

# Collaborating for Success

Annual Report 2024 - 2025



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



**QUAD COUNTY**  
SUPPORT SERVICES



# Working Together in a Changing Environment



**Linda Long**  
Executive Director

It's a true statement that time doesn't stand still. As we complete another year end, I'm always amazed at how we continue to evolve as an organization. We're moving away from a time of rapid change to one that's more intentional and gradual. This allows us to deepen our supports so that we're more responsive to people and not programs.

Each year I see how people are experiencing so many opportunities that weren't as available during our time of congregate supports. If you follow our Facebook page, you'll see that people have participated in things they love to do such as gardening, travel, attending theatre and concerts, creating art, joining in sports events, exercising, and participating in community craft events.

Often times these events end with sharing a drink with friends at the local Tim Hortons. These are activities that we all enjoy. Adopting a model of individual supports means that people can experience what is meaningful to them and not just what we have to offer.

## Navigating change

That being said, we must continue to navigate the pressures that are also naturally occurring. There are 52,000 Ontarians with disabilities on the waitlist for services due to serious funding shortfalls within our sector.

This year we held our first job fair. While staffing capacity remains an issue, we've been fortunate to welcome many new staff over year. Our agency, like many others, is faced with increasing costs without the increase in funding to meet the needs.







We're also seeing an increase in demand for Passport services. As we experience these times, we need to look at how we can continue to evolve to meet existing demands while keeping in mind the future of Journey to Belonging.

## Planning for the future

Quad County operates under a Letters Patent and Articles of Incorporation. These have not been updated since our inception in 1963. There was also a requirement for us to meet the standards of the Ontario Nonprofit Corporations Act (ONCA).

This past year, the Board of Directors embarked on updating all of these requirements to reflect the transformation from where we started to where we are today. This was a significant amount of work and I would like to thank the board for all of their time and efforts. We also welcomed a new board member, Kelly Lawley, in the role of director.

There has also been a significant amount of work by the Quadco and Quad County boards to complete a transfer of duplexes from Quadco to Quad County. The original intent of Quadco is no longer necessary and we thank the Board of Directors for their time over the years.

Finally, I would like to end by stressing that every person at Quad County has a role to play in the success of the agency, but most importantly, the success of individuals in their own personal development. I sincerely thank the staff, individuals, families, neighbours, and community partners for believing in inclusion and investing in our future.

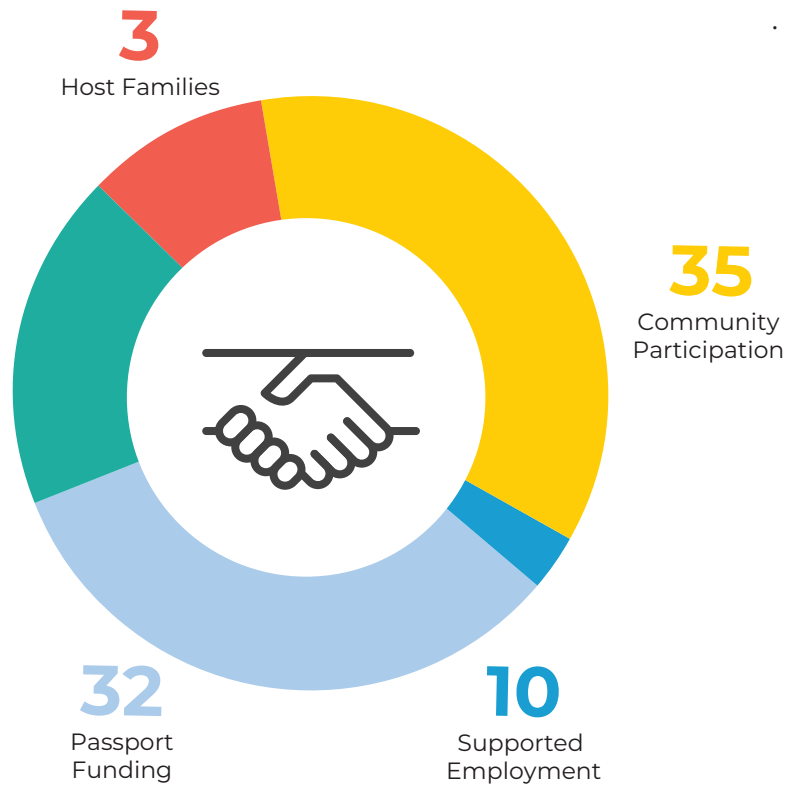


# Changing Futures:

Our Impact Metrics  
2024-2025



**18**  
Residential  
Supports

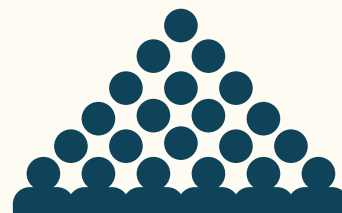


## Passport Program

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

We serve 32 people and manage \$208,930 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.



**32 INDIVIDUALS**  
**\$208K+ ACCESSED**

**855 WORKING HOURS**



# 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





# Community Involvement is Key to Healthy Living



According to the World Health Organization, loneliness and social isolation have serious impacts on physical and mental health as well as quality of life and longevity.

This is why at Quad County we prioritize community engagement for the people we support.

You'll often find individuals giving back by volunteering in service clubs, such as the Lions and Legion, attending community events (Canada Day, Tartan Days, fairs and more) as well as helping in the CCC can collection. Each February, they also show their love of their communities by handing out cookies as Random Acts of Kindness.

We are blessed to have great partnerships with community organizations such as the Glencoe Library, Glencoe Presbyterian Church, London Middlesex Housing, Regeneration Centre, Quest Centre and many local businesses.

The individuals we support work in the community at the library, marina, grocery store, cutting grass, farm work and as a crossing guard.

All of this activity supports our vision of providing authentic and meaningful participation in community where every person belongs and is valued, respected and treated with dignity.







## Board of Directors 2024 / 2025



**Linda Long**  
Executive Director



**Brenda Szusz**  
Chair



**Bonnie Campbell**  
Vice Chair



**Laurie Vereecken**  
Secretary



**Kelly Lawley**  
Director



**Lyn Moniz**  
Director



**Andrea MacKellar**  
Director



**Doug Bartlett**  
Director





# Getting to Know Our Staff

In the last five years, we've welcomed many new faces to Quad County Support Services. Of our 61 staff, more than half have been with the organization for under five years.

Have you ever wondered why someone chose to apply at Quad? And what motivates a long-term employee to stay?

We asked two staff members to share their thoughts – one a newer hire and the other a very familiar face.

## Heather

**1 year of service**

### Motivated to make a difference

**Why did you choose to work at Quad County?**

I wanted to make a difference in my local community. Being part of an organization that empowers individuals and supports their growth allows me to contribute in a way

that aligns with my values and purposeful community development.

**What do you enjoy?**

I find it rewarding to learn what inspires the individuals we support, helping them pursue their passions. For example, working with Colleen as she continues to develop her skills as an artist has been incredibly meaningful. Watching her grow in confidence and creativity through her artwork is truly inspiring.

**What do you see as challenges?**

One of the challenges in this work is learning to support individuals who have a wide range of interests, personalities, and needs. Each person requires a unique approach, and part of the learning process is adapting to those differences with empathy and flexibility.

**What is a memorable experience you've had?**

One of my most memorable experiences has been working with Colleen to create artwork for the community art wall at the Glencoe Library. We joined the Art 'n Around group in West Lorne to develop the





themes and paint the pieces. It was incredibly inspiring to be part of a group of artists who welcomed Colleen, supported her creativity, and helped her grow as an artist. The project also received support from Courtney, from the Glencoe Library, who assisted with both the idea and the setup. The exhibit on the art wall, created by multiple Quad County artists, was well received and generated wonderful feedback from the community.

## Gord

**34 years of service**

### Hometown connections and service

#### Why did you choose to work at Quad County?

That's a really good question. One thing I liked about Quad County was that it's a small agency in my hometown, where I could make a difference. When I first started, I volunteered with Glen. I found this to be rewarding and to this day I continue my friendship with Glen. I always believed



whatever you put into life; you will get back in return. Soon a position opened for a support worker in one of the homes. Although I did go back to school to be a child and youth worker, soon after I graduated, I was hired on full time and have never looked back.

#### What have been some of the highlights?

This job has allowed me to help people we support get involved in the community whether it be fishing charters, sponsored by the Rotary Club, trips to the Blue Jays baseball games, Disney on Ice or participating in the local fall fair. There are many others, but the main highlight has been having people welcoming me into their homes.

#### What do you enjoy doing?

There are many things that I enjoy doing when I am at work. It's what I enjoy doing outside of work that has helped me get the people I support involved

and see their talents flourish. I also enjoy establishing a certain stability and routine in their daily lives.

#### What have been some of the challenges?

With everything in life there are challenges. With challenges, we grow. Every day when I go to work, I'm faced with challenges - be it my own personal ones or for the people we support. The behaviours are probably the most challenging for me. But with their behaviour, it has taught me patience, which is a quality that has helped me do my job better and be a better person.

I have been here a long time! When I look back, I remember how we have rejoiced in the wins and cried at the losses. We've always brought the people we support into our families, BBQ, birthday parties, weddings. These are the things that I will always cherish and remember.





## Municipal Grants

County of Elgin

Municipality of West Elgin  
Southwest Middlesex

## List of Donors

Anja Zwambag

Andrea Burdick - Epicure fundraiser

County of Elgin, Wardens Golf  
Tournament

Duff Church Ladies Aid

Glencoe and District Lions Club

Juergen Deutschland

Linda Holder

Pat Kelly

Stephanie Sanders Commonwealth  
Financial

## Ted Vink bursary award

In 1999, the Vink family established this annual award in member of their family member, Ted, who was killed in a tragic accident. This \$200 bursary is awarded to a student at Glencoe District High School who is entering a Developmental Service Worker, or similar program, at a community college.

We appreciate their ongoing commitment to supporting students who are entering a field working with individuals with developmental disabilities.





# Thank you for your years of service

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

- 0-5

Jessica Blais  
Nicole Bogaert  
Cilin Cherian  
Jamie-Kate Coaker  
Emma Cookson  
Nate Dow  
Jacob Gott  
Stephanie Harding  
Taylor Holmes  
Laurie Hume  
Heather Jacobs  
Lisa Johnson  
Jennifer Keech  
Leta Keating  
Brenda Lang  
Shannon Lovell  
Aya MacDonald  
Paul MacDonald  
Janice McCallum  
Danielle McGill  
Briana McLeod  
Brooke Mazerolle  
Lou Pfeiffer  
Taylor Shearer  
Samantha Silveira  
Tory Spry  
Linda Therrien  
Stephen Tomasi  
Rosanne Tomes  
Jennifer  
VanHooydonk  
Jamie Weese
- 5+

Rebie West  
Mallory Williams  
Lesley Campbell  
Alynn Forrest  
Greg MacMillan  
Megan Murray  
Katelyn Pittman  
Michele Sands  
Barbara Tulpin
- 10+

Julie Bullock  
Stephanie Caron  
Jeffery DeBruyne  
Donia-Jean Harper  
Cassie Hodgins  
Andrea Knight  
Margaret Perry  
Janine VanEvery  
Kali Zwambag
- 15+

Robin Hamilton
- 20+

Josie Mitchell  
Sherry McNeill
- 25+

Darlene Hoover  
Damon Munro  
Terry Rankin  
Sharon White

- 30+

Gord Walker  
Tina Walker  
Gerald Zwambag
- 35+

Linda Long
- 40+

Lyn Stevenson



## Facts:

Over **47 staff** help support **35 people** accessing service.

**57,265 hours** worked

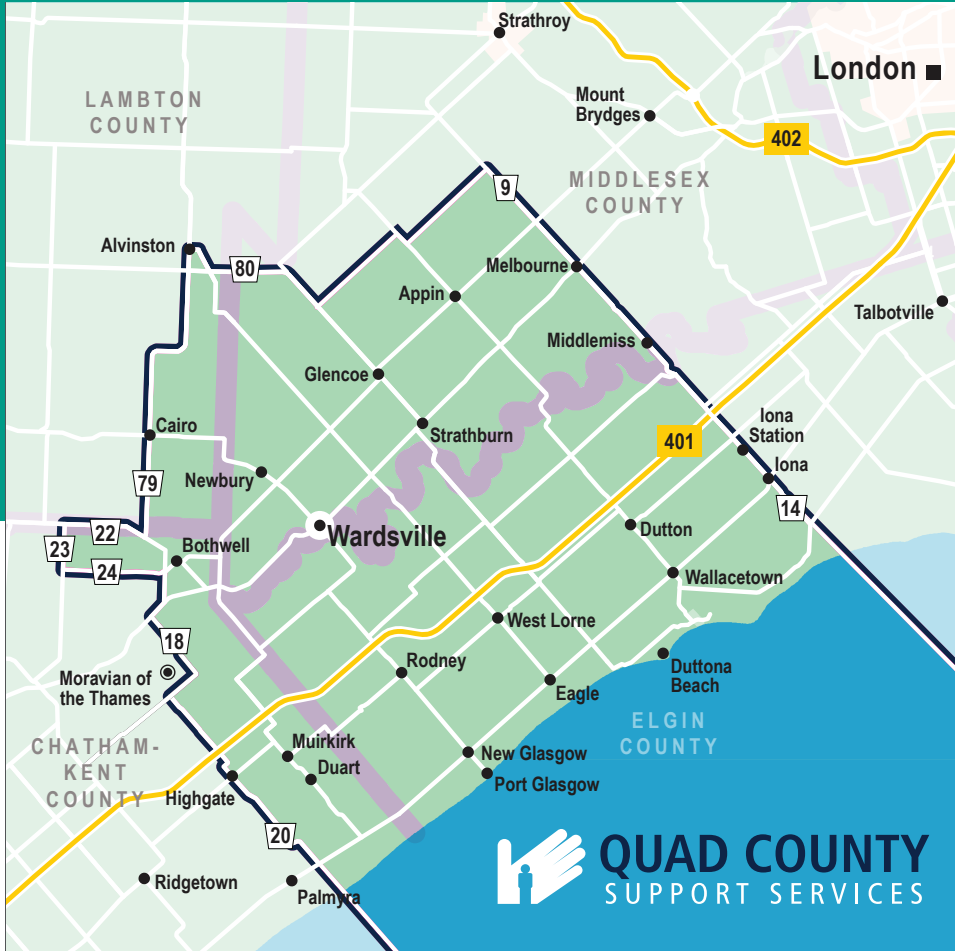
*Thank you for all that you do!*



## 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.





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