

COMMUNITY LIVING  
Trent Highlands

# 2020-2021 ANNUAL REPORT

CONNECT





## Teresa Jordan

Executive Director  
Community Living  
Trent Highlands

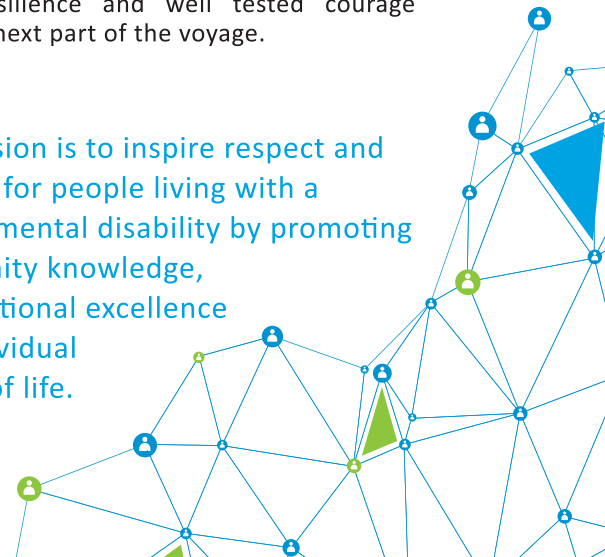


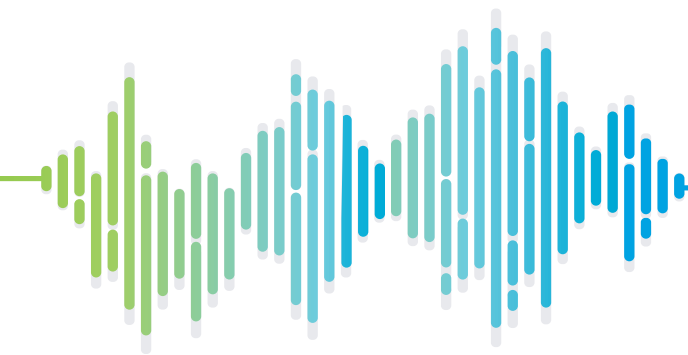
The fiscal year 2020 to 2021 has been like no other for our agency and it is my sincere hope that it will not be replicated again. Thriving in this pandemic has taken all the personal resource most of us have and has made demands on all of us in ways we never quite saw coming or had experience to rely on in how to navigate. It has been a year of challenge and more poignantly a year where courage was needed just as much as car keys or comfortable shoes to face each day. "Courage doesn't always roar. Sometimes courage is the quiet voice at the end of the day saying, 'I will try again tomorrow.'" This quote by Mary Anne Radmacher is a good one for all the years that this annual report will live on to remind us of what it took to face each day and that in this great trial we made good things happen by mustering a steady renewed resilience over and over again. In this past year there have still been many accomplishments and activities that have moved us closer to the mission. As evidenced in this report, in these exceptional times people were still supported to explore new goals, hobbies and interests. Extra time at home prompted impressive creativity and sharing of interests and talents across the agency. We were forced to reinvent how we deliver many services under the changing restrictions and very innovative virtual and telephone interactions were created. Our employment services through Job Quest faced a stark change in mandate and funding and have risen to the challenge still finding many people with barriers to employment competitive work. The Respite Now initiative saw a new coordinator in Tanya taking the lead and moving the project to another level, reaching more families and people, and connecting them to much needed

respite providers. We faced as an agency, our first outbreak over Christmas. It was a time of great fear, challenge, learning and heroism. The Romaine team is to be honoured and appreciated for their professionalism, dedication, and contribution to learning that will remain for all the rest of the agency about how to pull together, keep calm under extreme pressure and rise out of a great setback to continue to do great things for people.

This year has been a stormy sea for the entire world, and we were certainly tossed about in uncharted waters here at CLTH, but we are and will continue to learn how to sail in these waters and will take this newfound skill, tested resilience and well tested courage on to the next part of the voyage.

Our mission is to inspire respect and equality for people living with a developmental disability by promoting community knowledge, organizational excellence and individual quality of life.





## Linda Mitchelson

President  
Board of Directors  
Community Living  
Trent Highlands



As I sat down to pen this message for the 2020-2021 annual report the first thought was who would have believed that more than a year later, we are still dealing with the pandemic and in fact facing even more dire circumstances in our community. Despite all of everyone's extraordinary efforts CLTH has experienced two outbreaks and while we are saddened that each of these occurred, we are grateful for the way in which so many stepped up to help out during the most challenging of times. The ongoing resilience and creativity of the staff has been humbling and inspiring and the entire board is deeply grateful for their professionalism and their commitment.

The board continued to meet regularly throughout the year, albeit mostly virtually. We managed to use the technology sufficiently well to continue to move forward with our board related goals including a through review of

our governance policies and bylaws and the development of board key performance indicators. The board has also taken an in depth look into the important issue of housing needs in our community. The pandemic has highlighted the critical need of a safe affordable place to live. CLTH hopes to work with other community partners in the coming years to make this a reality for all.

We are pleased that CLTH was able this year to reach a new collective agreement with the union to ensure stability and contributed to effective staff/management relationships which are crucial in the provision of quality services.

I would like to thank each of the board members for their contribution to the above achievements and for their ongoing commitment. I'd also, on behalf of the board, offer a special thanks to Teresa, Christine and all of the leadership team for their partnership with the board.

I am especially grateful for the patience and support of those that we serve and their families during this past year. We have had to restrict activities, family visits and community participation. We are all very eager to throw open our doors again and let the sunshine and community back in. I am confident until that day arrives everyone at CLTH will continue to stay strong and be a beacon of hope to all.

# JOB QUEST



One thing in this life, we are sure of is change, and this statement has certainly applied to the Job Quest program. The government has transformed Ontario's employment services to make them more efficient, more streamlined, and outcomes focused.

As part of Employment Services Transformation, a new service delivery model was implemented to integrate social assistance employment services, as well as other government employment services, into Employment Ontario. This new system was designed to be more responsive to the needs of job seekers, businesses, and local communities.

From these directives the provincial government developed new prototype projects that included three test regions: Muskoka-Kawartha, Peel and Hamilton-Niagara. The Employment program that will be overseen by Fleming College will find innovative and efficient approaches to Employment Services, connecting job seekers with sustainable employment. Fleming College now is recognized as

the Service System Manager for the region of Muskoka-Kawartha.

Job Quest was selected to continue to provide specialized supports and services, within this new model. Job Quest will continue to assist individuals with a disability or other impairment to find sustainable employment. We know that the key to success is meeting the needs of both employer and the person who wants to work. In addition to supporting people who are looking for work, we help employers to create job opportunities in which our clients can truly succeed.



When you research the word **ex-traor-di-nar-y** it states: **Very unusual or remarkable...**How accurate of a word can best describe the Life Share providers and the extraordinary work they have provided to the individuals within their care. There is no question that the dedication and support they have shown is beyond anything we would have requested of them. Everyone has pulled together to share and lean on one another.

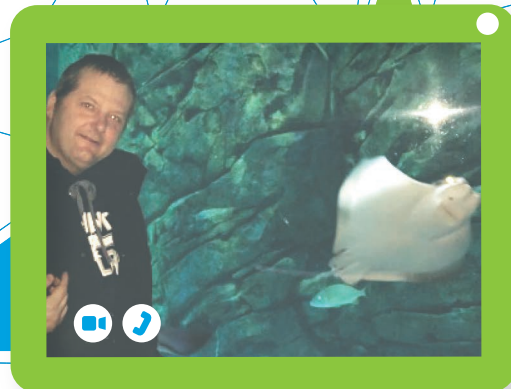
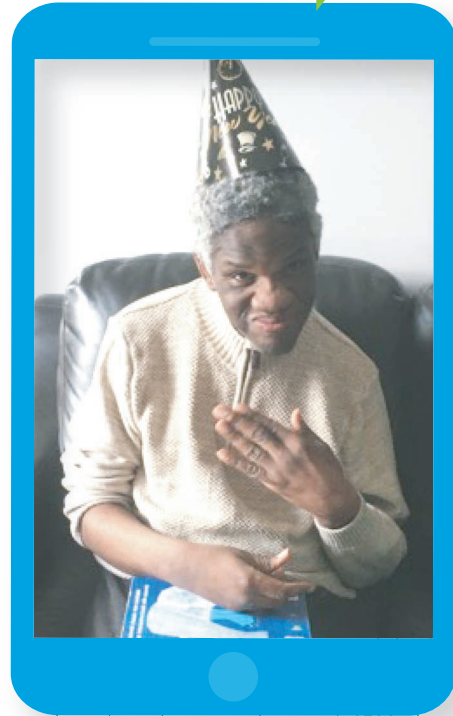
Life Share is a support arrangement that strives to enable a person to live in a community-based setting within the context of a warm, nurturing home atmosphere. Support includes assistance and supervision appropriate to the individual's unique capacities, both in the home and natural family. The Life Share Program provides central access and administration for Life Share arrangements in the Trent Highlands Area and surrounding area that are deemed appropriate.

Through all the changes we have experienced, life still went on. People were supported, meeting changed from in person to Zoom. Life Share adjusted and adapted to ensure that needs were met. Life Share supports over a hundred individuals living in their community. Life will go on and we will continue to enjoy it and look forward to times of gathering and laughter.

Search... **EXTRAORDINARY**



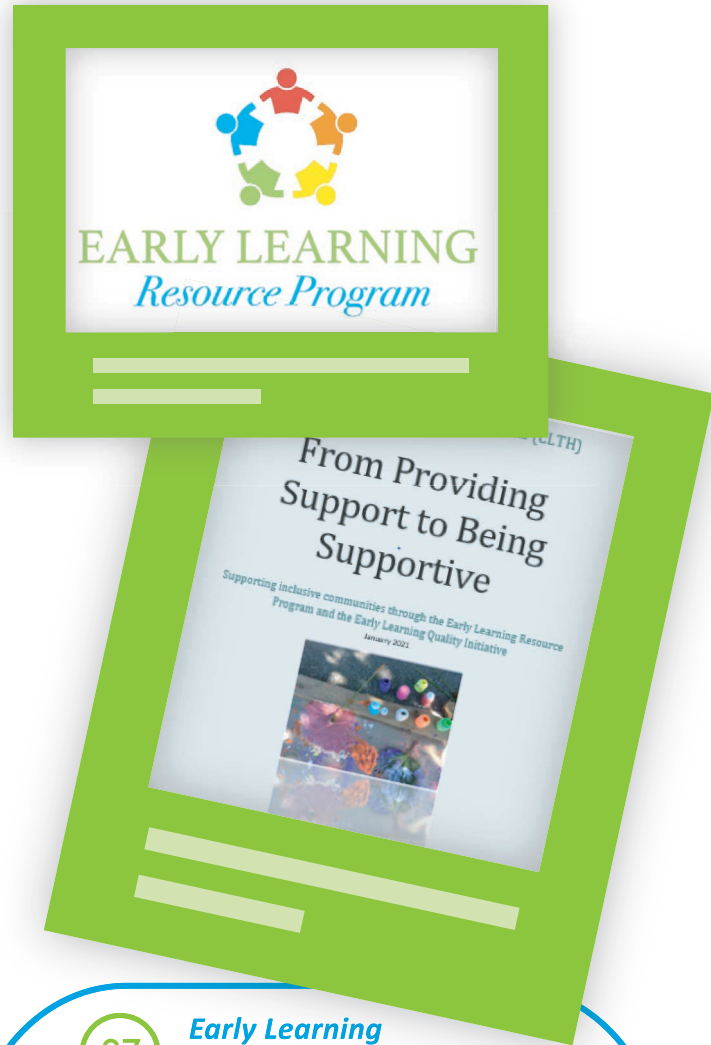
# LIFE SHARE



## EARLY LEARNING RESOURCE PROGRAM



This year has been a time of change for the Early Learning Resource Program. We have had the opportunity to provide our services through different virtual venues and environments. Our focus of supporting children, educators, families, and educators through the foundations of well-being, belonging, engagement and expression allowed us the opportunity to formalize our vision for an inclusive early learning community. Our document, **From Providing Support to Being Supportive**, allowed the program to put our vision into writing. Inclusion is a process not an endpoint. While we strive to achieve inclusion, we recognize that to be inclusive we must be engaged in the ongoing work of self-recognition, learning, listening and action. Inclusion begins with a declaration of principles but must be evident in the actions that follow. This means that our policies, procedures, systems, attitudes, beliefs, and relationships are built on these principles. It is not enough to say that everyone is welcome. We must ensure that every member of our community feels a sense of belonging and has equal opportunity (Underwood, 2013). This work will guide our actions in the coming year and support our advocacy for all children.



27

*Early Learning  
Programs Supported*

43

*Children participated in the Day  
Nurseries  
Funding Program*

147

*Children Supported by the Early  
Learning Resource Program*

# CHEERS & CHAT

Cheers and Chat is our employee Facebook page that highlights all the great work and stories from people working in all areas of our agency. We have bolstered each other through this venue and shared success stories and personal celebrations. We have shared resources with each other and idea's for supports. The engagement has continued to grow and evolve. There has been a continued positive impact for employee's and teams.

249 members

100 posts per month

1000 reactions & comments

76% engagement of employees

25% increase in employee engagement



recent survey shows 70% of employees see this as a positive tool they enjoy and value

# COMMUNITY PARTICIPATION



Community Participation (CP) Programs including CONNEX were ordered closed by MCCSS on March 16, 2020, due to Pandemic. During the next several months, coordinators and assistants, maintained contact and provided support to individuals and their families both virtually and via phone.

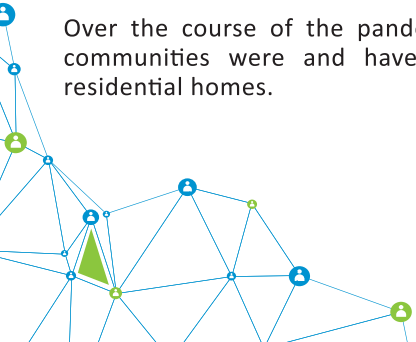
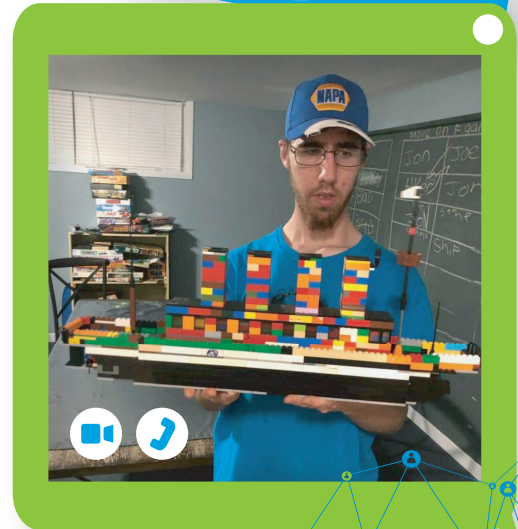
On November 10, 2020 CP reopened in all three communities following MCCSS guidelines which include strict capacity limits. 24 people in Kawartha Lakes chose to return to face-to-face supports at that time. 10 people in Haliburton chose to return to face-to-face supports at that time. Peterborough supported a rotating cohort of 8 people, while all others chose to remain with their families or received support in their congregate care homes. Virtual and phone supports continued.

On December 26, CP Programs were closed because of a provincially ordered lockdown.

Times of closure offered an opportunity for staff to get creative about what could be offered. Virtually, a brand-new way of delivering instruction and recreation was embraced by all.

A calendar for virtual supports/training was expanded to three sessions each day (Monday thru Friday) and for all three communities. Attendance has been between 8 and over 20 for virtual sessions to date!

Over the course of the pandemic most CP staff in all three communities were and have remained redeployed to our residential homes.



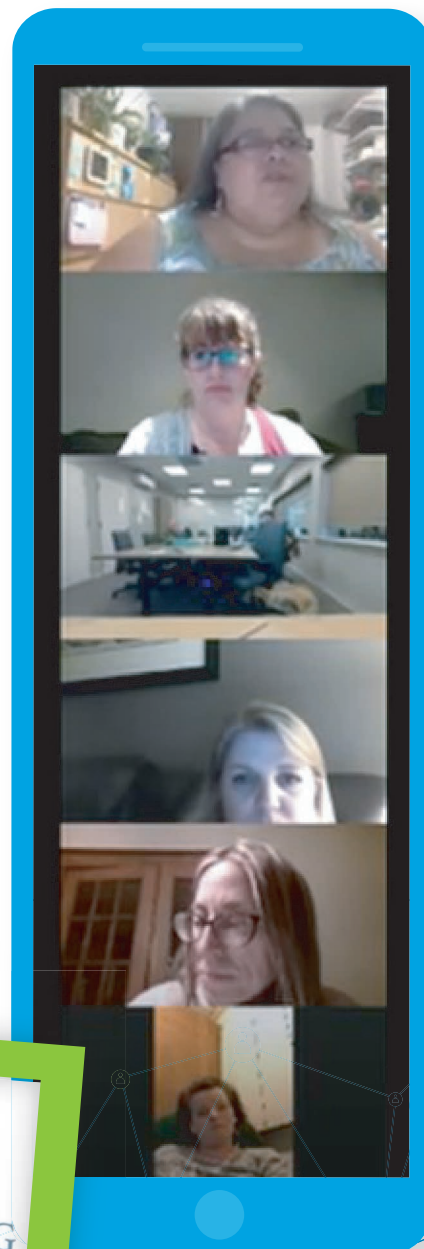
CONNEX



# EARLY LEARNING QUALITY INITIATIVE



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Reflection Engagement  
Connection Expression Learning  
Leadership Collaborations  
Community Diversity Partnerships  
Networks Initiative Belonging  
Continuous Inclusion  
Quality Early

  
EARLY LEARNING  
*Quality Initiative*

The Positive Vibes Committee was formed early in 2020 with a small group of excited members coming together to create some positive energy throughout the agency through celebration, communication and wellness and fun activities. With the pandemic's arrival many activities that had just been mapped out had to be cancelled and adjusted. The committee had to quickly learn how to make positive change in new ways. Virtual gatherings were planned to include Cupcake and Carry On, Tiara Day, Christmas cookie day, and most recently a virtual dance party. At Christmas time there was a full spirit week kicked off with a porch drop off caroling group of managers and a board member, that went to each location on a Sunday, the week had many fun activities capped off by Christmas Story time with Teresa. Challenges took place with photos and decorations throughout the year in all areas. A United Way fundraising auction was held, and carnations delivered at Valentine's day. There is a Sunflower growing challenge going on right now, a water challenge and movement challenge were held. Cheers and Chat is a private Facebook group for CLTH where lots of the good is celebrated and the Post Its newsletter comes out every other week. There was so much planned, that will happen in the future when we can again gather.

# POSITIVE VIBES



Erin Wight

Jade Wilson

Dawn Barnes

Jessica Bushey

## MEMBERS OVER THE PAST YEAR:

Shannon Crawford

Tracey Switzer

Sarah Witter

Bethany Sayles

Erin Wight

Stephanie Donia

Jen MacDonald

Beckie Kellett

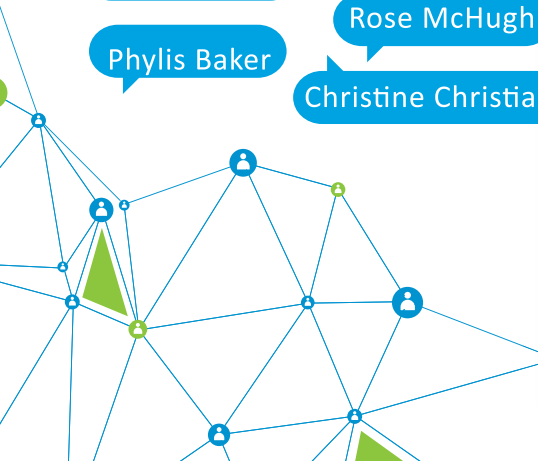
Lianna Hardy

Allison Ireland

Rose McHugh

Phylis Baker

Christine Christianson



# 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. 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.

## Children & Families Receiving Services

### Families Receiving Support 166

#### Referrals

### 58 Children/families referred to Child & Family Services

April 2020 – March 2021

- 13 more than 2019-20
- 43 current waitlist

#### Intakes

### 20 Intakes completed and assigned

Due to Covid 19, we did not discharge at 18, but stayed connected so families had somewhere to turn if they needed assistance

- Will discharge people 18+ when they are secure in their supports, connected to DSO/ODSP

#### Outreach

12 (one off assistance/short term)

#### Discharge

13 (so far – as per statement above)

## Summer Respite Support/Opportunities

The summer of 2020 was certainly an unusual summer for our team and the family and youth we support. We tried to help families and their respite providers set up their own activities and used our funding to create individualized summer opportunities. Although missing out on the social aspect, we were able to assist families through the summer.

The art group was such a success that we have offered it again this Spring and will be continuing through the summer.

We had respite weekends at Camp Medba (CLTH organized and supported) last year that were very successful and fun and we certainly will be offering those again once we are able to be together.

## Spring/Fall/Winter Respite & Learning

We offered virtual group activities. These include:

- Healthy Sexuality (offered this spring for 5 young men)
- Groups designed toward the specific needs/issues of the group participants
- Relationships, hygiene, bullying, masturbation, intercourse, birth control, STD's, internet issues
- Social Groups (offered in Spring to a group of 5 young ladies)
- Focus on friendships and having fun
- Cooking Group (offer this Spring)
  - preparing simple snacks/meals
  - all supplies provided in cooking kits
- Connected youth to community activities and groups offering virtual fun
- Provided direct respite funding so families could access their own respite providers for support

*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.*

## Family Leadership

We continue to assist families with information via our Families are Strong Facebook group. This private Facebook group offers opportunities for families to connect on-line, support one another, share resources and generate discussion. This group reaches beyond those families connected to CLTH and includes families who may not otherwise qualify for services.

This winter the Family Support program facilitated a DSO virtual presentation in which we had 40 participants. The beauty of this was that families were not necessarily connected to us, but still able to access the information they needed.

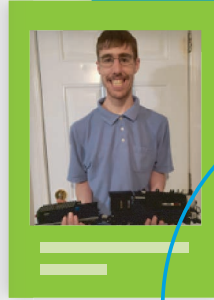
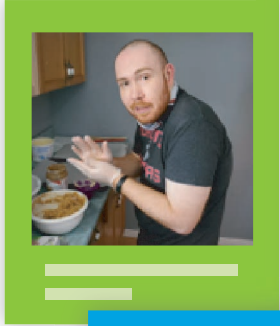
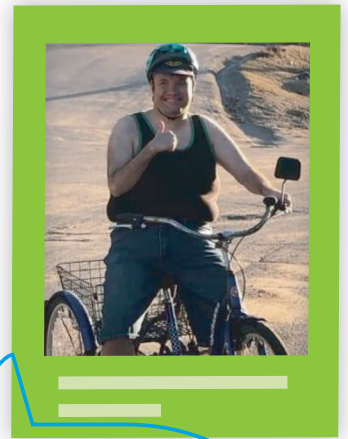
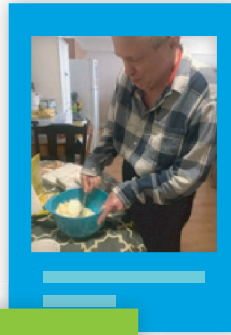
We supported families as well as many of the Family Support team to attend the Brendan Pooran webinar - Understanding your Legal Rights. Families and our Family Support Coordinators took away from this:

- 🕒 An understanding of the law in Ontario as it pertains to a person with a developmental disability
- 🕒 Legal instruments families have at their disposal
- 🕒 Current issues associated with legal capacity in Ontario

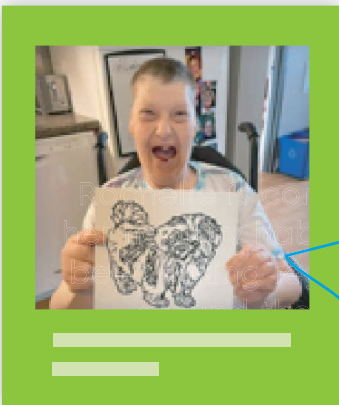
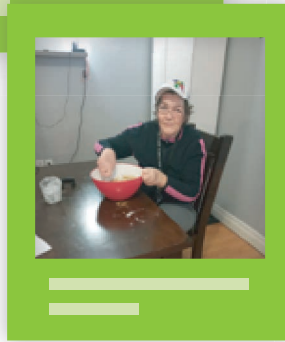
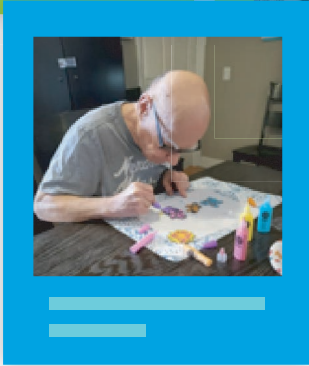
Currently, we are promoting virtual NVCi for Families. This is a significant need, especially now, for those families and youth dealing with challenging situations. We know that families being together all the time is stressful and can easily get out of control. Hopefully, connecting with others to talk and look at strategies will be helpful.



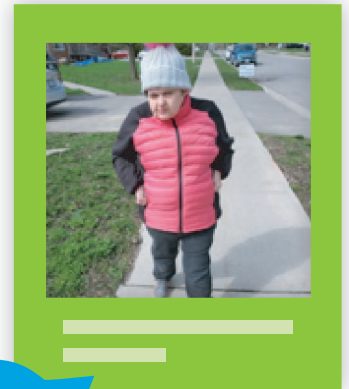
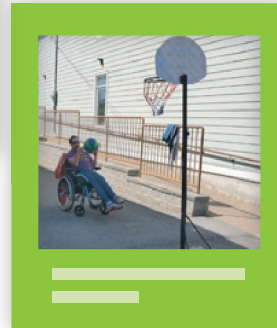
# RESIDENTIAL



This is Lucas and he joined the South Street community home in 2020. Lucas enjoys spending time with his roommates as well as cooking, exploring with his metal detector, singing karaoke and riding his bike on the property. He looks forward to going on biking adventures with the staff once the weather becomes nicer. Welcome Lucas!



Wayne Campbell and his memorial picture of his best friend Rosie. Celebrating her life and friendship. So happy that his team assisted him with this picture and a memorial service for her.



Rochelle is committed to her healthy habits and has been taking regular walks around the block.



## SUPPORTED INDEPENDENT LIVING



Our Supported Independent Living team, in all three communities and the people it supports, have faced many challenges in their day to day lives over the last year. As a group of direct support professionals, all have worked hard to communicate with people to help them understand and be informed of important information, protocols, and safety measures related to the pandemic.

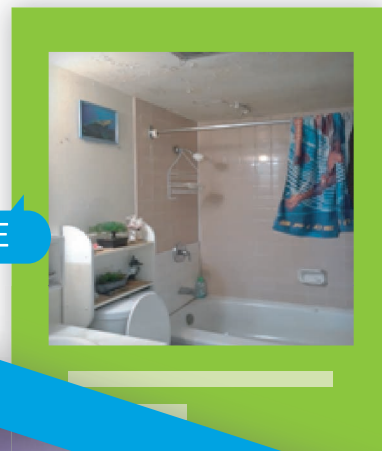
Though SIL staff have had varying degrees of success assisting/supporting people to become comfortable with new protocols for personal protective equipment, screening checklist, temperature checks, etc. through this past year people have been staying healthy and keeping in good spirits.

The team have helped people access new technology equipment (computers, phones) and other resources through Passport funding. People supported have taken advantage of being able to purchase communication technology with their funding and it has allowed them to have virtual visits with their family, friends and connect to and support/training offerings available to them. Michelle's story below is an excellent example of how creativity has been embraced where people can return to a more connected community life where they can share their gifts.

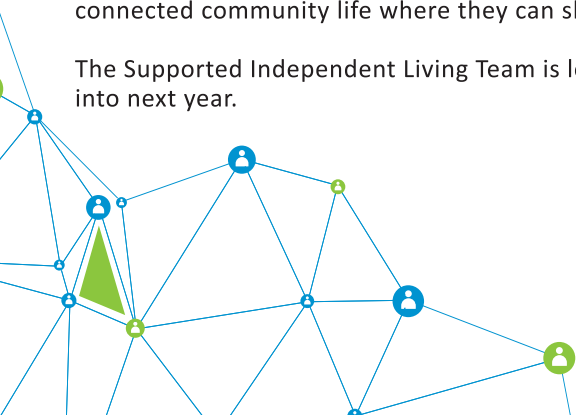
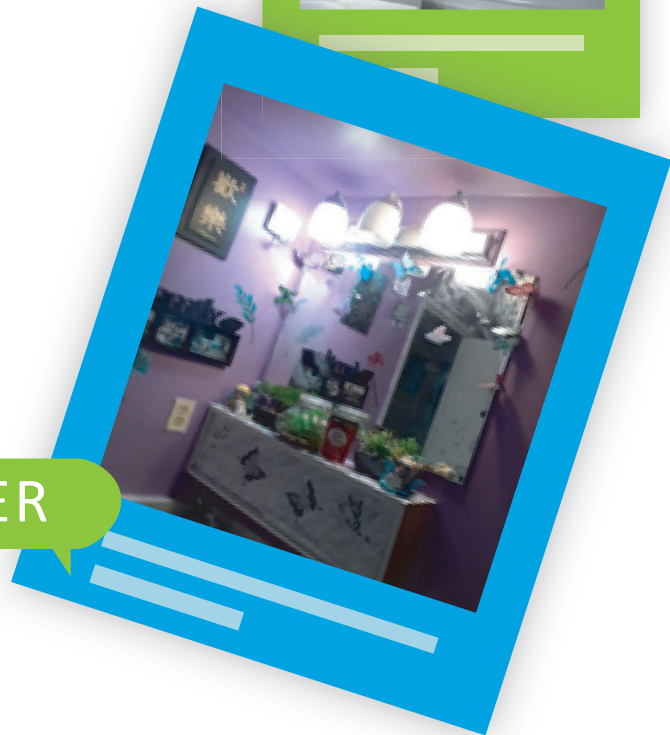
The Supported Independent Living Team is looking forward into next year.

**"Purple Rain"**  
Michelle decided that she needed a more comfortable bathroom and scraped, spackled, primed, painted, cleaned and decorated. Michelle expressed satisfaction and a certain amount of pride in her accomplishments. It has been a tough year, but Michelle's "Purple Rain" bathroom is an indicator of good things to come!

BEFORE



AFTER



# RESPITE



*Respite Now*

Meaningful. Flexible. Reliable.

What an incredible year, we have experienced an unprecedented time within our lives. The uncertainty of our day to day lives gave way to feelings of fatigue and the overwhelming question, will this ever end?

One thing that we did see was the need of those struggling each day and needing the assistance of others. Families are being asked to support their children and loved ones in isolation, and others are losing jobs and the stability of income. People have never needed more support and care than now. Respite Now has grown in leaps and bounds within the last year, to assist those that require help. Respite Now has continually offered solutions to difficult scenarios within a 24-hour window.

The family/caregiver that are requesting respite can reach out through the app or website they are able to gain assistance and the support of the coordinator and the pool of providers. Matches are made quickly, and opportunities are given to those in need all with a few clicks.

Respite Now has met with many partners within our community and surrounding areas, and as the needs to continue to expand we will to ensure that all the needs are being met within our communities.

## Community April 1, 2020 - Apr 29, 2021

	Registration	Activated	To be verified	Now Active
Providers	119	72	115	79
Caregivers	150	150		210
Individuals	157	160		194
			<b>Active Community</b>	<b>483</b>

## Scheduled Care April 1, 2020 - Apr 29, 2021

Created	Matched	Cancelled	Unfilled Count	Unfilled Value	Brokered Count	Brokered Value	Completed Count	Completed Value	Hours
40	2	3	35	9,206			2	186	156

## Platform Communications April 1, 2020 - Apr 29, 2021

Sender Type	Receiver Type	Message Count	Mail Recipients	Sms Recipients
Caregiver	Provider	37		37
		<b>37</b>		<b>37</b>

## Active Unscheduled Care April 1, 2020 - Apr 29, 2021

Created	Created By	Start	Finish	Recurs	Hours	s/Hours	S/Flat	Matched	Accepted	Provider Chosen
Apr 21 13:03	Staff	Apr 22 2021	Sep 1 2021	Weekly	8.0	20.00		Apr 21 15:05	6/48	Apr 23 2021
Apr 21 15:17	Staff	Apr 21 2021	Dec 3 2199	None	1.0	20.00	1,455	Apr 21 15:30	1/24	

## Usage April 1, 2020 - Apr 29, 2021

User Type	Sessions	From Addresses	HH:MM Online
Caregiver	1,140	361	7296:23
Provider	2,557	807	19210:31
Staff	816	228	4752:38
	<b>4,513</b>	<b>1,396</b>	<b>31259:32</b>

# Q U E S T

QUALITY & UNIFIED EXCELLENCE IN SUPPORTS & THINKING



From its inception, QUEST has been envisioned as means of creating a common language and understanding of CLTH's commitment to Continuous Quality Improvement and Quality Assurance (CQI; QA). Further, QUEST would become tools and processes to self-evaluate our performance qualitatively and quantitatively against objective standards to add value to our collective conversations about those things and inform the work needed to be done to make improvements where needed or desired.

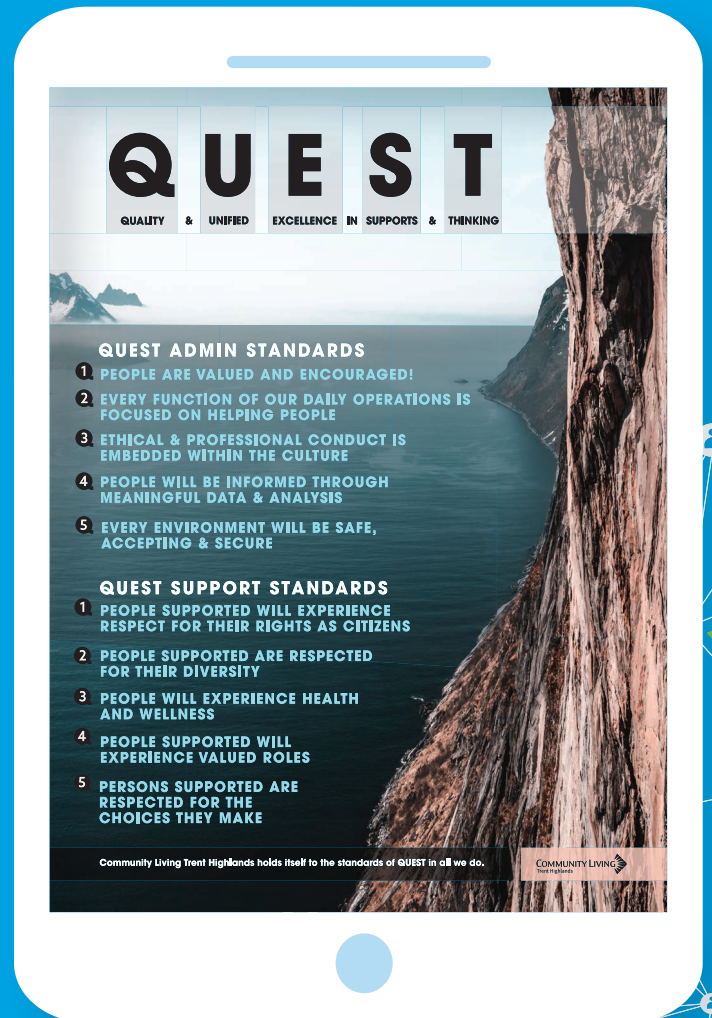
After spending a couple of years creating standards, intentions, and indicators, it was with pleasure and excitement that CLTH launched the Proofs, Evidence & Discovery Phase of the QUEST project, in March of this year.

Aimed at maximizing engagement and staff participation throughout the organization, as an outcome this phase will serve to provide a baseline of adherence to the standards for the entire organization, and inform the ways forward with respect to QUEST, and CQI more broadly.

All programs and departments have been discussing/debating whether they are meeting each of the 10 QUEST Standards. Anecdotally at this point, there exists a general keenness for, and appreciation of, CLTH's desire enhance all processes that can or will positively affect the quality of our relationships with persons served, families, and each other.

The Proofs, Evidence & Discovery Phase of the QUEST project will wrap up early June 2021. The subsequent report will establish a baseline of CLTH's adherence to the standards we have created. From there we will create a Team QUEST, and further articulate processes for regularly evaluating ourselves, and the standards.

QUEST is evolving into a core element of our organizational culture. Together we are realizing what was once a dream...

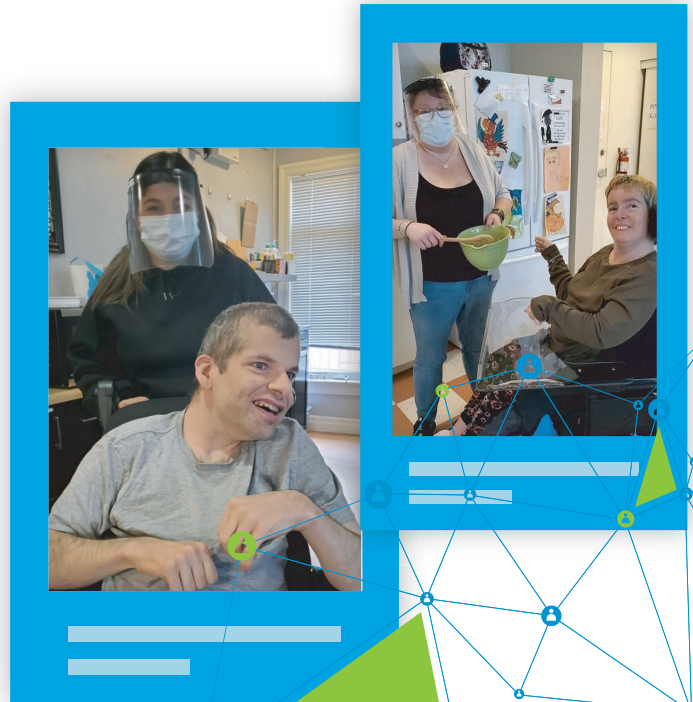


# STUDENTS & VOLUNTEERS

On March 16, 2020, all volunteer and student activity ceased. We have not welcomed volunteers back yet, but students started back with us in Sept 2020 in a limited number. It is very important for our agency to help students, grow, achieve and learn in our field. There have been challenges to overcome, but we have been able to accommodate many students in pandemic.

8924 hrs Hours Volunteered (volunteers and students)

- 25 Placements Students
- 15 Volunteers
- 15 Student applications for employment following placement
- 14 Successful applicants
- 95% Rate of hire



# UNITED WAY SUPPORTS CLTH

CLTH donations in total from pay roll deductions and fundraisers:

\$3533.56



**United Way**  
Peterborough & District

\$2474.44



**United Way**  
City of Kawartha Lakes

United Way in Kawartha Lakes funds the program Opening the Door to employment. In a whirlwind of pandemic and employment funding changes Job Quest offer the Opening

the Door to employment in virtual segments this past year. Staff can develop skills and tools with participants that are necessary to gain employment and build self-esteem. Courses include budgeting, smart serve, job readiness soft skills and customer service. Each plan is built around the goals of the 79 participants.

United Way in Peterborough funds the support for Peer Educators and People First, both self-advocate driven groups that seek to enhance skills, build relationships, advocate for other and both teach and learn in community. Focus during the pandemic has been a new newsletter, and other virtual communications. Elections will be held, and the group is looking to expand into the other two communities. Peer Educators have been working with technology to allow for continued communication and presentations. New presentations are set to roll out in July.

United Way Peterborough and District also awarded CLTH with the David Goyette and Victoria Pearce Arts Fund. This money is for expanding virtual offerings of art classes, tours and group activities in the arts. It is bringing people together to share in a passion for the arts in a new way.

# 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 and Retention

New Hires	FTBU	FTNBU	PTBU
68	2	4	61

13 Full-time Resignations

433 Total Employees between April 1, 2020 to March 31, 2021

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.*

# BOARD OF DIRECTORS

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# COMMUNITY LIVING

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