



NAVIGATING
OUR
FUTURE





Report from EXECUTIVE DIRECTOR & President of the Board

Look closely at the present you are
constructing: it should look like the
future you are dreaming.
- Alice Walker



TERESA JORDAN
Executive Director
Community Living
Trent Highlands

Alice Walker said: “Look closely at the present you are constructing: it should look like the future you are dreaming.” Now two years after amalgamation, I feel like we are dreaming of a future as one agency that is impactful, well-resourced and makes great things happen. This past year we have spent a great deal of time working on systems, ideas, methods and plans that point us in the direction of the future. As we move forward, we will be spending more effort on looking at that future and enhancing quality and goals for it, than on just the work of harmonizing the former agencies and the day to day work. In this past year we have seen significant growth with many programs. We have worked with partner agencies on two separate Employment and Modernization grants, expanded our residential services in all three communities and worked closely with partner agencies and the Ministry on Urgent Response initiatives. The focus internally has been on defining our quality, working on fine tuning policy, expanding training and creating a culture where all feel engaged and empowered to act.

The great news found in these pages is so hard to sum up, this could be a 100 page report and still some would be edited to shorten things up. As an agency this size we rely on the personal connections, the community partnerships and each individual person involved to keep our small touch changing one life at a time. Huge thanks to the staff teams, the families, the community partners, the board of directors, volunteers and collaborators, the work is vast, we believe in the same kind of dream for the future and at present we are working together to make it happen.





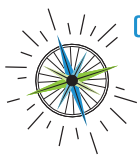
DAVID MCGOWAN
President of the Board
of Directors
Community Living
Trent Highlands

It is with great pride that I look back on all that has been accomplished in the short time of Community Living Trent Highlands. Bringing three agencies together into one has been a tremendous task for our management, staff and those we serve. My pride comes from how our community came together to reach our goal of creating the best agency we can. It has been truly amazing to see how we have come together.

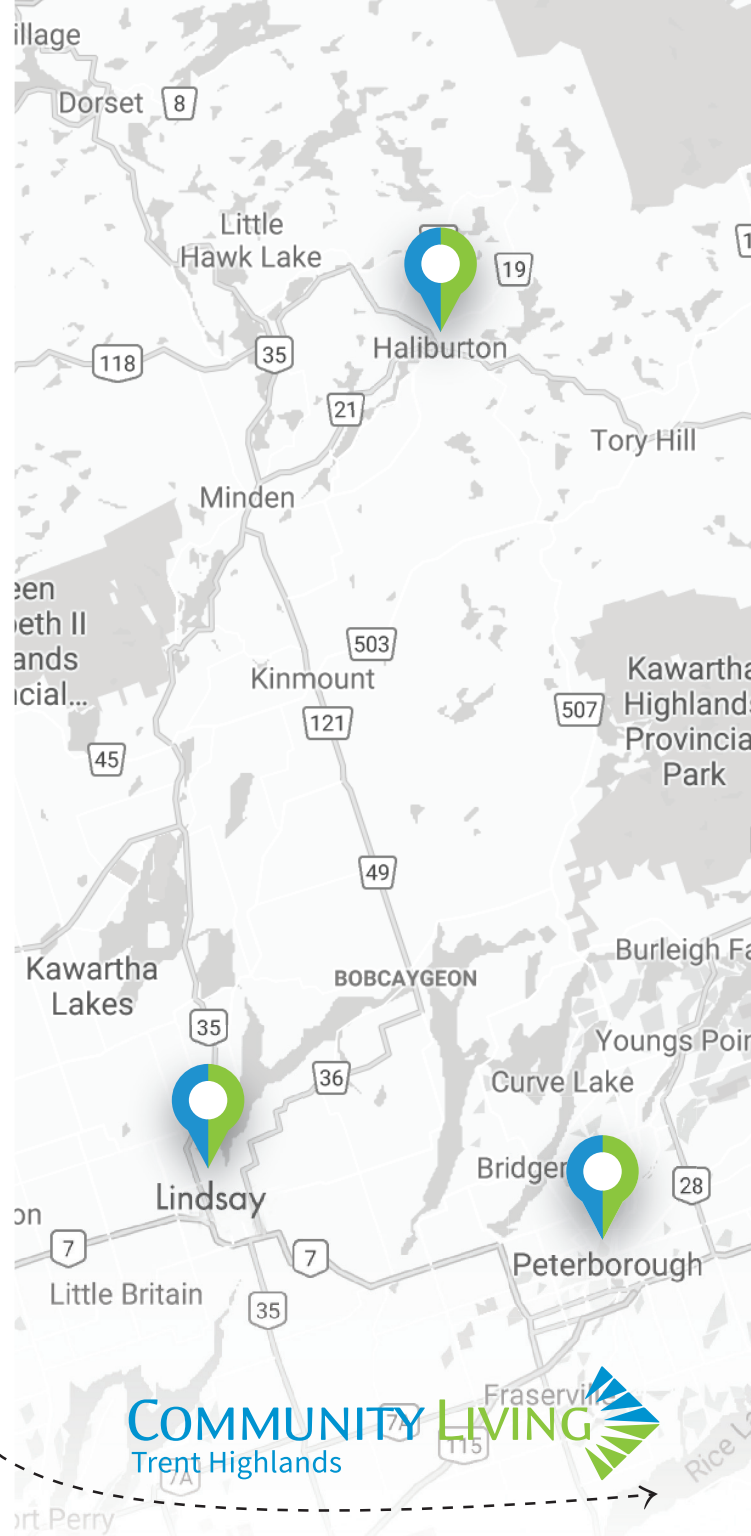
While there is still work to be done as a result of amalgamation, we can now turn our attention to fulfilling the vision for CLTH. When amalgamation was first proposed, our vision was to create an agency, better able to provide services to our clients need while being better positioned to deal with budget uncertainty. We wanted a more influential voice as we advocate for our community and we wanted to create opportunities for both our staff and clients that only a larger agency can provide.

With amalgamation mostly behind us, we now are setting ours sites on realizing that vision. While we have many challenges ahead, the foundation is in place to ensure those we serve can live their lives to their full potential.

Thank you for your continued support of Community Living Trent Highlands.

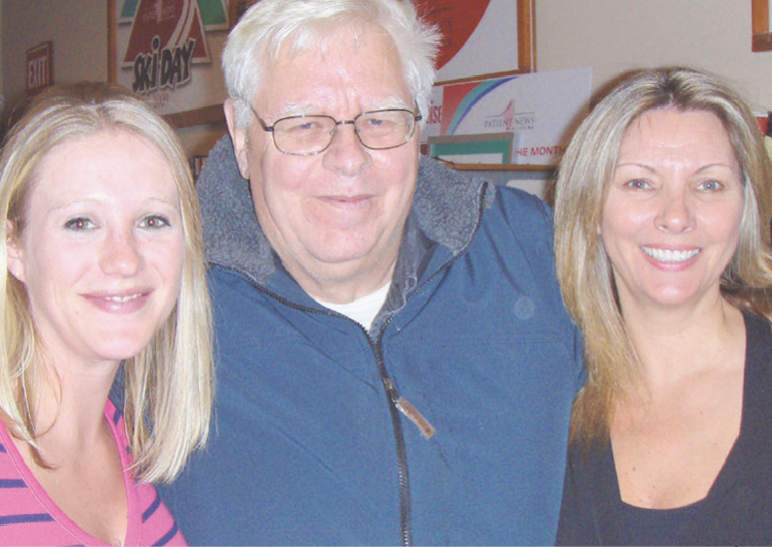


OUR COMMUNITY
came together to reach our
GOAL of creating
THE BEST
Agency we can.



COMMUNITY LIVING
Trent Highlands





Ross Anderson & Patient News Publishing

Ross started back with Patient News Publishing when they were a very small company, they only employed a few staff. Ross was hired to help them with their recycling program, collecting and sorting. Ross started and was always seen chatting his way through the building. Fast forward 17 years and Ross is one of their most loyal employees. Now this company employs over 50 people and Ross is always high in demand. He does have his favourites it seems but has a smile for everyone. Ross now lives in a nursing home but still takes a taxi twice a week to Patient News. Job Quest is always there to assist Ross with his coordination of supports and to ensure he can keep performing his duties. After all these years Ross still loves making people smile.



JOB QUEST





Make
YOUR



PATHE



EARLY LEARNING RESOURCE



23

Early Learning
Programs Support



149

Children Received
Services



48

Children Received
DNRFP



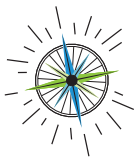
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Facilitated Network Opportunities
for Early Childhood Educators

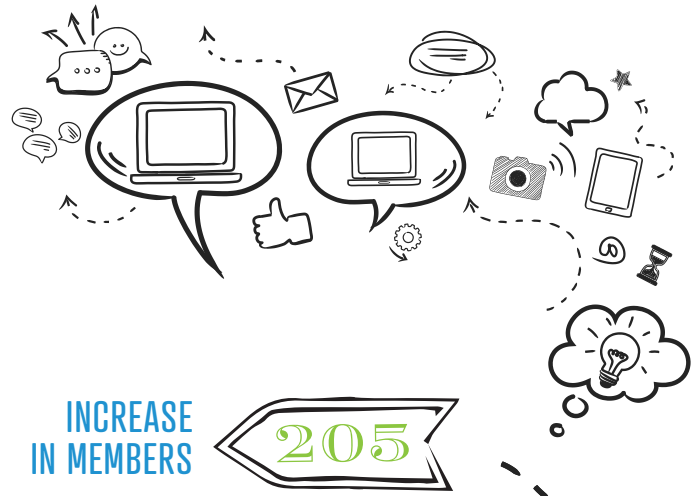
We Read To Know We Are Not Alone

Books are a formidable medium acting both as mirror and window for children to see themselves, to see their culture, their identity presented in a positive light. Pictures and words draw the child into a world where they can become anything their imagination desires. Considering the importance of all children seeing themselves reflected within books the Early Learning Resource Program within Community Living Trent Highlands has just begun to build an 'Inclusive Literature Project'. We are fortunate to have the support of the municipality to develop this undertaking. The aim of this project is to develop an inclusive library consisting of books with high quality literary and artistic standards which will be used to support children and educators in licensed childcare centers.





CHEERS & CHATS



2.6K

LIKES & COMMENTS
on posts in the last 2 months

309

PHOTOS & STORIES
on the site in the last year

INCREASE
IN MEMBERS

205

WWW.CLTH.CA

BEST # OF VIEWS in a day = **381**

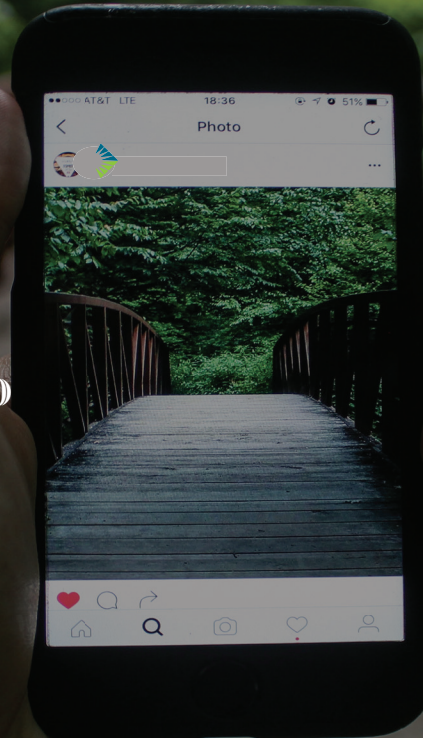
➤ May 23, launch day of the new site

MOST POPULAR PAGES = **46,042**

➤ May 23, 2018 to end of March 2019

ALL TIME # OF VIEWS = **OVER 500**

- HOME = 20,917
- EMPLOYMENT = 2,190
- STAFF & OFFICES = 1,796
- WHAT WE DO = 1,040
- ABOUT US = 577
- JOIN OUR TEAM = 570
- CONTACT = 563
- CONNEX = 557



1,105 FOLLOWERS
93 LIKES
WE FOLLOW HUNDREDS
OF ORGANIZATIONS



1,167 FOLLOWERS
WE FOLLOW **1,812**



307 FOLLOWERS
WE FOLLOW **109**



RESIDENTIAL



Evan from Elm really wished to explore more of his options for connecting in his community. Here he is enjoying Skyzone. Something he had wanted to try for a long time. he has also taken the city bus, explored the mall and taken up swimming.

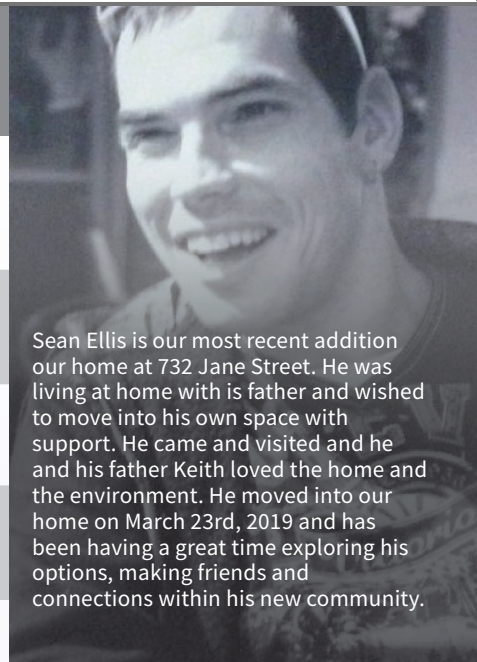


Elm has been branching out and trying out more individualized supports. The ladies at this home love to research adventures and make many plans to go out and explore, not only their community, but the surrounding ones as well! Liz and Karen have been enjoying all the community has to offer.. and having lots of adventures! this is a picture of them enjoying Comic Drag in Peterborough!



This year Yvette Lundy decided to discontinue going to the supported day program and explore other options for her days. She decided she would like to try more of a "retirement living" lifestyle and choose when she gets up, what she does each day and with whom she does it with. Yvette is enjoying Life, Exploring, making personal chooses around her days!

COMMUNITY	PETERBOROUGH	KAWARTHA LAKES	HALIBURTON	CLTH
# OF HOMES	9	4	2	15=1 New =16
# OF PEOPLE SUPPORTED	42	25	9	76=3
# OF STAFF	249	133	48	430
NEW HOMES	1 PARKDALE	0	0	1 NEW HOME



Sean Ellis is our most recent addition our home at 732 Jane Street. He was living at home with is father and wished to move into his own space with support. He came and visited and he and his father Keith loved the home and the environment. He moved into our home on March 23rd, 2019 and has been having a great time exploring his options, making friends and connections within his new community.

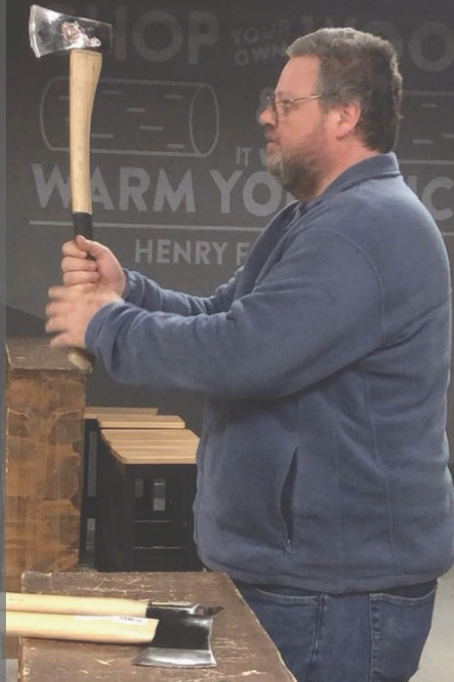


COMMUNITY PARTICIPATION

Community Participation has had a very exciting year continuing to build on the baselines started in the first year of amalgamation. A lot of exciting changes including addition of Special Events in Lindsay and individualized supports to many people supported in Peterborough. Our focus in the last while has been on how to strengthen the Fee for Service “Connex” programs and the business aspect of it. With streamlined pricing already in place and the use of consistent promotional material, we are now looking at strong practices and standards so that we are prepared to market our expanding programs. All three CP communities came together for a planning day, to begin some team building, to determine how we can further collaborate our services and finally how can we do some collective training. It was a very successful day. Moving forward you will continue to see CP evolve with many new exciting initiatives. Stay tuned!!

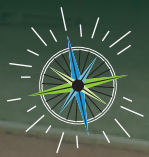


Chance enjoyed his evening with his friends at the Peterborough Axe Throwing club. Chance was thrilled with Community Participation for helping him to connect!

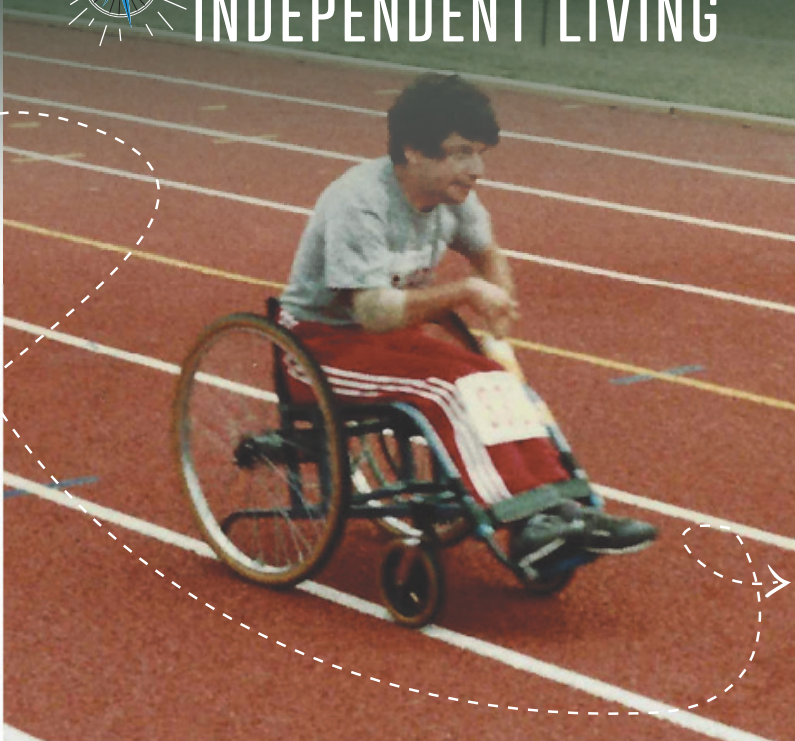


On April 26th, a young man's hard work and commitment paid off when he reached his goal of getting his G1. After months of study and review with the Building Bridges and Foundations staff in addition to using an online studying App, he passed the written test! Congratulations!"

*You'll
never
KNOW
until you
GO*



SUPPORTED INDEPENDENT LIVING



Gold Medal Olympian, Frank Mazza, Inducted into Hall of Fame

Fast Frank Mazza is a gold Medal Olympian and a Gold, Silver and Bronze Paralympic Games Medalist. Frank started racing in 1982 and represented Canada internationally from 1983-1986. A two-year training program was designed by Team Canada for him and he had a racing wheelchair made for him. Frank's goal was to be able to compete at the 1984 Olympics for the Physically Disabled which were called the International Games for the Disabled and were equivalent to today's Paralympics. On June 22, 2019 Frank will be inducted into Cobourg's Hall of Fame. The Head Coach of the C.P. Canadian Team said "Frank held Provincial and National records at one time and was the greatest one arm wheeler in the world-always competing against two arm wheelers". Frank is a true Olympian and Inspiration to us all.

Congratulations Fast Frank Mazza!

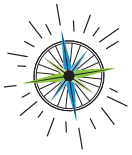


It's Never too Late to Follow Your Dreams

Gerald has been playing music all his life and has dreamed of being a famous musician. Gerald is a testament to the saying "it is never too late to follow your dreams". Gerald performs at Stage café regularly, has started performing at the Farmers market, will be performing at a retirement home and has his own YouTube channel. Gerald is a self-taught musician who composes his own music.



Watch out for Peterborough's rising star Gerald Parks!
<https://tinyurl.com/yyaebg7e>



SUPPORTED
INDEPENDENT
LIVING

AGE RANGE 18-80

103
SIL SPOTS

12
MYRTLE TERRACE KPP
PARTNERSHIP

91
COMMUNITY SPOTS

FOLLOW
your →
DREAMS





FAMILY
SUPPORT



CHILDREN & FAMILIES RECEIVING SERVICES

Referrals: **44** children/families referred to Child & Family Services April 2018 – March 2019
Intakes: **25** Intakes completed and assigned
Outreach: **16** (one off assistance/short term)
Discharge: **15** (8 aged out/1 to residential care/1 transfer to other agency/1 service not needed)

RESPITE SUPPORT

95 families supported with respite funding (2018-19 fiscal year)
21 children supported at local summer day camps – YMCA (Peterborough & Lakefield), Peterborough Sports & Wellness Centre, Hope Valley, Dragon Valley
52 children/families assisted with summer respite funding (day/residential camp, in-home support, community activities, 1:1 support)
1 youth supported in summer employment (Music Fest)
March Break 2019:
30 children funded for support/respice/activity
13 youth participated in CLTH organized/supported March break activities
"I Can Skate" - Jan-Feb 2019
Saturday morning bowling group April – June 2019
Youth Engagement program – year round opportunities for youth to participate in community events, social & leisure activities and life skills

GROUP WORK

Girls Circles Group (relationship info) – summer 2018
Rights & Abuse Education for Youth Nov. 2019 by CLTH Peer Educators
Cooking:
Nov-Dec 2018 - **13-16** years
Jan-Mar 2019 - **10-13** years
Healthy Sexuality Course:
Life Skills Class at Holy Cross – January – May 2019
Partnership with Boys & Girls Club (Lindsay) offering supported recreational opportunities for children & youth
Social Skills group in partnership with Kerry's Place Nov – Dec 2018

PRESENTATIONS

Spinclusion – (presentation for elementary school children on diversity and inclusion):
10 presentation at 5 schools – Sept 2018-June 2019
Cheryl Pooran (Pooran Law, Toronto) –April 4 2019 – Engaging Support/Respice Workers (shared via internet)
Life in the SibLane – March 19, 2019 – Sibling Panel Discussion for Families
Respice Worker Meet & Greet – March 29 (Ptbo), May 22 (Lindsay)
Align Health Care Product Review & Presentation – May 9, 2019





RESPIRE SERVICES



9

Family
Gatherings



1 Report of the Summary of
Recommendations from the
Participants representing the
Haliburton, Kawartha Lakes,
Peterborough and Northumberland
regions.



1

Responding to Crisis Respite
Facilitated Discussions

Website Development

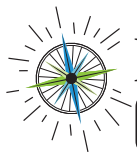


Respite Now

Meaningful. Flexible. Reliable.



Respite NOW is a two-year project
funded through the Employment
and Modernization Fund



EARLY LEARNING QUALITY INITIATIVE

Success Story

“An empty lantern provides no light. Self-care is the fuel that allows your light to shine brightly.”-unknown.

When we work in a profession that cares for others, we often forget that we too need to take care of ourselves. The Early Learning Quality Initiative was able to offer a Wellness Retreat for those working in our local early learning community. This opportunity gave those that attended permission to put themselves first; maybe to try something new or to do something they know they love to do! There were opportunities to reconnect with other educators we haven't seen in a while, for team members to participate in activities and sessions together that weren't a focus on 'learning for work' and for individuals to explore a variety of things that focus on personal well-being. With the support of our municipality, this event was not only well attended, it was much appreciated!

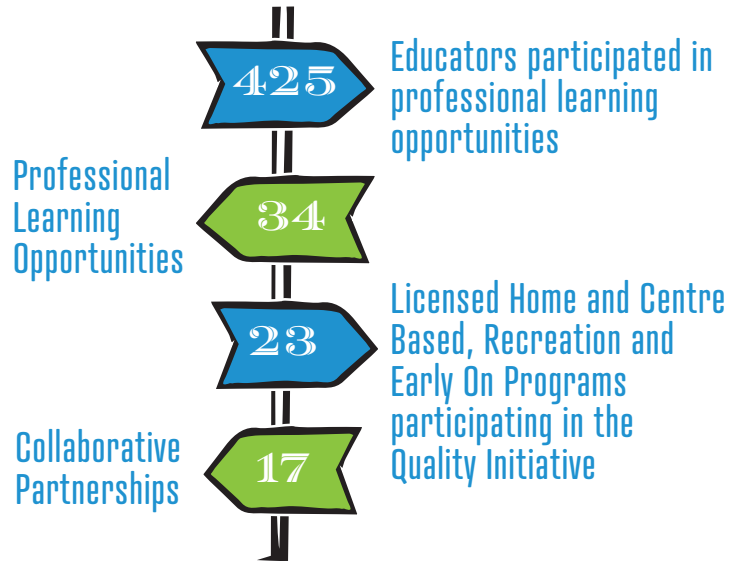
Participant Comments

“I became aware of things about myself that can reflect my daily practices and learned that it is important to take care of yourself first to be a better person”

“I am a changed woman. Nancy changed my life – no exaggeration! ... I can't say enough about the Mindfulness with Nancy session. She was exactly what I needed, exactly when I needed it – I believe it was divine intervention, and I'm so thankful that I was able to share the experience with my coworkers and friends. By learning to focus on myself effectively, I am a better co-worker, educator and friend.”

“I gained knowledge and got to experience certain things I wouldn't otherwise because of the cost of the course. It was a very relaxing and amazing retreat.”

“I came back to work feeling refreshed and valued. I realized that it's ok to put my needs as a priority, so I'll actually have something of value to give my job.”



Early Learning Quality Initiative



@EarlyLearningQI



earlylearning_qi



Early Learning Quality Initiative CKLCH



TRI-COUNTY LIFE SHARE PROGRAM

GUIDANCE
encouragement
& OPPORTUNITIES
for growth...



The Tri County Life Share Program

The Tri County Life Share program has established living alternatives for those over the age of eighteen who have an intellectual disability living across all their communities and beyond. Through constant promotion and the support of a family setting, individuals receive guidance, encouragement and multiple opportunities for growth. The Life Share Program has developed a flexible wrap around support system that recognizes the uniqueness and abilities of the individual and the family. The Life Share Program started with a small base of ten individuals and now supports over 95 individuals living within the three communities. This program consistently exceeds the provincial standard and is always seeking creative ways to expand and support those in need.



UNITED WAY PARTNERSHIP

Community Living Trent Highlands is a proud member agency of the United Way! Thanks to their generosity CLTH has been able to provide support to our self advocate groups and Peer Educators.



In kind, in 2018-2019 our agency decided to host one large fundraising event and therefore the "Annual CLTH United Way Baseball Tournament" was launched. We had a very successful first year. We raised a total of \$3315 to be donated to both United Way Peterborough and United Way Kawartha Lakes.

Thanks to the support of our whole agency, with employee payroll deductions we were able to raise another \$5656. Total donations made were United Way Kawartha Lakes/Haliburton at \$5212 and United Way Peterborough with \$3769.



VOLUNTEERS & STUDENTS

9,410.5 Hours volunteered in 2018

26 Placement students were educated throughout our three communities, and of those 26 students...

... 15 applicants were considered for employment. Out of the 15 applicants...

... 12 were successful hires.

80% hire rate for those that were placed and those that were hired after placement.



HUMAN RESOURCES

APRIL 1, 2018 - MARCH 31, 2019

68

RECRUITMENT AND RETENTION

68 New Hires this past year, of which thirteen (13) were full-time bargaining unit employees, three (3) were non-bargaining unit and the remainder being new part-time hires.

8

FULL-TIME RESIGNATIONS

Across all three communities.

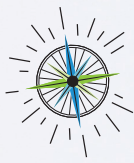
430

EMPLOYEES

324 of those being active, we were thrilled to report only fourteen (14) Workplace Safety and Insurance Board (WSIB) claims for this past year! A total of only seven (7) days lost time.

STAFFING

CLASSIFICATION	ACTIVE	INACTIVE	TERMINATED / RESIGNED	GRAND TOTAL
FULL-TIME NBU	37	1	2	40
PART-TIME NBU	11	0	12	23
FULL-TIME BU	166	19	8	193
PART-TIME BU	110	15	49	174
GRAND TOTAL	324	35	71	430



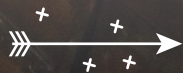
2018 / 2019 BOARD of DIRECTORS

Denyer, Rick — Secretary
Downer, Tony — Director
Duckworth, Brad — Treasurer
Eastabrook, Wayne - Director
Hewson, Georgia — Vice President

O'Connor, Larry — Director
Mitchelson, Linda — Director
McGowan, David — President
Moore, Jennifer - Director



Navigating
OUR
FUTURE



SUCCESS
— IS A —
Journey
»— NOT A —
DESTINATION

COMMUNITY LIVING 
Trent Highlands

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Lindsay, Ontario K9V 0K7
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705-457-2626 Fax: 705-457-9287

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