

# Creating a Path Forward



Annual Report 2020 - 2021

[quadcounty.ca](https://quadcounty.ca)

 **QUAD COUNTY**  
SUPPORT SERVICES

# Message from QCSS President and Executive Director



**Linda Long**  
Executive Director

Life has been very different for us at Quad County. The COVID pandemic has changed how we provide services. Following the decision to not reopen the day programs, we've been looking at new ways to support individuals and their families. Last fall, we engaged with our key stakeholders to create a Path Forward.

Keeping with our vision, mission and values, the Path Forward provides the framework for staff as we explore opportunities for individuals to have a good life in the community with valued roles and rich relationships.

We've been moving away from providing services that are rooted in programs to providing a more holistic approach based on choice and person-directed supports. While we know there is still a lot of work to be done, we need to celebrate every accomplishment, no matter how small.



## Virtual connections

Thanks to COVID restrictions, technology is now engrained in our lives. I'm proud of how our staff, individuals and families have made the transition from in-person to virtual connections.

Many have participated in and enjoyed virtual activities. To remove barriers to participation, most individuals have been supplied with technology to stay connected to one another. While the virtual connections are important, over the summer months, it was great seeing people gathering outside for social events.

In addition to our virtual connections, we've also made changes to how we communicate. This includes updating the website to make it more user-friendly and informative. We've also changed the look of our newsletter and taken a more active role on social media through our Facebook page.



## Board of Directors 2020



**Linda Long**  
Executive Director



**Ross Werden**  
President



**Bonnie Campbell**  
Vice President



**Betty Ann MacKinnon**  
Treasurer



**Brenda Szusz**  
Secretary



**Laurie Vereecken**  
Director



**Rhonda Long**  
Director



**Lyn Moniz**  
Director



**Andrea MacKellar**  
Director

## Changing faces

Another highlight of the past year is our partnership with Southwest Collaborative Communities (SCC). This collaboration with 5 other like minded organizations has proven to be meaningful and worthwhile.

Thank you to Betty Ann MacKinnon and Brenda Szusz for representing our agency on the SCC board of directors. We look forward to participating in the upcoming projects.

This past year has been a year of tremendous change at all levels of the organization. The retirement of Jeff Giles and Regina Sheere resulted in a reorganization of administration and management. Many staff have been adjusting to new schedules and new roles. Individuals and families have also had to adjust to these schedules as well as new ways of receiving supports.

Overall, we are so appreciative of everyone's patience, flexibility and adaptability. We know this past year has been very trying as we navigate the COVID pandemic. However, we cannot let our guard down. We need to remain diligent and strive to use all means at our disposal to keep everyone safe and healthy.

***Thank you for your ongoing support to keeping our community safe.***





Socialization



Activities, outings and special events



Community involvement



Individualized interests



Technology



Staff Awareness

# Creating Individualized Supports

In Spring 2020, Quad County Support Services made the difficult decision to not reopen the day program as the age and design of the building didn't allow us to meet the Province of Ontario's Stage 3 reopening requirements. In the fall, we embarked on an extensive consultation process to gather feedback on how best to support individuals moving forward.

Over two months, we consulted with families, individuals, staff, community and board members to hear their thoughts on how best to support the individuals we serve.

## Themes

In our engagement, some common themes emerged on how the day programs were perceived as well as how to best support individuals moving forward.

These include:

- **Socialization** – ability to be with friends and peers
- **Activities, outings and special events** – based on individual interests
- **Community involvement** – opportunities for individuals to be more included in their local communities
- **Individualized interests** – develop a more individualized approach to supporting individuals
- **Technology** – further exploring technology opportunities and limitations
- **Staff awareness** – training for staff to support individuals in a new way

## Creating change

As we worked to create a path forward, we recognized there isn't a one-size-fits-all approach. There are intergenerational issues due to the ranges of ages of the individuals we support and their families.

There's also the recognition supporting individuals goes beyond a building. Rather, it's more about determining how we support people as individuals, appreciating their needs and interests.

Our staff have spent much of 2021 working on the recommendations from the report. This includes developing and scheduling virtual activities based on interests identified by individuals, allowing them choice in when and how they participate. Many of these programs are run by community members, allowing us to strengthen our connection with our community.

We've also looked at ways to advance our technology while trying to assist with barriers.

Finally, we're providing training for staff to help them look for new ways to support individuals and connect with our community.

*We thank everyone for their ongoing involvement as we create a new path forward.*



## Full Financials Available

To request a copy of the audited financials for Quad County Support Services please email us at [info@quadcouty.ca](mailto:info@quadcouty.ca)



# Highlights:

Find more pictures on our Facebook page and follow us to be part of the Quad County community!



**FACEBOOK PAGE:**  
Quad County Support Services

*We're regularly posting photos on Facebook!  
We encourage you to follow, comment and help  
grow our Facebook 'Quad Community'.*







## List of Donors

Duff Church Ladies Aid

Annie Schaeken

## In memory of:

### Ruth Stevenson

Lori Cadogan  
James & Judith Chamberlain  
Darlene Coatsworth  
Jean Crawford  
Constance Dempsey  
Gary and Sherri Johnston  
Ladies Auxilary of Reg Lovell  
(Glencoe Legion)

Glen and Judith Magee  
Brenda Nethercott  
John and Laurie Nevills  
John and Peggy Pierce  
Randy and Robin Puspoky  
Ross and Lindsey Werden  
Mark and Heather Winship

### Elizabeth Memering

Bonnie Campbell

Mr. & Mrs. Mike Eric

## Municipal Grants

Corporation of the Municipality of Southwest Middlesex Elgin County

## Donations Appreciated

Donations from our community members and businesses are always appreciated. Financial and in-kind donations allows us to expand the supports we provide.





## Youth Connections Program Going Strong

For the last five years, Quad County Support Services has run the Youth Transition Program. This program is funded through our Board of Directors and Canada Summer Jobs federal funding. The goal is to help connect students to their home communities through employment, volunteering and recreational activities.

In 2021, six students ages 16-21 participated in the program. These industrious youth volunteered at Glencoe Foodland, Lenny's Auto Shop, McNaughton's Home Hardware, West Elgin Community Health Centre, Municipality of West Elgin, Employment Services Elgin as well as ran a Bubly stand to raise money for Autism Speaks.

In addition to their volunteer work, every

Wednesday the students focused on skills development. These sessions included budgeting with the Finance Diva, workplace training with Employment Services Elgin, cyber safety and easy meals on a budget.

To ensure the students had some time for fun, they also enjoyed virtual games, craft nights, outdoor games, swimming and picnics.

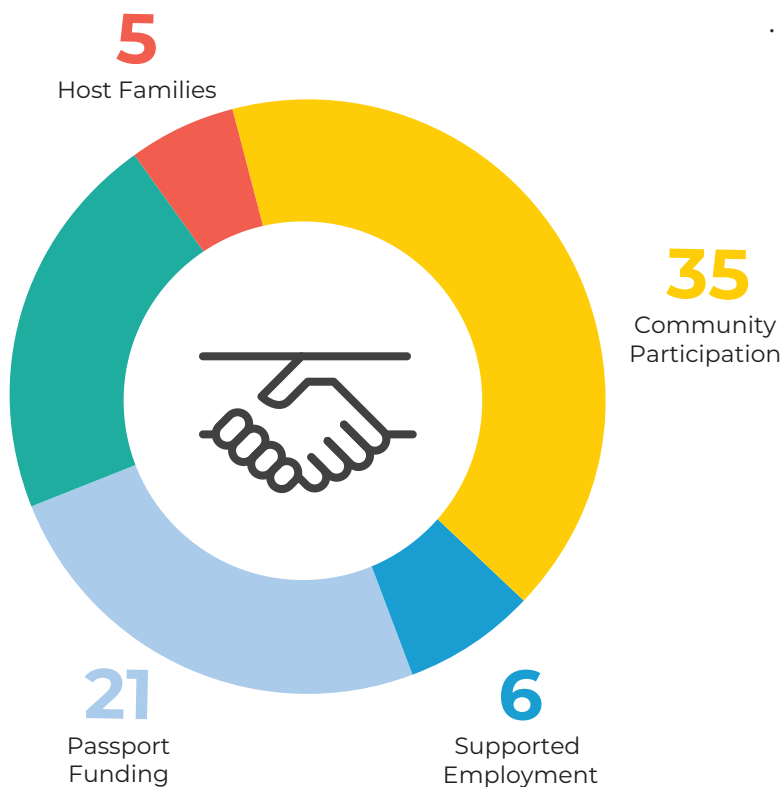
Through their 8 weeks, the students gained independence, had some laughs and most importantly, formed connections in their community.

***We look forward to year six of the youth connections program.***





# Our Impact 2020-2021



## Passport Funding

### What is it?

This funding from the Ministry of Children, Community and Social Services provides resources for families and individuals to receive supports in-home/out of home, respite and a multitude of community participation alternatives.

### How it works?

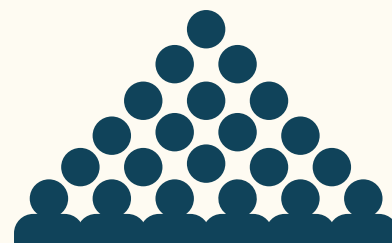
Families can choose to manage some or all of their funding or they can connect with Quad County to assist them in a multitude of ways.

### How we have helped families

Quad County has helped 21 individuals manage their Passport Funding.

This includes hiring staff to support people to access community events, providing respite as well as helping families purchase technology to keep them connected, learn new skills and become more independent.

**Total \$134,601.48**



**21 INDIVIDUALS  
\$134K+ ACCESSED**



## Virtual Programs = More Ways to Connect

When COVID restrictions limited in-person activities, our staff and community quickly came together to find fun ways to connect virtually.

Individuals have enjoyed cookie decorating with Robin and Snack Chat, creating a yummy snack while visiting. Looking to burn off those calories and stay fit, Marg Rabideau has held weekly fitness classes. In addition to Marg, other community fitness instructors have also taught us yoga and a pound class.

Bringing out our crafty side, the Glencoe Public Library and Christina from CB Creative Concepts, have led monthly crafting sessions.

We're also grateful to Tony Bycraft, the Karaoke King, who got us up singing and dancing with Zoomaoke while Jeremy Smith kept us entertained with a monthly John Denver-style concert.

Finally, our weekly Zoom game nights have been a huge hit! Theme nights, competitive games and even a visit from Cinderella have kept us laughing.

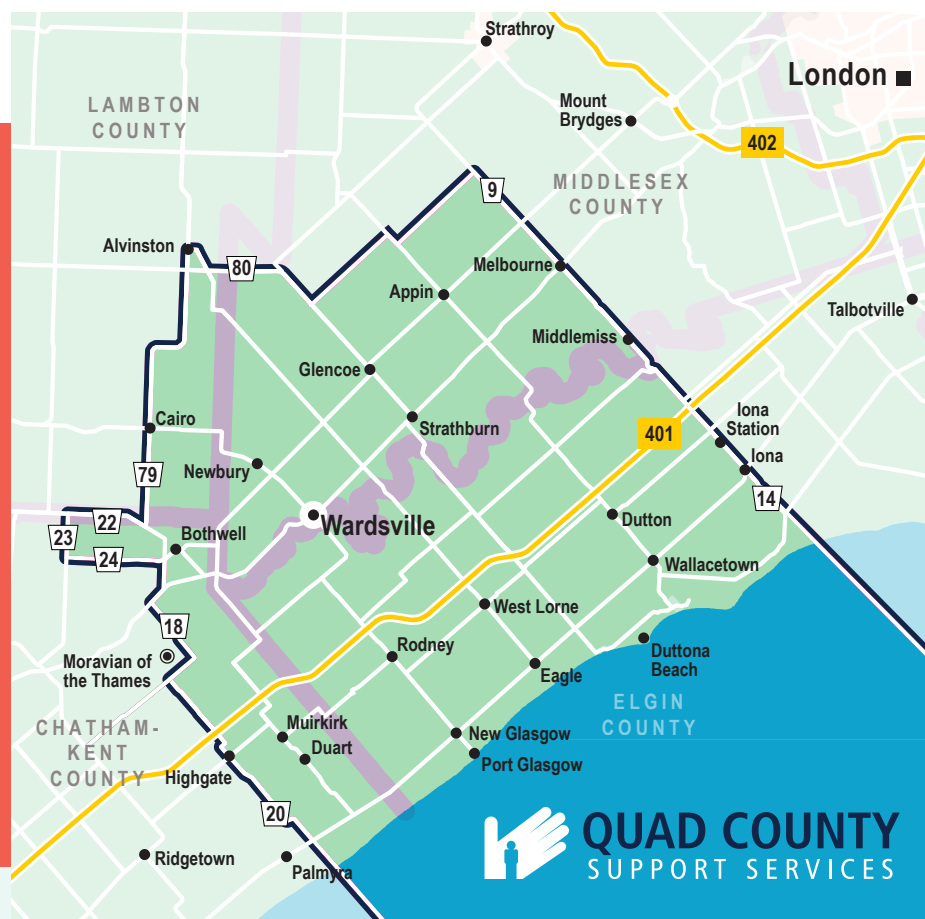
While we miss being together in person, our virtual activities have been a great way to connect with each other as well as community members.



**EVENTS:**  
[quadcounty.ca/events](https://quadcounty.ca/events)

*Did you know we have an online events calendar?*





**We are at the heart of 4 counties.**

We strive to create authentic and meaningful participation through community connection which is driven by individual choice.

## Thank you for your years of service

The following individuals have been employed by Quad County Support Services for:

### 5+

Andrea Knight  
Anita Deeley  
Donia-Jean Harper  
Janine VanEvery  
Megan Murray  
Stephanie Caron  
Lindsay Verhelle

### 10+

Brittany Hooyer  
Cheri Lovell  
Kali Zwambag  
Margaret Perry  
Robin Hamilton

### 15+

Terry Rankin  
Linda Therrien  
Shannon Lovell  
Josie Mitchell  
Lori Watson  
Sherry McNeill

### 20+

Andrea Carter  
Caralee Mitchell  
Damon Munro  
Darlene Hoover  
Linda Therrien  
Sharon White  
Terry Rankin

### 25+

Gerald Zwambag  
Teri Walsh  
Tina Walker  
Norine Letourneau

### 30+

Don McLachlan  
Gordon Walker  
Jeff Giles  
Regina Sheere

### 35+

Lyn Stevenson  
Linda Long



## Fact:

Over **53 staff**  
help support  
**35 people**  
accessing service.

*Thank you for all  
that you do!*



## COVID Highlights Community Resiliency

To say it's been a challenging year would be an understatement. Each time we felt we were getting the hang of this new normal, COVID would throw us a curveball.

Our staff, families and individuals have had to pivot and adjust more times than any of us would've liked. But throughout it all, we've found ways to connect, have fun and stay safe.

During the summer months,

many of the individuals we support enjoyed connecting with family and friends. Hugs and smiles were plentiful.

With the highly transmittable Delta variant circulating in our communities, and COVID cases rising, we continue to follow COVID safety measures. These include wearing a mask, practicing social distancing, hand washing as well as encouraging people to stay home and get tested when unwell.

We continue to work closely with the Middlesex-London Health Unit, following their guidance on health and safety.

Knowing vaccinations are our way out of this pandemic, we have continued to encourage staff and individuals to get vaccinated. As of October 1, over 80% of staff and individuals have been fully vaccinated.

*We thank everyone for their ongoing patience with following the COVID protocols.*

### We want to hear from you!

Have ideas for a community program or questions about services and supports we provide? There are lots of ways to connect.



**EVENTS:**  
[quadcounty.ca/events](https://quadcounty.ca/events)



**NEW WEBSITE:**  
[quadcounty.ca](https://quadcounty.ca)



**FACEBOOK PAGE:**  
Quad County  
Support Services



**EMAIL:**  
[info@quadcounty.ca](mailto:info@quadcounty.ca)

**quadcounty.ca**