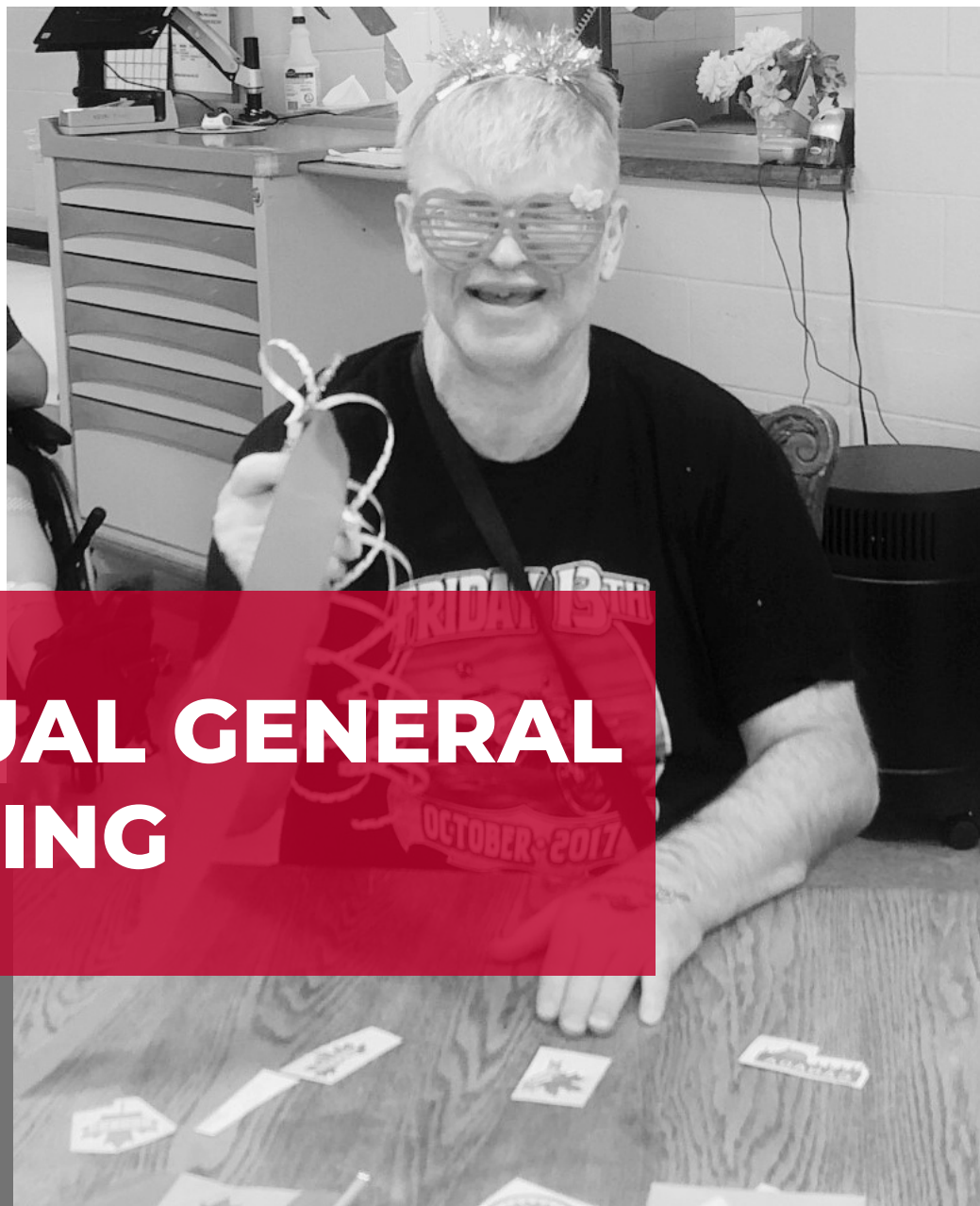




**PARTICIPATION**  
**SUPPORT SERVICES**  
Formerly Participation House Brantford



# ANNUAL GENERAL MEETING

Cowan Hub, 25 Curtis Ave. N. Paris ON  
Thursday, June 29, 2023

# AGENDA



- 1.0 Welcome and Call to Order: Ms. Rebecca Moffat-Vallee, Chair
- 2.0 Roll Call
- 3.0 Adoption of Agenda
- 4.0 Approval of Previous Minutes: June 23, 2022
- 5.0 Annual Reports:
  - 1. Financial Report: Bob Sproul
  - 2. Audited Financials: Millards Chartered Professional Accountants
  - 3. Fundraising Report: Doug Hunt
  - 4. Client Reports: Anne O'Malley
  - 5. Board Chair and Executive Director: Rebecca Moffat-Vallee and Sherry Kerr
  - 6. Acceptance of Annual Reports: Chair
- 6.0 New Business:
  - 1. Motion: 2023-24 Appointment of the Auditors 2023-2024
  - 2. Nomination Committee Report: Rob Nagy
  - 3. Board of Directors 2023-24: Rob Nagy



**2021-2022 Annual General Meeting  
Via Zoom Videoconference  
Thurs, June 23, 2022, 4:00pm**

1.0 Call to Order: 4:05pm, Rebecca Moffat-Vallee, Chair

2.0 Roll Call: Rebecca Moffat-Vallee, Bob Sproul, RoseMarie Baker, Rob Nagy, Teresa Schoonings, Jayarajani Nadarajah, Emily Weir, Nic Freeman, David Stevenson, Danielle Benson, Allie Van Dyk, Sherry Kerr, Doug Hunt, Julie Baetz, Heather Kertesz, Andrew Shinder, Nichole Anderson, Allie VanDyk

Regrets: Sarah Syrett,

3.0 Adoption of the Agenda

**“THAT the June 23, 2022 meeting agenda be adopted”**

**MB: RoseMarie Baker SB: Emily Weir**

4.0 Minutes of Annual General Meeting, June 2021

**“THAT the minutes of the June 24, 2021 meeting be approved”**

**MB: Rob Nagy SB: Jayarajani Nadarajah**

5.0 Annual Reports:

5.1 Financial Report – Ms. Allie VanDyk

- Allie VanDyk delivered the Financial Report as outlined in the Annual Report.

5.2 Audited Financial Statements- Millards Chartered Accountants

- Cash collected from fundraising
- Clean opinion for this year
- Banking decrease (more payables at year end and decrease in AR)
- HST Recoverable amount less than prior year (2 claim periods last year)
- AP is down (timing of expenses and payments)
- Deferred revenue from last year taken into income in current year
- Deferred contributions coming down, decrease in long-term liability (interests)
- No changes to notes. Comparable year to prior year
- Staff, management and Compass very helpful in completing audit.



## 5.3 Fundraising Report – Doug Hunt, Director of Fundraising, Marketing and Volunteers

- Doug Hunt delivered the Fundraising Report as provided in the Annual Report.
- Adapted some events and continued with Motorcycle Ride, Golf Tournament and Ghost Encounters.

## 5.4 Board Chair and Executive Director – Ms. Rebecca Moffat-Vallee

- Rebecca Moffat-Vallee delivered the Chair/ED Report as provided in the Annual Report
- No base funding once again
- Pandemic effects: outbreaks, staffing shortages, staff burnout, wage disparity.
- Board met with Will Bouma to explain the severity of PSS’ financial situation. Although help was assured, PSS has yet to hear from Mr. Bouma’s office.
- Continued involvement in Brantford Brant Norfolk OHT: ELG, Joint Board and H&CC Working Group
- PSS offices moved to Cowan Hub.

## 5.5 Acceptance of Annual Reports

**“THAT the AGM Annual Reports be accepted”**

**MB: Danielle Benson    SB: Nic Freeman**

## 6.0 New Business:

### 6.1 Motion regarding 2022-23 Audit – Ms. Allie VanDyk

**“That Millards Chartered Accountants conduct PSS’ 2022-23 Financial Audit.”**

**MB: Allie VanDyk    SB: Danielle Benson**

### 6.2 Nomination Committee Report – Mr. Rob Nagy

- Rob Nagy delivered the Nomination Report, as provided in the Annual Report
- Farewell to Danielle Benson, Nic Freeman and Allie VanDyk
- Welcome to Heather Kertesz, Stephen Smith

### 6.3 Board of Directors 2022-2023 - Mr. Rob Nagy

**“THAT the Nomination Committee Report and slate of Board of Directors 2022-2023 be accepted.”**

**MB: Emily Weir    SB: Danielle Benson**

**CARRIED**

## 7.0 Adjournment: 4:37pm





## **Increased Funding to Annual Budget**

The financial year for the organization presented many opportunities for sustainability and growth. The organization received new funding in several areas; the challenge was having the ability to fully spend the resources.

The Board of Directors had several discussions with Ontario Health West (formerly the HNHB LHIN), regarding the on-going fiscal crisis of the prior year and were very grateful when Ontario Health provided a 2% base increase for 2022-2023. The increase was the first base increase realized in over 10 years. The increase of \$92,785.00 was a much needed infusion to the organization.

Another well-received increase to the base budget was the PSW Wage Enhancement. The front-line staff had been receiving the \$3.00/hour Wage Enhancement in retroactive for the first 1.5 years of COVID-19. In June of 2022, the PSW Wage Enhancement became permanent, resulting in \$462,194.00 added to the Annual Budget. In addition, one-time funding of \$141,766.00 in PSW Wage Enhancement was received to support the cost of the wage enhancements from January to April 2022.

In October, to support the Alternate Level of Care concerns in the local hospitals, Ontario Health West funded an expansion of the Transitional Care Bed program as well as a new program called LEGHO (Let's go Home). This resulted in a fiscal funding increase of \$124,939.00 and \$137,355.00, respectively. The expansion of the Transitional Care Bed program is based on an 18-month contract, while the LEGHO program will be annualized moving forward.

Another significant boost to the fiscal budget was a WSIB rebate of \$42,630.00 to support COVID-19 costs.

Although the various pieces of fiscal funding were welcomed, comparatively to last year's deficit forecast, the 2022-2023 year ended in a surplus for the organization.



## **Post-Pandemic and Staffing Shortages**

The ongoing PSW crisis and the slow recovery from COVID-19 are the main reasons for this surplus. It was noted that in the 2022-2023 year, the organization had 10,000 less PSW worked hours than in the 2021-2022 year. The inability to recruit and retain PSWs meant minimum services for the core/most vulnerable areas of the organization. COVID-19 sick-time and leaves of absence, which were unable to be filled, were also an issue. To note, the Community Support Services sector is the only sector where the PSW Wage Enhancement for front line employees is paid for worked hours only (not a base salary increase). This inconsistency with other sectors (Long Term Care, Hospitals, Community and Social Services) means Participation Support Services is unable to provide a competitive wage. In addition, regardless of the best efforts of the Ministry of Health to attract students to enroll in a PSW program, these classes are much smaller than pre-COVID-19 PSW student classes.

Thus, within the subsidized programs, a surplus of \$314,503.00 will be repayable to Ontario Health. The non-subsidized programs have a surplus of \$84,639.00 which will be directed to recruitment and retention efforts, as well as training for the front-line staff to support post COVID-19 recovery.

The Finance Committee would also like to express our sincerest gratitude to April Rokholm and Michelle Santos at Compass Care.

*Respectfully submitted by Bob Sproul, Finance Committee Chair*




# PARTICIPATION HOUSE BRANTFORD

o/a Participation Support Services

## STATEMENT OF FINANCIAL POSITION

As at March 31	2023	2022
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and bank	745,645	462,562
Unrestricted short term investments (Note 4)	115,973	114,173
Residents' funds	109,225	82,044
Accounts receivable	74,497	88,431
HST recoverable	30,972	16,932
Prepaid expenses	40,790	29,310
	1,117,102	793,452
<b>Restricted Assets</b>		
Restricted lottery funds (Note 3)	2,480	2,500
Restricted short term investments (Note 4)	120,355	118,488
	1,239,937	914,440
<b>Capital Assets (Note 5)</b>	216,048	249,985
	1,455,985	1,164,425
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities (Note 6)	651,740	294,403
Government payables	11,701	116,567
Residents' funds	109,225	82,044
Deferred revenue	-	1,654
Current portion of long term liability (Note 7)	27,699	30,074
	800,365	524,742
<b>Deferred Contributions (Note 10)</b>	210,540	241,478
<b>Long Term Liability (Note 7)</b>	158,483	196,247
	1,169,388	962,467
<b>NET ASSETS (Page 6)</b>		
Externally Restricted (Note 8)	120,355	118,488
Unrestricted	166,242	83,470
	286,597	201,958
	1,455,985	1,164,425

Approved on behalf of the Board of Directors

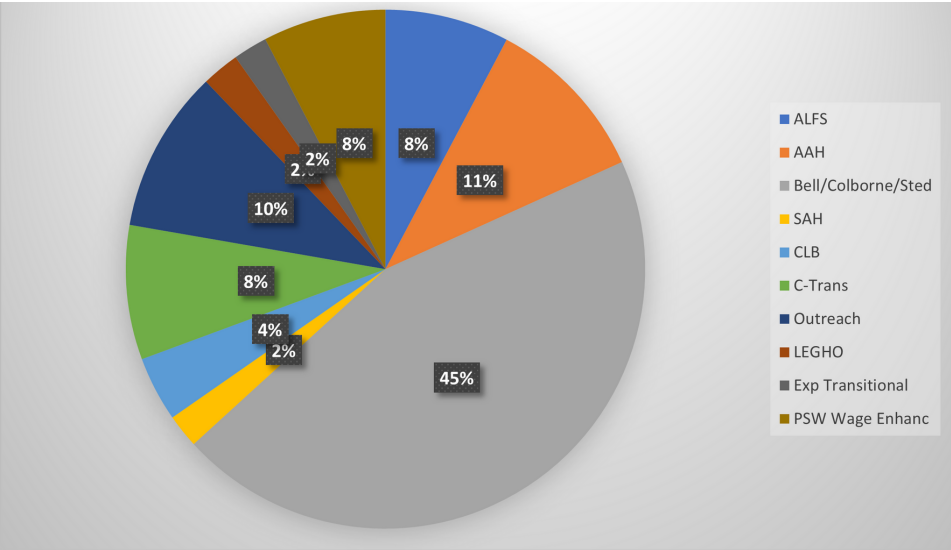
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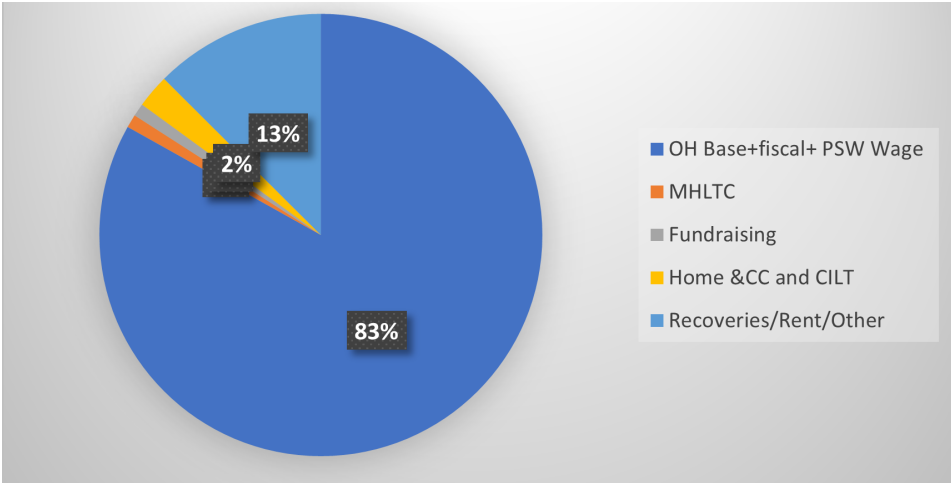
See accompanying notes

# YEAR-END STATS - PROGRAM

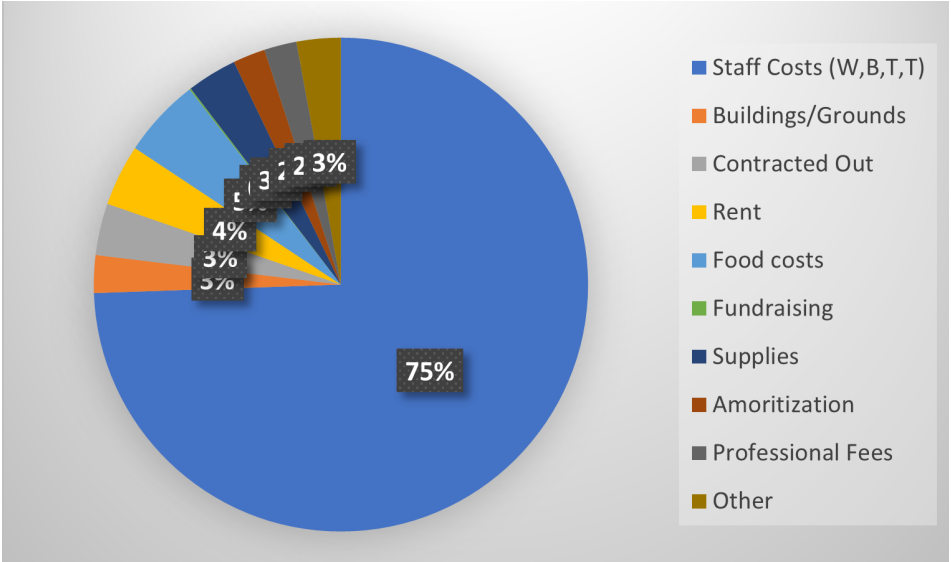
Funding By Program



Total Revenue



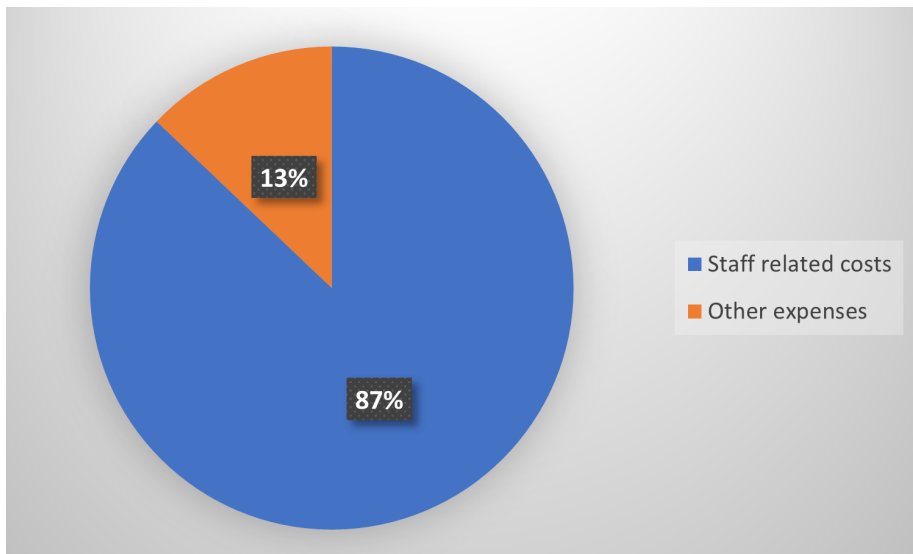
Total Expenses



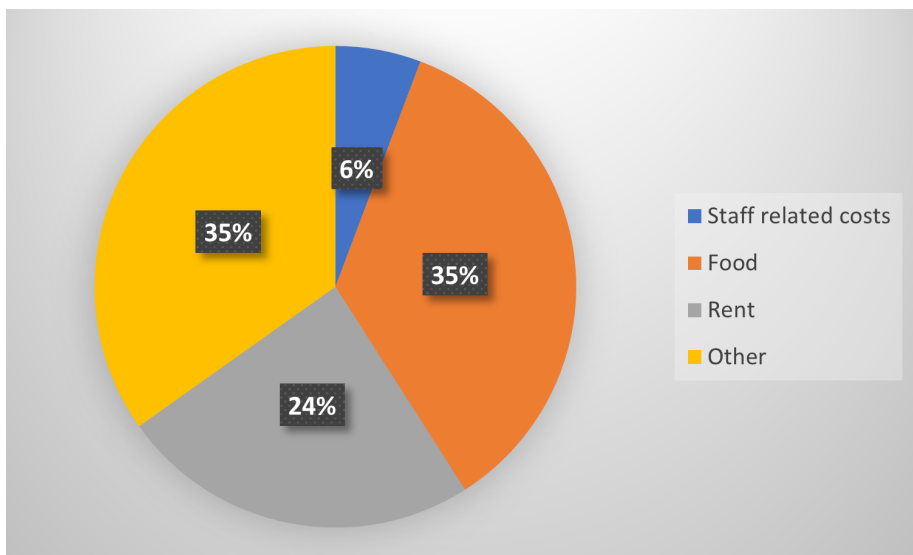


# YEAR-END STATS - PROGRAM

## Operating Expenses

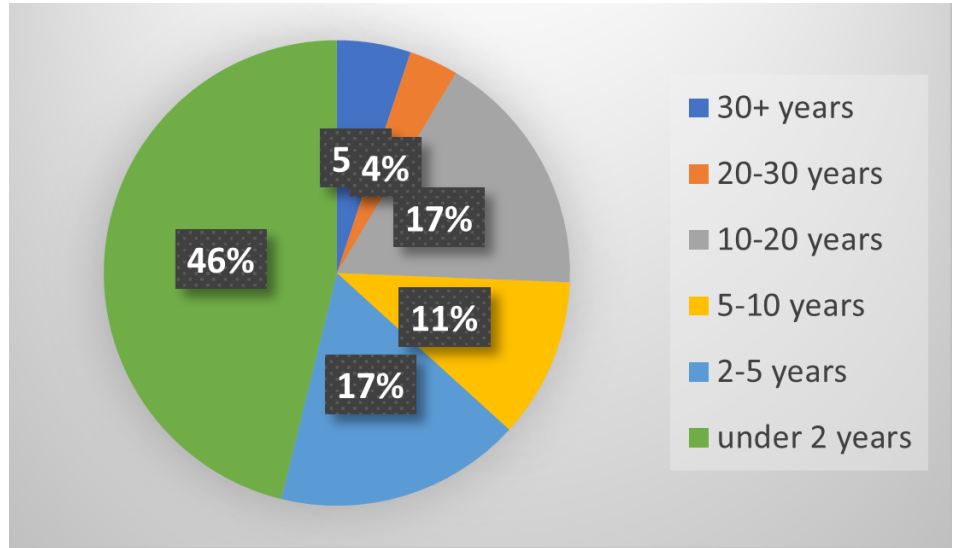


## Non-Operating Expenses

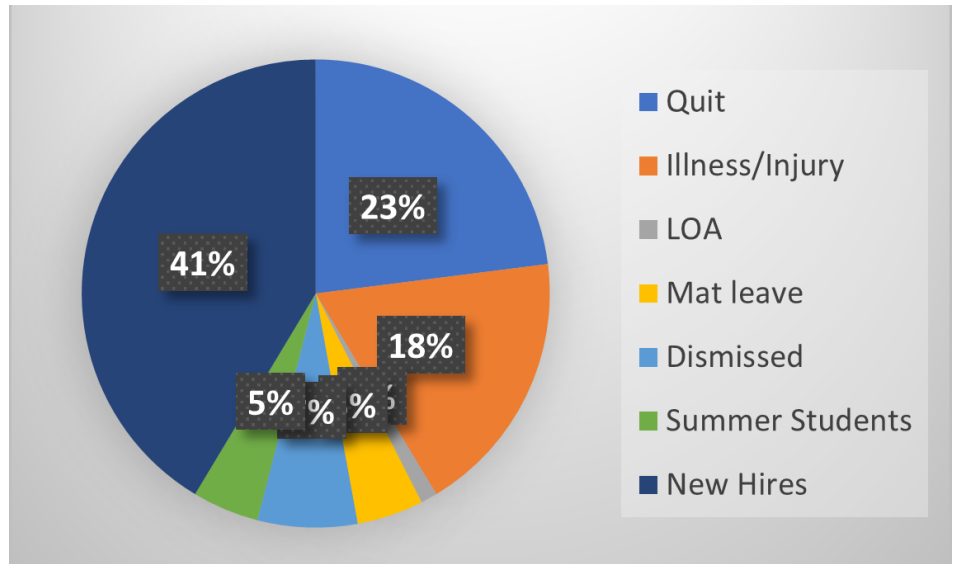


# YEAR-END STATS - STAFFING

## Years of Service



## Staff Turnover



## Moving Forward

With the Pandemic easing off, we started working towards getting back to running (somewhat) normal. However, as expected, we experienced a slow recovery and lost much of our volunteer support. In any case, some of our annual fundraising events got back on track.

### Events

Due to lingering COVID -19 concerns we needed to bypass some events including Putt for Me, and the Pipes & Drums event at Sydenham Church. For other events, such as our Annual Golf Tournament, we had to improvise (all month format) in order to safely continue. PSS, however, was able to run, as usual, our Ghost Encounters fall event at Brantwood Farms and our motorcycle fundraiser now called "Ride to Thrive".

### Marketing

A special highlight this year was PSS' fantastic entry into the Annual Santa Clause Parade. Our Ghost Encounters volunteers once again created a wonderful float in support of PSS and our Annual Haunted Hayride fundraiser. Special thanks to our Scare-Pro managers, Sydney Tulpin and Michala McDonald, and their crew for a job well done. We are also pleased that our Ghost Encounters volunteers entered a team in our Annual Wheelchair Basketball Tournament.

### Good News

I am happy to report that in the coming year we will be back on track, not only bringing back past events, but as well, I am excited to report we are now in the planning stages of some pretty amazing new opportunities for Participation Support Services.



Respectfully submitted by Doug Hunt, Director of Fundraising, Marketing and Volunteers.



The Resident Council met to discuss the past year.

Things are looking up, as restrictions due to Covid ease.

One of the best things is welcoming back family and friends to visit, and/or going to visit them.

## **Activities**

We have held several special events such as a Parking Lot Party, Halloween Trick or Treat, Christmas and New Years parties, Easter Egg Hunt, and a Bingo Party.

Also, several of our regular programs have been able to resume. We are pleased that we could welcome back Nancy who runs our horticulture program, Kelly who runs our chair dancing program and Randy who runs our Faith Service. We also now have a new nail care specialist, Maureen, who comes to take care of nails every other month. Special programs/events were arranged by Katie, our Kinesiologist: Massage Therapy provided by Mohawk College and Music with Elliot.

Our newest activities are Baking Club run by Katie and Garden Club run by Katie and Ashley. The Senior Residents Care Councillors provide outings to movies, shopping and restaurants and other fun activities. Some of us have been able to return to Church on Sundays and ARTC has re-opened. The Passport Program is back in operation which means those of us with Passport workers can get out even more.

## **Financial Report**

As of April 20, 2023, the balance in our Bank account is \$6,610.85.

Expenditures have included: purchasing a palliative care cart with supplies, a new TV, costs associated with events and activities and taking care of our cat, Pepper.

We have been able to raise money through donations from Maggie McIntyre's family and Chrissy Kalynowysch's family, as well as fundraising with our Christmas online raffle and raffles on baskets created and donated by various staff. A big thank you to all for your help.

## **Resident's Report**

We are sorry to report that we have lost 2 of our friends this past spring. Maggie and Jason are greatly missed. Randy came in and ran a memorial service for their families and PSS family. The service was a wonderful way to share our memories and support each other as we grieve the loss of our two friends.

Spencer moved from Bell Lane to Stedman House, and we wish him all the best.

We welcome 2 new permanent residents, Glen who has been staying with us as a transitional resident and Braiden who has visited us on respite several times.

## **Council**

We held elections this year and have a new Executive. Cathy Jellis and Robert Loree are our new Co-Chairs and Susan Boyle is our Treasurer/Secretary.

In summary, it has been a good year and we look forward to what new and fun things are yet to come.

*Report written by Resident Council members and approved for submission by Cathy Jellis and Robert Loree*





Due to Covid restrictions just being eased recently there have been minimal outings planned for the residents. Some of the residents were lucky enough to have passport workers that were able to do some small outings with them. A lot of the activities were completed independently.

Paul Benoit attended Geneva Park, a Blue Jays game, and he was also able to go on a trip to Niagara Falls.

We had to cancel our Annual Boston Pizza Fundraiser this year in November, due to the restrictions.

Christmas, Thanksgiving and Easter were still celebrated in small group settings in the in-house common room, and Chef Lonnie Pietiers prepared all the dinners for the residents. We didn't have any entertainment due to restrictions we were facing.

Some in-house programs that were started in 2020 such as the Horticulture Program and watercolor painting were also put on hold, but hope to start them back up in the future.

*Respectfully submitted by Adam Mann*

# CLIENT REPORT - STEDMAN



This past year at Stedman has had quite a few changes. As with all programs, our staffing has changed. A lot of new faces have joined our support team. Along with new staff, there have also been some changes to the staff schedules. This has taken some getting used to, but we finally seem to be in a more consistent routine.

SC, has moved from Bell Lane to join our household at Stedman House. He feels more comfortable being in a smaller, more intimate setting, and feels he has improved his quality of life. He enjoys having choices, personal space, and privacy.

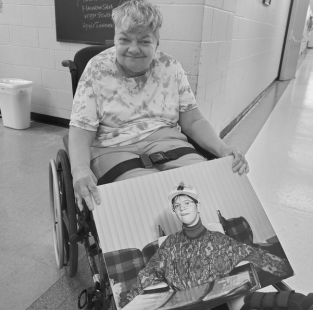
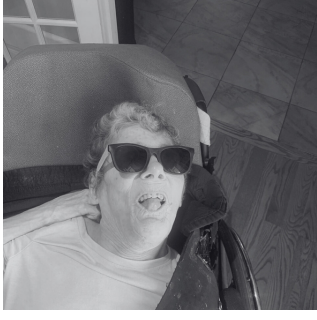
Staff and clients have worked to plan outings including, shopping trips to Limeridge Mall, a Shania Twain concert, birthday dinners at restaurants and family BBQ's on our deck.

AN spent his 50th birthday in Las Vegas with a family friend and support from a Stedman staff member.

*Respectfully submitted by Amanda Sharp*



# HIGHLIGHTS - 2022-23





## **Covid-19 Recovery**

The 2022 – 2023 year presented many challenges and opportunities for Participation Support Services.

Although it was anticipated that the year would be a recovery year from the negative effects of COVID-19, the reality of dealing with the impacts of COVID-19 lingered on throughout most of the year. In the Spring, the 10 Bell Lane site struggled with it's first major COVID-19 Outbreak, which meant residents were restricted from coming and going unless for medical reasons; visitors were not allowed in the building, and staff shortages were just a norm.

In June, staff received a welcome message from Ontario Health that their PSW Wage Enhancement would become permanent on each pay rather than being paid in retroactive every five to six months. It was hoped that this incentive would boost the front-line recruitment and retention issues and help minimize staff shortages daily, however, throughout the summer the strict COVID-19 restrictions continued to see several staff unable to work, due to sickness.

Given this however, management did their best to ensure all staff were able to enjoy some summer vacation, as many were unable to take vacation the previous two summers.

Finally, by the end of September, COVID-19 restrictions and outbreaks began to ease and slowly, snippets of pre-COVID life began to emerge. The most welcome change was the ability to allow visitors into the 10 Bell Lane and Stedman sites, without many restrictions other than masking.

Although daily masking remains in place for staff and visitors within the Bell Lane and Stedman sites – it feels like COVID-19 just slowly drifted away and daily living doesn't include COVID concerns at top of mind.



## New Programs & Investment

In the fall of 2022, Ontario Health West, in response to the Alternate Level of Care concerns within the hospital, sent a request for proposals to the Community Support Services sector.

Participation Support Services worked internally to open three new Transitional Care Beds: an addition to the current program operated at 10 Bell Lane. One time funding (for 18 months) was received for this expansion. The three extra beds were quickly filled by Home and Community Care with folks who had been in the local hospital waiting for appropriate placement. The beds were filled in late November and there has been very little movement from those beds. In total, four admissions from the hospital and one discharge from PSS have been realized. These beds are much needed in the community, and it is hoped that they will become permanent additions to the Transitional program.

Ontario Health West also engaged the Community Support Services sector in an Expression of Interest to begin a new program called LEGHO. LEGHO (Let's Go Home) program is a new idea to the Brantford Brant Norfolk area, but similar programs have been successful within Ontario. It was agreed that Participation Support Services would take the lead for the program within the Brantford Brant Norfolk communities. Funding was received to provide a 'bundle' of services to individuals who need support at home to 'stabilize' after a hospital or emergency room visit. The bundle includes a Community Connector who coordinates Meals on Wheels, rides home from the hospital and to medical appointments, a safety assessment, and some housekeeping. The program is offered to individuals for 4-6 weeks at no cost. At the end of the program, people are more equipped to stay at home with resources in place and do not need to go to the hospital for social support. The Community Connectors established a good rapport with both the Brant Community Health Care System and the Norfolk General Hospital with weekly on-site visits. Intake for this new initiative has been positive – with 55 individuals served by the end of the 2022-2023 year.

Participation Support Services made a much needed digital/technological investment this year. After over 20 years of using a phone system which was discarded from the Brantford General Hospital, the entire system was upgraded, eliminating many ongoing communication issues we had with the people supported, families, partners, and businesses.

## BBNOHT Engagement

Participation Support Services stayed active with the Brantford Brant (and now including) Norfolk Ontario Health Team. Ontario Health Teams are an important strategy in the transformation of the Ontario Health System. Locally, as well as being a member of the Executive Leadership Team, the Executive Director also leads the Alternate Level of Care/Home and Community Care Working Group and is a member of the Digital Health Working Group.

The participation in the Ontario Health Team supported Participation Support Services to negotiate with Ontario Health West the purchase of software to continue to complete the common assessment tools used by other partners within the health care system. This saves the people supported the aggravation of reviewing the same assessment questions with staff at different agencies.

The Brantford Brant Norfolk Ontario Health Team also supported the implementation of the LEGHO program and throughout the year provided emotional support to the on-going trials and tribulations of our PSW crisis. Participation Support Services is also active on the BBNOHT's Governance Committee. The Governance Committee renewed the Collaborative Decision-Making Agreement to include the Norfolk Community of agencies who joined the OHT.

Participation Support Services is also pleased to participate in the Strategic Planning exercise of the BBNOHT and looks forward to working with the BBNOHT as it matures.

## **Staff Appreciation**

The organization was very pleased to be able to host an in-person Staff Appreciation event at the end of the fiscal year. The turnout for the event hit a record high with over 60 staff participating in the event at the Best Western. It was our extreme pleasure to recognize staff who had worked 30+ years as well as the staff who have recently joined the organization (less than one year).

It is without doubt that our attempts to show the staff how much they are appreciated can not measure up to their worth to the people we support, their families, management, and the Board of Directors. Again, thank you all so much for the care and dedication you show each and every day.

Moving into the 2023-2024 year, we all feel more refreshed. The year will be spent renewing both our Strategic Plan and Accreditation, and focused on re-building our workforce to meet the on-going needs of people in our community with physical disabilities and complex care needs; to live as independently as possible in their homes.

*Respectfully submitted:*

*Rebecca Moffat-Vallee – Chair*

*Sherry R. Kerr – Executive Director*

# ACCEPTANCE OF ANNUAL REPORTS



"THAT the 2022-2023 Annual Reports be accepted."



# APPOINTMENT OF AUDITORS



"THAT Millards Chartered Professional Accountants conduct the 2023-2024 Financial Audit for Participation Support Services."



This year the Board of Directors began with a vacancy and, mid-year, another vacancy occurred. The year also ends the second, three-year terms for Mr. Rob Nagy and Ms. Rebecca Moffatt-Vallee, and the end of the first term for RoseMarie Baker.

Rob Nagy's commitment to Participation Support Services has been outstanding and we know he will continue to provide support to the organization after his Board, commitment has ended. Rob served in various capacities while on the Board including Treasurer, Vice-Chair and Chair of the Board. As Chair, Rob supported the Board, the Executive Director and Management through the tough first year of COVID, with an abundance of encouragement and inspiration. Rob was a genuine cheerleader for the group. His positive, up-beat attitude will be missed.

Rebecca Moffat-Vallee provided Participation Support Services with a constant measured approach to the difficult years of financial difficulties and COVID. Rebecca agreed to serve a second year as Chair providing the stability needed in the last two years. Rebecca also served as Chair of the Quality Committee and as Vice-Chair.

RoseMarie Baker is completing her first 3-year term, and unfortunately, is unable to complete a second three-year term. RoseMarie was a wonderful asset to the Quality Committee, the Executive Committee, and the Governance Committee. Her sensitivity to understanding the issues over the past 3 years has been exceptional.

Recruitment efforts were expanded this year and resulted in five qualified community members applying to the Board of Directors. Mr. Jay Richardson, Ms. Claudia Carlton, Mr. Paul Oddi, Mr. Paul MacDougall and Ms. Juliana Weberman were interviewed by the Governance Committee and all five were subsequently nominated by the Board of Directors for election at the AGM.



Upon discussion of the impact of the turnover within the Board, the Directors agreed to extend Rebecca Moffat-Vallee's term one more year to serve as Past Chair and support the Board during this transition. We are thankful that Rebecca has agreed to this one-year term.

The five nominees for the Board bring a variety of perspectives and expertise. Mr. Jay Richardson has supported PSS for many years in fundraising efforts and his dad was an original board member. Mr. Paul MacDougall serves in his community in a neighborhood association and is a local school teacher. Ms. Claudia Carlton has also been regularly active in the community, but also is a family member of someone supported at PSS. Both Mr. Paul Oddi and Ms. Juliana Weberman have served on local boards and are active Rotary members. We look forward to everyone's individual expertise and passion for the services and support offered by Participation Support Services.

Thus, the Nominating Committee is pleased to present the following slate of Directors for the 2023-2024 year:

## **1st Term - 3-year Nomination**

Mr. Jay Richardson  
Mr. Paul Oddi  
Ms. Claudia Carlton  
Mr. Paul MacDougall  
Ms. Juliana Weberman

## **Remaining Board Members**

Ms. Rebecca Moffat-Vallee  
Ms. Emily Weir  
Ms. Jayarajani Nadarajah  
Ms. Teresa Schoonings  
Mr. Bob Sproul  
Ms. Heather Kertesz  
Mr. Steven Smith

*Respectfully submitted by: Mr. Rob Nagy, Chair Governance Committee*

# BOARD OF DIRECTORS

## Board of Directors 2023-24

