soft spoken, eager to help and never complained. Except when he was offered veggie sticks for a snack. He made it very clear he didn't like those. But he did like his peanut butter cups. His sweet tooth was as bad as mine. He enjoyed his two peanut butter cups every night with me while he watched his game shows.

David loved fishing, watching sports and every game show imaginable. And Rachel Ray. He was a man of leisure who enjoyed relaxing in his gazebo and having an afternoon nap every day. He loved to sip away on a beer from time to time as well. He loved to stay up later during the weekends so we could watch our true crime shows together – 48 hours, Dateline and 20/20. He was right into those. But he also liked the opposite kinds of shows too, like Stairway to Heaven. Often if you looked over at him, he'd be teared up watching them.

David never asked for much, but he did tell us in his last few weeks that he didn't want to be alone. So, we had what I called 'sleepovers' every night. I'd spend from about midnight onward sitting in his room while he slept. The look of comfort on his face when he'd wake up and see he wasn't alone was enough to melt your heart.

We all miss David so much. He touched all our lives in so many ways, we all have our favorite stories and memories of him. He will forever be 'My Wilson.'



Kendra Casey, DSP



Fraser and Bentinck

This year we lost a sweet dear friend David Wilson. David was loved and is missed by many.

We celebrated Matt LeBlance travelling to Alberta to compete in the bowling special Olympics bowling al Canada bowling tournament.

Congratulations to Alex Whynott for being accepted to Loyalist college fall 2024.

Congratulations to Alex and Harold for completing ADBT through Inclusion Northumberland. This was an 8-month weekly program.

Congratulations to Alex Whynott and Harold Cotton who completed the 5-week SWERVE program through META Belleville.

Sarah Sharkey, Manager of Supports and Services

Over the past year our agency has started a new initiative with the opening of our two (2) new Transition Homes. CLQW has been able to increase our capacity by providing support to six (6) new young adults within these two (2) homes. On top of providing these young adults with a home and the opportunity to gain skills and foster independence, we have also been able to provide respite out of our Transition homes. Our goal is to continue to grow our Transitional Housing program to better meet the needs of the young adults we support in our community.

Passport has implemented new directives for the 2024/2025 fiscal year which include the Passport agency attempting to contact the applicant/family to inform them of their funding offer at least three (3) times in at least two (2) different methods before sending an inactive letter (by phone, email, or by mail). If the applicant/family has not connected with the Passport agency during either of these attempts, they can contact the Passport agency at any time to restart the funding offer process if they are still interested. Once the Passport agency has connected with the applicant/family and they accept the funding offer, the passport agency will issue a funding letter and service agreement with that day's date. The applicant/family will then have 30 days to complete the documentation and submit it for it to be accepted. If the documentation is not returned within the 30-day period, that funding offer is null and void. The recipient/family can connect with the Passport agency to explore next steps. If the Passport agency is still able to allocate funding, they will provide the applicant/family with a new funding start date and new documentation.



Community Living Quinte West has been hosting a bus trip to Toronto to see the Toronto Blue Jay's game for several years. When COVID became our reality, we were unable to provide this trip for obvious reasons, but now that things have stabilized, we once again were able to offer this exciting trip. Many of the people from our supported homes, our SIL (supported Independent Living) program, our Day Program Club Unity, as well as members in our community and partnering agencies joined us on June 15th for a great game. I have it on good authority that all had fun! We will continue to make this an annual event at Community Living Quinte West and hope to provide more opportunities like this I the future for everyone to enjoy.

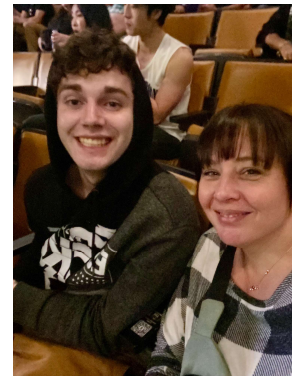
Community Living Quinte West strives to support people served to live, work and participate as integrated and valued members of the community. Persons supported are always striving to meet their goals and make their dreams a reality. This year one of our gentlemen, Ed, from our Lafferty Road home has had the opportunity to see his long-time dream become a reality by volunteering at the local Fire Station. While there he gets to work side by side with the Fire Chief and his favorite part of his day is helping wash the Fire trucks!

Connie McLean, Manager of Community and Family Supports



We were able to have a TAY Facilitator from January to June 2024. Shannon Hall was able to be present within the local schools to assist with transition plans from school to adult services. Shannon was instrumental in providing information and connecting families to services and funding to ensure that they were receiving the right support and services they were eligible for. Shannon created the after school Social Club-Seeking, Opportunities, Community Involvement, Activities and Leisure). She also completed and delivered a 10-week choice series at Bayside Secondary School.

In addition, we partnered with These 4 Walls for the Kids Inclusion Art show. Almost 500 pieces of art were proudly displayed at the gallery complete with an opening night red carpet. This event was a huge success.



Pat Deline, Manager of Human Resources

HEALTH AND SAFETY

Our committee continues to meet monthly. It has been a relatively quiet year for Health and Safety with a few episodes of COVID affecting the day-to-day operations. These are few and far between now a days, so that is a positive change over the past few years.

The Ministry of Labor, Immigration Training and Skills Development launched a slip, trips and falls campaign in April. We have had to create a slip, trips and falls program for the agency that covers these hazards. New and updated policy development has occurred around this.

HUMAN RESOURCES

Human Resources has had an active year. We recruited 7 new full time employees for the new Transition Home location in Frankford. This resulted in more hiring to replace our part time staff who became Full time employees. We also hired a new Community Participation staff, who is also running some evening programs from Club Unity. This is proving to be of great benefit to people supported. On a short term basis, we had a Transitional Aged Youth worker on a FT basis as well as a Float position. Both positions lasted 6 months. We added 9 new part time employees to our roster.

Once again, we have been successful in receiving the Canada Summer Jobs grant. We hired a 5th year University of Toronto student, Kim-Yen Tran. It was a busy 8 weeks for the summer with outings to events in the local community, Kingston Pen, Boat tours, mini golf, rope trekking and of course the Speedway.

We continue to offer training to all staff in the areas of Safe talk, ASIST, Mental Health, Palliative Care, Dementia, and Equity Diversity and Inclusion. 2 Managers have taken the Mental Health for Leadership Certificate program, which was offered free of charge in collaboration with Queens University and TELUS health. This was made possible by the Cultivating Community Wellness subcommittee for the Provincial Network for Developmental Services

Pat Deline, Manager of Human Resources



FINANCIAL REPORT 2023-2024

FINANCIAL REPORT FOR 2022/2023

STATEMENT OF REVENUES AND EXPENSES FOR 2022/23

REVENUE	2022/2023	%
GOVERNMENT SUBSIDIES	\$3,280,552	86.57%
FEES & RECOVERIES	\$258,328	6.82%
TRANSITIONAL AGED YOUTH	\$112,374	2.97%
CLUB UNITY REVENUE	\$78,609	2.07%
PASSPORT PLANNING	\$28,317	0.75%
RESPIRE CARE	\$12,500	0.33%
MISCELLANEOUS	\$18,605	0.49%
TOTAL REVENUES	\$3,789,285	100.00%

EXPENDITURES BY PROGRAM

ADMINISTRATION	\$340,173	8.98%
RESIDENCES	\$2,474,860	65.31%
DAY SUPPORTS	\$374,144	9.87%
INDEPENDENT LIVING	\$488,316	12.89%
CAPITAL EXPENDITURES	\$111,793	2.95%
TOTAL EXPENSES	\$3,789,286	100.00%

SURPLUS - \$1

FUNDRAISING:

OUR PARTNERSHIP WITH THE LIONS CLUB BINGO ASSOCIATION IN BELLEVILLE GENERATED \$34,010.00.

