



## 2023/2024 ANNUAL REPORT

*A year of discovery, exploration  
& opportunity*





## Board President & Executive Director's message

Reflecting on this past year, we're reminded that while there are not a lot of guarantees in life one thing that we can always count on is change. And, in the ever-changing landscape of developmental services, change is certainly guaranteed.

We appreciate that often when people hear the word change, it can conjure up visions or feelings of disruption, uncertainty and lack of clarity. While that may be true, we like to think of and see change through the lens of discovery, exploration and opportunity. We think that this approach keeps us focused on fostering a culture of continuous growth, learning and new developments for people we support, each other as well as our organization.

We've certainly experienced our fair share of change at Community Living Prince Edward this past year. To highlight a few, we:

- Introduced Part-time CFO as our new financial management company
- Welcomed **Dawn Bedard** as our new Director, Supports and Services
- Welcomed **Kadie Wu** in the Accounts Payable and Receivable position
- Onboarded Asurtec to provide a new fully managed IT service
- Introduced Manulife as our new benefit carrier
- Welcomed **Wyatt Craig** as our new Supervisor, Property and Vehicle Management and **Curtis Billone** as our Property and Vehicle Maintenance Assistant. Our goal is to ensure that people's homes are always in the best condition possible.
- **Terrilyn Digout** joined the team as Quality Assurance and Planning Supervisor as part of the agency's strategic direction to redesign and improve the planning framework for all people who we serve.

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# ...how we support people every day...



These changes are proving to help the organization continue its path of providing a high standard of quality service for the people we serve and to realign our resources and systems to be more responsive and effective.

Amidst this change, we held true to the guiding pillars in our strategic plan of **Build, Co-Design, Grow, and Lead**. This is evident in the innovation and creativity that we see across the organization daily.

In the fall of 2023, we embarked on our third quest for FOCUS Accreditation. We are proud to share that we not only received another four-year accreditation but also earned a coveted Seal of Sustainability for our third consecutive accreditation. Highlights from the FOCUS Accreditation Report include a wide range of stakeholder



feedback that validates our success and includes comments and insights such as:

- “Community Living Prince Edward has a team of dedicated and caring employees.”
- “Employees at CLPE are amazing!”
- “The organization is open to new ideas, creative and outside the box thinking.”
- People we serve are encouraged and supported to try new opportunities and explore what is possible.
- “One of the greatest strengths of the organization is its ability to respond to the needs of the community (people we support, family members and the community).”
- “CLPE is not stagnate and pays attention to what is going on not only in the sector but in the community, and adapts their approach and services to what is important to people.”
- “We and my son are so blessed to have such great staff! We are kept informed and the support is top notch!”

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# ...to live their best lives every day...



- *[CLPE is known for]* “Providing high quality support based on the individual wants and needs of each person.”
- “Treating people with dignity and respect is of high importance.”
- “The organization has a person and community first approach in all that we do. We value the input and feedback of others to continue our journey of ongoing quality improvement and learning which are principles the agency not only embraces but supports.”
- “The agency has talented and committed employees who share a common mission and purpose.”

- “People we serve have active social roles, are volunteering, are members of community groups, and clubs and are realizing their personal goals.”
- “The agency promotes and supports self-advocacy.”

We extend our heartfelt thanks to all employees for your incredible work and dedication. Your passion and commitment to building inclusive communities where everyone feels a sense of belonging and value is truly inspiring. It’s through your efforts that we’ve created spaces where people can connect, grow, and thrive. Your hard work has had a meaningful impact, and we’re deeply grateful for everything you’ve contributed.

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# ...here in Prince Edward County!

As we reflect on the past year, it's clear that your collective energy and determination have shaped our success. Together, we've overcome challenges, embraced new opportunities, and made a lasting difference in the lives of those we serve.

We're honoured to work alongside such a talented and compassionate team, and look forward to building even stronger, more connected communities in the year ahead.

Thank you again for everything you do!

In closing we'd like to share this quote by John F. Kennedy "Change is the law of life. And those who look only to the past or the present are certain to miss the future."

Sincerely,

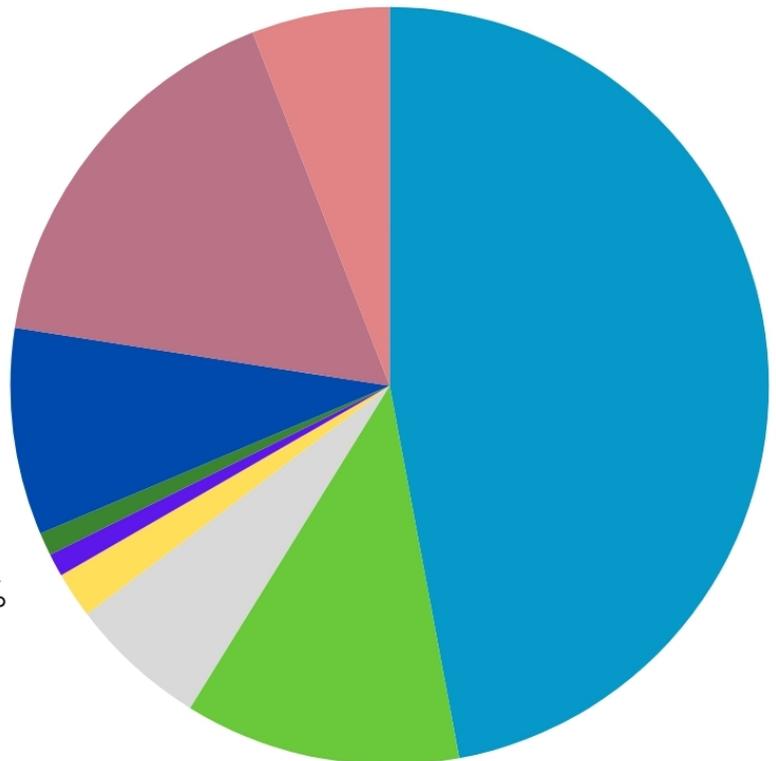
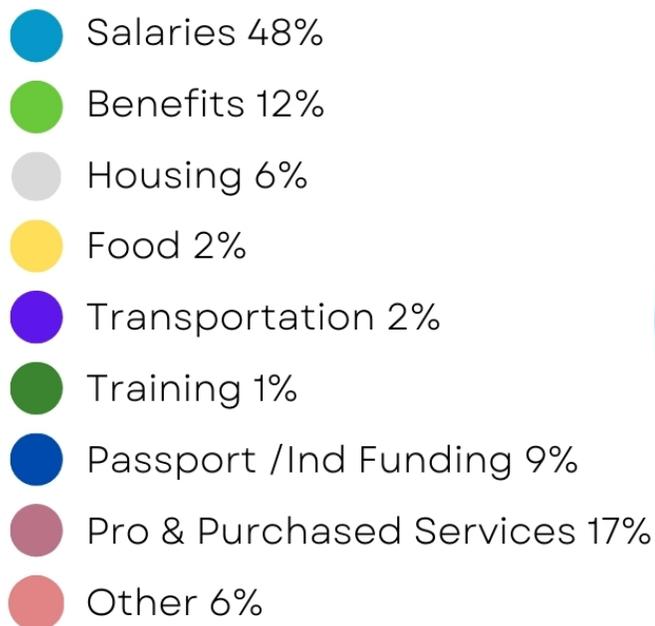
*Hilary Tugwood*

Hilary Tugwood  
Board President

*Susan Treverton*

Susan Treverton,  
Executive Director

## Our 2023/2024 Operating Costs



# OUR 2023-2026 STRATEGIC OBJECTIVES



## Build

**Grow and advance supports and systems to meet people's evolving needs in Prince Edward County**

- *Provide supports that balance people's well-being with community engagement.*
- *Advocate for and develop services for children, youth and families within the childcare, school systems, and community.*
- *Implement creative ways to address the shortage of affordable housing and respite / short-break options.*
- *Evolve the design and structure of the organization to align with developmental services reform.*

## HOW WE DID

- Created Gear Up to Home of My Own Model and built a new transition home at 116 George Wright Blvd.
- Secured funding from HPE United Way to design and implement "Kids Night Out" respite initiative for children and families.
- 100 children, youth, adults and families received service through Family Support.
- Supported children to be included in 21 locations including playgroups, early learning, summer programs and childcare options.
- Engaged 14 youth in 3 Students at Work programs to explore life beyond school for education and employment with 16 community partners and employers.
- Offered Microboards, Wills & Estate Planning, Home of My Own, ODSP, Cyber Safety and Passport training sessions with people we serve and families.
- People we serve volunteered at Community Gardens, Hike for Hospice, Trash Bash, Second Time Around, PEC Fresh Food Markert, HJ McFarland, County Arts Lab, Heal with Horses, to name a few.
- 44 people received service through Supported Independent Living to live in their own homes within the community and to design the life they want.
- 55 people received 24-hour employee support to live in their home.
- Created and implemented Gear Up To College for students.
- Supported people in many different employment opportunities with Cherry Beach Resort, Foodland Wellington, Foodland Picton, Giant Tiger, Hartley's Tavern, Endless Summer, Baxter Arts Centre Tim Horton's, Wander the Resort, Angry Birds and Picton OPP.

# OUR 2023-2026 STRATEGIC OBJECTIVES



## Co-design

**Develop innovative, flexible and responsive services with our community stakeholders**

- *Advance co-design initiatives and create individualized funding models.*
- *Embed Conscious Care and Support within all organizational approaches and services.*
- *Enhance the use of technology to support people's interests, independence and inclusion.*
- *Streamline and redevelop approaches into one, person directed framework for planning.*

## HOW WE DID

- Developed and implemented a framework for Conscious Care and Support for Initial and Refresher Training for all employees.
- Redesigned the Person Directed Planning process and framework and supported at least 150 people to create personalized plans.
- County Advocates developed education sessions for people through SAVE council and advocated for affordable housing, increases to ODSP & better access to health care with local and provincial governments.
- Hosted Person Directed Planning Training for A Life My Way.
- People we serve purchased personal phones, iPads, & communication devices to improve connections with their natural support networks and reduce isolation.
- Children/youth and families participated in the Family Project with the Center for Conscious Care and Support.
- The PEC Family Circle successfully secured a grant to increase awareness and develop recruitment strategies.
- Implemented purchase of service options at 29 Elizabeth St. for people to explore personal interests, employment, volunteer and social roles.
- In collaboration with Prince Edward & Lennox and Addington Social Services, redeveloped the Resource Consultant program to focus on building capacity and inclusion for all children within childcare services.

# OUR 2023-2026 STRATEGIC OBJECTIVES



## Grow

**Focus on well-being by promoting professional growth, open communication and transparency**

- *Foster healthy relationships and invest in renewal, recovery, and well-being initiatives.*
- *Develop creative solutions to recruit and retain employees.*
- *Promote a culture of professional growth grounded in open communication and transparency.*
- *Embed an understanding and application of Equity, Diversity and Inclusion principles throughout Community Living Prince Edward.*

## HOW WE DID

- Established an Employee Engagement team that developed a workplan to improve communication, quality of support with people, employee engagement and education.
- Secured a Community Services Recovery Fund grant to create and implement the Inclusion Support Worker Program.
- Hired 24 new employees at CLPE and redeveloped the orientation program.
- Redesigned job postings and marketing tools.
- Employees received coaching and mentoring through the Conscious Care and Support Family Project.
- Provided EMAR education and training for 118 CLPE employees.
- Developed and implemented “Stay Interviews” to understand what is most important for employees in their workplace.
- Implemented team building and terms of engagement sessions with all employee teams at CLPE.
- Provided 2,500+ hours of training with employees across the organization.
- Provincial core competencies were embedded in all job descriptions.
- 120 employees attended the Beyond the COVID Haze and Moving from Existing to Essential training designed by CLPE.
- Created people we serve, employee and family stories for social media to raise awareness and support new employee recruitment.
- Hosted the 8th Annual Time for Nine...Wine and Dine Golf Tournament to raise funds in support of CLPE’s Personal Outcome Fund and housing that people can afford.

# OUR 2023-2026 STRATEGIC OBJECTIVES



## Lead

**Develop and foster practices to govern, sustain and lead the organization to excellence**

- *Develop future leaders through succession planning.*
- *Maintain standards of organizational excellence.*
- *Create and implement a decentralized budgeting process and digitized financial systems.*
- *Strengthen and cultivate partnerships to build a stronger and more vital community.*

## HOW WE DID

- Received a 4 Year Focus Accreditation and a Seal of Sustainability Award for three consecutive accreditations.
- The Board revamped by-laws to follow the Ontario Not for Profit Corporations Act, redeveloped Purpose Statements and redesigned Vision, Mission and Value statements to align with CLPE's strategic direction and Journey to Belonging.
- Implemented the Supervisor Mentorship program and succession plans for key leadership positions.
- Hosted two Community Partner Information sessions with a total of 80+ people to build community awareness about CLPE services as well as for CLPE employees to learn about local services.
- Expanded individualized funding options with people and families.
- Onboarded with Perspective CFO to oversee the financial operations at CLPE and streamlined systems to be more responsive to organizational needs.
- Collaborated with community partner agencies to redesign the Out of Home Respite services for Prince Edward and Hastings County.
- In partnership with the Quinte Region East Professional Development Association, hosted the Think Different...Do Different Conference for 120 participants from across the province.
- Facilitated Ambassadors for Inclusion training at local schools as well as at Loyalist College for students and personnel.
- CLPE took leadership roles on community and provincial based committees such as Transition from School to Community, Ontario Disability Support Network Board of Directors, Special Education Advisory Committee, Addressing the Complex Needs of Transitional Aged Youth, PEC Hoarding Coalition and Affordable Housing groups.

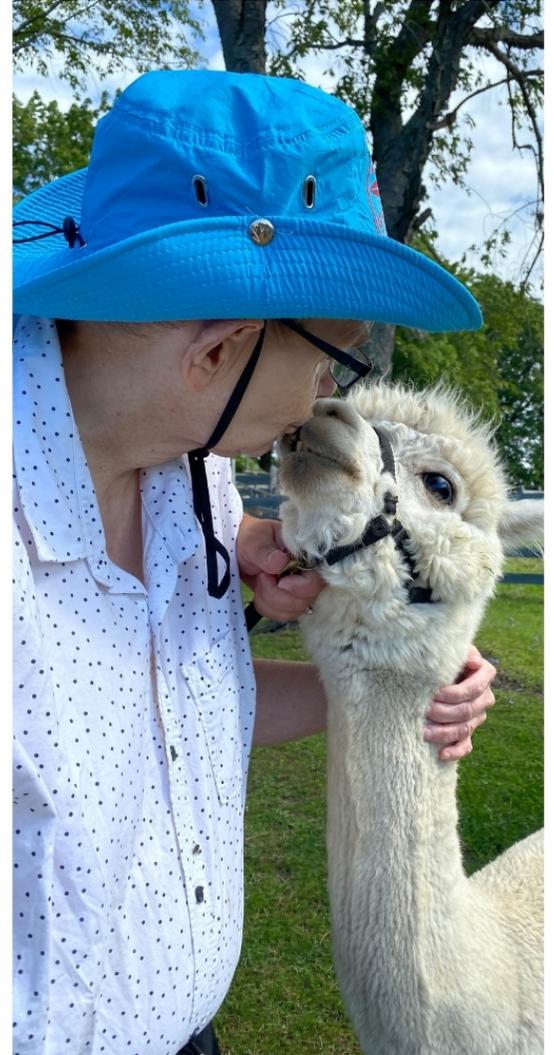
# Inspiring possibilities and supporting...



...people to live their best possible lives...



# ...throughout Prince Edward County!



# Meet the CLPE Board

Our board consists of talented individuals with diverse backgrounds who are leading us in **building a future where anything is possible** for people of all ages who live with intellectual disabilities here in Prince Edward County.

To learn more about these individuals, our team members and our partners, please visit the About Us section on **clpe.on.ca**.



Hilary Tugwood, Board President



Linda Conley, Vice Chair



Caryn McGivern, Treasurer



Mike Flynn, Director



Betty Lavender, Director



Kelly McKinney, Director



Aaron Miller, Director

# 12-month Conscious Care and Supports...



Together with Conscious Care and Support (CCS), a one year project focused on awareness, education and implementation for employees, community partners, caregivers and persons served.

CCS is a training, development and consulting program for community support professionals, parents, family members, teachers, case coordinators, and psycho-social professionals – supporters who provide service and support to individuals of all ages who have autism or other intellectual/developmental disabilities (ASD/IDD).

To develop more caring and competent supporters and significantly improve treatment and support practices, CCS applies well-researched strategies and tools from:

- biomedicine,
- mindfulness,
- social neurobiology,
- bilateral and bio meridian activation,
- nutrition,
- gastrointestinal health,
- sensory integration,
- brain coherence, and
- neurofeedback.

CLPE and CCS hosted a collaborative workshop with families, supporters and schools that explored the CCS model, support needs of families, individuals as well as students with developmental disabilities.



## ...project delivers new innovations

Four people served together with their families, CLPE mentor and support networks were selected to engage a learning model guided by CCS with mentorship sessions, virtual education sessions, in person consultations as well as support and direction from medical and naturopathic health teams. Unmet needs were identified and responded to from a place of knowing, respect and authentic kindness.

Participants built their own self-awareness and emotional self-regulation. Anne Monro shares, “The Conscious Care approach is rich, with many layers of information and insights. Peter, Addy and Xaiver gave us new tools to support Henry to lead his healthiest and best life.”

Want to learn more? Email **Kimberly Doyle** at [kimberly.doyle@clpe.on.ca](mailto:kimberly.doyle@clpe.on.ca).

## Community Partnership Awards 2022/2023

*We're proud to recognize those who facilitate discovery, exploration and opportunities here in Prince Edward County.*



Arielle Welsh Volunteer of the Year  
**Linda Conley**  
*(pictured with Mayor Steve Ferguson)*

Employer of the Year  
**Giant Tiger**

Contributor of the Year  
**Huff Family Fund**

Dennis Markland Employee Team of the Year  
**Youth in Transition**

Community Partner of the Year  
**HJ McFarland Memorial Home**

Inspiring Possibilities with Children and  
Youth of the Year  
**Jamie Parr**

# 2023 Milestone Anniversaries

*Congratulations to team members who celebrated a service anniversary  
- we appreciate all you do every day!*

## **5 Years**

Stephanie Brenay  
Jessica Switzer

## **10 Years**

Shannon Colson  
Dannielle Scott  
Britanny Ibbotson

## **15 Years**

Colleen Gignac  
Stacey Kinnear  
Kim Homes  
Greg Pearsoll

## **20 Years**

Dawn Crawford  
Nicola Wagner  
Jason Sweet

## **25 Years**

Charlotte Bongard  
Stacey Callahan  
Bev Dick  
Angie Everall  
Joanne McKee

## **30 Years**

Kinda Hancock

## **40 Years**

Janet Burns

## **45 Years**

Rosanne Bond's family members  
honoured her contributions

*Congrats!*



# Retirement congratulations!

*We sincerely thank Kim Gagne for her significant  
contributions to Community Living Prince Edward!*

Kim Gagne



**Singer. Crafter. Volunteer.** If you live in Picton, there's a good chance you've met **Cheryl Neddow**



supporting one of the many causes that she's passionate about. Every Friday afternoon, Cheryl sings with the TGIF band. She shares, "I've done lots of rug hooking. The last rug I made had a cat on it." Cheryl designs her own patterns, and also paints.

During the holiday season, Cheryl often represents the Salvation Army Picton for their annual fundraising drive and is also an active Women's League member.

As a County Advocate, she took part in the group's second Earth Day Challenge on social media. Cheryl's been on numerous trips over the years – from Blue Jays games in Toronto to Regent Theatre concerts. Enjoying a coffee at the Tim Horton's in Picton is something that Cheryl enjoys on a regular basis. When asked about what she values the most, Cheryl notes that, "They make things happen for me. All the staff in Community Living like to help. They're a really great team."

**Sports fan. Foodland employee. Wellington Dukes volunteer.**



If there's one thing that **Joe Lavender** is passionate about, it is keeping current on many sports teams. His love of sports is just one reason why Joe was selected to carry the Olympic Torch in Picton for the 2010 Winter Olympics. His late Uncle Garry brought the Dukes hockey team Wellington and encouraged Joe to volunteer as the dressing room attendant.

At least one day a week Joe works at Foodland Picton, a position he started as a high school co-op student supported by CLPE team members almost 20 years ago. Joe is responsible for ensuring that carts are available where and when customers need them.

Joe's mom Betty has been a CLPE board member since 2013 and shares, "Don't be afraid to ask for help, just be open to it. I know we wouldn't have had access to half of the supports that have benefited Joe, had it not been for the knowledgeable team members at Community Living."

# New County Advocates logo helps to build more awareness in PEC



As part of creating a formal advocacy group, County Advocates created a logo to identify members and their local work. **Emilie Lewis** was elected Chairperson, **Agnes Fraser** voted as Secretary and **Cheryl Neddow** chosen as Alternate.

Monthly educational plans were a new focus covering topics such as mental health awareness. Advocates also hosted their 2nd annual Earth Day Challenge on social media - encouraging online audiences to get involved in April. As active volunteers, County Advocates also spoke at events such as Light it Up for NDEAM, Community Living Month, Picton Fair as well as travelled to Toronto to attend Day at the Legislature.

Talking to local and provincial government representatives about topics that matter most to them continues to be a key priority for all County Advocates.





# In Memorium

Marilyn Cooper, September 8, 2023

Jordan Matier, September 25, 2023

Margaret Koning, January 24, 2024

John MacLean, January 24, 2024

Dennis "Jerry" Love, May 2, 2024

Sally Abrams, August 7, 2024



Help us build an  
even brighter  
future as we  
celebrate  
**60 years in 2025**

Donate now at **CanadaHelps.org**

Visit **clpe.on.ca** to learn more

Email **susan.treverton@clpe.on.ca** to  
learn about volunteer and support  
opportunities



**Together, we're proud to build a future where  
anything is possible  
We serve people with intellectual disabilities  
age 0 to 99+  
to live their best possible life in Prince  
Edward County!**

To learn more, visit [clpe.on.ca](http://clpe.on.ca)  
or call us at **613-476-6038**

