

ANNUAL REPORT

2024 | 2025

*we must take
adventures in
order to know
where we
truly belong*



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Teresa Jordan

Executive Director
Community Living
Trent Highlands

Recently, many of us endured the challenges of a pervasive ice storm in our three communities, it was a test of resilience, problem solving and battery life. In discussing it with a friend, I was reminded that a flashlight works best at a distance. If you shine the light up close it becomes very confined, but if you shine from a distance you can light up so much more. That got me thinking about the annual report.

During the year, we are all working on things task by task, one plan at a time and I know that there are times when achievement or accomplishment seems distant or disjointed. The annual report though acts as the flashlight at a distance and suddenly the work of the agency is in view.

Our year has predictable spotlights and annual tasks, our summer activities, Fall Frolic and holiday parties, offer us a chance to celebrate and connect. Our planning days, board meetings, staff meetings and training sessions offer us a chance to learn, grow and plan.

Our QUEST review checks in on the quality of work and supports and set goals to constantly and consistently improve our role in all aspects of our work. Our constant efforts in recruitment and retention continue all year long to ensure that we have all the people we need to make things happen.

The big spotlight moments of the annual general meeting, the annual report, our years of service awards and operational plan achievements are but a reflection of the thousands of moments throughout the year, where things happened, goals were achieved, experiences were improved and processes smoothed in big and small ways.

This past year saw many changes as we said goodbye to people connected to our CLTH family and welcomed new. Long-term staff retired and many people in our communities had major life changes.

Of special note this year, CLTH became a leader in respite services across the province with the success and expansion of our Respite Now app. We partnered with agencies in all communities to secure different grants and housing opportunities. We forged new partnerships and created new systems to improve our work. We worked directly with provincial committees to improve talent acquisition, diversity and equity and HR practices throughout the province.

Taking steps back to cast the light far and wide, I am reminded about just how much happens throughout the year for people and families. We get to reflect on how much we do in partnership with other agencies to make things happen at the community level and all that we do one person at a time to support a connected and great life. Thanks to community partners, community leaders and our funders for believing in all that CLTH is and strives to be.

Thank you to the board, all our staff teams and our families for making it all happen. There is much to celebrate, much to acknowledge, so much in the spotlight of a CLTH year.

*The greatest
journey in life is
the journey of self
discovery.*



Diane Pick

President
Board of Directors
Community Living
Trent Highlands

Reflecting on the past year, I am inspired by the energy, dedication, and leadership within the Board of Directors and the Community Living Trent Highlands team. This year, we welcomed several new Board members whose fresh perspectives and enthusiasm have enriched our work. We are delighted to welcome Jamie Booth, Alissa Liotti, Susan MacInnes, Cameron Madelely, Kirk Robertson, and Sonya Vellenga to our Board and Nettie Cook as a member of our Strategic Planning Committee. Additionally, we are pleased to welcome Georgia Hewson back after a one-year hiatus. While we celebrate these new beginnings, we also express heartfelt gratitude to Lee MacLean for her years of dedicated leadership and invaluable contributions.

As a retiree and avid puzzler, I've come to see our Board's work this year as a masterclass in puzzle-building — requiring vision, strategy, and teamwork.

Last year, led by Past Chair Carol Kelsey, we laid the groundwork for our efforts—establishing the Committee structure, engagement plan, and Board development plan. These foundational elements provided a solid framework for this year's work. The image that guided us—the picture we worked to complete—was CLTH's mission:

To inspire respect and equality for people with an intellectual disability by promoting community knowledge, organizational excellence, and individual quality of life.

Each Board member played a vital role in assembling this puzzle. Some focused on building the border — creating structure, setting boundaries, and establishing direction. Others, with a sharp eye for detail, meticulously connected the intricate pieces that brought clarity and cohesion to our work. Meanwhile, those with patience and determination tackled the most challenging pieces — finding ways to fill in the gaps, ensuring everything aligned to create a clear and complete picture.

The Strategic Planning Committee acted as our puzzle's visionaries, ensuring each piece fit into the Board's overarching strategy. Their guidance kept us aligned with our key priorities and ensured we stayed focused on the big picture.

The Performance Management Committee established the sturdy border of our puzzle, ensuring that Board activities were well-structured, effective, and aligned with best practices. Their leadership in organizing our October retreat and supporting the orientation and mentorship of new members helped foster a cohesive and engaged Board. The introduction of the Consent Agenda this year streamlined our Board meetings, creating valuable time for generative and creative discussions.

The Quality Enhancement and Organizational Excellence (QEOE) Committee served as the puzzle's detail experts. They meticulously analyzed complex reports, ensuring that each element aligned perfectly with our mission and strategic objectives to achieve organizational excellence.

The Finance Committee acted as skilled problem solvers, navigating new reporting formats and working efficiently within a small committee structure. Their dedication ensured strong financial oversight and accountability throughout the year.

We are incredibly grateful for the leadership, talent, and dedication of our Executive Director, Teresa Jordan. Our Executive Assistant, Christine Christianson deftly adapted to the increased workload of the Committee structure and continues to be a key support to our Board. Teresa, Christine and the entire CLTH team demonstrate unwavering commitment to enhancing the lives of the individuals we serve, and we are truly fortunate to have such an exceptional team driving our mission forward.

Looking ahead, we remain committed to providing **Oversight, Insight, and Foresight** in our role as Board members.

To our Board members — thank you for your dedication, your diverse skills, and your belief in our mission. Together, we have pieced together a vibrant and inspiring picture — one that reflects our commitment to building diverse, inclusive communities where every person is accepted, leading their own destiny and valued for their contributions.

Early Learning Resource Program

Over the past year, the coordinators have actively engaged in numerous opportunities to interact, collaborate, and provide coaching and mentorship. On a daily basis, the team—guided by the principles of How Does Learning Happen? and grounded in our core program values—works in partnership with children, families, educators, and community stakeholders to foster inclusive practices. These efforts support the meaningful inclusion of all children across licensed home and centre-based child care, authorized recreational programs, and Early ON programs. The Early Learning Coordinators provide evidence-informed suggestions, strategic guidance, and relevant resources to support children, families,

Rayne, a toddler at a local child care centre, has recently begun using a walker to enhance her independence.

Demonstrating determination and resilience, she is now able to complete tasks such as putting away her washcloth and independently accessing her bed at nap time. This milestone reflects the collaborative efforts of the family, educators, community partners, and coordinator. It represents the initial step in what promises to be a meaningful and empowering developmental journey.

Targeted Supports

Number of Children Served	131
Number of Programs Supported	24
Number of Children Receiving ISF Funding	59

Universal Supports

Number of Children Engaged	480
Number of Educators Supported	245
Number of Direct Support Hours	6240



We are made to persist. That is how we find out who we are.

-Tobias Wolff

Connex Program

This past Fall, the CLTH Lindsay Connex program collaborated with R&J Stables in Woodville to provide a 6-week Horseback Riding program. During this program, individuals and Connex staff worked closely with the owner, volunteers, and horses at R&J Stables to learn about grooming, tacking, and riding. Throughout the program, each participant focused on developing a skills routine while on their horse with assistance from a volunteer.

On the final day, participants invited their family members and caregivers to R&J Stables to watch their routines. Skills showcased included introducing themselves and their horse, guiding their horses through an obstacle course,



riding independently, and demonstrating their balance while riding.

Thanks to Heather and all the volunteers at R&J Stables for making this program happen! Special mention goes to Holly at Victoria Feed-Horse and Hound in Lindsay for ensuring our participants had the proper riding apparel.

Additional Program Highlights

- **Connex continues to grow and enhance services across Kawartha Lakes, Peterborough, and Haliburton.**
- **Programs offered during the day, evenings, and weekends.**
- **Marketing student assisted in developing new promotional material to be delivered in 2025,**
- **Continued increase in Fee for Service and Brokerage supports.**
- **Use of community-based instructors for horseback riding, yoga, and music therapy has led to more personalized, interest-driven programming.**

Self Advocates of CLTH - Connected Advocates

Over the past few years, CLTH has reignited its commitment to self-advocacy with the formation of Connected Advocates. This initiative builds upon previous efforts from each community—Kawartha Lakes, Peterborough, and Haliburton—which had previously established individual advocacy councils. Interest, conversation, and a growing desire for person-directed supports led to the development of a new agency-wide committee. A support team was formed and a call for members resulted in strong interest across all regions.

The committee is now meeting regularly to discuss future planning, advocacy initiatives, and opportunities to

collaborate with other advocacy groups. Members have already attended several key events and conferences, including the CLO Conference, People First Canada Information Day, and People First Ontario Conference. They have also participated in fundraising events and hosted a community dance.

The committee is composed of 20 individuals: 10 from Kawartha Lakes, 6 from Peterborough, and 4 from Haliburton. Age-wise, the group includes 2 members in their 20s, 6 in their 30s, 6 in their 40s, and 6 over the age of 40. With this enthusiastic and diverse group, the future of self-advocacy at CLTH is bright and full of potential.

Positive Vibes

This year, a dedicated committee of 19 staff members, representing all departments and program areas, worked collaboratively to foster a fun, inclusive, and supportive work environment. Their mission: to bring people together—staff, individuals supported, families, and community partners—to celebrate milestones, embrace diversity, and promote a sense of belonging while supporting meaningful causes such as the United Way.

Through thoughtful planning and enthusiastic participation, the committee delivered a wide range of engaging in-person events. Highlights included multiple themed Spirit Weeks (featuring Camp Week, Halloween, and Holiday themes), the beloved Staff and Family BBQ, a vibrant Pride Celebration at Kawartha Settlers Village, and annual traditions like the Staff Party, Haliburton Christmas Party, Outdoor Music Night, and the unforgettable Elvis Tribute performance.

In addition to larger events, the team organized numerous "fun days" throughout the year—bringing lighthearted joy to the workplace through Star Wars Day, National Pet Day, Pi Day, Taco Day, and more. The committee also ensured the organization took part in several important awareness days, including Fetal Alcohol Spectrum Disorder (FASD) Awareness Day, Missing and Murdered Indigenous Women (MMIW) Awareness Day, World Down Syndrome Day, and the International Day of Transgender Remembrance.

This year, the Diversity, Inclusion, Culture, and Equity (DICE) committee began collaborating informally with the Positive Vibes committee. Guided by a spirit of inclusivity and curiosity, the teams came together to acknowledge and explore a range of cultural, ethnic, and religious celebrations throughout the year. These efforts helped deepen our shared understanding and appreciation of the diverse community we serve. A highlight of this collaboration was hosting our first-ever Pride Month celebration in June at Kawartha Settlers Village.

Together, these efforts have not only brought joy and connection to our workplace but have reinforced our shared values of respect, inclusion, and continuous learning.

Supporting Our Communities: United Way Involvement

As part of our ongoing commitment to giving back, the United Way Subcommittee continued to lead initiatives that support local United Way campaigns in the communities where we live and work. Through a variety of creative and engaging fundraising efforts—including payroll donations, auctions, and themed sales—staff came together to contribute to vital community programs and services. These efforts not only raised valuable funds but also reflected our shared values of compassion, generosity, and local impact.

Social Media Engagement: Cheers and Chat

Our "Cheers and Chat" social media initiative continued to grow this year as a vibrant platform for celebrating successes, building connections, and sharing the everyday moments that make our organization special. Whether highlighting staff accomplishments, celebrating birthdays and milestones, or sharing light-hearted content that brings a smile, Cheers and Chat helps keep our community connected across teams, departments, and locations. Through consistent and authentic engagement, the platform has become a space where everyone's contributions are seen and appreciated—fostering a sense of belonging and recognition both internally and externally. As we continue to embrace digital storytelling, Cheers and Chat plays a vital role in showcasing the heart of our organization.



Committee Members

Dawn Barnes
 Michelle Beers
 Jessica Bushey
 Christine Christianson
 Elizabeth Cole
 Julie Cormack
 Jennifer Cox
 Melinda Ferguson
 Lianna Hardy
 Tracey Switzer

Crystal Hill
 Jane Lavalley Blizzard
 Allison Kyle
 Jenn McDonald
 Rose McHugh
 Jenny Miller
 Leighanne Quibell
 Angie Sucee
 Jaimie Staples



Students & Volunteers


Community Living Trent Highlands celebrated 2024 with record breaking numbers of in-kind contributions from students and volunteers. We worked with 18 various Colleges and Universities to achieve this. Each contribution strengthened inclusion and wellbeing for people and their community. In the upcoming year we will focus on “Fueling the Motivation”.

Volunteers - Heart at Work



2024 Stats

Placement students supported	83
Volunteers (some on hold)	12
Students that applied after placement	51
Successful post placement hires	37
Hours contributed in total	32,823
In kind value of student/volunteer contribution:	\$ 1,0992,42.20

A wooden canoe is positioned on a rocky shore in the foreground, facing away from the viewer towards a calm lake. The lake's surface is perfectly still, acting as a mirror for the sky above. The sky is filled with large, white and grey clouds, some of which are illuminated from below by the setting or rising sun, creating a warm, golden glow. The reflection of these clouds is sharp and clear in the water. In the background, a dense line of green trees borders the far side of the lake. The overall scene is peaceful and serene, capturing a quiet moment in nature.

*One way to get the
most out of life is
to look upon it as an
adventure.*

Early Learning Quality Initiative



The Early Learning Quality Initiative (ELQI) is dedicated to supporting professional development and promoting high-quality early learning programs.

Our services are available to Registered Early Childhood Educators (RECEs) and all staff working in early years centres

and programs within the City of Kawartha Lakes and the County of Haliburton. As part of our ongoing commitment to cultural learning and professional growth, we recently had the privilege of welcoming Michelle Taylor-Leonhardi and her mother, Mary, who generously shared their knowledge of the Seven Grandfather Teachings. The day began with an in-depth exploration of each of the Seven Grandfather Teachings, allowing participants time to reflect on the meaning and personal relevance of each teaching. In the afternoon, attendees engaged in a hands-on activity to create their own Seven Grandfather Teachings kits. To conclude the day, Michelle encouraged participants to share the knowledge and insights gained with others in their communities. Each participant was gifted a Seven Grandfather Teachings Story & Puppet Kit to support ongoing learning and storytelling.

STATS

Number of agencies participating in the ELQI (Early Learning Quality Initiative)	10
Number of sites participating in the ELQI	26
Number of agencies participating in professional training opportunities	10
Number of individuals participating in professional training opportunities	129
Number of professional training opportunities offered	39
Number of collaborative professional training opportunities participated in	2



Life Share

The Life Share program began in 1984 as part of the Ministry of Community and Social Services' vision to offer meaningful, inclusive supports for adults with developmental disabilities. While the name may have changed over the years, the heart of the program remains the same.

It offers adults 18 and older the opportunity to live in a family-like setting where they are valued, supported, and truly included. Through the dedication of host families and community partners, individuals are welcomed into caring

environments that offer not only safety and security but also a sense of belonging.

The goals of Life Share are rooted in dignity and compassion. Ensuring those within our program can fulfill their dreams and aspirations. One such goal was for Holly to reconnect with her family whom she hasn't seen for so many years. With the crucial assistance of her Life Share provider and family, Holly was able to see her dream through.

Holly's Journey Home

Holly was born in Inverness, Cape Breton, and lived with her biological family until the age of two. One of four siblings at the time, she joined the Killen family at age three, and a few years later, her sister Cindy joined her. The Killens adopted both girls and later moved to Oshawa. When Cindy turned sixteen, she returned to Cape Breton, and sadly, the sisters lost contact for over thirty years. At eighteen, Holly joined the Life Share program, where she's lived with her current loving family for the past twenty-four years. Over time, her oldest sister, Lori, who remained in Nova Scotia, reached out through Facebook. At first hesitant, Holly slowly opened her heart, and two years ago, she reconnected with her sisters through regular FaceTime calls filled with laughter, memories, and rediscovered love.

Cindy, now living in Mississippi, helped Holly reconnect not only with childhood memories but with their biological mother and siblings—some of whom she had never met. In June 2024, Holly traveled to Halifax to finally meet Cindy, Lori, and two of her brothers, Thomas and Nigel. She even spoke with her mother and brother John Paul, who still live in the house where Holly was born. Holly was deeply moved to learn that her mother still celebrates her birthday every January 1st, despite 45 years apart.

Holly and Cindy's reunion was beautiful and filled with shared stories, laughter, and joy. Seeing Holly reconnect

with her roots was a testament to love, healing, and the strength of family. The sisters now look forward to more visits and continuing the bond they've so lovingly rekindled.



*Family. Where life begins
and love never ends.*

Child & Family Services

The Family Support Program in Peterborough and the City of Kawartha Lakes provides essential services to families with children who have intellectual disabilities, up to the age of 18. By offering personalized support tailored to each family's unique needs and desires, the program ensures comprehensive assistance through case management, service navigation, advocacy, and planning. Additionally, the program promotes skill development and independence through hands-on learning workshops, recreational activities, and family respite opportunities. These initiatives not only support the children but also provide valuable resources and relief for their families, fostering a nurturing and empowering environment for all involved.

Coordinators

Coordinators specific to Peterborough	5
Coordinators specific to City of Kawartha Lakes	2
Coordinators who support in both communities	3
Children Receiving Family Support Services	180
Referrals (April 2023-2024 - with 43 meet CLTH eligibility)	66
Outreach (people / families short term assistance/not in service)	24

Highlights

- Facilitated a specialized summer camp for children who have significant physical/medical needs, accessing space at Five Counties Children's Centre
- Coordinated summer recreational/respite/educational activities – Camp Kawartha Days, kayaking, fishing, beach days, Hannah Lane March break, laser tag, bowling, Medieval Times
- Coordinated learning opportunities – Healthy Relationships workshop, Consent Workshop in coordination with Kawartha Sexual Assault Centre. Offered a successful boys healthy sexuality workshop.
- Cooking Groups
- March break – bowling, swimming, Hannah Lane, movie / popcorn
- Sibling Workshops – outreach group to support brothers and sisters



Child & Family Services Cont'd...

Highlights

- Children supported to participate in local community organized activities/camps – with and without additional support

Training 2024-25:

- Annual Child & Youth Symposium
- Anti-Trafficking
- Indigenous Perspectives on Building Inclusive Autism Practices
- Lessons Learned from Devon Freeman
- Resiliency Workshop
- Creating Opportunities through Community Collaboration
- Addressing CSN of TAY Community of Practice
- Jordan's Principal
- Annual Monthly CLTH training/policy reviews

- Family Leadership group – support and advocacy group. Supporting parents/guardians in having a good understanding of the developmental service system and building advocacy skills. Offer workshops to support families – RDSP, Estate Planning, Office of Public Guardian, etc.



Child & Family Services Cont'd...

Respite Stats

4700-02 (adult respite - used to cover the period of time between 18 years and Passport funding); 11 adults accessed this funding.

4700-04 – 14 youth accessed for 1:1 support and respite. Supported our Trail Blazers camp at Five Counties, 1209 hours of respite support

4700-08 – Child Welfare Community Capacity Building: 12 families receiving 1025 hours of respite

4700-10 – 41 families receiving 2725 hrs of respite support – 1:1, camp subsidy, activity costs, transportation to activities, Wintergreen weekend respite, contribution to Flex plans.

Challenges for Families:

- Waitlists – funding and services (particularly at 18 with DSO)
- Managing direct funding (Ontario Autism Program, SSAH, Passport)
- More youth choosing to graduate at 18 rather than at 21
- Youth wanting to get driver's license, post-secondary education and gainful employment
- Need for on-going, proactive education – Healthy Relationships – with focus on sex education, birth control
- Teen pregnancy
- Increase in family breakdown and crisis due to long waitlists, limited services, lack of housing
- Navigating the service system



*Life is meant for good friends
& great adventure*



Job Quest

Finding employment for individuals facing barriers or struggling in life involves more than just job placement — restoring hope, building confidence, and creating sustainable paths to independence and inclusion. These individuals often encounter systemic obstacles that limit access to traditional employment, including personal circumstances such as mental health challenges, disabilities, addiction recovery, unstable housing, or past involvement with the justice system.

A successful employment approach begins with understanding each person's unique strengths, interests, and support needs. This includes offering individualized job readiness training, resume support, interview coaching, and opportunities to explore various work environments through volunteer or supported employment programs. Crucially, the process also involves forming strong partnerships with empathetic employers who are open to inclusive hiring practices and who value the contributions of a diverse workforce. Job coaching also provides on-the-job support, helping both the employee and employer ensure a successful fit.

Employment can be transformative — not just financially, but emotionally. For someone who has struggled, meaningful work can rebuild self-worth, create structure, and offer a sense of belonging. By breaking down barriers and fostering supportive pathways, we can help individuals move from surviving to thriving.



We have many wonderful examples of individuals being successful in their goals for employment. Please let me introduce you to Allan. Allan has had a year of both challenges and accomplishments. After completing grade 12, Allan began exploring career opportunities, secured housing, and contributed to the Job Quest work crew with winter maintenance. Recently, a local restaurant reached out for emergency kitchen help, and Allan stepped in to assist, quickly becoming an invaluable member of the team. He is now enjoying the job, doing prep, dishes, and learning new skills in the kitchen. His positive attitude and flexibility have helped him secure a potential summer employment

Keep focused on the step in front of you. Nothing else matters.

- Bear Grills



Building Bridges & Foundations

Building Bridges Program (Ages 16-21)

The Building Bridges program is designed to empower youth aged 16 to 21 with developmental disabilities who are in secondary school. This program provides the support and tools necessary to help these young people successfully transition from high school to adult life. By working closely with students and their families, we encourage the identification of individual goals that foster informed decision-making, independence, and self-advocacy.

Through the creation of personalized transition plans, participants gain the skills and confidence needed to navigate adulthood in their community. This program is committed to promoting greater autonomy, personal growth, and active participation in life beyond school.

Coordinator for City of Kawartha Lakes; Coordinator for Haliburton

Foundations Program (Ages 21-28)

The Foundations program supports young adults aged 21 to 28 in building meaningful connections within their community while developing independence and self-sufficiency. In collaboration with local services, we help participants create personalized support plans and set goals that promote greater autonomy, positive social engagement, and a deeper understanding of their rights and responsibilities. Key areas of focus include:

Rights and Responsibilities; Abuse Awareness; Personal Boundaries; Conflict Resolution; Money Management (Budgeting, Finances); Nutrition & Cooking (Food Safety/Handling); Anger Management & Emotional Regulation; Building a Fulfilling Life

By prioritizing practical skills such as financial literacy and emotional regulation alongside life skills like conflict resolution and personal boundaries, the Foundations program ensures participants are equipped to live independently and participate fully in their communities.

Coordinator for City of Kawartha Lakes; Partial Coordinator for Haliburton



Building Bridges & Foundations Cont'd...

Highlights

- Developed good working relationships with community partners
- Referrals to other services
- Individualized planning and support that incorporates a person's dreams and gifts into their goals
- Healthy Sexuality Workshop
- Healthy Sexuality Workshop for Foundations
- First Aid CPR courses offered and supported
- Focus on independent living skills – cooking, shopping, nutrition, budgeting
- Supported volunteer placements (Aspira, Red Apple, greenhouse)
- Support with Adult & Post Secondary Education
- Connections to community education – participation in Food Handler's course
- Offer G2 study groups to support those who want their license
- Crisis support & case management with coordination of
- Urgent Response
- Summer activities, learn, respite and support
- Co-op placements supported over the summer months
- Participate in parent /teach nights at local schools
- "Thinking outside the box" is an essential part of helping people create connections, opportunities, and success

Stats

Youth Receiving Building Bridges 2024-25 25 (KL) & 11 (Hal)

Adults who have received Foundations support 2024-25 22

Support community education with information booths/tables at community events.



Supported Independent Living

Peterborough

Sometimes, life leads us down unexpected paths or presents health challenges that gradually diminish a person's ability to access the outside world. For many individuals, this can mean spending years confined to their homes or local communities due to physical limitations, lack of resources, or complex care needs. Over time, daily life can become routine and isolating, with few opportunities for meaningful experiences beyond their immediate environment.

But when the right supports come together—whether through mobility aids, coordinated care, or specialized programs such as Supported Independent Living (SIL)—the world begins to open up again. The chance to simply go for a walk in a park, visit a museum, enjoy a meal at a café, or travel to another city becomes more than just an outing—it becomes a symbol of freedom, dignity, and renewed purpose. These are experiences many people take for granted, but for individuals who have faced long-term isolation, they represent powerful moments of reconnection and joy.

As support staff, witnessing the transformation in someone's life when these barriers are removed is profoundly moving. The smiles, the stories, the tears of gratitude—they remind us why our work matters. It's not just about providing care; it's about championing inclusion, restoring independence, and opening doors to the fullness of life.

One such example is Peter, a kind and thoughtful man who, for many years, had been unable to travel due to increasing challenges. Thanks to the dedication and planning of his support team, Peter was recently able to fulfill a long-held dream: traveling to Ottawa to attend a celebration of life for his beloved sister.

This journey was more than a visit—it was a deeply emotional and healing milestone. Peter had not seen many of his family members in years. Being present to honour his sister's memory allowed him the closure and connection he had quietly longed for. One of the most touching moments of the trip was reuniting with his niece, from whom he had been estranged for over a decade. Their heartfelt embrace and shared stories spoke volumes about the power of reconnection.

During his stay, Peter explored local markets, dined out, and enjoyed the comfort of an overnight trip—experiences he had not had in years. Each moment brought with it a sense of accomplishment, pride, and joy. He returned home with a renewed spirit, feeling reconnected to his family, his past, and most importantly, himself.

For Peter, this was not simply a trip—it was a triumph. A personal goal he had carried for years, finally realized through compassion, planning, and the belief that everyone deserves to experience life to its fullest. His story is a powerful reminder of what becomes possible when we invest in inclusive supports that prioritize not just care, but connection, community, and hope.

Supported Independent Living Cont'd...

Kawartha Lakes

Kyle is visually impaired, but that has never defined his potential or limited his drive. He is a shining example of resilience, adaptability, and purpose.

Kyle currently provides remote assistive technology support to individuals with visual impairments. His work includes helping clients navigate Apple and Android devices, as well as computer systems and other accessible technologies. His goal is to empower others with the tools they need to live independently and confidently.

Kyle is already supporting three clients, each progressing at their own pace, and he takes great pride in their accomplishments. He celebrates every step forward they make, knowing firsthand the challenges and triumphs that come with learning new technology. , Kyle has led a workshop on a new iPhone app designed to support accessibility, a testament to how far he's come and the impact he's already making. He's excited not only about the opportunity to teach but also about being recognized and compensated for his growing expertise.

In addition to his assistive tech work, Kyle is exploring opportunities with Ampere, a company he's hopeful to join. He has another meeting scheduled with them soon to see where his skills might best fit within their team. This possibility represents more than just employment—it's another step toward Kyle's vision of contributing meaningfully to the world around him.

Kyle is deeply committed to building a future filled with purpose. He wants to give back, to make a difference, and to help others find confidence and independence through the right tools and support. His perseverance, compassion, and genuine desire to uplift those around him are evident in all that he does.



*The only impossible
journey is the one you
never begin.*

Community Homes

Community Living Trent Highlands is proud to provide 24/7 support and services in several community-based homes located throughout Haliburton, Kawartha Lakes, and Peterborough. These residences are thoughtfully integrated within their local neighborhoods and are individually designed to meet the unique needs and preferences of the individuals who call them home.

At the core of our Community Homes housing model is a commitment to person-directed planning. Supports are tailored to reflect each individual's interests, aspirations, and unique pathway toward a fulfilling life. We are dedicated to ensuring that every person supported is empowered to participate in their community, pursue meaningful goals, and live life on their own terms.

Through our 24/7 support services, individuals are encouraged and supported to:

Participate fully in their communities in ways that are important to them.

Set and pursue personal goals and dreams—no matter how big or bold.

Choose what is meaningful in their lives, including employment, recreation, education, and personal growth.

Thrive in environments that respect their rights, promote independence, and foster a sense of belonging.

Our approach ensures that:

People are empowered to identify and pursue what is meaningful in their lives—whether in work, leisure, education, or personal growth.

Individual dreams and ambitions are respected and supported—no matter how big or far-reaching.

Supports go beyond basic care to foster belonging, self-expression, and a strong sense of community.



Community Homes Cont'd...

Bobbie hosted his much-loved annual Backyard Bash, where housemates and friends gathered for celebration and enjoyed a special critter visit featuring some of his favorite animals.

Iain achieved a major milestone by attending his very first NHL game—and to top it off, the Toronto Maple Leafs won! Iain also continues to volunteer weekly with the Peterborough Petes, where he is recognized as a valued and celebrated member of the team.

Bill fulfilled a long-time dream of taking a sightseeing flight over the region. Thanks to Aeroflights Sight Seeing Tours, Bill soared above Peterborough, Millbrook, Port Hope, Toronto, Lindsay, Bobcaygeon, Chemung Lake, and Pigeon Lake—chatting with the pilot along the way. Back on the ground, Bill cheerfully said, “It’s good to be back on the ground... but now it’s time for a helicopter flight!”

Tori traveled to Cancun for a vacation filled with adventure—zip-lining, swimming, and relaxing poolside with a cocktail in hand. She also attended the Empowered Woman conference in Oshawa, furthering her journey of personal growth and empowerment.

Evan has set his sights on fitness, working towards his goal of “forging his guns.” He began a new gym routine by taking advantage of a visitor pass at GoodLife Fitness and sampling the equipment as he builds strength and confidence.

Love your journey.

These are just a few of the many goals planned, pursued, and achieved this year. Others include:

Volunteering at animal shelters and local farms

Taking part in a helicopter ride

Attending concerts, car shows, fairs, and live theatre

Enrolling in learning opportunities like pottery, archery, and music classes

Participating in a wide range of sporting events, milestone, cultural and community celebrations

At Community Living Trent Highlands, we don’t just support daily living—we support meaningful living. Every individual’s journey is unique, and we are honored to walk alongside each person as they explore their potential and pursue their aspirations. The successes of this past year are a testament to the power of personalized support and the incredible potential of every person we have the privilege of walking alongside.



Quest

QUEST is the quality support tool used and developed by Community Living Trent Highlands, to collect information about support and agency standards that help identify what is important to people AND to measure the quality of supports provided by the agency. It is the agency's way of checking in and learning about a person's priorities, preferences, and satisfaction based on their perspectives. This information is then utilized to identify any gaps and opportunities that might provide the organization with information needed to improve its services.

What happens during a QUEST Quality Review?

The Quest Resource Team interviews a sampling of people from all program areas. Information is gathered through interviews, reviewing supporting documentation and through observations. It is the expectation of all interviewers to do the following:

- Meet with the person, preferably in the person's home.
- Spend time with the person observing how the person interacts (or doesn't interact) with other people.
- Enlist the assistance of the people most familiar with the person and their style of communication in the interview.
- Look to the person for direction and ideas; listen to how the person identifies what is important to them.

The Quest Support Standards that direct conversations are as follows:

1. People experience respect for their rights as citizens.
2. People are respected for their diversity.
3. People will experience their best possible health and wellness, as they choose.
4. People fulfill valued roles within their personal life and community.
5. People are respected for the choices they make.
6. People feel safe in all areas of their daily life.
7. People are protected financially.

May is our QUEST Review month. Our Quest Resource team conducted a Quality Review for all community homes during the weeks of May 12th to the 23rd. The team will be doing this for all of the outreach programs in the Fall of 2025. A full rollup of information from the interviews is being produced that highlights what we learned in the May reviews, highlighting areas of growth and development, while identifying areas for improvement.

Information is acquired by doing an in-person interview and following up with supporting documentation located on the AIMS database and SharePoint. The information received:

- Provides information about the person's quality of life.
- Provides the basis for an individualized support plan.
- Provides the basis for service coordination.

Interviews help measure the extent to which services are individualized and contribute to individual quality of life and organizational effectiveness.

In follow up to last year's QUEST Quality Review, the team will be looking to see that organizational improvement has been made in the following areas:

1. Rights Education training for all staff, including how to support people with choice / dignity of risk.
2. Provide opportunities to each team for team building and team development (conflict resolution).
3. Training for staff, particularly coordinators on how to effectively use AIMS and where to store data.
4. Identify ways of honoring diversity and skills set while acknowledging generational differences.



Quest Cont'd...

Thanks to all the teams for interacting, sharing the great things that are happening and being honest on the organizational areas of support that require growth. Thank you for believing in the idea that there is always room for us improve our services.

A shout out to all QUEST Committee members who are taking time out of their busy schedules to be involved in another successful year that has once again led us down a path of discovery, growth and improvement.

Committee Members: Stephanie Donia, Will Robertson, Carrie Wright, Shannon Crawford, Adrian Ristok, April McKenzie, Christine Christianson, Courtney Peddle, Lisa Corp, Luke Whale, Melanie Tofflemire, Sonja Addison, Dawn Barnes and Donna Sanders. The Committee would like to acknowledge the passion, drive, and unwavering positivity that Jenny Miller brought to our team. Her contributions were deeply valued, and her presence has been profoundly missed.

Shared Dreams at The Mount: Better Together



A message from our Personal Pathway Facilitator (PPF)

In my role as PPF I have four job functions, Represent Individual and Family, Support Shared Dreams for Independent Living, Build Personal Life Packages & Circles of Support as well as Community Capacity Building and Outreach. I am so grateful for this opportunity. Each function aligns with my personal values and passions.

Stacey Ridge, PPF

A Reflection on Collaboration

As we look back on last year's collaborative efforts, it is clear that our teamwork continues to positively impact quality of life for the 5 men who live in their own home at The Mount. By integrating our resources and creativity we are able to offer high quality supports, more choice, opportunities for purposeful days, customized employment and a full schedule of personalized recreation and leisure activities. The successful partnership between Shared Dreams for Independent Living and Community Living Trent Highlands and The Mount Community Center, The City of Peterborough and the Ministry of Children, Community and Social Services, aligns well with the Journey to Belonging and is proof that collaborations between individuals, families, community members, municipalities and the province must be considered as valuable model within the evolution of Developmental Services in Ontario

*Christine Cannon,
Co-Founder, Executive Director*



Casa De Angelae

It's hard to believe that the girls have been living in their own home for 14 years and part of that accomplishment is due to the generosity and support of our donors. The parents' hard work and vision of what this home could become has come true. The best way to describe what this home means to the women of Casa and their parents is to hear directly from them:

"Andrea & I could not be happier with the Casa home. The reality of her being able to spend her adult life in this home with her friends and wonderful Mentor brings me great joy and peace of mind."

"Amy absolutely loves living with " HER GIRLS" and wonderful Mentor at Casa De Angelae. As both she and we, her parents are aging we are relieved and so happy to know that Amy's future is well in effect."

"My husband and I are into our senior years. It is reassuring to know that our daughter Katie is happily living in a family home, with her friends, that provides safety and security, while being supported by the loving guidance of the Mentor."

"With Kelly's Mom's health challenges, not being able to support Kelly as she has in the past, it gives me, her Dad, great peace of mind to know that she has a wonderful female influence to guide her. She is happy living with her friends, now, and into the future."

Andrea, Amy, Katie and Kelly are very prominent in the community. On Wednesdays you can find them swimming at the Wellness Center, where they are happily recognized by the staff.

On rainy days, you can find them taking advantage of the track at the new Miskin Law arena. Judy, our Mentor, places a huge emphasis on exercise and maintaining a healthy lifestyle. They also enjoy going to the Canoe Museum and



the library in Bridgenorth. In the summer they love to go to the Craft Barn every Thursday for the car show and entertainment and they often frequent the Lakefield beach. One important activity they do is shop at the outdoor markets to support the local farmers. It's hard to find these women at home as they are always out and about. When they are at home they find creative things to do: re-enacting scenes from Mama Mia and other movies or stage musicals they love. As they are aging they have created a buddy system when it comes to house cleaning and daily chores. No matter what they are doing the most important part of their activity is laughter!

In these challenging times where housing for people with intellectual disabilities is lacking, we continue to get requests from other parents who are inspired to create a housing model similar to ours. Just recently, we have had several conversations with a family from London who are just starting their journey on finding housing for their teenage son. In our efforts to sustain our housing model, we are excited to expand our partnership with CLTH. With a strong vision and hard work, what many thought couldn't be accomplished, can be accomplished, and Casa De Angelae is living proof.

United. Together We Can...

Our annual staff meeting served as the official launch of this year's fall campaign with a fun and engaging kick-off event. Staff participated in a game of chance and a raffle draw, with all proceeds supporting this year's United Way campaign as well as kicking off the annual payroll deduction initiative.

The United Way Committee, part of the Positive Vibes Committee, provided valuable information about the United Way and outlined the various activities scheduled throughout the fall. The committee planned a series of events aimed at fostering a sense of community while raising funds for two key partner agencies: the United Way of Peterborough and the United Way of Kawartha Lakes and Haliburton.

This year's campaign featured a number of successful initiatives, including the Kernels Popcorn Fundraiser, the Staff BBQ with Games of Chance, Soup's On, and a Silent Auction. Additionally, we were grateful to receive a donation from the proceeds of the Social Tea and Craft Sale.



Year after year, CLTH staff demonstrate their unwavering support for United Way agencies. Their ongoing commitment highlights how they make a meaningful difference in the lives of others, each and every day.

Both United Way agencies are vital partners in our community. In particular, the United Way of Peterborough continues to fund activities that empower self-advocates through peer education, group meetings, and community connection.

We were thrilled to present our 2024 campaign donations, totaling \$11,000.00, to the United Way agencies. This generous contribution reflects the incredible spirit and dedication of CLTH staff, whose continued support makes a meaningful impact in our community.

Thank you CLTH and the planning for the 2025 campaign is already underway — stay tuned for more exciting events.



Respite Now



Over the past year, our user base has doubled—an inspiring reflection of the growing trust in our respite services and the critical role we all play in supporting families across Ontario. This growth has translated into greater choice and flexibility for caregivers, and it has been made possible through the dedication and partnership of our staff and community collaborators across the province.

Our program has expanded significantly, reaching from Ottawa to Windsor and up to Thunder Bay, with meaningful connections made in countless communities in between. This province-wide growth represents not only an increase in service availability, but also a deepening of our commitment to accessibility, equity, and personalized support for families/caregivers wherever they live.

The tremendous amount of work that has gone into this expansion cannot be overstated. Countless meetings, trainings, collaborative sessions, and ongoing coordination efforts have brought us to where we are today. Each connection made with a local partner, each new caregiver brought onboard, and each successful match made with a family reflects the dedication of those working tirelessly behind the scenes and on the front lines.

As a result of this collective effort, our platform now offers a more diverse and inclusive range of services that better reflect the unique needs and cultures of communities throughout Ontario. Families/Caregivers can access respite that is not only reliable but also meaningful support that contributes to stability, well-being, and inclusion.

Community as of 2025-03-31						
	Territory	Registrations	Activated	To be Verified	Active Mar 31 2025	All at Mar 31 2025
Workers	Durham / York	99	30	132	30	162
	Northumberland	111	40	208	46	256
	Other	14	2	23	2	25
	Ottawa	4	1	7	1	8
	Quinte / PEC	103	36	97	36	133
	Trent Highlands	340	159	779	179	958
	Worker Total		671	268	1,246	294
Caregivers	Durham / York	53	53		114	116
	Northumberland	56	53		158	163
	Other	10	6		7	11
	Ottawa	4	4		4	4
	Quinte / PEC	36	29		36	43
	Trent Highlands	139	140		657	672
	Caregiver Total		298	285		976
Individuals	Durham / York	48	49		126	126
	Northumberland	65	65		194	196
	Other	4	4		5	5
	Ottawa	5	4		5	6
	Quinte / PEC	32	30		38	40
	Trent Highlands	157	176		695	696
	Individual Total		311	328		1,063
Active Community at Mar 31 2025					2,333	3,620

Respite Now Cont'd...

In 2024/25 the expansion of the Respite Now app partner agencies has been huge. All of the agencies that have now joined the partnership in delivering support to the app in their area offer many hours a week.

These agencies are planting seeds across the province and beginning what we know to be a quality connecting service that will create successes for families all over Ontario. An important component to the expansion has been the fundamental support of the agencies in our four county HKPR area.

Additionally, the close partnership of Community Living and Respite Northumberland has created the responsive and user-friendly app that is now be used by so many. Huge thanks to Tanya and Sherrie for being the builders.

Our current partners include:

Community Living and Respite Northumberland
Participation House Durham

Community Living Prince Edward

Counselling Services of Belleville and District

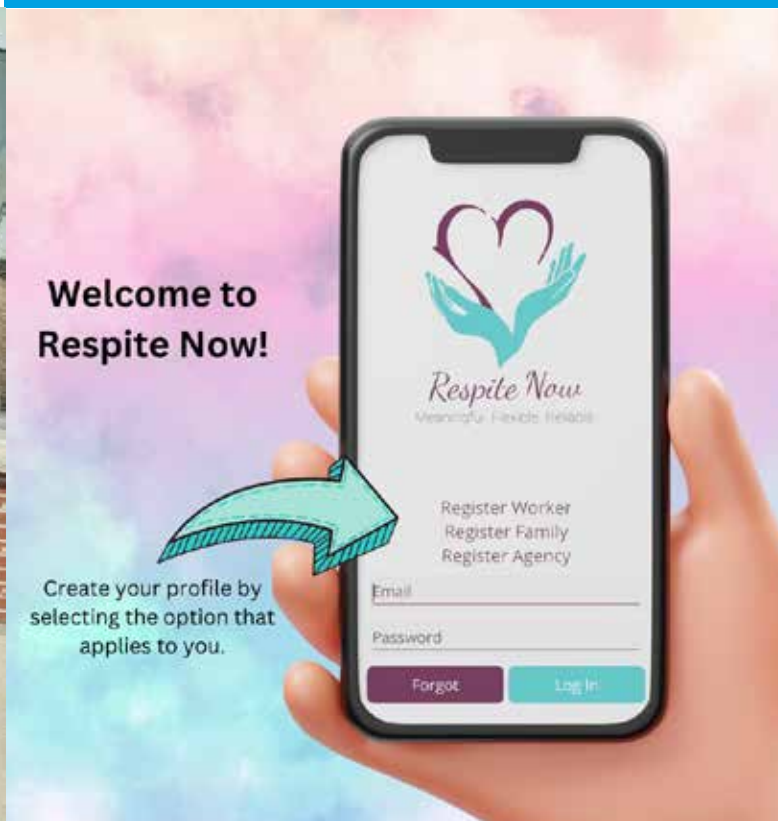
Community Living Ajax, Pickering, Whitby

Family Respite Services Windsor

York Support Services Network

Inclusion Northumberland

Thrive Child Development Centre Sault St. Marie



Human Resources

EMPLOYEE COUNT APRIL 1, 2024 - MARCH 31, 2025

CLASSIFICATION	ACTIVE	INACTIVE	TERMINATED	TOTALS	COMMENTS
Full-time NBU	39.00	–	2.00	41.00	
Part-time NBU	2.00	–	1.00	3.00	Summer Students
Union Full-time	174.00	10.00	23.00	207.00	
Union Part-time	162.00	15.00	58.00	235.00	
Grand Total	377.00	25.00	58.00	486.00	

EXTERNAL OR INTERNAL	FTBU	PTBU	PT & FT NBU	TOTAL HIRES
External	4	79	3	86
Internal	27			27
Grand Total	31	79	3	113

Internal - Promotion to FT-Union

EMPLOYEE TERMINATION APRIL 1, 2024 - MARCH 31, 2025

PAY CLASS	QUIT/RESIGN	DISMISSALS	TOTALS
FTNBU	2.00		2.00
PTNBU	1.00		1.00
UNION FT	23.00		23.00
UNION PT	49.00	6.00	55.00
Grand Total	75.00	6.00	81.00

The Board of Directors

Diane Pick, Board President
Angela McDonald-Bazaz, Vice President
Carol Kelsey, Treasurer
Kimmy Dunn, Secretary
Alissa Clayton, Director
Kirk Robertson, Director

Sonya Vellenga, Director
Cameron Madeley, Director
Susan MacInnes, Director
Jamie Booth, Director
Georgia Hewson, Director



*Turn your face
towards the sun and
the shadows fall
behind you*



