



UP, UP & AWAY

**2021-2022
Annual
Report**



Teresa Jordan

Executive Director
Community Living
Trent Highlands

It has been another year mostly eclipsed by the global pandemic and all the changing demands that it imposed on our work and lives at CLTH. First, I must commend all teams on creative problem solving, resiliency, stamina and strength to face some hard challenges. It was a year that in many ways felt similar to the first year of pandemic, but equally brought new variants, multiple outbreaks, multiple COVID isolations for staff, changing guidelines, changed plans and changed perspectives. We are now learning to live with the virus in many ways and while we remain focused on infection control and prevention, there are other focuses starting to come into our view. We have reopened CP and will soon be at our former capacities, we have reentered the childcare community, reconnected with

many community partners and we have even started to once again plan dances and other social gatherings.

The Provincial government recognized the hard work of those supporting people directly during the pandemic with a temporary wage enhancement, it is my pleasure to highlight that the increase has been made permanent, a notable decision by the government to recognize that even beyond pandemic stresses this is vital, valuable, and important work.

We have embarked on a new partnership with Community Living & Respite Northumberland to expand the Respite Now program. We have worked to engage and learn in the new system of employment supports with our Service Systems Manager Fleming to connect people with employment in Kawartha Lakes and Haliburton. Our Supported Independent Living Program and Life Share programs have expanded. Our partnership with Shared Dreams for Independent Living has deepened with the move in at the Mount and a team of CLTH direct support professionals assembling to support the men in their apartments. We continue to respond to crisis as we are able. The entire province is in a labour shortage, and we find ourselves also being challenged at CLTH, this is a further testament to those that are with us at this time, dedicated and often working extra to fill the gaps.

The QUEST initiative is gaining momentum and will urge us on our path to want to do better and better. There have been great initiatives throughout the year by the Positive Vibes committee to try to keep us connected, entertained, well and finding a little fun.

Through all the changes and challenges we have learned a lot about ourselves, our families and our abilities to bring ourselves over and over to face a great challenge with dignity and creativity, we take that learning into our next year. The pandemic and the changes caused us to look down, focus on the next right thing in the next moment, and then when the right thing seemed to change, focus on that, and keep going.

It is my greatest hope that in the coming year, we can start to look up, look forward and begin to again dream of making good things happen for people connected to community and their goals.

**“ look up,
look forward
and begin to again
dream of making good
things happen for
people connected to
community
and their
goals.”**



Linda Mitchelson

President
Board of Directors
Community Living
Trent Highlands

Groundhog Day may be a fun idea for a single day but for an entire year!....

I looked back at last year's message, and I was tempted to change the date and call it a day. However, I realized that despite what has felt like little change there are important achievements that have been made and while some of this feels like baby steps at a snail's pace (sorry for the mixed metaphors) these accomplishments are worthy of acknowledgement and celebration.

We have had outbreaks but in this past year the illnesses have thankfully been for the most part milder, and the handling of the situations overall manageable. CLTH staff continue to demonstrate a level of commitment to quality supports despite the challenging times that is truly commendable. On behalf of the entire board, I again applaud you and thank you for your dedication and resolve.

The people whom CLTH has the honour to serve, and their families have been remarkable in their resilience and patience. While this year has not the clear break out of Pandemic prison, there are glimmers of return to some normal activities that are encouraging. The balancing act of how much, how fast, and what levels of protective layers to keep in place will continue to be important. Thank you to the leadership team for the thoughtful way you navigate these waters.

The board has continued to meet throughout the year, occasionally in person, more often virtually. We have had several active committees this year including Finance, Strategic Planning, Nominations, and a working group

focused on CLTH's approach to risk management. Thank you to all involved in these activities and to the entire board for supporting this work. We continue to lay the foundation for an even more effective governance model. Policy and by law review work will make sure we comply with new Not for profit legislation well before the deadline.

The pandemic has certainly driven home the importance of a safe place to live for all and CLTH is committed to working in partnership with others to do our part to improve the local housing situation. CLTH recently acquired a property in City of Kawartha Lakes and other ventures in Peterborough and Haliburton are being investigated.

Finally, at the upcoming Annual General Meeting CLTH will be celebrating the milestone of 5 years since amalgamation. We hope to have an even larger in person celebration in the fall. Stay tuned and stay safe.

“ CLTH staff continue to demonstrate a level of commitment to quality supports despite the challenging times that is truly commendable

Early Learning Resource Program

The Early Learning Resource Program has been supportive to the licensed home and centre based, Early ON and recreation programs within the City of Kawartha Lakes. The coordinators take the time to be present with the educators, families, and children, to observe, reflect and dive deeper into building relationships and having trusting conversations. Visits to programs, connecting with families and collaborating with community agencies have further developed the relationships within the community. Social Media has afforded us the opportunity to reach families on a different platform. Our Early Learning Resource Program: Connecting Our Community Facebook page, has enabled us to be able to provide ideas, activities, community events and resources for different topics related to children. Our document From Providing Support to Being Supportive has developed into plans of action and led to establishing a framework of practice for the Early Learning Coordinator. Learning is a lifelong adventure and to be able to have students from the Resource Consultant and Early Childhood Education programs, have allowed the team to be able to share their knowledge, experience, and resources as the students begin their journey to supporting children with a lens of inclusiveness. Travelling Tales, the inclusive library, has grown and developed over the last

year and there are currently over 1000 books that allow the opportunity for children to see themselves in books and allow for educators to exploration a variety of topics.

The library can be viewed online at <https://TravellingTales.librarika.com> to see the entire catalogue of books available.

- 111 Children Served**
- 6 Resource Consultant Student placements**
- 19 Early Learning Programs Served**
- 2 Partnership for Parenting Programs**
- 57 Children Accessing ODSP**



Cheers & Chat

Cheers and Chat is our employee Facebook page and we have had a very successful year. Membership has increased by 7% over the last year.

The page continues to allow us to highlight great news and fun activities in all areas of the agency. The site has helped us to stay connected during another full year of pandemic. It helps facilitate staff to share resources, information around upcoming community outings and creative support options.

Cheers and Chat continues to be a very positive platform for our agency and our staff. in their community. Life will go on and we will continue to enjoy it and look forward to times of gathering and laughter.

Stats

254 Members

83 % Engagement of Employees

Annual Stats

1,125 Posts

23,158 Reactions

1,880 Comments

Monthly Average

108 Posts

2,189 Reactions

179 Comments



**WE
RISE
lifting
OTHERS**



Connex & Community Participation

Connex has had some major changes in the last year with being open and closed several times we are now open in all 3 communities and staffing is almost back to full capacity. People attending the programs are coming to us from community and families. In the second year of the pandemic, we expanded our virtual activities and audience in many cases. Art expression continues to be a popular offering in all communities, both virtually and in person. Looking ahead to 2022 late summer we hope to be back to our full programs.



Early Learning Quality Initiative

Like so many other programs, 2021 had us looking at how to reach the educators in our early learning and childcare community in meaningful ways in a virtual nature as we continued to navigate life through the Covid pandemic. We came to realize a benefit of hosting our sessions virtually meant we could record them so they could be viewed later if the participants were not able to join us live; it also allowed us to have the recordings available to be requested later.

We were fortunate to have community members facilitate several our sessions to bring their knowledge and understanding of the topic as an additional layer of learning and perspective to the learning opportunities offered. We were able to offer a variety of professional development opportunities each month. Throughout all of 2021, we offered twenty-two opportunities including the opportunity of larger events in partnership with Investing in Quality Peterborough: The 2021 Inspiring Early Learning Conference offered eight different sessions and the 2021 Wellness Retreat offered seven different sessions.

Our community engaged in a variety of virtual events on topics related to wellness: educator, children and family focused, diversity/inclusion/equity, pedagogy and a variety

of topics supporting the How Does Learning Happen framework. 2021 saw over 102 educators participating in the ELQI opportunities offered; more than eighty educators attended two or more sessions.

Book studies were a popular opportunity offered throughout 2021 – there would be some participants that would join many of the book study discussions, while also seeing new educators join different book discussions that we had not seen at professional development opportunities previously.

13 Agencies Participating in Professional Learning Opportunities

31 Programs Participating in Professional Learning Opportunities

102 Educators Participating in Professional Learning Opportunities

22 Professional Learning Opportunities Offered

6 Collaborations and Partnership Opportunities



Positive Vibes

The Positive Vibes Committee is a group of some of our agencies most spirited, creative and energized staff. The past year was a full pandemic year and the committee worked very hard to engage with staff teams and people supported throughout the year. We had three full spirit weeks, Holiday and Halloween, being returning favourites and the addition of "Camp Week". Several members of our leadership team hit the open road on a hot and sunny Friday to drop off camp packages to program areas that included CLTH Camp week t-shirts. We held a competition for the logo and the shirts were made by our committee member Sarah Witter. The week received great feedback from staff and people supported and was very successful. Each of the spirit weeks have a specific theme each day of the week as well as a virtual event held every day. The camp packages contained goodies, craft supplies, baking supplies and CLTH apparel. Each spirit week consisted of several contests and challenges were people supported and staff could win PRIZES!!

Using the Kahoot app we held several virtual trivia challenges that created quite the friendly competition between programs. A lot of great knowledge was shared, and most importantly laughs.

The United Way fundraising activities included our annual auction, chili cook off, bake sale and of course payroll deductions.

The committee hosted their annual planning day in March 2022 and is excited to report another fantastic year ahead. We can't wait to report back next year.

Members over the Past Year

Melinda Ferguson
Teresa Jordan
Shannon Crawford
Lianna Hardy
Phylis Baker
Christine Christianson
Rose McHugh
Tracey Switzer
Dawn Barnes

Beckie Kellett
Jenn McDonald
Sarah Witter
Angie Sucee
Justin Stephenson
Jeanette Pilcher
Jessica Brantnall
Leighanne Quibell

Events in the Year

6 themed Zoom Dance Parties
Camp Week Festivities
Gratitude Challenge
Virtual themed Trivia Competitions 10+
Halloween Spirit Week
Virtual Cake Coffee & Conversation
United Way chili cook off, bake sale, online auction
Holiday Spirit Week Activities
Hot Cocoa & Chat
Random Acts of Kindness



Student & Volunteer Services

2021/2022 has been an exciting year for Student and Volunteer Services. We welcomed back a full complement of onsite placement students. With the community activities opening, students were able to support people connecting to family and activities most important to them. It has been a very long 2 years and how amazing that our students were able to be part of all these reunions!

Also equally exciting was that every student that applied for employment was a successful hire.

Over the next year our focus will be welcoming back existing volunteers and welcoming new ones.

16,619.50 Hours volunteered (volunteers and students)

58 Placement Student 2021

14 Numbers of Volunteers (on hold)

22 Number of Student Applicants Following Placement

22 Successful applicants

100% Rate of hire after placement



Job Quest

CHALLENGE ACCEPTED! Not only did Job Quest have to learn a new operating system (the third operating system in as many years) but had to achieve their targets in an unhospitable COVID reduced employment market.

Job Quest was up to the challenge and as you can see from the stats, not only achieved their targets but did so at a 200% increase. Job Quest supports 78 people in the communities of Kawartha Lakes and Haliburton in collaboration with our service system manager Fleming College.

One of our wonderful stories that we can share from Job Quest is of Jack. After many struggles to find a suitable fit for a job, Jack found his niche.

Jack now works at Loblaws, loves his job, and makes wonderful creations such as you can see below...

Congrats Jack on your success!!



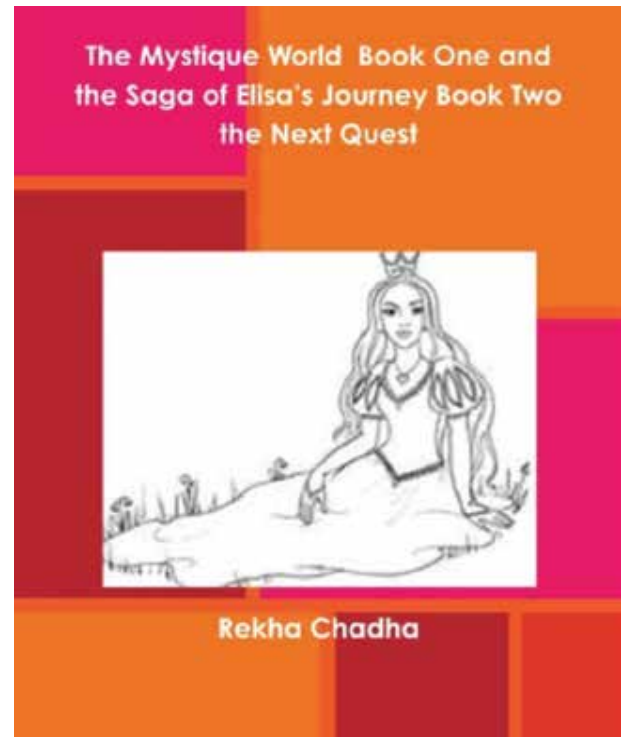
Life Share

Life Share at CLTH supports 105 adults in our three communities to live with providers that support their independence and connection to things they want to be part of and achieve.

Rekha Chadha is a 2-time published author that thoroughly enjoys reading and reaching out to her community through Facebook. Rekha can be seen engaging her audience often. Rekha will not only discuss her books but other interesting books and authors as well.

The Life Share Group and community members are so very proud of our budding author, and we cannot wait to see more of her adventures.

Rekha can be reached through Facebook. Copies of her books can be requested to purchase through the site as well.



LIFE
is a
JOURNEY

Child & Family Services

The Family Support Program supports families who have a child(ren) with an intellectual disability in both the Peterborough and the Kawartha Lakes communities. Although, still in the midst of the pandemic, we have had a busy year and have become creative in how we work with families and offer services.

Children & Families Receiving Services

Families Receiving Support

174 (186 children)

Referrals

52 children/families referred to Child & Family Services April '21 – March '22

Intakes

23 Intakes completed and assigned

Outreach

19 (one off assistance/short term)

Discharge

26 (may stay involved if child/family needing short-term support/connection)

Seeing families and youth in more challenging situations – youth in trouble with the law, issues with taking/dealing drugs, youth that are homeless and/or couch surfing, drug issues with parents. This past year we have worked more closely with some community partners more than ever – Youth Emergency Shelter, Peterborough Youth Services, Probation and Parole, Peterborough Police.

We are seeing a higher percentage of families coming forward with children who have medical complexities



Summer Respite Support/Opportunities

The summer of 2021 was another unusual summer for our team and the family and youth we support.

We offered three days a week for 6 weeks of learning/recreational opportunities. A virtual cooking group was offered to teens on Thursdays. The focus was on learning to prepare simple snacks and meals. Youth were provided with the items required each week. These sessions were successful, however, both facilitators and learners struggled with the virtual format as it is not ideal, but we all made the best of the situation.

Our Tuesday and Wednesday groups focused on social and recreation activities for teens. These were successful for the most part, but virtual can be a challenging way to provide support.

The art group has been a huge success . . . even though it was virtual!! We have been able to offer this fun opportunity to 6 youth 3 times over the course of the year. It is our one virtual event that has been very successful! Each participant is given the supplies they need to complete the art projects and were fully engaged with the teacher as they completed their projects.

We had respite weekends at Camp Medeba (CLTH organized and supported) and although we were hopeful that we could offer this in 2021, we unfortunately were unable due to Covid restrictions. We are actively working with both Camp Medeba and Camp Kawartha to be able to offer this respite opportunity again in 2022.



Community Homes

One of our greatest challenges has been pandemic restrictions in our residential locations. Changing our homes from launching pads to community, into isolation and “stay at home” pads. So many creative and dynamic activities were planned, enjoyed and happened in all communities. Huge thanks to families, people and our communities.

Last summer, South Street was able to enjoy movie nights in the great outdoors. Using a white sheet draped on the wall as a screen, they were able to invite individuals from SIL to join them for popcorn and a movie. They are hoping to continue this in 2022. They are hoping that their friends from Mountain Street will join them for a movie night as well as SIL.



Kyle Snider got a new wheelchair, redecorated and redesigned his living space, participated in all the activities at the home and gave back to the community by raising money for Movember!



Kevin Mathewson and Iaon Norrie joined the residential group. Kevin enjoyed learning to cook and prepare foods for himself and Iaon. He participated and won the contest for the best pumpkin design, he enjoyed many crafting and activities that were offered through the home. Iaon continued with his valued role with the Pete's and his job at home hardware.



Joe Higgins moved back to 736 Jane and reconnected with his friends. He participated in bowling, visited family when he could, and participated in all the activities offered through zoom and at his home.



Supported Independent Living

SIL 118 Targets in 3 Communities

Supported Independent Living helps people in all the ways that they need or request in Haliburton, Peterborough and Kawartha Lakes. Currently 118 people are supported to live, work, play and connect to their community. One of the main roles for SIL coordinators is helping people plan and here are some highlights of the past year.

SIL Kawartha Lakes

Sherry's biggest dream was to be able to attend a Toronto Maple Leaf hockey game. Sherry had planned to go over two years ago, but COVID postponed that dream.

Nothing was going to stop Sherry from achieving her dream this time, she and her passport worker were able to attend a Toronto vs Buffalo Sabers game.



SIL Haliburton

Do you ask yourself, what is important to me and what brings me joy! That question was easy to answer for Brad, "why my movies of course" Brad felt that he needed his videos in sight, neatly filed, and put away.

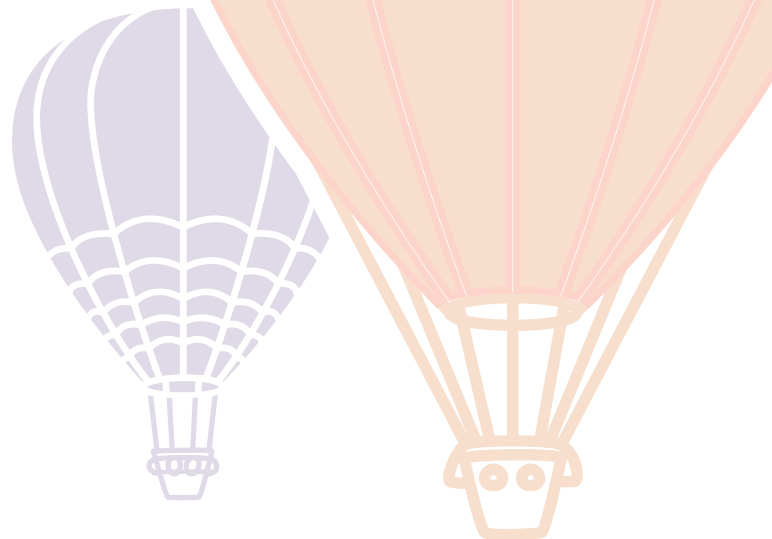


SIL Peterborough

Elaine used to enjoy bowling so much she was even on a bowling league. As with all of us two years ago Covid stopped us in our tracks and prevented us from participating in activities that we enjoyed. Well we are happy to share that Elaine has once again put her bowling shoes back on for the first time in two years and is loving every minute of it.



**Say YES
to new
ADVENTURES**



Respite Now



Respite Now is a four-county initiative that CLTH and Community Living and Respite Northumberland now partner to deliver. Workers, families and people connect through our APP to create respite opportunities. This continues to grow and now connects over 800 people.

Community Apr 21, 2021 - Mar 31, 2022

	Registrations	Activated	To be Verified	Now Active
Providers	198	68	252	107
Caregivers	209	212		371
Individuals	221	221		387
			Active Community	865

Care Apr 21, 2021 - Mar 31, 2022

Created	Matched	Cancelled	Unfilled Count	Unfilled Value	Brokered Count	Brokered Value	Completed Count	Completed Value	Hours
64	37	2	16	488			35	13,250	1,675

**LIFE is a
BEAUTIFUL ride...
take the SCENIC route**



Quest

QUEST is the continuous quality improvement meter stick of Community Living Trent Highlands. A dedicated team have worked over the past year to review the data collected in June 2021 and to revise and renew the standards, interview questions, documentation and observations needed to determine if a standard is present, partially present or not there yet. With a staff change the team did a refresh of mandate and moved the full audit to September 2022.

The team members are: Lisa Corp, Ashley Logan, Christy Leney, Jeremy Sherriff, Jeanette Pilcher, Stephanie Donia, Christine Christianson and Teresa Jordan. This team has accomplished many things over the past few months, an additional logo, revised standards including an additional support standard and very consistent and comprehensive collection tools. It is the aim of the group to review every program and location of CLTH in September to collect good data on where we need to keep improving and where we can celebrate our strengths.

Additional to the core team are representatives in each and every program that are champions for QUEST with their teams. Highlighting the work, focusing on quality at team meetings and following up on tasks assigned by the core QUEST team.

After the September review a work plan will be devised to keep the supports and structures of CLTH on a path of continuous improvement.

We are on a quest to strive for the best possible work, supports and days for all involved with our agency.



QUEST SUPPORT STANDARDS

- People experience respect for their rights as citizens
- People are respected for their diversity
- People will experience their best possible health and wellness
- People fulfill valued roles within their personal life and community
- People are respected in their choices
- People feel safe in all areas of their daily lives

QUEST AGENCY STANDARDS

- People are valued and encouraged
- Every function of daily operations is focused on helping people
- Ethical and professional conduct is embedded within the culture
- People are informed through meaningful communication
- Every environment is inclusive, safe and secure

COMMUNITY LIVING
Trent Highlands

Shared Dreams

For eight years, a group of families has worked tirelessly toward a goal of independent living in the community of their choice for their sons. The community is Peterborough and the dream has become a reality. In 2021, Shared Dreams, MCCSS, CLTH and other partners came together to design the prototype and business plan that was approved for the five men of Shared Dreams for Independent Living to move into the apartments that they had already made a reality at the Mount. Special thanks to MPP Dave Smith for his interest and support. Shared Dreams is a charitable not for profit Corporation that is made up of family and community volunteers and employs one staff person to ensure the mission and vision remains robust at the Mount and replicable for the community.

For Matthew, Jason, Sean, Christopher, and Scott, this does not feel like a ground-breaking prototype of Provincial significance, it feels like home, it feels like hosting friends,

getting used to living away from home for the first time and it feels like experiencing things in new and different ways. Critical to the design of the prototype is the partnership of CLTH, Shared Dreams and other resources that keep the five men and their families at the center of all that is planned. With their employee, the Shared Dreams Corporation will seek to explore new diverse roles and connections in community, enhanced planning and will engage with other families in the area that have the same dream. The men moved to their apartments, supported by family and their brand new CLTH full time team in late November, and already they are making good things happen together.



REACH
for the
SKY



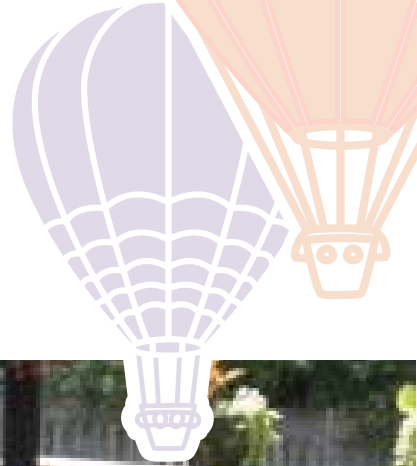
Casa De Angelae

Casa De Angelae is a family-oriented home for women with intellectual disabilities. It's mission is to allow them to live in a safe, supportive, family environment and our vision is to provide them with the right combination of supervision, family support and independence they need to grow as contributing members of the community. Casa De Angelae incorporated in 2008 and as with all not-for-profit charities, fundraising continues to be our biggest challenge. The four women and their Mentor moved into their home in 2011 and the success of the home is due to the hard work of the live-in Mentor, the Board of Directors, the families and the mentorship of Community Living Trent Highlands. Amy, Andrea, Katie and Kelly are flourishing in their home, and that's just what they call it, "Their Home". They are so proud to tell people that they help with the meals, they do the housework and their own laundry. The live-in Mentor has enabled them to express themselves creatively and she does an amazing job of helping them

advocate for themselves. They enjoy visiting the parks and beaches where they can be found having picnic lunches and campfires. They are living their best life and that is exactly what their parents had hoped for.



**follow
your
dreams**



United Way

Through the agency's Positive Vibes Committee, the United Way subcommittee worked together to host a few small ventures throughout the year to raise funds. Due to the pandemic, we were unable to host our annual softball tournament but look for it in 2022 but we were able to host some smaller events. Our chili cook off and a bake sale in all 3 communities and was enjoyed by all in attendance.

We also hosted an online auction that ran through December. Finally, our payroll deduction program with the theme of just a \$1, was able to contribute some needed funds to United Way.

Look out for 2022, when many of our in-person activities will be able to make their comeback!

Both our local United Way partners have been supportive and steadfast through pandemic times. The funding allows us to offer three programs not otherwise funded for our agency. In Peterborough this funding offers a position to support people to be skilled advocates for what they want to change and improve. We do this through support to the self-advocate groups People First and Peer Educators. In Kawartha Lakes the United Way is a vibrant partner supporting us as an agency with food security initiatives.



United Way
Peterborough & District

2021

Chili Cook Off	301.98
Bake Sale	258.96
Online Auction	928.80
Payroll Donations	1,508.00
	<hr/>
	2,997.74



United Way
City of Kawartha Lakes

2021

Chili Cook Off	75.49
Bake Sale	64.74
Online Auction	232.20
Payroll Donations	1,820.00
	<hr/>
	2,192.43

**to
the
heights!**

Human Resources

Staffing

Classification	Active	Inactive	Terminated/Resigned	Grand Total
Full-time NBU	41	5	5	51
Part-time NBU	10	0	9	19
Full-time BU	169	44	6	219
Part-time BU	170	78	52	300
Grand Total	390	127	72	589

Recruitment & Retention

New Hires	FTBU	FTNBU	PTBU
68	2	4	61

13 Full-time Resignations

433 Total Employees between April 1,

23 WSIB Claims for the Fiscal Year

With 12 of those claims having lost days. Out of the 12 claims that lost days, 9 of those were Covid-19 related.

Employees at CLTH are dedicated, creative and have shown great resilience and stamina in a difficult time through pandemic. We thank all our employees for commitment and excellence.

Board of Directors

Linda Mitchelson, Board President

Georgia Hewson, Vice President

Lee MacLean, Secretary

Jordan Bress, Treasurer

Evelyn Chambers, Director

Tony Downer, Director

Wayne Eastabrook, Director

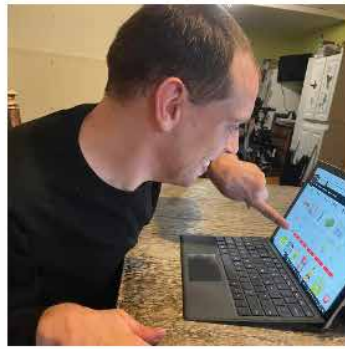
Carolyn Kassinger, Director

Carol Kelsey, Director

Ron Bilyk, Director

Diane Pick, Director


Paul Wilson, Director





AND
SO
THE
ADVENTURE
BEGINS...





Kawartha Lakes
Suite 200, 205 McLaughlin Road
Lindsay, Ontario K9V 0K7
705-328-0464 Fax: 705-328-0495

Haliburton County
73 Victoria Street, Box 90
Haliburton, ON K0M 1S0
705-457-2626 Fax: 705-457-9287

Peterborough
223 Aylmer St N,
Peterborough, ON K9J 3K3
705-743-2411 Fax: 705-743-3722

COMMUNITY LIVING 
Trent Highlands



www.clth.ca