



66TH ANNUAL GENERAL MEETING

ANNUAL REPORTS 2024 - 2025

BOARD OF DIRECTORS

2024 – 2025

President and Board Chair –	Brent Hoddinott
Vice President –	Callum Winsor
Self-Advocate Representative –	Kyle Kennedy
Director –	Austin Heyman
Director –	Barb Hoddinott
Director –	Beverly Madge

COMMUNITY LIVING QUINTEE WEST LEADERSHIP TEAM

Interim Executive Director -	Lorrie Arsenault
Director of Finance -	Andrew Hutchison
Human Resources, Scheduling And Payroll -	Justin Strickland
Manager of Community and Family Supports (Passports, Intake & Transitions for School to Community) -	Connie McLean
Manager of Supports & Services (Fifth & Peter St) -	Chris Noble
Manager of Supports & Services (SIL & CLUB) -	Sarah Sharkey
Manager of Supports & Services (Bentinck & Fraser) -	Shannon Hall
Manager of Supports & Services (Lafferty & Lodge)	Audrey Lemieux

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✨ **2024–2025 Year in Review**

Annual General Meeting Report

This past year has brought significant transformation to our leadership team at CLQW, marked by exciting new appointments and internal growth. We are pleased to welcome Justin Strickland into the newly created role of Human Resources, Scheduling and Payroll (HRSP). Justin brings fresh energy and a collaborative spirit to this critical support function.

We also celebrate the advancement of two long-standing team members into management roles. Shannon Hall, a dedicated employee of 25 years, has stepped into a full-time management position for the first time, bringing her deep organizational knowledge and commitment to service.

Audrey Lemeiux, with five years at CLQW and prior supervisory experience in the developmental services sector out west, has also joined the management team, adding valuable perspective and leadership.

Additionally, we welcome Chris Noble, a seasoned manager with extensive experience, who is new to CLQW and already contributing meaningfully to our leadership efforts.

While we celebrate these new beginnings, we also acknowledge the departure of 2 long standing members of the leadership team, with 30 and 38 years of tenure with CLQW. While one of these leaders has moved to enjoying the next stage of their life with retirement, the other has moved to a new opportunity at a DS agency in Belleville. Their years of service at CLQW have left a lasting impact, and we wish them continued success.

Over the past year, we've made substantial progress on the goals outlined in our previous Strategic Plan, achieving most of the targets set. As we move into the next phase of strategic planning, our focus will be on strengthening the leadership team with a clear emphasis on succession planning. We've recognized that our supervisory capacity was stretched too thin with Managers overseeing too many programs, staff, and individuals supported. This restructuring aims to ensure more effective and efficient leadership across all areas.

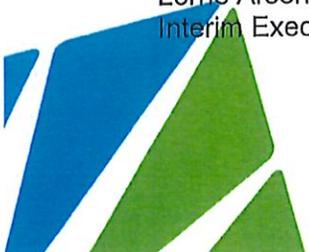
Looking ahead, our priorities include Elevating the voices and experiences of the men and women we support, promoting inclusion and enhancing quality of life.

In addition, modernizing our processes to improve service delivery and organizational resilience and stabilize our services to ensure consistency and excellence in support.

We are confident that these changes and initiatives will position CLQW for continued success and growth, while staying true to our mission of supporting people to live their best lives.

Respectfully Submitted by:

Lorrie Arsenault
Interim Executive Director



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✨ 2024–2025 Year in Review

Bentinck, Lafferty, Home Improvements

Bentinck Highlights

Alex W.

- Continues to excel at Loyalist College, earning high grades and recognition from faculty. Volunteered at the college's open house during reading week.
- Built strong and positive relationships with her boyfriend and his family.
- Attended orientation and now actively volunteers at the Humane Society.

Harold C.

- Registered for Co-Ed and is enjoying making new friendships.
- Took his first VIA Rail trip to Oshawa and loved the train experience.
- Attended and Graduated from ADBT through Inclusion Northumberland

Donald S.

- Completed his Smart Serve certification.
- Actively job hunting and had an interview at Shannonville Speedway.
- Attended his first NHL game and went on a helicopter ride!

Tina D.

- Attended and Graduated from ADBT through Inclusion Northumberland
- Enjoyed a scenic Thousand Islands boat cruise.

Greg P.

- Spent time golfing and had fun at the circus.

Group Adventures

- Visited African Lion Safari, Medieval Times, and Monster Jam.

Respectfully Submitted

Shannon Hall
Manager Supports & Services



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☀️ 2024–2025 Year in Review

Lafferty Road Highlights

Mike C.

- Visited Mark from Mystical Distributing and was honored as “Mr. Canada,” greeting customers with pride.

Kevin G.

- Despite health challenges, Kevin enjoyed outings including Cirque du Soleil and Club U evening events.
- Sadly, Kevin passed away on June 8th. He will be deeply missed.

Damien M.

- Actively engaged in his community—visiting the library and enjoying the Snoezelen room at Pathways and Ongwanada.

Ted L.

- Transitioned from the Lodge to Lafferty in May.

Ed D.

- Proudly obtained his own library card and now borrows books independently.

Susie T.

- Took part in sit skiing, horseback riding, and attended The Lion King musical in Toronto.

Respectfully Submitted

Shannon Hall
Manager Supports & Services



🌟 **2024–2025 Year in Review**

Home Improvements

- United Way's Day of Caring happened on June 19th, where Bentinck's backyard received a beautiful refresh—garden beds weeded, shrubs trimmed, and dead trees removed.
- Lafferty Road received a full refresh with new paint, brightening up the space for everyone. And a complete Bathroom renovation happened to install a raised tub for everyone to use.

Respectfully Submitted

Shannon Hall
Manager Supports & Services



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Fraser, Lodge, Health and Safety

Fraser

2024-2025 has been a year to celebrate at Fraser. Marshall celebrated his 60th birthday in March, Cindy celebrated her 70th birthday in June and Matt came in 3rd place in a bowling tournament through the Special Olympics. At the end of June, we celebrated with a long-term employee, Sue A, as she set off on her next adventure into retirement.

Matt's personal goal to plant a larger garden this year has been a huge success. With help from his family and peers, everyone enjoyed fresh vegetables all summer long and they tied for first place in our agency's garden competition.

Matt has expressed interest in employment and with assistance through Meta, has created a resume and had mock interviews to prepare him for a job. We are still on the hunt for that perfect job but once we do, we know Matt will thrive.

Everyone at Fraser continues to thrive as active members of their home and in their community. They attend day supports through Club Unity, Coed in Belleville and regular Passport outings. What continues to be most important to those at Fraser is their ability to stay connected to and build on their relationships with others outside of their home.

Lodge

2024-2025 has been a year that has brought the group at the Lodge closer together. With their love for music, attending the Trenton Golden Hawk hockey games and their need for speed, at Brighton Speed Way, they enjoyed their evening outings together.

In mid-spring we traded their Caravan in for a Honda Odyssey with all the bells and whistles. Kevin is very proud of his "new wheels" and often reminds staff to take care of it and not to let the gas tank get past half!

In May, they welcomed a new housemate. Roly, who everyone met at the end of 2024, transitioned from our SIL to our Lafferty Lodge program. He is adjusted well. He shares the same love for music, thrifting, and enjoys the 24-hour companionship of his peers and staff.

Jake continues to participate full-time at Club Unity. He enjoys his summer camping trips with family and hockey nights with the boys in winter. Pam attends Club Unity twice a week and keeps busy with her diamond art business. Kevin continues to share his love of music with everyone in the house and enjoys playing his lovely wife, all her favorite songs. Roly shares Kevin's love of music and enjoys sharing his knowledge of farming and tractor pulls with everyone.

Respectfully Submitted: Audrey Lemieux, Manager Supports & Services



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 **2024–2025 Year in Review**

Health and Safety

Our health and safety committee continue to strive for a safe working environment for all. We meet monthly and continue to strategize as a team on making all working environments safe for all.

In May 2025, we had a visit from the Ministry of Labor regarding potential workplace violence. We were able to provide all required documents and facilitate an in-house inspection which met the MOL standers. The report has been posted on site and is to remain there.

The Occupational Health and Safety Act introduced a new bill ensuring washrooms are being well maintained and held to a sanitary condition. Employees are to check the status of the washroom hourly and sign off on a document created by the H&S committee in May 2025. This amendment came into effect on July 1, 2025.

Respectfully Submitted

Audrey Lemieux
Manager Supports & Services



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SIL Update – Always on the Move!

Supported Independent Living (SIL) continues to be a hub of growth, fun, and achievement. Here's a look at the incredible milestones and everyday victories our community has celebrated lately!

Celebrating Milestones

Mark Atherton

Achieved his G license — a major step toward independence!

Darlene & Mark

Soaked up summer vibes together by attending several concerts — great music and great memories.

Mike Bayliss

Has been cooking meals with Josie, building his kitchen confidence and teamwork skills.

Wayne B.

Keeps active through community sports — showing dedication and team spirit.

Academic Achievements

Kyle Kennedy & Mark Wright

Successfully completed their first year at Loyalist College!

- Kyle is entering Year 2 with an 80%+ average
- Both are excited to return to school this fall

Mark Wright

Has volunteered at Catherine's Kitchen three days a week all summer — giving back with heart and consistency.

Spotlight: Kyle K.

Kyle's year has been filled with dedication and growth:

- Sticking with self-defense training at Tommy G's
- Joined the Community Living Quinte West board of directors and is now taking on leadership roles
- Preparing to launch a Self-Advocates group — empowering peers and fostering connection



Spotlight: Wendy

Wendy has quietly stepped into her power in so many ways:

- Completed her first year of ADBT through Inclusion Northumberland — building self awareness and emotional tools
- Mastered public transit — gaining freedom and confidence
- Taken on a leadership role at home — supporting her housemates with reminders, meals, and organizing
- Also getting ready to join the Self-Advocates group

Spotlight: Chelsey

Chelsey is working hard on her goals:

- In contact with META Employment Services — working toward part-time employment
- Exploring new recipes and building cooking skills in the kitchen

Keep Moving Forward

From getting licenses to returning to school, from learning to lead at home to preparing for advocacy — SIL continues to be a place where growth happens every day.

- Peer Support Group to begin in September
- Group meal prepping in the 11 Canal St Kitchen to Begin August

We're incredibly proud of everyone and excited for what's ahead!

Respectfully Submitted

Sarah Sharkey



🌟 **2024–2025 Year in Review**

Respite Care: A Vital Break and Lifeline for Families

Caring for a loved one with a developmental disability is a journey filled with love – and challenges. A respite bed offers families a much-needed pause, providing short-term care in a safe, supportive environment that offers relief, renewal, and reassurance when it's needed most.

Whether it's for a weekend or a few days, respite care allows caregivers to rest, recharge, and tend to their well-being. It also gives individuals with developmental disabilities a chance to experience new environments, build independence, and connect with others.

Regular access to respite care can prevent crises. When families are supported, they are less likely to reach a breaking point that could lead to emergency placements or hospitalization. Respite care brings caregivers peace of mind knowing a safe, supportive place is available when needed. It reassures families that they are not alone and that help is available when life becomes overwhelming. Regular access to respite care reduces strain on emergency services and long-term facilities, while supporting aging in place and community-based living.

In the 2024/2025 fiscal year, our respite bed was utilized for a total of 145 days, providing essential short-term relief to families and caregivers supporting individuals with complex needs. While this represents a decrease from the previous year, when our respite bed was utilized for 288 days, the impact of those 145 days remains deeply significant. In the previous fiscal year, our respite bed was utilized for emergency placements while planning was underway for those individuals.

Passport Funding Management Overview

As part of our commitment to supporting individuals and families in achieving greater independence and community participation, we are proud to manage a total of \$592,772.90 in Passport funding. This funding supports a total of 66 recipients, including 40 internal recipients whose services and supports are coordinated directly within our organization, and 26 external recipients, for whom we provide funding oversight and support in collaboration with external providers.

Our role involves not only the financial stewardship of these funds but also ensuring that each recipient receives the personalized support they need to thrive in their communities. We continue to work closely with families, caregivers, and community partners to ensure that Passport funding is used effectively, responsibly, and in alignment with each individual's goals.

Respectfully Submitted

Connie McLean
Manager, Community & Family Supports



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Club Unity and – A Year of Connection Celebration!

Club Unity has welcomed many new faces this year, adding fresh energy and excitement to our evenings together!

We were thrilled to welcome three students from local high schools who have truly embraced the spirit of Club Unity — joining in on the fun and creating meaningful connections.

Our **evenings have been filled with laughter and** community through karaoke nights, themed potluck dinners, movie theatre nights and countless shared moments.

We also had a heartfelt farewell to Carley Thompson and are excited to welcome Lindsay Cowan to the team. We're grateful for Carley's contributions and look forward to all the new energy Lindsay brings!



Highlights of the Year:

- Warm welcomes and new friendships
- Lively evening events that brought everyone together
- Continued community connection and growth
- These 4 walls
- Woodland North Lavender farm
- Bramble Berry Fars workshops
- Christmas at Glanmore House
- Kingston Trolley Tour
- Alexis Rose floral arrangements

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Looking Ahead:

There's lots to look forward to!

Christmas festivities full of music, laughter, and cheer. Club Unity will be hosting a Christmas Festivities evening open house for all.

Yoga will continue on Thursdays with Paul-Julien.

Swimming at the YMCA Tuesdays and Thursdays starts again in September

March Break Camp – always a favourite!
An open invitation for students to join us all next summer!

Educational opportunities – How to be the Best Me! First Aid, How do I stay safe in my community?
An expanded version of Healthy Relationships.

Club Unity continues to grow, and we're excited for what's ahead. Thank you to everyone who makes this community such a special place to belong.



Respectfully Submitted:

Sarah Sharkey



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Peter Street and Fifth Avenue AGM Report 2025

It has been a very busy year with our supported persons at Peter Street and Fifth Avenue. Firstly, a move from Frankford to Trenton and Crews Crescent to Peter Street. All in all, everyone has settled in nicely. We currently have three supported persons living at each home, with a full complement of full and part-time staff.

It has been a very productive year with the development of new procedures and policies so that we are able to offer the optimum level of support and services we can. These procedures/policies were developed because of the transition to residential from our previous designation of transitional aged youth (TAY) and/or semi-independent living (SIL). With this transition also comes new and exciting in-house programming such as cooking series (*an interactive cooking experience either 1:1 or as a group*) and health matters (*a working program to monitor one's health and self-advocacy*)

The ICE BOX, a new day program has been established at 11 Canal St. This new day program offers such activities as: gaming, art, photography, sports, hikes, geocaching, kayaking. The ICE BOX is a meeting place for house meetings, staff meetings as well as some training. The ICE BOX is a well-used program and with new and exciting programming on the way it is surely destined for major success. STAY TUNED.

All our supported individuals have been very busy with the Passports program. We have seen trips to zoos, farms, museums, chartered boat rides, helicopter sight-seeing, Ripley's, Toronto Blue Jays game, ATV trail riding and much more! We have some exciting trips and events planned for the fall and winter!

Facebook – we have rebranded our Facebook page! FB is now 100% managed by CLQW and is updated weekly. We have been posting all the exciting trips we have been taking, the special occasions and the achievements of our supported persons. Staff and volunteers alike have been contributing photographs and videos for us to share with our community.

Respectfully yours,

Chris Noble, Manager of Supports and Services



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🌟 **2024–2025 Year in Review**

Human Resources Scheduling and Payroll Annual Report

Staff Training & Development

Community Living Quinte West is now in a position with staff on their Surge learning that we have 100 percent completion for all courses through May. With the summer schedule in effect, I expected staff members to fall behind on courses assigned from June through August, and I have sent out reminders to staff to complete them. In September, any staff who are behind will be contacted with a firm deadline to complete any outstanding summer Surge education.

For skill set education, all staff have completed their CPR/First aid, and we are taking a proactive approach to recertify staff before their expiry date. Once the summer schedule is over, I will be booking staff in for their CPI training to ensure all staff are certified or recertified. I'm now certified as a N95 fit tester, and dates will be sent to staff for September to November, allowing them to come to the office to be fitted or refitted. Our staff have now completed all required DS Learning, and throughout the summer, I have been working with staff completing the courses where their certificates will expire soon.

Human Resources

Community Living Quinte West has had remarkable success with staff recruitment. Since the start of February, there have been thirteen new hires, with only one not passing the probation period and the other deciding they did not like this field of work. This success can be attributed to a greater presence in the community by attending all job fairs and collaborating with Loyalist College to have personal time with new graduates for retention. The organization is receiving many resumes from individuals seeking citizenship and the organization has hired six part-time staff who are new to the country. We are currently supporting two of those six with their OINP application (Ontario Immigrant Nominee Program).

The organization has had eighteen job postings to date this year, filling twenty vacancies. The considerable number of postings can be attributed to full-time staff being awarded a position at a new location, resulting in their previous position needing to be filled.

Scheduling

From January 1st, 2025, to September 19th, 2025, Community Living Quinte West has posted 2514 shifts. We have had a sizable number of unexpected shifts become available since the posting of the summer schedule on May 15th. The large number of unexpected shifts can be attributed to several reasons including: staff retirement, two staff off for prolonged medical reasons, multiple staff off for weeks due to medical reasons, two full time staff moved to the part time staffing pool and picking up minimal shifts, and one staff resigning without notice. Despite these challenges, the new staff have been exceptional in ensuring the forced overtime has not increased significantly, although there has been an increase in overtime. Moving forward with the new schedule in place for September and fewer open shifts, it should result in reduced overtime costs.

Respectfully Submitted by

Justin Strickland, HRSP

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✨ 2024–2025 Year in Review

Spotlight On Kevin Gould

The day before his 63rd birthday, we lost our dear friend Kevin Gould. Supported by our agency for over 20 years.

For those of you who did not get the chance to meet Kevin, let me tell you a little about him. Diagnosed with a brain tumor at a young age, he outlived all odds stacked against him. He was a man who knew what he wanted and was determined to achieve his goals. One of his personal goals was to live on his own. In 2016, the agency was able to convert 2 bedrooms at the back of Bentinck St into an apartment so that he could achieve his goal. Kevin was so proud of his place and kept it spotless!

Kevin loved to play board games and cards games. His favorite games were Crazy 8's, Frustration and the game of Sorry. It was always best to ask for the rules before starting as he always found a way to change them mid game and always in his favor. He also loved live sport games and races at Brighton Speedway.

As he aged, his level of care changed, but his stubborn side continued to show in everyday activities. Staff could tell when he was up to no good by the sparkle in his eye and smirk on his face. Kevin always had a way of keeping staff on their toes.

The last few months of his life, he fought like no other which paints a clear picture of who he was, a fighter! Kevin's smile, sense of humor and famous one liner will forever be missed.

Respectfully Submitted

Audrey Lemieux



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