

# Strengthening our Path Forward



Annual Report 2021 - 2022

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

 **QUAD COUNTY**  
SUPPORT SERVICES

# Message from QCSS President and Executive Director



**Linda Long**  
Executive Director

It's been an interesting 12 months as we move from a mentality of fear to how do we live with COVID.

We entered last fall enjoying more in-person activities. Sadly, that changed in the winter when we returned to more restrictions due to rising COVID cases. Thankfully provincial restrictions opened up in the spring and summer, allowing us to resume in-person activities. This included hosting our first summer picnic since 2019.

With the health and safety of individuals we support and our staff as our first priority, we embraced the in-person opportunities while closely following safety protocols and practices. While these practices were able to help keep everyone safe for 2.5 years, this summer we saw the first COVID cases amongst individuals we support. However, we know that the COVID precautions that have become ingrained in our daily lives, and new models of supporting people in teams, have been key to keeping infections to a minimum.

Over the summer our leadership team was able to take a breather after 2.5 years of operating in a pandemic. They took this time to refocus and reenergize. This included working on updating our personnel policies and procedures.

## Ministry update

While we've been fortunate to have had a few years of financial flexibility as we worked through COVID, at the end of this budget cycle we'll be moving into the unknown. The Ministry of Children, Community and Social Services is currently undertaking a cost survey review. This is very time consuming for all agencies involved (including QCSS). However, the intent is to look at efficiencies related to agency budgets.





The Ministry has also rolled out their new plan – Journey to Belongings. While on the surface this appears to be a great plan, there are many questions being raised. As such, I would encourage everyone to read this document.

In terms of our staffing, like all organizations across Ontario, we're also experiencing a staffing shortage. Over 40% of our staff have been with us for less than 5 years. While we continue to recruit, we appreciate having been able to welcome some new faces who bring with them fresh ideas and new perspectives.

*Ending on some positive news, in 2023 QCSS will celebrate its 60th anniversary. We're already thinking of ways to commemorate the milestone. It promises to be an exciting year!!*

## Board of Directors 2021 / 2022



**Linda Long**  
Executive Director



**Ross Werden**  
Chair



**Bonnie Campbell**  
Vice Chair



**Betty Ann MacKinnon**  
Treasurer



**Brenda Szusz**  
Secretary



**Laurie Vereecken**  
Director



**Lyn Moniz**  
Director



**Andrea MacKellar**  
Director

## Values



**Dignity and  
Respect**



**Inclusive**



**Person-Directed  
Support**



**Family  
Partnerships**



**Emotional  
Wellness**

# Moving forward

Despite having a certain level of uncertainty regarding Ministry direction, we remain committed to our path forward. We continue to use virtual supports to encourage interactions. Using technology has created new opportunities for people to connect in different ways and with a variety of people from across the province.

However, we also know that nothing can replace in-person connections. With an eye on safety, and wanting to be fiscally accountable, we are always looking to find ways for gathering together.

We're also continuing to work on strengthening our relationships with both community partners and our self-advocates. We know we are stronger together.

Finally, we have welcomed a few new faces of individuals we support. It's been a pleasure seeing them meet new friends and taking advantage of new opportunities. If you see them, please give them a warm welcome!

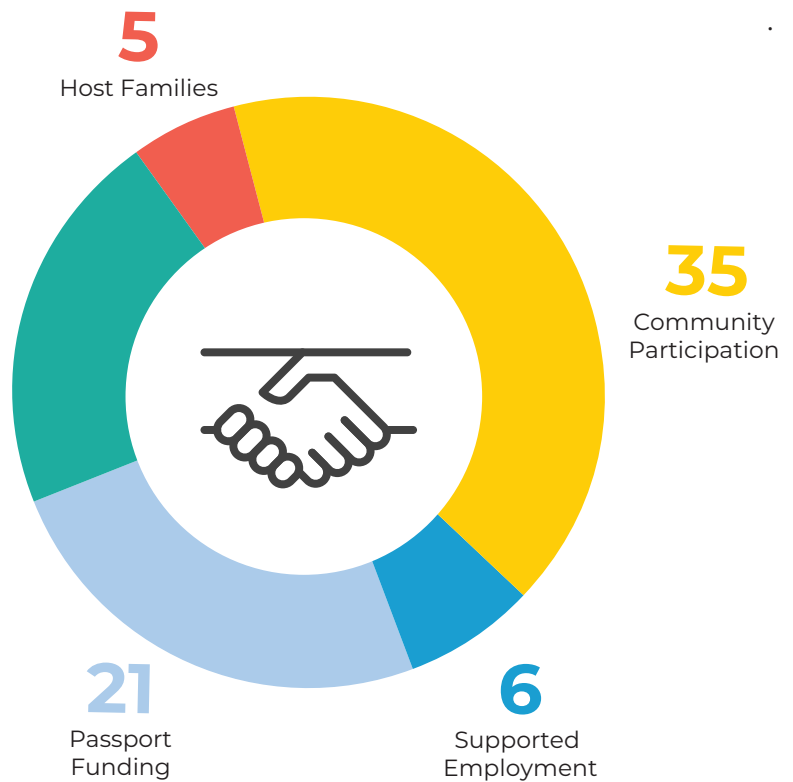




# Our Impact 2021-2022



**18**  
Residential  
Supports

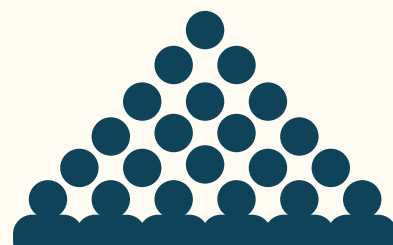


## Passport Program

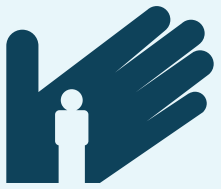
### Did you know our work with the Passport Program is growing?

We now serve 27 people and manage \$164,600 in funding.

We're thankful for the flexibility from the Ministry in how funds can be used. This has opened opportunities for people to purchase technology to stay connected to their families and friends.



**27 INDIVIDUALS**  
**\$164K+ ACCESSED**



# QCSS in Community

We were grateful to be able to host two community events this year - Shine a Light for Community Living Month in May and the pancake breakfast for Tartan Days in July.



## Shine a Light

As part of May being Community Living Month, QCSS participated in the Shine a Light on Community Living initiative by lighting up Southwest Middlesex at the Glencoe train station. When homes, businesses and municipal buildings brightly display the Community Living colours of blue and green throughout the month of May, it sends a powerful message of inclusion that shines throughout the province. The Shine a Light campaign was one of the many events and activities that took place throughout the month to create awareness around inclusion for people with intellectual disabilities.



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

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





## Tartan Days

As part of Glencoe's Tartan Days, we hosted a successful pancake breakfast serving over 300 people. Tartan Days offers a true sense of community, providing an opportunity for everyone to come together. We are proud that Quad County Support Services is able to be part of this incredible event, giving back the community. Individuals and staff also volunteered to be part of the clean-up crew.





# 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

Southwest Middlesex

## In memory of:

### Todd Reycraft

Andrea Morrow

Larry and Mary Ellen Kettlewell

Jim and Theresa Goodhand

Melanie Leitch

Mary Lou McCuaig

Marie Williams-Gagnon

Bill and Norma Leitch

Holly Watson

Ronald Callaghan

Gerald and Anja Zwambag

Doug and Jane Brown

Joyce Ann Aboussafy

Heather Towers

Tom and Julie Field

Dutton Denistry

Ashliegh McLean

Dale and Susan Cushman

Jay and Elizabeth Burtwistle

Rebecca MacPherson

Lenore Patterson

Mark Want

TJ and Lindsey Ritchie

Mike Chalupka

Matthew Whitney

Ross Whitney

Simmy Kauldhar

Hugh Fletcher

Stan and Dawna Towers

Janice Brown Vallieres

Ross Snider & Mary Simpson

Mr. Alexander VanHeck

Jordan VanHeck

Mr. & Mrs. Jim and Jane May

Mr. & Mrs. Rob and Mirah Simpson

Mr. & Mrs. Grant and Sharon Wolfe

Bonnie Campbell

Hospital Staff Fund

## 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 Transition Program

This summer was the sixth year Quad County Support Services has run a program for youth with developmental disabilities. Our facilitator, Darlene Hoover, created a program that was person centered and facilitated meaningful participation in the students' home community. The program also focused on skill development in the areas of employment, volunteer and community participation.

Two staff oversaw the program for seven high school students from our catchment area. The program was successful and assisted the youth to develop skills, build friendships, work on skill development and make community connections.

The students enjoyed some fun summer activities and worked with some great local employers who aren't afraid to give people a chance. The students were definitely living their best summer life.

Thank you to Elgin County Community Grant Program, Municipality of Southwest Middlesex, and Canada Summer Jobs for helping fund this important program.

## Year-round program

The last several years have shown the need for students to make connections in their home communities on an on-going basis while providing family support to navigate the system when students transition to adulthood. Youth Transition Program families remain connected to our staff and have also reached out during the school year for guidance and support in understanding their local school system.

Providing this program year-round would help set up students for future success. Supporting these youth and their families to work towards transition, independence and inclusion in their own community is important and needs to happen throughout the year.

While there is a clear need and significant interest in making this a year-round program, we would require additional funding to make it a reality. We are currently exploring ways to secure funding through grants and community donations.

***If you're interested in donating or learning about how your organization or business can support Youth Transition Program, please email [admin@quadcounty.ca](mailto:admin@quadcounty.ca).***



# Thank you for your years of service

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

## 0-5

Jessica Blais  
Lesley Campbell-Okolisan  
Jamie-Kate Coaker  
Mikelle Forrest  
Erin Gott  
Taylor Holmes  
Jennifer Keech  
Greg MacMillan  
Brooke Mazerolle  
Danielle McGill  
Briana McLeod  
Mari Perez  
Taylor Shearer  
Lavonne Simpson  
Tory Spry  
Mary Ellen Stacey  
Stephen Tomasi  
Emily VanHooste

## 5+

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

## 10+

Margaret Perry  
Kali Zwambag

## 15+

Robin Hamilton  
Sherry McNeill  
Josie Mitchell  
Linda Therrien  
Lori Watson

## 20+

Darlene Hoover  
Caralee Mitchell  
Damon Munro  
Terry Rankin  
Sharon White

## 25+

Norine Letourneau  
Tina Walker  
Gerald Zwambag

## 30+

Don McLachlan  
Regina Sheere  
Gordon Walker

## 35+

Linda Long  
Lyn Stevenson

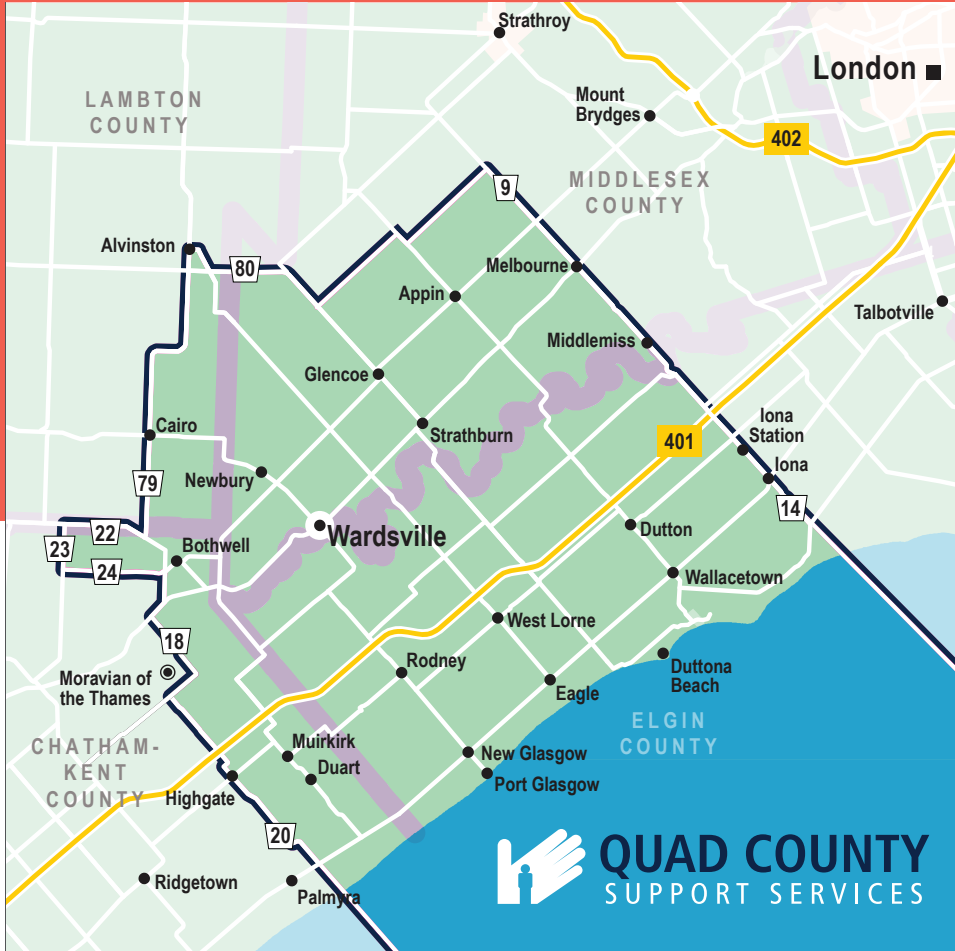


## Fact:

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

*Thank you for all  
that you do!*





## 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.

## Full Financials Available

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

## 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](http://quadcounty.ca/events)



### WEBSITE:

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



### FACEBOOK PAGE:

Quad County Support Services



### EMAIL:

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

**quadcounty.ca**