



DREAM
EXPLORE
DISCOVER




ANNUAL REPORT

2019-2020

COMMUNITY LIVING
Trent Highlands





*Life MOVES
forward, if you
keep looking
back, you won't
be able to see
where you
ARE GOING.*

*Charles
Carroll*



TERESA JORDAN

*Executive Director
Community Living
Trent Highlands*

“Life moves forward, if you keep looking back, you won’t be able to see where you are going.” I love this quote by Charles Carroll and I love how at Community Living Trent Highlands we are full steam ahead. There is a delicate balance that is struck in an agency that is built on the shoulders of the people that made three former agencies great. We carefully hold on to the best, use the lessons, build on the legacy, and in all things look to how to make the future better and better. This past year has been another year of growth and change. There were significant retirements of senior leaders and a major focus on good planning that involves everyone. With the strategic plan as our guide the agency was able to create a comprehensive operational plan that included feedback and foundational goals from all program areas. Our very first all staff meeting was a great day to spend together as a large staff team family, enjoy a keynote inspiration, learn a little bit more about Health and Safety and launch our QUEST initiative. Much work was begun in the QUEST project with a large team of CLTH change makers volunteering for the task of creating this new quality measure for our agency. Another initiative that began in 2020 was the consolidation of wellness, celebration and communication activities into one steering committee called Positive Vibes. This is another dynamic group of leaders in the agency working to make corners brighter and everyone feel just a little more engaged. This past year we said goodbye to two engaging and strong women: Yvette and Tami both passed on this year and we remember all that they shared of their lives with us. It is overwhelming to reflect on a year at a time, with so many triumphs, challenges and goals being attained. This is a huge agency made up of individual people shining brightly in the corner that they are in.

Thank you to each person that contributed, dreamed, planned, advocated, found their voice, gathered a reservoir of strength, shared creativity and walked along side this agency, we are stronger together.



DAVID MCGOWAN

*President of the Board of Directors
Community Living Trent Highlands*

A Letter to Community Living Trent Highlands,

As we all know, the last few months have presented all of us with challenges few could have imagined. While I wish I could be telling all of you about how Community Living Trent Highlands has continued to grow and evolve into an agency we can be proud of, instead I am writing about how we are managing the Covid-19 pandemic.

We have all experienced the fear and anxiety the virus has brought us, especially with so many in our community more vulnerable than most. What we have seen, though, is the tremendous dedication, resilience and ingenuity of our front-line staff and those supporting them.

It has been truly humbling to be associated with this organization as it works so hard to keep everyone safe, while maintaining our ultimate goal of supporting a meaningful, self-directed life. In these difficult times our community is working together, both staff and those we support, to get through this healthy and well.

Our board is meeting virtually bi-weekly to keep on top the pandemic and help our staff manage the many challenges they are facing. The board executive continually receive updates from our Executive Director Teresa Jordan as issues arise. As well, several board members who were due to retire from the board this June, have agreed to stay on until we can return to our new normal. We have welcomed several new members and continue to recruit new members. We have worked hard to ensure we have a stable and experienced board that will give our staff the support they deserve.

Finally, I want to express my sincere thanks to our Executive Director Teresa Jordan and her management team. In a crisis situation, leadership is often the difference between failure and success. While at times having to make very difficult decisions, Teresa has led her team through this pandemic with grace and dedication.

Our managers have guided their staff with calm and experience to keep our community going. We have all seen in the news how bad things can get when this virus gets hold. Thanks to their dedication and compassion, we have so far not had to deal with an outbreak in our community.

I want to express my deepest thanks to all of our staff, management and those we support for keeping everyone safe.

You are my heroes.

Dave McGowan





It has been shown that individual with barriers struggle in a multitude of ways in their lives. The ability to find and maintain employment is a large component to assist individuals to feel like they are a contributing member of society. Through the support of Open the Door to Employment those individuals struggling will have an opportunity to have access to their community and participate fully with in it.

With coordination and a wrap around support model this program will then enhance their productivity as a contributing member of their community. This program will also provide each individual with identified goals and a strategy to support them towards their end goal of employment. Individuals within this program can all forge relations with community partners which will in turn assist and support them on their quest for independence. A great example of Job Quest providing assistance and guidance towards an employment goal is, Kathy who is currently on ODSP Income support.

Kathy is a current client of Job Quest. When Kathy was seeking an employment opportunity to do housekeeping, and she knew that she required assistance and training to obtain the goal. Job Quest staff met with Tammy from Silver Lightings, as this employer was seeking a part time housekeeping/care person for seniors in their home. For Kathy to succeed in her employment plan she was required to do her First Aid, and this was something that caused some anxiety for Kathy. With support from her Job Quest staff Kathy was able to attend the class, participate and take the test. Kathy passed the test with a 96% which caused so much excitement.

Kathy is very happy with her employment opportunity and so is Tammy her employer from Silver Lightings, it was a good match, and both were very pleased with the support that was received from the Job Quest team. This is just one example of many that allows Job Quest the opportunity to Open the Doors to Employment for those seeking assistance in their search for employment.



0	Basic Income
140	Total ODSP Clients
35	Active
105	Closed
17	Targets Met
21	Milestones
39	Employed
10	Continuing Education
5	Work Crew Haliburton
27	Job Readiness
20+	Partnerships
103	OW Clients

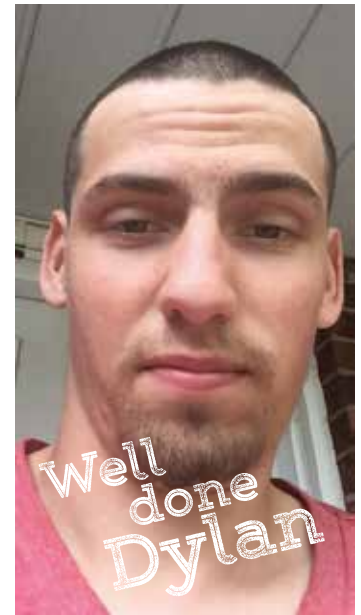


The staff at Job Quest are dedicated to working holistically with clients and to determine an action plan the best suits an individual's needs and goals. Each year Job Quest receives funding from the United Way of Kawartha Lakes that enables the program to provide supports and assistance to those that have barriers to employment. Because each client is unique to the service provided, each service therefore can be tailored to suit their specified needs and requirements. Ultimately our goal is to assist clients to help them find and keep competitive employment. If this is not an achievable goal, we will work with the client develop to increase their employability, the program Open the Door to Employment is an extension of the work in progress that provides opportunity for those with the community who are historically seen as disadvantaged. Job Quest staff will develop clinically tested skills and tools

that are necessary to gain employment and build their self-esteem this then allows them to feel like a contributing member of their community. The course will build an education using a hands-on based learning experience where participants are taught basic skills that will assist them in their employment journey. Each module is specifically designed to develop a skill or tool that the participant will use in their work. Such example of course material includes, Soft Skill training, Budgeting and Smart Serve. The course module will break down elements of learning to ensure that individuals are competent in their new skill level and that each skill or tool taught is transferable into a work environment.

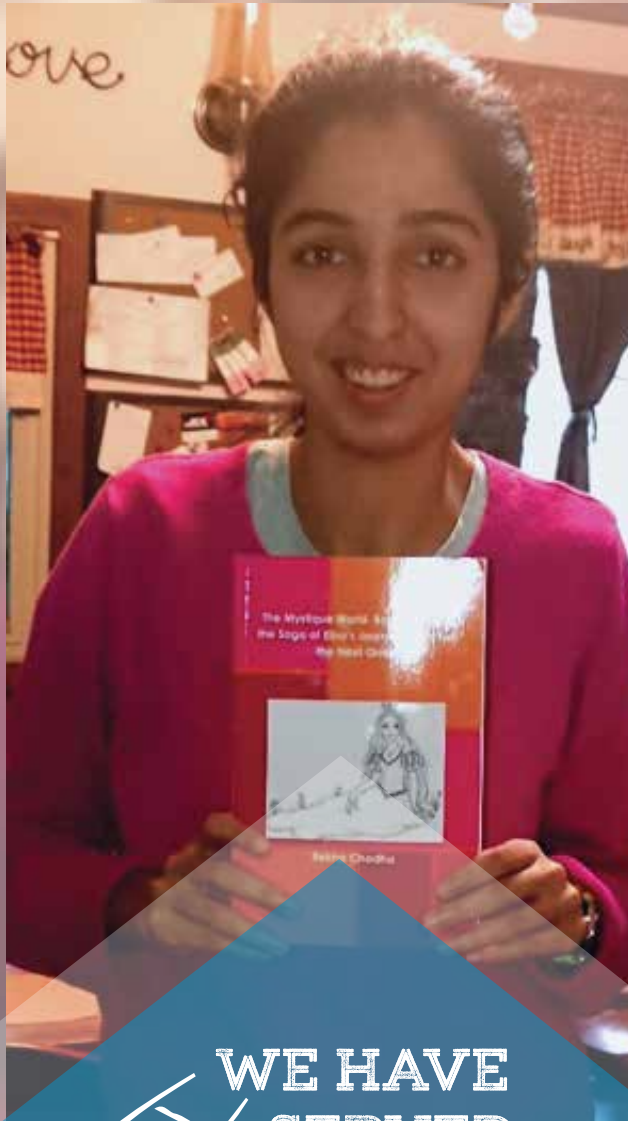
The idea of the program is to identify skill areas that require development which will include but is not limited to coping with stress, self-esteem, assertiveness, communication; which are all proven areas to be successful at managing the complexities of employment and life skills.

One such success story is directly related to the skills obtained through courses offered by the United Way funded program: Please meet Dylan. He took part of the soft skills solution program and enjoyed and attended every session. Dylan found that the information was valuable, and he felt supported during the entire process. Many of the parts of this program he felt directly benefited him in the working world. Dylan was successful in obtaining employment at Loblaws. Dylan enjoys his work and feels that during the interview he was well prepared because of the supports he had during the Soft Skills training. Dylan continues to be a confident and skilled employee and he is valued in his position within the company by his employer and peers.



United Way
City of Kawartha Lakes





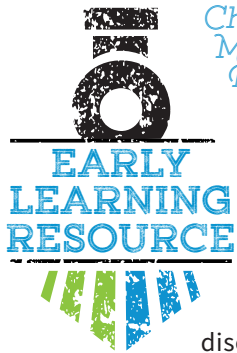
WE HAVE
SERVED
101 Life Share
INDIVIDUALS
2019-2020



The Tri County Life Share Program offers an alternative living arrangement for individuals over the age of 18 and who have an intellectual disability. Within the last year we have supported 101 people within the program and continue to support 50 Life Share Providers. Each individual within the program will receive guidance, encouragement, and opportunities for growth. Life Share is a wrap around service that ensures the individual is living in a safe environment that is supported through a meaningful day.

One such example of support and guidance would be Rekha who is an avid reader & enjoys writing. One of her ISP goals was to finish & publish her own book. Can you imagine the vision to decide to write and publish your very own book. The task can appear large and overwhelming but with the guidance and assistance of her provider, Rekha was able to achieve her goal and publish her book. Her provider assisted Rekha with editing and those little details that most would not think of. Rekha is so very proud as we are of her accomplishment and her goal achievement. Her newly published book is now available at Lulu publishing. Congratulations Rekha!!





Children's Literature: Mirrors and Windows, a Dream Becomes a Reality

December 3, 2019 was the launch of our children's library; recognizing and celebrating the diversity amongst children. This was an opportunity for community partners, educators and families to see the books and to discuss the many topics addressed in the library. The books in the library

will be accompanied by resources in the form of open-ended questions to make up the composition of 'Literature Boxes', they will in turn travel between childcare centers supporting the curriculum within the centers and help foster a cherished love of children's literature.



23 Early Learning Programs Supported

60 Children Received Day Nurseries Resource Funding

204 Children Received Early Learning Resource Program Support

400 Hours of Direct Support in each Early Learning Program

Building Relationships One Hammer, Nail and Board At a Time

The Early Learning Coordinator assists the educators in each center to support the integration of How Does Learning Happen into their environments and curriculum. One example of the coordinator's assistance was in the building and making of projects to enhance the room and to make them alongside the children. The children helped by hammering the back of the hide away house and one educator was so proud that she built the house and used power tools for the first time. Our daily practice is to support the well-being, belonging, expression and engagement of all children, educators, families and ourselves. These two projects are just a couple of examples of the many ways in which Early Learning Coordinators support educators, children and families of the Early Learning programs within the City of Kawartha Lakes.





Increase
to **238**
members

Photos, Stories,
Info Sharing
Averages
400 a Month

Engagement is
up **60%** from last
year at this time

3.4 K
Reactions &
Comments
for Last 2
months

WWW.CLTH.CA

Home = 19,390

Employment = 3,353

Connex / Purchase Services = 855

Links / Employment Related = 594

Get Involved - Employment = 707

Staff & Offices = 2,211

What We Do = 1,287

About Us = 468

Contact = 441



FOLLOWERS
1,307 vs 1105
last year

LIKES
1103 vs. 953 last year



FOLLOWERS
1905 vs. 1812
last year

FOLLOWING
1175 vs. 1167 last year



FOLLOWERS
659 vs. 307
last year

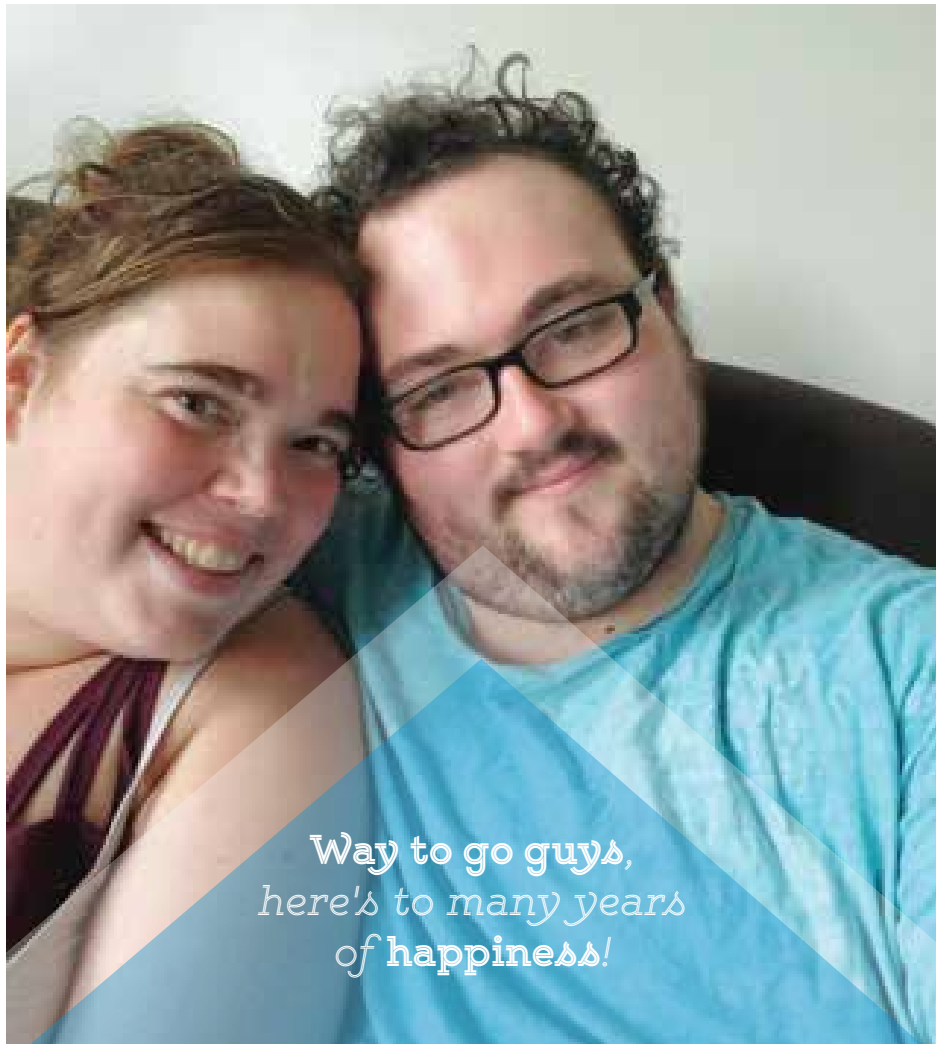
FOLLOWING
146 vs. 109 last year



There has been lots of great things happening in Community Participation over the last year. With the addition of the new Special Events component of Connex in Kawartha Lakes this past year, this new venture that has been a wonderful addition to the menu of services being provided in this community. The “pilot” began in June 2019 and since that time, we have planned and facilitated three quarterly Program Registrations that culminate in weekly community activities and outings where people can register for activities of their choice. With each quarterly Special Event registration, there has been an increase of Connex Agreements, as people share their experiences with friends as well as people becoming aware through our website and marketing. In the last year, through our Connex Special Events and CP Weekly program we have increased our Connex Agreements by 45 people! Our Connex program in Haliburton continues to move forward with working with people and families to streamline our services in this community to align with our other CLTH communities with offering a menu of supports and services.

A Road to Independence

Vanessa and Mackenzie always knew that they would like to have their own place and on January 1, 2020 their dream became a reality when they got the keys to their new apartment. When asked about their favorite part of living on their own Mackenzie said; "trying to figure things out on my own without having to rely on family". Vanessa said that her favorite part about living on her own is, "being able to decorate my place and having friends over". Vanessa and Mackenzie are connected to CLTH's Foundations program which assist young adults plan for the future, learn life skills, find employment, take part in recreation and leisure activities and learn to navigate their communities.



*Way to go guys,
here's to many years
of happiness!*



Aktion Club is a service leadership program for adults with disabilities and is supported by Kiwanis International. Currently, there are more than 12,000 members worldwide. The Liftlock Aktion Club in Peterborough uses 4 Kiwanis advisors, and 1 advisor employed by CLTH. All the meetings and extra fundraisers are supported by the amazing staff at Connex Peterborough.

Aktion Club members attend 2 general meetings per month and the board of directors meet monthly. The club also meets for their annual bottle drive, Zoo picnic Fundraiser, Christmas fundraiser and dance, and an annual out of town conference. In addition to small donations made to guess speakers, our main fundraiser was always "tagging teddies." These were distributed to the hospital, fire dept, New Canadians Center, and other various shelters and were handed out to someone who just needed a hug. However, in 2018, teddies were no longer accepted due to sanitation policies. The Liftlock Aktion club began to use the money from various fundraisers to purchase hygiene products and personal supplies that were donated to Kawartha- Haliburton Children's Aid Society. Since early 2019, the Liftlock Aktion Club has developed a great relationship with the KHCAS and has made 4 separate donations valuing more \$1500. Great job to all of the advisors, staff, and Aktion club members for this great service achievement.





Early Learning Advocacy and Child Care Champions MP Jamie Schmale visited the Compass Early Learning and Care Victoria Graduate Program on June 25th. The program had invited him to help them to celebrate the important work staff do while caring for children every day. Many Early Childhood Educators have stayed in the field for many years and each educator shared their passion for children's learning, the joy of discovery and investigation and how they work from their hearts and minds every day. Each educator had their own story of what brings them to work each day, which inspired Jamie to call them "Rockstar's". We agree and were thrilled that we were invited to represent CLTH and children of the Early Learning Program. The Early Learning Coordinators support community childcare programs with curriculum, pedagogy and specialized information for children with special needs. They shared with Jamie the importance of early learning and childcare for our community and the difficulty that parents have with the high cost of quality childcare. Advocacy and support of the Early Learning community is our priority and believe that the children, families and educators deserve a quality childcare system and collaborate, engage and interact with that in mind in our daily practice.



44
Professional Learning Opportunities

23
Licensed Home and Centre Based, Recreation Programs, Early ON and SNR Programs Participated in the Quality Initiative

155
Unique Participants in Professional Learning Opportunities

6
Collaborative Partnerships Program



The Family Support Program supports families who have a child(ren) with an intellectual disability in both the Peterborough and the Kawartha Lakes communities. We work to ensure that each family and child has access to the supports and services they require in order to maximize home/school/community learning, supportive relationships and friends, opportunities for life experiences, planning for short and longer term with a focus on the critical transition from childhood to adulthood.



The world is too big to leave unexplored



CHILDREN & FAMILIES RECEIVING SERVICES

Referrals: 45 Children/families referred to Child & Family Services
April 2019 – March 2019

Intakes: 29 Intakes completed and assigned

Outreach: 15 (one off assistance/short term)

Discharge: 22 (15 aged out)

SUMMER RESPITE SUPPORT/OPPORTUNITIES

- 31 Children supported to attend local summer day camps
– YMCA (Peterborough & Lakefield), Peterborough Sports & Wellness Centre, Hope Valley, Dragon Valley, Champions Gymnastics, Boys & Girls Club)
- 60 Children/families assisted with summer respite funding
(in-home support, community activities, 1:1 support, CLTH summer activities)
- 2 Youth supported in summer employment (Music Fest)

Activities Via Family Support :

Blue Jays game	Cobourg Beach
3 sailing days in Toronto	Lakefield Beach
Cedar Park Day	Sports hall of Fame
2 local Splash Pad days	Ganaraska Forest Day
Day at Beavermead	1 week of Expressive Art Camp
Canada's Wonderland	Bowling with friends
Kortwright	Dances
Black Creek Pioneer Village	

Spring Fall Winter Respite & Learning

Camp Medeba Weekend (September 2019)

3 cooking group (Fall 2019, winter 2020, Spring 2020) – 20 participants

2 Healthy Sexuality groups (fall 2019, winter 2020) – 10 participants

Let's Skate (winter 2020) – 27 participants

PA Day Respite – Ganaraska Forest & Pumpkin carving (fall 2019) – 6 participants

Post New Year's Eve Party (winter 2020) – 15 participants

Sibshop groups (fall 2019) – 4 participants

Babysitting Course at YMCA – 3 participants and 3 graduates!

FAMILY LEADERSHIP

Facilitate and maintain Families are Strong Facebook Group

Align Adaptive Equipment Showcase

Family NVC Training

Let's Talk, Housing
– evening discussion with families and DSO Representative

Life in the Siblance Panel Discussion

We did have further activities/events planned, however, due to our current Covid19 issue, they had to be cancelled/postponed.

As a result of the current state of emergency declared in March, CLTH Child & Family Services, including Family Support, was paused as our team was re-deployed within the agency.

We have continued to maintain contact with all the families/children/youth and have provided support in creative ways:

- Grocery cards
- Equipment in their homes
- Arts & craft supplies
- Hobby items
- Assist with funding, forms, info sharing
- An ear to listen
- Advocacy





COMMUNITY	PTBO	KAWARTHA LAKES	HALIBURTON	CLTH
# OF HOMES	10	4	2	16
# OF PEOPLE SUPPORTED	44	23	10	77
# OF STAFF	138	63	34	235



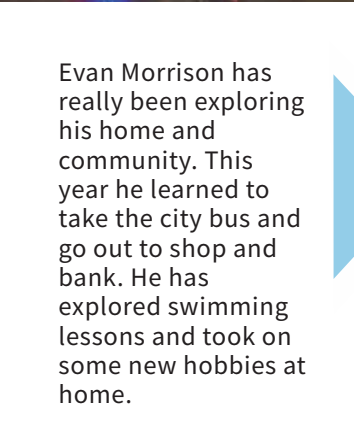
Sean Ellis has been exploring his love of music and goal of being a Disk Jockey. He had the opportunity to DJ once in the community and loves to practice at home.



Michael Manning Has been exploring more options around crafts and interests at home. This year he tried his hand at geodes. Trying his hand at finding and learning about the quartz or calcite crystals



Gregory Cadigan used some of his individualized funding to explore and learn about new things. He had a great time at the Niagara Butterfly conservatory.



Evan Morrison has really been exploring his home and community. This year he learned to take the city bus and go out to shop and bank. He has explored swimming lessons and took on some new hobbies at home.



Tyler Silhanek secured a job with Habitat for Humanity "Re-store". He has been an enthusiastic employee and enjoys contributing to his community.



Joseph Amting has a love of trains. He had the opportunity to go to the polar express this year, connect with a Model Train group and with the help of Adrian R is completing a train set up in his home.





SUPPORTED INDEPENDENT LIVING



Peter is living his best life.

Peter is a happy man. He returned to Peterborough and now lives two blocks from where he grew up. He

has good friends he enjoys spending time with and makes choices that are important to him. Peter is now going for daily walks, sometimes over to Little Lake, sometimes up to Tim's and all the

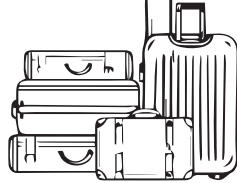
while he shares fond and often humorous memories of his life. He is a kind, respected and involved community member and his trademark laugh brings joy where ever he is.

Age Range 18-80

SIL Spots 104

Myrtle Terrace KPP Partnership 12

Community Spots 91



The right train of thought can take you to a better station in life



11 sessions were held in all four communities to talk to families about what they need and gaps

From the sessions the following priorities were identified: flexibility, local and available respite, safe and reliable, trained support staff, transportation when needed and affordability

From these sessions goals were set: a single point of access, website up to date, four county use of mycommunityhub.ca, maximizing resources and sustaining the Respite Now Coordinator position

The APP was developed in direct response to the need for flexibility and access

The Respite Now APP launched in the Fall of 2019 in all communities

Providers that down loaded the APP after launch were 8 Haliburton, 23 in Kawartha Lakes, 17 in Peterborough

Families the registered to the APP after launch were 2 in Haliburton, 13 in Kawartha Lakes and Peterborough and 5 in Northumberland

Currently working to expand in all communities and enhance the role of the coordinator as the central point of information

New Respite Now Coordinator is Tanya Yakeley- who is connecting directly with families and providers

APP is being improved and Website is updated regularly

Funding has been secured to sustain the position

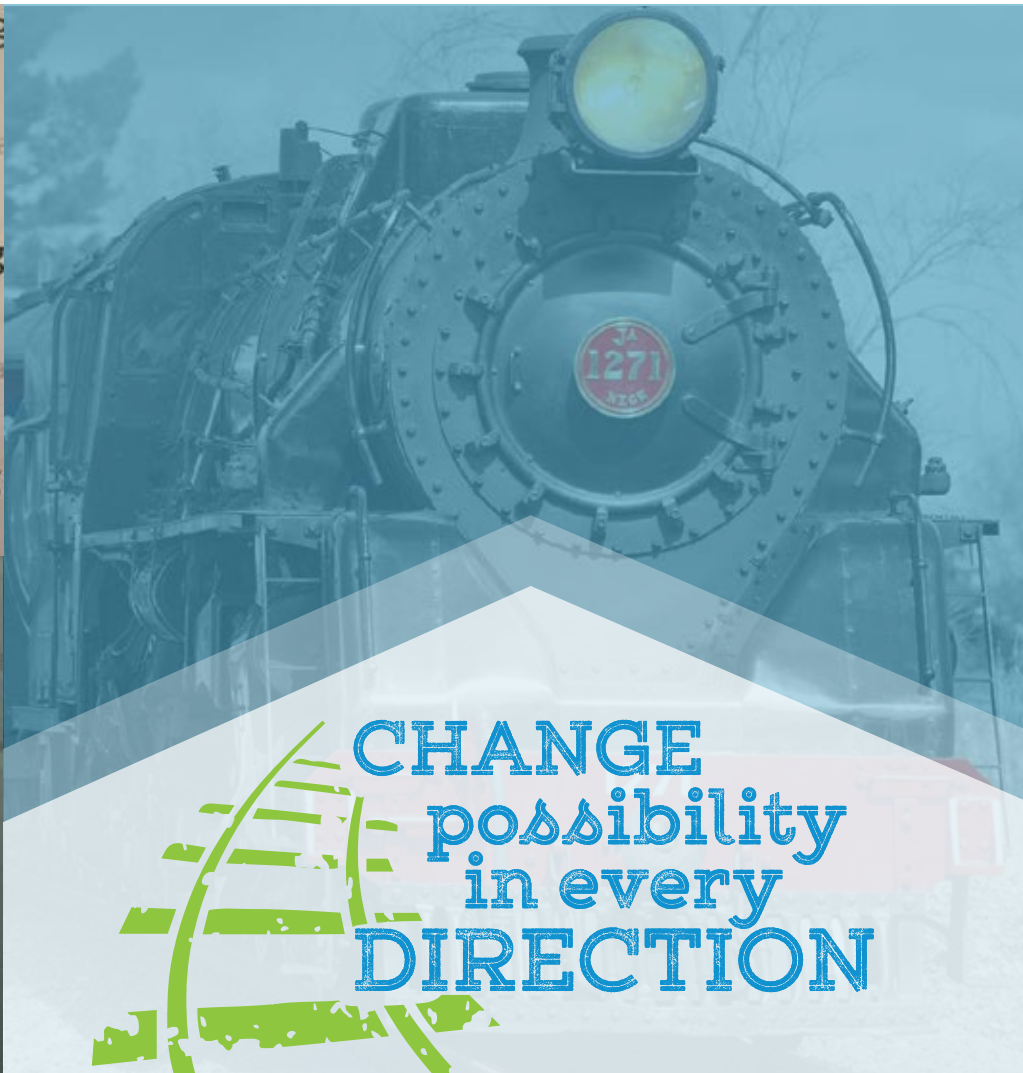


Respite Now
Meaningful. Flexible. Reliable.





Community Participation staff Amina Shabeen supported Jasmine Davies, and Andrew Jaikaran to deliver presentations to people supported at CLTH. These presentations covered topics including recognizing abuse, what abuse is and how to deal with it, as well as people's rights and responsibilities and their differences. The presentation also touched on Canada's Charter of Rights and Freedom, Rights of Person with Disabilities, and other QAM requirements. The team spent many hours developing and practicing presentations to include new and upcoming information to ensure individuals were participatory, and that the educators used scenarios and case studies for practical application. The valuable money from United Way helps Peers to present to their peers' information to assist them to be advocates for themselves. Over the last 2 years there were a total of 15 presentations in which participants received certificates of workshop participation. Community Participation is pleased to say that moving forward Peer Educators will be supported by Carolyn Varden as Amina has moved on to future adventures.



CHANGE
possibility
in every
DIRECTION



Community Living Trent Highlands is a proud member agency of the United Way! The 2nd Annual CLTH United Way Baseball Tournament was held this year and we raised a total of \$1,641.

**UNITED WAY
PARTNERSHIP**



Thanks to the amazing support of the entire agency we also raised \$3942 in Kawartha Lakes and \$3481 in Peterborough through

Payroll Deductions	Chili Cook Off
Godiva Raffle	Bake Sale
Shopping Show Case	Ball Tournament
Pumpkin Carving Raffle	

This was an amazing year!



United Way
Peterborough & District



United Way
City of Kawartha Lakes



**VOLUNTEERS
& STUDENTS**



**Hours
Volunteered**
12,575

**Placement
Students 2019**
39

**# Student Applicants
following
placement** 13

**Successful
Applicants** 11

Volunteers
13

**Rate
of Hire**
85%





RECRUITMENT & RETENTION

New Hires 94 FTBU 5
FTNBU 8 PTBU 81

FULL-TIME RESIGNATION

11

TOTAL EMPLOYEES
between April 1, 2019 to
March 31, 2020

589

WSIB CLAIMS FOR THE FISCAL YEAR

32 claims this year, with 41 days lost, and two LOA's (mental health and physical health), from the 26 claims.

STAFFING

CLASSIFICATION	ACTIVE	INACTIVE	TERMINATED / RESIGNED	TOTAL
FULL-TIME NBU	44	2	5	51
PART-TIME NBU	11	0	7	18
FULL-TIME BU	169	23	11	203
PART-TIME BU	209	37	71	317
GRAND TOTAL	433	62	94	589



ALL EMPLOYEE DAY



Our all staff meeting or all “staff recognition event” was held on October 1st 2019. It was a creative way for everyone working at CLTH to get together and recognize each other for the quality and complexity of the work they do. It was a time to celebrate our role in making a difference in the lives of others. Change has been the one constant throughout our transformation as an agency, so it is equally important to stop and rejuvenate. Our all staff meeting was an opportunity for everyone to gather and celebrate what we do. Two sessions were held with 140 staff at the afternoon and 70 at the evening session. Sarah McVanel was the inspiring speaker who introduced the group to FROG. Through her talk and some exercises we were reminded about the importance of appreciation. We launched our internal quality measure QUEST, a Health and Safety overview was offered and it was a great day together.



QUEST

QUEST ADMIN STANDARDS

- Admins will ensure all patient information is accurate and up to date.
- Admins will ensure all patient information is accurate and up to date.
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QUEST SUPPORT STANDARDS

- Support staff will ensure all patient information is accurate and up to date.
- Support staff will ensure all patient information is accurate and up to date.
- Support staff will ensure all patient information is accurate and up to date.
- Support staff will ensure all patient information is accurate and up to date.
- Support staff will ensure all patient information is accurate and up to date.



Baker, Jonathon - *Director*
Chambers, Evelyn - *Director*
Denyer, Rick - *Director*
Downer, Tony - *Director*
Duckworth, Brad - *Treasurer*
Eastabrook, Wayne - *Director*
Hewson, Georgia - *Vice President*
Huggins, Terri - *Director*
McGowan, David - *President*
McLean, Lee - *Director*
Mitchelson, Linda - *Secretary*
Wilson, Paul - *Director*



Sometimes
you're the
TRAIN,
sometimes
you're the
TRACK



Driving the train doesn't set
its course. The real job is
laying the track.



COMMUNITY LIVING 
Trent Highlands

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