



Share your pictures from the last 60 years!

Email them to 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.



info@quadcounty.ca



FACEBOOK PAGE:

Quad County Support Services



WEBSITE:

quadcounty.ca



EVENTS:

quadcounty.ca/events

Celebrating 60 years

I always like the new year as it's a fresh beginning, with lots of optimism and hope.

Last year, we spent a lot of time conducting a strategic review. In 2023, we're excited to be focusing on our updated strategic directions.

We're also thrilled to be celebrating our 60th anniversary!!!

This milestone is an opportunity to reflect on our past while planning for our future.

Throughout the year you will see posts on our Facebook page and website highlighting some of our special memories as well as ways we are celebrating. We hope this will help our community learn more about us and the important work we do supporting individuals with developmental disabilities.

Since our inception in 1963, a lot has changed in the world of developmental services. We've moved away from sheltered workshops and institutions to creating a place where people can live their best lives. The focus is now on helping individuals be in control – doing what they want versus what others want.

We know we have made mistakes in the past, but we are open to looking at those mistakes and learning from them.

I'm excited about the opportunities for growth as well as new experiences for individuals, staff and our community.

We look forward to celebrating our 60th anniversary with you this year.

Linda Long, Executive Director



Updating our strategic directions



In December, we held two workshops to get feedback from staff, individuals, board members and families on our updated strategic directions.

As part of the workshops, our consultant, Cynthia Lockrey, provided participants an overview of the four pillars. She then had attendees work as a group to discuss what it means to them and how to make the pillars a reality.

The four pillars, or strategic directions, are:

- Person directed supports
- Community participation
- Wellness
- Long-term sustainability

To those of you who were able to attend – thank you for taking the time to provide feedback. For those who weren't able to attend, we'd love to get your input – either by contacting Linda Long directly or responding to opportunities we'll be rolling out throughout the year.

The following is a high-level summary of the strategic directions which you'll be hearing more about in the coming months.

1 Person directed supports

Going from person centred to person directed supports means a shift from the person being at the centre of the decisions, with decisions made for them, to the person directing the decisions. While individuals have traditionally been involved in conversations about their supports, it has not been an ongoing conversation that provides space for individuals to provide thoughtful and honest answers versus saying what they think staff want to hear.

The shift to more person directed involves more focus on individual interests vs planning activities for a group, taking the time to talk to individuals and get their input, involving families while ensuring the individual is directing supports and providing staff the training they need to make this a reality.

2 Community participation

This second pillar evoked a lot of discussion in the workshops as well as confusion over what is community participation. Some participants struggled with the concept of physical vs social participation.



In our workshop, these are the words participants used to describe Quad County Support Services.

Physical means being present in community where social means being an active participant (ex. watching the Santa Claus parade vs being in the parade).

We heard from individuals this means – don't assume because we liked it before we want to do it again – ask us and we want to be valued not a just tolerated member of the community.

3

Wellness

On this pillar we discussed the impact COVID has had on staff recruitment and morale as well as the mental and physical health of staff, individuals we support and families. We talked about the importance of being aware of the health and wellness of not just others, but ourselves. It's about taking the time to check-in with each other, being persistent and not just accepting I'm fine as an answer. In our state of busyness, it's easier to ignore our personal health and wellness and recognize red flags in others.

In line with person directed supports, for individuals this means helping them find an activity that supports their health and wellness

4

Long-term sustainability

Long-term sustainability includes both succession planning for staff and financial sustainability for the organization.

For succession planning, it means looking at the individual needs of each staff member. Not everyone wants to be the executive director. Rather, it's about looking at how to support staff on their journey as it's easier to retain staff than recruit.

For financial stability, we acknowledged the unknowns with government funding. As such, we need to look at new ways of generating financial support – fundraising, donors and more.

We look forward to working with our Quad County Support Services community in making these pillars a reality.

Spotlight:

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





Thank you to everyone who played a part in bringing smiles to the faces of the individuals we support.

Rodney Kiwanis Club

Rodney Calvary United Church Women

West Lorne Foodland

West Lorne Pharmacy

NAPA Glencoe

Highland Pharmacy

Mancari's Pizza and Restaurant

Glencoe Pharmacy

Art in the Park

Glencoe Dollar Spot

Glencoe Foodland

Ashton's Hair Design

Godfathers Pizza

Ace Hardware

PooranLaw

Gallagher

Surge Learning Inc

NucleusLabs Information Technologies (Canada) Ltd

Redberry Gardens

Mike and Grace's No Frills

Tim Horton's Glencoe

CB Creative Concepts

Elfreide Parlow

Ross Werden

Lyn Moniz

Allan Mayhew

Thank you for making Christmas merry

In December, we reached out asking for donations so we could fill Christmas baskets for the individuals we support. We were completely overwhelmed by the generosity of our community.

We received over \$3,000 in donations which allowed us to create gift bags (as baskets weren't big enough) for 35 individuals. We wish you could have seen their faces light up when they received their bag. Everyone was truly surprised, grateful and overjoyed.

Your generosity truly brought some Christmas joy to individuals who have been greatly impacted by COVID over the last 2.5 years. They've had to adapt to changes to their routines, various COVID restrictions and also find new ways to connect with family and friends. Throughout it all, they've shown their resiliency.

We also want to thank Santa's helpers – Lyn, Kali, Darlene, Norine and Linda who put together the gift bags and make the deliveries.

The self-advocacy journey



Nicole got involved with self-advocacy by taking part in the “My Voice, My Choice” series that was hosted by Arch Disability Law over the summer and attending the Speaking Out Conference in Port Elgin last October.

We recently sat down with Nicole to learn more about her self-advocacy journey.

She told us she started down this road to learn how to stick up for herself and to help others do the same. Through her work, she’s discovered there are still agencies that aren’t listening to everyone and our government is not listening to people with disabilities.

When asked why self-advocacy matters, Nicole said people aren’t always treated well and have their rights taken away. This could include not being able to talk on the phone, having snack the way they want it or being able to listen to music. These are some of the things she’s heard from people she’s met who are supported by other agencies.

Self-advocacy means people having a voice and being able to stick up for themselves.

Nicole has enjoyed getting to know people from across the province and is looking forward to starting back to in-person meetings here at Quad County Support Services.

In terms of what she would like to bring to our organization, Nicole said she would like to bring people together in person. She would love to find a place where people could meet regularly and would like a staff member to help individuals brainstorm activities.

Nicole would also like to bring some of the speakers from the Speaking Out conference to share with others. She particularly enjoyed a speaker who talked about how you can overcome obstacles and has proven others wrong in their assumptions about her.

Nicole also would like people to recognize the challenges wearing masks during COVID brings to communications. It is a barrier for those who have trouble communicating as the mask can make it difficult for them to understand what you’re saying.

Finally, when asked why other people should get involved in self-advocacy, Nicole said it is important people know their rights and learn how to stick up for themselves.

We look forward to supporting and continuing to learn from Nicole in her self-advocacy journey.