

COMMUNITY LIVING
Trent Highlands



ANNUAL

Report



2023 / 2024

www.clth.ca



Teresa
Jordan

Executive Director
Community Living
Trent Highlands

The past year has been one of great change and excitement as CLTH embarked on the journey of Diversity, Inclusion, Culture and Equity (DICE) as a committee that led many awareness activities and education throughout the year. I am so proud of the work of this committee as it takes our core philosophy for people we support and extends it to all citizens, staff and families in our communities. Thanks to the volunteers on this committee our holiday party was infused with many celebrations and staff felt comfortable celebrating from all different cultural backgrounds. Many committees have worked hard this year to keep on making improvements big and small. The QUEST committee further enhanced its efforts to gather feedback, set goals, find the good and seek the opportunities in all that we offer across the agencies. The Positive Vibes committee worked to create events and challenges big and small for people to enjoy and get to know one another at. The Fire Safety and Joint Health and Safety Committees have done a great deal of work to ensure that the best possible safety measures are in place across the agency. In this large agency we find our connections within our teams and programs, celebrating together, setting goals and striving to do good things each day. The committees that cover the entire agency are a place where we connect, have many different corners offer input and work to move the needle on good things all over.

This year we say happy retirement to our long standing social media and web coordinator Kristin, who has worked behind the scenes for more than 25 years to promote our agency and keep us connected, thanks for all the work and

the cheerleading. This year we created the alumni program, enhanced the Future Leaders program and reengaged the self-advocate connections in all three communities. A great highlight this year was the number of family and neighbour gatherings that we held at so many of our community homes and offices. Many people took trips, started new roles in community, tried new things and made new connections.

There is so much to celebrate at the close of another great year, and so much to do, to plan to dream. At the heart of what we do are the people and families we support, our aim is wider, it is that all citizens, all people in our communities and beyond know that a place that accepts the gifts of all people is a better place for all, that inclusion of everyone is a healthier place for everyone and that we all have gifts to offer.

Thanks so much to all our supporters, our teams, our families, our neighbours, for steadfast support, engagement, feedback, sharing and connections that have made so many beautiful things happen this year.

-Teresa

At the heart of what
we do are the people
& families we
support...



I can't believe it is once again time to report on our annual activities. I feel very honoured to have presided over the board's activities for a second year as President. With in-person meetings and a special time of retreat, I have come to better know and appreciate the individuals who serve on the board, as well as our Executive Director, Teresa, and our board secretary, Christine. Each brings unique talents and perspectives to the many issues we address at the board, and I have been so grateful for their unwavering support. We welcomed three new members in '23-'24, Greg Monti, Angela McDonald-Bazaz and Kimmy Dunn. We said farewell to three members over the space of this past year – Greg Monti, Carolyn Kassinger-Troughton and Ron Bilyk. We appreciate their various contributions and wish them well. Past President Linda Mitchelson will be retiring this June, having completed two full terms of service. Despite having moved from the area, she literally went the extra miles to contribute enormously to both board and committee work, and her advice has been invaluable.

This year we implemented a new committee structure – five committees that do a deep dive on all reports and issues and make recommendations to the whole board for final approval. This has resulted in fewer and more efficient board meetings. We also added some valuable adjunct (non-board) members with specific expertise (Sonya Vellenga and Evelyn Chambers) to assist. We instituted a more formalized, multi-step orientation and mentorship program for new members and our Strategic Plan benchmarks were reviewed and refined for the second year of the plan.

As per the board's work plan created last year, we conducted a facilitated retreat in November. This provided an opportunity for board cohesion, a more thorough exploration of our roles and functions, the development of a Team Agreement, and much discussion on how best to garner and incorporate client advocate voices into our decision-making. This was followed up by a companion session in January, where we explored the past and present purposes of membership in the organization. For the past couple of years, the only members of CLTH have been board members. This is a common situation these days, as the nature of membership and its purpose have evolved over time particularly in non-profit organizations. There are so many ways to know what the organization is up to, these days, with websites, blogs, and social media.

The board wants to be more informed of the needs and desires of the clients served, their families, communities and even those we do not currently serve...

But attendance at the AGM had become the main way to hear and understand members' issues. The board wants to be more informed of the needs and desires of the clients served, their families, communities and even those we do not currently serve. Much discussion and consideration were given to yield the decision to close membership of CLTH. If approved at our AGM on June 20th, new policy and procedures will then be put in place to ensure that the board is engaging all its stakeholders in meaningful dialogue to best inform our decision making. I am quite excited at the prospect of this new approach.

These are just a few of the highlights of this year's board activity. We have a great agency, with excellent leadership and skilled service providers. All of us working together will ensure we are well positioned for future challenges and opportunities. Thanks for playing your part in this exciting endeavour!

-Carol

Carol
Kelsey

President
Board of Directors
Community Living
Trent Highlands



Early Learning Resource Program

Over the last year the Early Learning Resource Program has spent their time embedding the Four Foundations of How Does Learning Happen, Ontario's Framework for Early Learning and the values of the program into their daily practice. This has been done through coaching and mentoring, resource sharing, professional learning, and collaboration with the educators, families, and children within the Early Learning Programs in the City of Kawartha Lakes. Through the words of the stakeholders of the programs, the Early Learning Coordinators have achieved this goal by incorporating these into their daily practice.

"We really appreciate all the support from Community Living. We have had the pleasure of interacting with most of the Early Learning Coordinators from Community Living and have learned so much from them all. Like all people, they have unique attributes that they bring to our centre and that we can learn and grow from."

"She is an amazing advocate for promoting an inclusive environment for all children. Over the last few years, she has been able to build strong relationships with the staff, children and families on her caseload that has helped to be able to create a sense of belonging but also be able to have crucial conversations and reflect on our own values and beliefs as educators. This has helped us as a team be able to look at things through various perspectives and look at our programming and environments to ensure that we promote belonging for all and provide learning opportunities for everyone."

"She is always very approachable and positive in her responses. She cares deeply for children and their families and wants what is best for the child and the team of educators who are working with the child. If she is asked to seek out tools or strategies for us, she always comes through with results."

Targeted Supports

Number of Children Served	115
Number of Programs Supported	24
Number of Children Receiving ISF Funding	61

Universal Supports

Number of Children Engaged	412
Number of Educators Supported	240
Number of Direct Support Hours	5940

"She has been so helpful in bringing the educators and the families together. Her positive feedback and praise are what keep the educators going. They feel like she is someone they can depend on and go to for support and questioning."



EARLY LEARNING
Resource Program

Connex Program

Connex across all three communities has continued to grow and enhance their services. A team planning day led to innovative thinking around programming and enrichment of services. All three Connex Programs have offered a variety of on-site, virtual and community-based programs designed around the interests of those people attending. Programs have continued to be offered during the day, in the evening and on weekends. This year we were also able

The Blue Boxing Program at Trent University has been a historical program for the Peterborough area for many years. In recent years, we have seen a decline in participation in both people attending and interaction with the Trent community. Through the last year with strong collaboration between both CLTH staff and the incredible staff support at Trent, the program has once again begun to flourish. We have seen participation increase by over 60%. This has led to our ability to support the program with multiple volunteers daily. In 2023, the team also established a monthly coffee social at Trent for those people that have “retired” from the program but want to continue connecting within the program and school. They are often joined by Trent students and staff as stories are told and relationships renew. You will now see the friendly faces of our volunteers assisting throughout the campus and continuing to assist in the education around environmental causes and sustainability.

Self Advocates of CLTH - The pandemic slowed the progress of these groups. Many people expressed interest to get back and get started. There was a large desire within CLTH, and the committee has begun to meet and have discussions around next steps, future planning and goals for the committee. With representation from all communities, we have also rekindled connections from other advocacy groups within our neighbouring regions. The group is very excited to embark on this adventure together and get to work connecting with other groups and participating in events and conferences.

to offer a parent information session with the assistance of the Family Support team for those young adults that will be transitioning into adult services. Our Fee for Service and Brokerage supports have increased by over 50% supporting a diverse group of people from our catchment areas.

Programs continue to reach out to various community connections to enhance programming options. We have been able to offer horse back riding, yoga and musical therapy sessions using community-based instructors to lead the sessions. This has led to more interest based programming and desired outcomes achieved. The move forward is to continue our development of streamlined services and desired programming by focusing on participant interests and skill-based learning opportunities.



Connex Program Statistics

Connex Peterborough:

Supported 137 participants with 4 new enrolls

Connex Haliburton:

Supported 46 participants with 3 new enrolls

Connex Kawartha Lakes:

72 participants with 5 new enrolls

Fee for Service Statistics

Kawartha Lakes: 24 brokering only contracts - 11 new this year (2 more pending)

Peterborough: 65 brokering only contracts- 22 new this year (3 more pending)

Positive Vibes

The Positive Vibe Committee had another spectacular year. This committee is full of enthusiastic, passionate, and dedicated staff that strive to help create a positive, fun environment for everyone at CLTH, the staff, those that we support as well as families.

The United Way fundraising group were the recipient of the Outstanding Partner Agency Campaign Award. Highlights of the year include a 35% increase in employee payroll donations, Soup's On, bake sale, our 1st annual cornhole tournament and rounded out by our annual online auction.

BEWELL bingo was a monthly wellness initiative that saw different bingo cards go out each month that encouraged staff and people supported to find moments to focus on all aspects of wellness.

Elvis made a memorable appearance despite a winter storm and the crowd literally went wild. A day that won't soon be forgotten. The Spring Fling event was hosted at the Haliburton arena. People came from all over the agency to dance their way into spring.

The committee hosted their annual planning day in February 2024. We have 22 members from across all programs and communities ready to put their most positive foot forward.

Events Of The Year

Spirit Weeks:
Camp Week
Halloween Spirit
Holiday Spirit

Staff Family Picnic
Annual Staff Party
Haliburton Christmas Bash

United Way:
Online Auction
Cornhole Tournament
Bake Sale
and more

Spring Fling
Elvis Day
Outdoor Music Night

10+ Fun Days including:
Star Wars Day, Pet Day
and give something
away day

Cheers & Chat Statistics

Members 274
Engagement of Employees 74%

Annual Stats

Posts 1,621
Reactions 30,366
Comments 1,957

Monthly Average

Posts 147
Reactions 2,761
Comments 178



Members over the Past Year

Phylis Baker
Dawn Barnes
Michelle Beers
Christine Christianson
Elizabeth Cole
Shannon Crawford
Joanne Durocher
Melinda Ferguson
Crystal Hill
Alison Kyle
Jenn McDonald
Rose McHugh
Jenny Miller
Leighanne Quibell
Angie Sucee
Tracey Switzer

Students & Volunteers

In 2023 CLTH recognized and celebrated volunteer involvement and provided record breaking numbers in placement opportunities for students. We worked with 13 various colleges and universities to achieve this. Each contribution strengthened inclusion and wellbeing for people and their community. In the upcoming year we will focus on "Every Moment Matters".

2023 Stats

Placement students supported: 72

Volunteers (some on hold) : 11

Students that applied after placement: 39

Successful post placement hires: 28

Hours contributed in total: 23,816.5

In kind value of student/volunteer contribution: \$7,57365.00

Volunteers plant seeds of love that help countless hearts to grow...



Early Learning Quality Initiative



2023 was another great year for the Early Learning Quality Initiative (ELQI) of connecting with our local early learning and childcare community in the City of Kawartha Lakes and County of Haliburton. In addition to offering and facilitating professional learning opportunities, ELQI has 2 libraries and supports advocacy efforts for our profession. Throughout 2023, there was time taken to focus on making the two libraries accessible and organized; the libraries have more than 1500 resources and materials for educators and staff from our early learning and childcare community to use at no cost. The ELQI Library focuses on materials and resources to support the variety of work being done on a daily basis. Some of the categories of materials you will find in the ELQI library include: Guiding ECE Practice, Leadership, Wellness, Book Study Sets, Nature & Outdoors, Specific Diagnosis and Inclusion, Equity & Diversity. The Travelling Tales Library is a collection of inclusive children's books where children (as well as families and educators) can see themselves represented in the books and also see more of the world and others they may not have the experience of seeing/learning about. The categories in the Travelling Tales Library have been organized to be sorted within the four foundations of How Does Learning Happen? – these foundations are: Belonging, Engagement, Expression and Well-Being. Some of the categories of materials you will find within the Travelling Tales Library include: Emotions, Indigenous, Activism, Mental/Physical Health, Grief, Multi-Cultural, Refugee/Immigrant, Emotions, Silent Books and many more! ELQI continues to use our blog (www.elqi.ca) to share upcoming professional learning opportunities and information with educators and staff working within our local early learning and childcare community in the City of Kawartha Lakes and County of Haliburton. This blog is a public website that anyone is welcome to read/subscribe to if they are interested in learning more about ELQI and all that it does to support our community.

Number of agencies participating in the ELQI (Early Learning Quality Initiative)	13
Number of sites participating in the ELQI	28
Number of agencies participating in professional training opportunities	13
Number of individuals participating in professional training opportunities	173
Number of professional training opportunities offered	60
Number of collaborative professional training opportunities participated in	2

Part of ELQI's role in the community is to support the advocacy efforts for the early learning and childcare community – locally, provincially, and beyond! One of the ways ELQI advocated for our profession in 2023 was to share some statistics on the National Day of Action (November 20, 2023). The statistics we shared this year were:

Just over half (53%) of educators working in our local community are a RECE

18% of RECEs have left the sector since 2019

57% of Childcare and Early Years Professionals may be ineligible for workforce compensation

The median wage for a RECE ranks low when compared to other women-dominated professions with similar education requirements

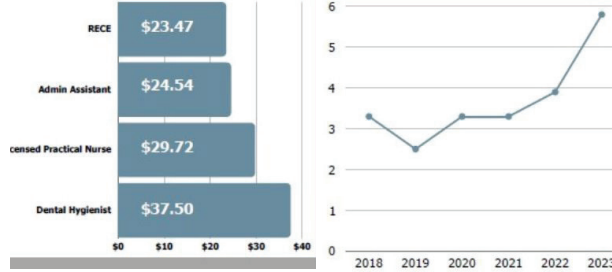
With the current demand and availability, there is a 5.8 year wait for new childcare waitlist applicants

57%

of Child Care and Early Years Professionals may be ineligible for workforce compensation

Non-RECE's, EarlyON, home child care providers, and RECE's making above the ceiling are ineligible for increases.

RECE median wage ranks low compared to other women-dominated professions with similar education requirements.



5.8

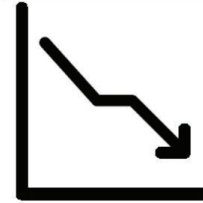
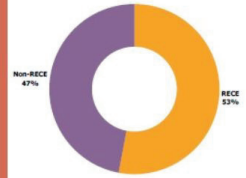
year wait for new child care wait list applicants

At the current demand and availability, it is an expected 5.8 year wait for a licensed child care space in Kawartha Lakes and Haliburton.

5 Early Learning and Child Care Facts
KAWARTHA LAKES AND HALIBURTON

Just over **HALF** of staff are RECE


Over time, the ratio of RECE and Non-RECE has shifted towards an even split from a majority of RECE in centre-based care and EarlyON programs.



18%

RECE's have left child care centres

Since 2019, 18% of RECE staff and supervisors have left licensed child care centres and EarlyON programs.



Belonging

- 2SLGBTQIA+
- Friendship & Kindness
- Family
- Refugee and Immigrant
- Indigenous
- Multi-Cultural



Engagement

- Imagination
- Environment (Nature, Animals)
- Activism




Expression

- Art/Music
- Poetry
- Silent Books
- Blind
- Deaf
- Sign Language



Well-Being

- Emotions
- Mental and Physical Health
- Self-Esteem
- Resilience
- Grief
- Poverty

57%

of Child Care and Early Years Professionals may be ineligible for workforce compensation

Non-RECE's, EarlyON, home child care providers, and RECE's making above the ceiling are ineligible for increases.

Job Quest

Job Quest excels in providing wrap-around support to individuals, ensuring they have the best opportunities to succeed in their employment journey. Job Quest

collaborates with numerous community providers to guarantee success. With continued high levels of performance, it is evident that the tools used by the coordinators and their dedication to those they provide support to can equal success.

Overall, Job Quest believes each day they come into work that obtaining employment for a person with a disability can lead to greater independence, improved well-being, and a sense of pride in one's contributions to society.

What does having a job mean to someone who has a barrier to employment?

It can mean:

Financial Independence:

Securing a job provides individuals with disabilities with a source of income, leading to greater financial independence and the ability to support themselves financially.

Sense of Purpose:

Having a job gives individuals a sense of purpose and fulfillment, contributing to their overall well-being and mental health. It provides them with daily routines, goals to work towards, and a sense of accomplishment.

Social Interaction:

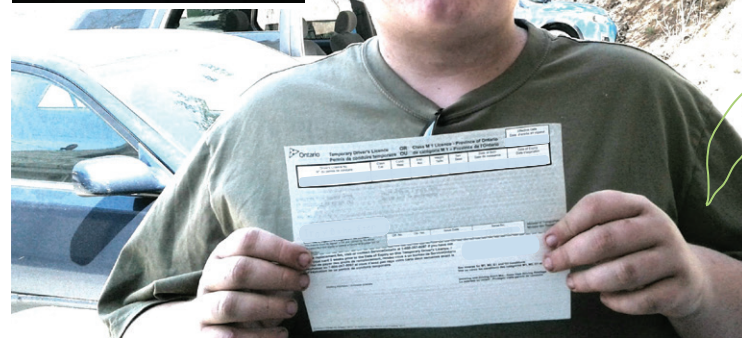
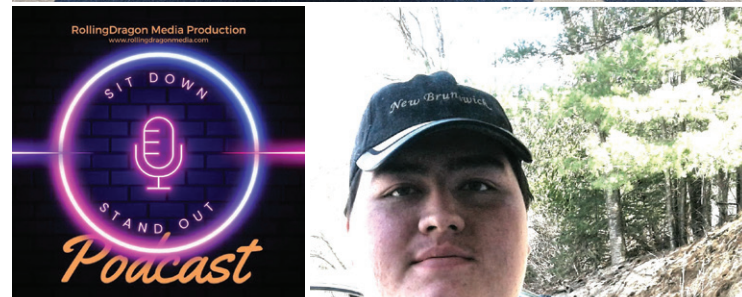
Employment offers opportunities for social interaction and connection with coworkers, fostering a sense of belonging and community. Building relationships in the workplace can lead to valuable friendships and support networks.

Skill Development:

Holding a job allows individuals with barriers to develop and enhance their skills, both technical and interpersonal. This not only improves their employability but also boosts their confidence and self-esteem.

Contribution to Society:

By participating in the workforce, individuals with disabilities contribute to the economy and society as a whole. They demonstrate their capabilities and talents, challenging stereotypes and promoting inclusivity.



Life Share

Sharing your home with others under the Life Share program often shows examples of enriching experiences that nurture bonds of companionship, support, and joy. From the simple act of sharing meals to engaging in heartfelt conversations, every interaction strengthens the connection, creating a sense of belonging and mutual understanding. Within the Life Share program, prioritizing cooperation is fundamental. Additionally, marking milestones and celebrating achievements, regardless of size, fosters a supportive atmosphere where individuals feel valued and encouraged.

One remarkable testament to the power of shared living is evident in the remarkable achievements of our Life Share Individuals at various Special Olympics events. These triumphs wouldn't be possible without the unwavering dedication and support of our numerous providers. From navigating bowling alleys to sports fields and hockey rinks, these providers play a pivotal role in turning aspirations into reality. Through their tireless efforts, both athletes and providers collaborate to ensure that dreams are not just dreams—they become tangible accomplishments.

The steadfast commitment and hard work of both athletes and providers enable them to thrive in high-level competitions, providing the necessary resources and opportunities for excellence. It's through this collective effort that individuals are empowered to participate and succeed, transforming shared aspirations into remarkable achievements.

Growing together...



***Candace Bushie
Special Olympics World Summer Games
Team Canada Soccer Bronze Medalist
Berlin, Germany June 2023***

Child & Family Services

The Family Support Program aids families, in Peterborough and the City of Kawartha Lakes, who have a child(ren) up to the age of 18 years with an intellectual disability. Supports are unique to each family and based on their needs and desires. This support can consist of case management, service navigation, advocacy and planning. To support skill development and independence we offer hands on learning workshops, recreational, and family respite opportunities.

**Families Receiving
Family Support Services** 168
(178 children)

Referrals
April 2023-2024 51

Intakes Completed 32
(36 children)

Outreach
(short term assistance/not in service)
People / Families 24

Let's root for
each other...

Highlights

Offered a specialized summer camp for children who have significant physical/medical needs in partnership with Five Counties Children's Centre – offered as a pilot project (Trail Blazers) and will be offering again this summer!

Coordinated summer recreational/respite activities – Alpacha Day, Selwyn Beach, fishing, horseback riding, kayaking

Coordinated learning opportunities – Healthy Relationships workshop, Consent Workshop in coordination with Kawartha Sexual Assault Centre

Virtual Art therapy - 3 groups over the course of the year

Cooking Groups – 2 over the course of the year

March break – bowling, Dream boards, swimming, movie/popcorn

Children supported to participate in community organized activities/camps

Several of the FS team participated in a workshop focusing on addition as it is an issue among the youth we support

Supported a young lady to get her drivers license . . . she will also be attending Fleming College next year!!



Building Bridges *Foundation*

The Building Bridges program supports youth 14 – 21 years of age who have a developmental disability and are in secondary school. With a focus on creating a personal plan, students and their families are encouraged to identify goals to make the transition from high school to adult life in their community as informed, independent self-advocates.

The Foundations program works collaboratively with young adults 21 – 28 years of age and local services to create community-based connections and support networks. Youth are supported to develop individualized support plans and goals that will lead to greater independence and community connections.

Youth Receiving Building Bridges 2023-24	23 (CKL) 7 (HAL)
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Adults Receiving Foundations 2023-24	19
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Highlights

Individualized planning and support that incorporates a person's dreams and gifts into their goals

Healthy Sexuality Course via Building Bridges at Fenelon & Haliburton High Schools

Healthy Sexuality Course for Foundations, Connex and Chimo

First Aid CPR courses offered and supported

Focus on independent living skills

Supported volunteer placements (Aspira, Red Apple, greenhouse,

Support with Adult & Post Secondary Education

Connections to community education – participation in Food Handler's course and driver's license education

Crisis support & case management with coordination of Urgent Response

Summer activities, learn, respite and support

Co-op placements at Food Source Gardens



Supported Independent Living

Kawartha Lakes - The goal of SIL in Kawartha Lakes is to empower individuals to maintain their independence, autonomy, and dignity while providing the necessary support to ensure their well-being and safety.

Jennifer R. connected with Job Quest in her pursuit of employment and successfully secured a volunteer position at the Salvation Army. During the winter months, she dedicated her time to the Kettle Bells initiative, and more recently, she has been contributing to the Salvation Army's second-hand store on Peel Street in Lindsay weekly. Staff recently had the pleasure of visiting Jennifer during her volunteer shift last week, where her manager graciously introduced herself. She spoke glowingly of Jennifer, remarking that she seamlessly integrates into the team. Jennifer has demonstrated remarkable adaptability and has forged strong interpersonal connections with her colleagues. Her presence has been warmly embraced, and she is regarded with affection by all as a valuable addition to the team.

Haliburton - Stan stands out as a radiant example of community immersion, from his daily morning gatherings at Maple Ave to his familiar presence at the Dominion. His daily ventures see him traversing the streets, enveloped in lively conversations and hearty laughter, a figure known and cherished by all who cross his path. A recent episode stands as a testament to the profound impact of Stan's sociable nature. Traveling out of Haliburton for an evening meal, Stan's infectious enthusiasm and enthusiastic storytelling captivated not only his companions but also a patron at the restaurant. Moved by the warmth and camaraderie exuded by Stan and his companions, the patron extended a gesture of goodwill, covering their meal expenses as a token of appreciation. This heartwarming gesture underscored the transformative power of genuine connection and the boundless ripple effects of community spirit.

Peterborough - This is one of Tony's Bucket List Adventures

If you're acquainted with Tony Downer, you're likely familiar with his deep admiration for Elvis Presley. Tony's passion for honoring his late idol has led him to devote his spare time to becoming an Elvis tribute artist. On March 4th, 2024, Tony's lifelong dream came true as he embarked on a journey to the heart of Elvis's legacy.

For four unforgettable days, Tony immersed himself in the vibrant music scene of Memphis, Tennessee, paying homage to musical legends of the past. From touring the iconic Sun Studio, hailed as "The Birthplace of Rock 'n Roll," to strolling down the historic Beale Street, Tony savored every moment of his musical pilgrimage.

During his stay at The Guesthouse at Graceland, Tony indulged in a firsthand encounter with Elvis's cherished possessions, including his impressive car collection and legendary planes. Clad in his diamond-studded suit, Tony proudly represented Elvis while basking in the ambiance of Graceland.

Filled with cherished memories, Tony described the experience as the pinnacle of his adventures. As he reflected on the journey, Tony expressed his desire to explore the musical allure of New Orleans in the coming year, eager to continue his journey.





Community Homes

Community Living Trent Highlands provides 24/7 support and services to community homes in Lindsay, Haliburton and Peterborough for adults who require assistance with everyday living.

These residential settings are in each community and are indistinguishable from other homes in those areas. Supports are designed to be person directed and people are supported to fully participate in their communities and live fulfilling lives. There is a strong focus placed on relationship building, goal setting, and meaningful days that are filled with challenging work and/or leisure activities that meet each person's preferences.

Serena accomplished one of her lifelong dreams this month and on June 24, 2023 she travelled from her home in Peterborough down to Budweiser Stage in Toronto where she got to see Shania Twain perform, her favourite artist of all-time.

Bill enjoyed the show at Del Crary Park for the Glass Tiger show in August 2024.

Pam attended the "Grease" Tribute – had a fantastic time and met the cast.

732 Jane Participated in the St Patrick's day parade.

Kyle and Joe are getting connected with Kawartha gymnastics and they have loved the trampolines and atmosphere.

Gary spent 2023 doing all the things he loves; he enjoyed going for long scenic walks along his trail outside his home. He went on many car rides to Toronto, and he enjoyed a lovely day at Ripley's Aquarium.

Stephen went for countryside drives and enjoyed a day at the Toronto Zoo.

All the men at Auburn enjoyed all the parties they held for their family and friends this year and they started summer 2023 off having a BBQ at their house for their family and friends.

Trips to Canada Wonderland, Blue Jays Games and Medieval Times was so much fun as well as music shows at Del Crary Park.

Brent started a new volunteer opportunity at the Peterborough Humane Society as he is a huge lover of animals and this opportunity has been so good for him and he loves getting to know all the animals.

Karen, Elizabeth and Jeanine had an awesome trip to Cirque du Soleil.

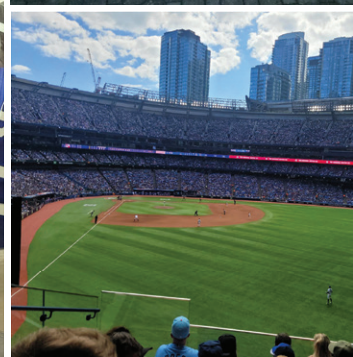
Reese went to see the Christmas lights show with his housemates.

The group at Wilson made it their goal to not only reconnect with old friends but to make as many new friends as possible – and they took it seriously. They have met so many new friends and had fun going to Wonderland and Blue Jay's games with their friends from Elm, Medieval Times, movies, dinners and swimming with their friends from South and Zoo trips and lunch out with friends from Romaine. It has been so great to get together and grow these friendships.



Wherever life plants you,
bloom with grace...





QUEST

QUEST is the quality support tool used and developed by Community Living Trent Highlands, to collect information about support and agency standards that help identify what is important to people AND to measure the quality of supports provided by the agency. It is the agency's way of checking in and learning about a person's priorities, preferences, and satisfaction based on their perspectives. This information is then utilized to make organizational improvements and to plan for the future.

The Quest Audit Team interviewed a sampling of people and staff from all program areas and departments (including HR, IT/Maintenance, Finance and Administration) during the weeks of September 18 – 28th, 2023, with a check in on those programs during the month of May 2024. Information was obtained through interviews, reviewing supporting documentation and through observations. Here are some of the things we learned, and feedback given:

Agency Standard Positive Feedback

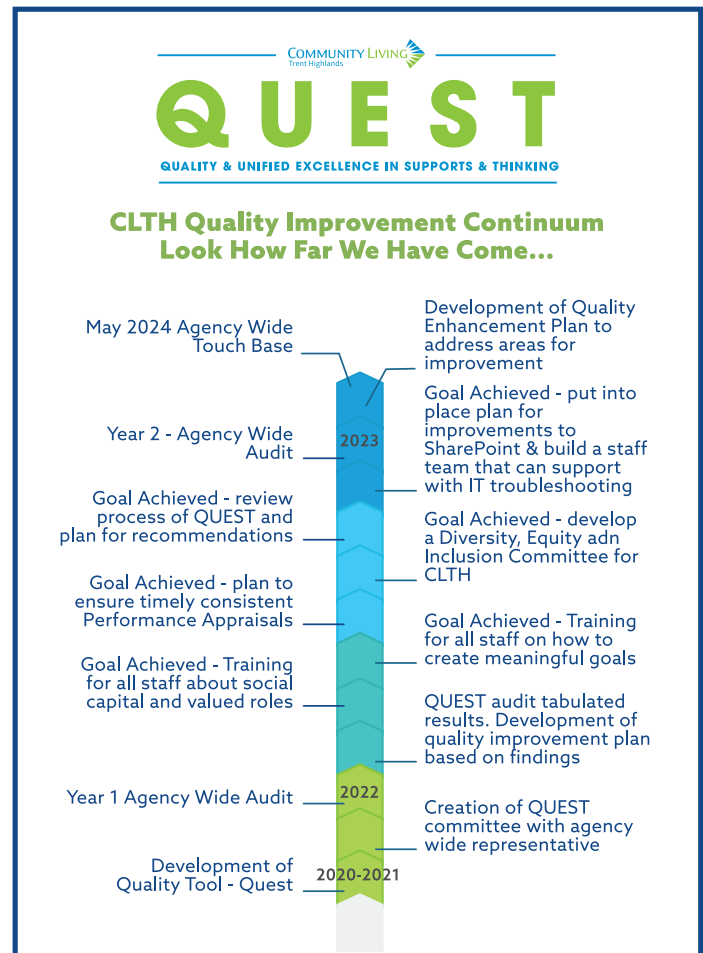
Positive changes within teams with regards to the contributions that new leaders/team members have made.

- Training opportunities are being offered.
- Many members are reporting they feel safe at work; know what to do if they don't.
- A feeling of general respect in the workplace.
- Feeling that members have access to tools to effectively do their job well.
- Notable work that the agency is trying to address needs of all members (D.I.C.E. committee)

Agency Standard Constructive Feedback

- Team building training required.
- Struggles with team dynamics.
- Would like training opportunities to be provided equally to both full and part time staff.
- Overnights feeling detached from team.
- On boarding and hiring is too generic (needs to be specific to person/location) and requires more plain language. Coordinators should be freed up to provide orientation as they are often pulled away to support.

As part of the committees next steps, a full report, complete with recommendations and future action plan, was presented to the Board of Directors and has been shared with teams. There has been an introduction of an advisory position to the committee, to assist with concerns identified during the interview process. The program representatives will be offered a session with the audit team in preparation for the coming year that focuses on lessons learned and how to collaboratively work to enhance quality supports. This year also saw the development of a terms of reference for the committee. The QUEST Committee send out a huge thank you to all those who participated in our audit – thank you for participating with authenticity and integrity. Your feedback is vitally important in steering future supports.



Shared Dreams

Five remarkable men renting apartments at The Mount Community Centre are continuing to influence change through the ongoing support of their families, as well as, the partnership between Shared Dreams for Independent Living and CLTH. With their collaborative team maintaining focus on their desire to live fully included lives, these men are fostering healthy relationships, making meaningful contributions and being recognized for their positive social roles.

As each man is supported to share their interests, skills and talents they are involved in their community and appreciated for the contributions they make. Jay as Karaoke King and Sean as DJ Love regularly use music and song to lift spirits and keep the brains of seniors and

community neighbours active. Matt not only gathers and distributes donations but is a reading buddy to a young reader and he is encouraging and promoting a love of books and reading. As weekly volunteers, Matt and Chris are socializing animals and supporting the team at the Humane Society. Chris has tapped into his compassion for others by spreading joy and kindness through the creation of a sought after delivery service "Christopher's Kindness in Action." Scott has published and is actively selling his "Story of a Goat" to promote the message of acceptance, contribution and belonging and is planning to take this message on the road.

The Shared Dreams collaborative team has grown to include community partners such as The YMCA Employment Services, City of Peterborough and Peterborough Transit. As these partnerships and their collective action strengthen, the Peterborough community is becoming more aware of the value of all people and becoming a more welcoming, diverse and inclusive community.



Casa De Angelae



Other exciting news was that thanks to our amazing donors, we were able to get the interior of the home re-painted. After 13 years of everyday living and countless tours to showcase our housing model, it got the refresh it needed, and it looks great.

Casa De Angelae continues to receive requests from other families interested in learning more about our housing model. Representatives from our board attended two events, Caregiver Connection: Housing and Planning for the Future, where we answered questions from families looking to find innovative housing for their sons/daughters. We received lots of interest and in our model and we were pleased to learn that lots of families knew about us and told us that Casa De Angelae had a very good and positive reputation in the community.

The Casa De Angelae board continues to work hard to ensure that this innovative housing model continues for as long as possible. Fundraising and acquiring new board members continues to be our biggest challenge.



Another year has passed and the women of Casa continue to live their best lives. Over the past year, our Mentor Judy has continued to help them enjoy all of the amazing places and activities our community has to offer, such as tea luncheons,

visiting the library, going to the Wellness center, taking in performances at Showplace, Christmas in the Village, the Lindsay Ex. There are too many activities to mention! We are also pleased to report that thanks to our partnership with CLTH, the fire alarm system at the Casa home has been updated and emergency lighting has been installed.

The greatest growth often comes from the greatest challenges...



United Way



CLTH certainly lives into this motto. Our annual kick off at the all-staff meeting, allowed us to start the fall campaign with a little fun while playing a game of Plinko in exchange for a donation to this year's campaign and kick off the annual payroll deduction campaign. The United Way Committee was able to speak about the role of the United Way and the programs that the funding provides.

The United Way committee, which is part of the Positive Vibes committee, planned a variety of events throughout the year that brought both staff and individuals from across the community to gather and enjoy each others company and support the United Way of Peterborough and United Way of Kawartha Lakes and Haliburton. The committee hosted the first annual cornhole tournament, Soup's ON, Bake Sale, and Silent Auction. The CLTH staff showed how supportive they are to the United Way agencies and continue to show us how they make a difference each and everyday.

This year the United Way Peterborough & District team presented CLTH with the prestigious Outstanding Partner Agency Campaign Award from United Way! This award acknowledges the Employee Campaign Manager and Partner Agency that have shown outstanding efforts in informing and engaging employees while increasing donations.

Both United Way agencies are important community partners, and the Peterborough United Way continues to fund activities for self-advocates to connect, share, learn and mentor through peer education, group meeting and connecting.

The United Way Committee thanks all the CLTH staff who supported this year's campaign in such a tremendous spirit.



UNITED. Together we can.



2023 Campaign Awards

OUTSTANDING PARTNER AGENCY

Congratulations!
**COMMUNITY LIVING
TRENT HIGHLANDS**



Respite Now

Respite Now is a free app that connects people seeking respite services with local providers. Both caregivers and respite workers can use the app. The app matches individuals' support needs and preferences with appropriate respite workers based on skills, credentials, experiences, and availability. Caregivers and supported individuals review matches, select the respite worker they wish to hire, and pay the worker directly.

Areas Served

Peterborough	Minden
Lindsay	Northumberland County
Haliburton	Surrounding areas

Community Partners

Community Living & Respite Services Northumberland

Highlights

Providers: 200 verified

Caregivers: 781 active

Care Requests Created: 177 with 511 applicants

App Conversations: 1483 with 4922 messages chatted

Messages from Caregivers to Worker: 2346

Messages from Worker to Caregiver: 2181

Development of the Respite Now Champions Committee

10 promotional events, with most successful being the YMCA Job Fair in Peterborough with around 400 inquiries and up to half registering with Respite Now. The event at Alternatives in partnership with DSO and Canopy for alternative housing was also a great success for caregivers.

Agencies Accessing/Supporting Families to Access Respite Now

Community Living agencies

Kawartha Haliburton Children's Aid Society

Kinark

Canopy Support Services

Children's Services Council – Peterborough & City of Kawartha Lakes

Peterborough Youth Services

CHIMO

Five Counties Children's Centre

Point in Time

Dnaagdawenmag Binnoojiiyag Child & Family Services

AGE	# REGISTRATIONS
1-10	3
11-20	205
21-30	264
31-40	92
41-50	45
51-60	20
61-70	15
71-80	19
81-90	11

Respite Now
Meaningful. Flexible. Reliable.

There's An App For That!

Are you looking for care or are you a provider of respite care? We are launching a new app that will connect you with families looking for respite care.

Families Seeking Care

- * Download app
- * Register
- * Input needs
- * Input payment method
- * Request care

Respite Care Providers

- * Download app
- * Register
- * Input qualifications
- * Get verified
- * Set availability
- * Get matched

Matches made based on needs, location, availability, interests and pay rate.

Respite Now App Matching Magic

Available on the **App Store**

GET IT ON **Google Play**

Find Us On Facebook!

Follow Us On Instagram!

Visit respite-now.com for more information.



Human Resources

APRIL 1, 2023 - MARCH 31, 2024

CLASSIFICATION	ACTIVE	INACTIVE	TERMINATED/RESIGNED	TOTALS	COMMENTS
Full-time NBU	40	01	03	44	
Part-time NBU	02	00	02 (SUMMER STUDENTS)	04	
Union Full-time	159	24	09	192	
Union Part-time	146	15	77	238	
Grand Total	347	40	91	478	

EXTERNAL OR INTERNAL	FTBU	FTNBU	PTBU	PTNBU	TOTAL HIRES
External	00	05	02	61	68
Internal	25	05	00	00	30
Grand Total	25	10	02	61	98

PAY CLASS	QUIT/RESIGN	DISMISSALS	TOTALS
FTNBU	02	01	03
PTNBU	02	00	02
UNION FT	09	00	02
UNION PT	67	10	77
Grand Total	80	11	91

WSIB FOR FISCAL YEAR:

21 claims this year, with 35 days lost. Most: Sprain/Strain & Bruise/Struck


Board of Directors

Carol Kelsey, Board President
 Diane Pick, Vice President
 Lee MacLean, Secretary

Kimmy Dunn, Director
 Angela McDonald-Bazaz, Director
 Linda Mitchelson, Director

Keep going
 keep
 growing...





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Peterborough
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COMMUNITY LIVING 
Trent Highlands



www.clth.ca