

# ANNUAL REPORT 2019-20



PARTICIPATION SUPPORT  
SERVICES

# Annual General Meeting

Thursday, June 25, 2020

5:00pm

Zoom Video-conference

Agenda

## **1.0 Welcome - Mr. Nic Freeman, Chair**

## **2.0 Minutes of Annual General Meeting June 2019**

## **3.0 Annual Reports**

**3.1** Financial Report – Mr. Dev Lall

**3.2** Audited Financial Statements- Millard's

**3.3** Program Reports – Sherry Kerr, ED

**3.4** Fundraising Report – Doug Hunt, Director of Fundraising, Marketing and Volunteers

**3.5** Board Chair and Executive Director – Mr. Nic Freeman

**3.6** Acceptance of Annual Reports

## **4.0 New Business**

**4.1** Motion regarding 2020-2021 Audit – Mr. Dev Lall

**4.2** Nomination Committee Report – Dr. John Huigenbos

**4.3** Board of Directors 2020-2021- Dr. John Huigenbos

## **5.0 Special Presentation**

**2018/19 ANNUAL GENERAL MEETING**  
**Wednesday June 26th 2019**  
**St. Joseph's Lifecare Centre**  
**5:30pm**  
**Meeting Minutes**

**1.0 CALL TO ORDER**

The meeting was called to order at 5:45pm by chair John Huigenbos

**2.0 MINUTES OF AGM JUNE 2018**

“THAT the minutes of the June 2018 meeting be accepted as presented”

MB: John Huigenbos SB: Rob Nagy

CARRIED

**3.0 ANNUAL REPORTS**

**3.1 Financial Report – Rob Nagy**

- Rob Nagy, treasurer, reviewed the financial statements, and Participation Support Services is in good financial standing.
- Rob praised Compass Community Health Centre, who Participation Support Services entered a new contract with in 2018.

“THAT the financial report be accepted as presented”

MB: Jim Steele SB: David Stapleton

CARRIED

**3.2 Audited Statement – Rob Nagy**

- There are no reportable conflicts or concerns regarding the audited statements for the 2018/19 fiscal year.

MB: Rob Nagy SB: David Stapleton

“THAT the audited statements for the 2018/19 fiscal year be accepted”

CARRIED

**3.3 10 Bell Lane Resident Council Report – Alyssa White**

- Report attached. The report can be found in the 2018/19 Annual Report.

**3.4 Colborne Street Tenants Report – Sherry Kerr**

- The report can be found in the 2018/19 Annual Report.

**3.5 Queen Street Report – Marlene Demerling**

- The report can be found in the 2018/19 Annual Report.

**3.6 Marketing/Fundraising/Volunteer Report – Sherry Kerr**

Sherry outlined the Fundraising report, which can be found in the 2018/19 Annual Report.

**3.7 BOARD CHAIR/EXECUTIVE DIRECTOR REPORT – John Huigenbos**

Dr. John Huigenbos presented the report of the Board Chair/Executive Director, which can be found in the 2018/19 Annual Report.

**4.0 MOTION TO ACCEPT ANNUAL REPORTS**

“THAT the 2018/19 Annual Report be accepted” MB: Rob Nagy SB: Dev Lall  
CARRIED

**5.0 NEW BUSINESS****5.1 MOTION TO RE-APPOINT AUDITORS 2019/20— Rob**

“THAT Millards Chartered Professional Accountants be contracted to continue as auditors for the 2019/20 fiscal year”  
Nagy  
MB: Rob Nagy SB: Nic Freeman  
CARRIED

**5.2 NOMINATION COMMITTEE REPORT— David**

Stapleton “THAT the report from the nomination committee be accepted as presented” MB: David Stapleton SB: Dev Lall  
CARRIED

**5.3 Board of Directors 2019/20 – John Huigenbos**

1st Term – 3-Year Nomination: Ms. Allie Furtado VanDyk  
2nd Term – 3-Year Nomination: Ms. Danielle Benson, Mr. Nic Freeman

**Remaining Board Members:**

Mr. Jim Steele  
Mr. Don Archi  
Mrs. Bonnie Noble  
Dr. John Huigenbos  
Mr. Rob Nagy  
Ms. Rebecca Moffat-Vallee  
Mr. Dev Lall  
Ms. Emily Weir

**6.0 RECOGNITION OF RETIRING DIRECTORS – John Huigenbos**

The end of the 2018/19 year marks the end of the terms of both Randy Mackenzie and David Stapleton.

**7.0 CHAIRMAN’S REMARKS – John Huigenbos**

John Huigenbos gave his final remarks before adjourning the meeting.

**8.0 ADJOURNMENT – John Huigenbos adjourned the meeting at 6:20pm.**

# 2019 - 20

# FINANCIAL REPORT

Financial stability continues to be a concern as Participation Support Services enters into its 8th year without a base budget increase from our primary funder – the Ministry of Health.

The Provincial Government, in late March announced the establishment of Ontario Health and that the Local Health Integration Networks would be folded into the Ontario Health framework. At the same time Ontario Health Teams were to be established. The understanding was that the Ontario Health Teams would assume control of the accountability for the Ontario Health Team's defined population.

Planning for a Brantford Brant Ontario Health Team and how Participation Support Services would fit into that Team began. The Brantford Brant Ontario Health Team established priorities that included Mental Health and Addictions, Homelessness, and persons with dementia. The plan was that over time the Brantford Brant Ontario Health Team would manage all aspects of the local health care system, including funding of programs/agencies.

These two developments effectively put the planning for the Community Annual Planning Submission and the Multi-Service Accountability Agreement on hold. There was very little opportunity throughout the year to advocate for the funding needs for Participation Support Services.

However, communication was sent to the local MPP and the newly established Ontario Health West CEO (replacing the Haldimand Norfolk Niagara Brant Local Health Integration Network). Themes in these letters included the lack of base funding increases over the years, the inequity in funding between Home and Community Care and the Home Care provided by Participation Support Services and the request to fund 2 additional Supportive Housing beds. All requests were to no avail.

The fiscal year ended in a deficit. This deficit is in part several circumstances because of COVID-19. Participation Support Services typically receives about \$45,000.00 in Training Funds from the Ministry of Health. These funds typically flow at the end of the fiscal year. Due to COVID-19 priorities at the Ministry shifted. Other impacts on the year end included a significant amount of sick time used by staff and a correction to a payment to Community Living Brant for their Respite Services as part of the Aging at Home strategy.

Looking forward to the 2020-2021 year, the ongoing global COVID-19 crisis will have an impact on the financial health of all organizations, including Participation Support Services.

Respectfully submitted,

Mr. Dev Lall - Treasurer

2019-20


# AUDITED FINANCIAL STATEMENTS

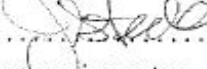
## PARTICIPATION HOUSE BRANTFORD o/a Participation Support Services

### STATEMENT OF FINANCIAL POSITION

As at March 31	2020	2019
<b>ASSETS</b>		
<b>Current Assets</b>		
Cash and bank	375,503	663,728
Unrestricted short term investments (Note 4)	114,176	118,366
Residents' funds	49,603	44,674
Accounts receivable	160,226	93,011
HST recoverable	84,730	39,735
Prepaid expenses	14,816	22,551
	799,054	982,065
<b>Restricted Assets</b>		
Restricted lottery funds (Note 3)	2,520	38,456
	801,574	1,020,521
<b>Restricted Short Term Investments (Note 4)</b>	111,820	103,520
<b>Capital Assets (Note 5)</b>	465,598	385,770
	1,378,992	1,509,811
<b>LIABILITIES</b>		
<b>Current Liabilities</b>		
Accounts payable and accrued liabilities	386,191	378,339
Government payables	48,220	100,545
Residents' funds	49,603	44,674
Deferred revenue	-	52,462
Current portion of long term liabilities (Note 6)	27,829	27,981
	511,843	604,001
<b>Deferred Contributions (Note 10)</b>	450,516	392,299
<b>Long Term Liabilities (Note 6)</b>	255,028	282,300
	1,217,387	1,278,600
<b>NET ASSETS (Page 6)</b>		
Externally Restricted (Note 7)	111,820	103,520
Unrestricted	49,785	127,691
	161,605	231,211
	1,378,992	1,509,811

Approved on behalf of the Board of Directors

.....  Director

.....  Director

See accompanying notes

# 2019 - 20

# PROGRAM REPORTS

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Executive Director – Sherry Kerr

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Director of Fundraising, Marketing and Volunteers – Doug Hunt

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Director of Support Services – Andrew Shinder

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Manager – 10 Bell Lane – Lily Flores

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Manager – Outreach/Assisted Living – Andrew McRobert

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Manager – 255 Colborne Street/Stedman – Nancy Horning

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Office Manager – Kerry-Anne Bartlett

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Administrative Assistant – Nancy Graham

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Team Leader – Outreach/Assisted Living – Nichole Anderson

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Occupational Therapist – Adriana Lethbridge

**100 Amazing Front Line Staff**

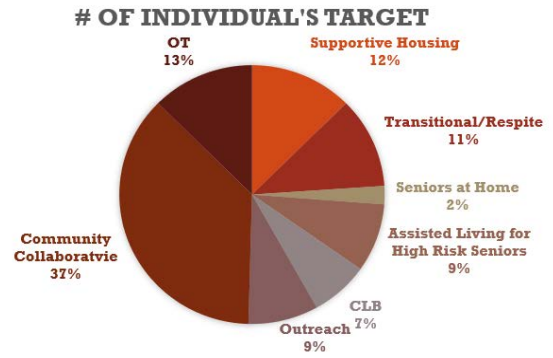
## OUR TEAM

## OUR SERVICES

- Supportive Housing – Bell Lane, The Stedman House, 255 Colborne Street
- Occupational Therapy – Supportive Housing
- Seniors at Home – Bell Lane, The Stedman House, Brant/Lorne Towers, 97 Mt. Pleasant
- Attendant Care Outreach – Individual's Home
- Assisted Living for High Risk Seniors – Individual's Home
- Community PSW services – Individual's Home
- Transitional Care and Respite Services – Bell Lane
- Aging at Home Respite - Community Living Brant



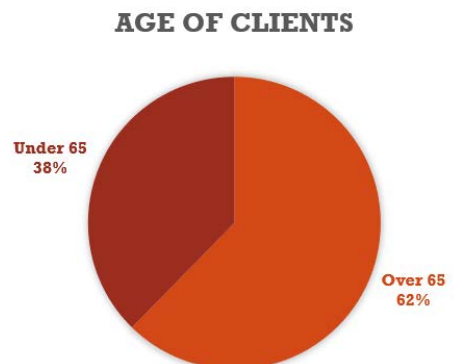
# THE PEOPLE WE SERVE IN EACH AREA



## MEETING OUR TARGETS

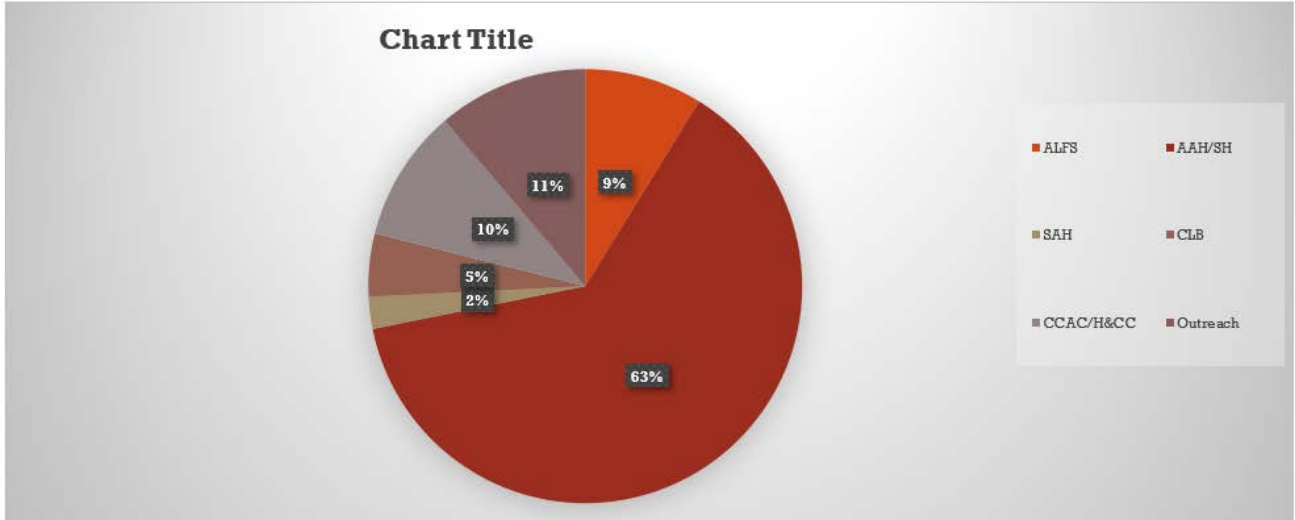


## THE AGE OF OUR CLIENTS

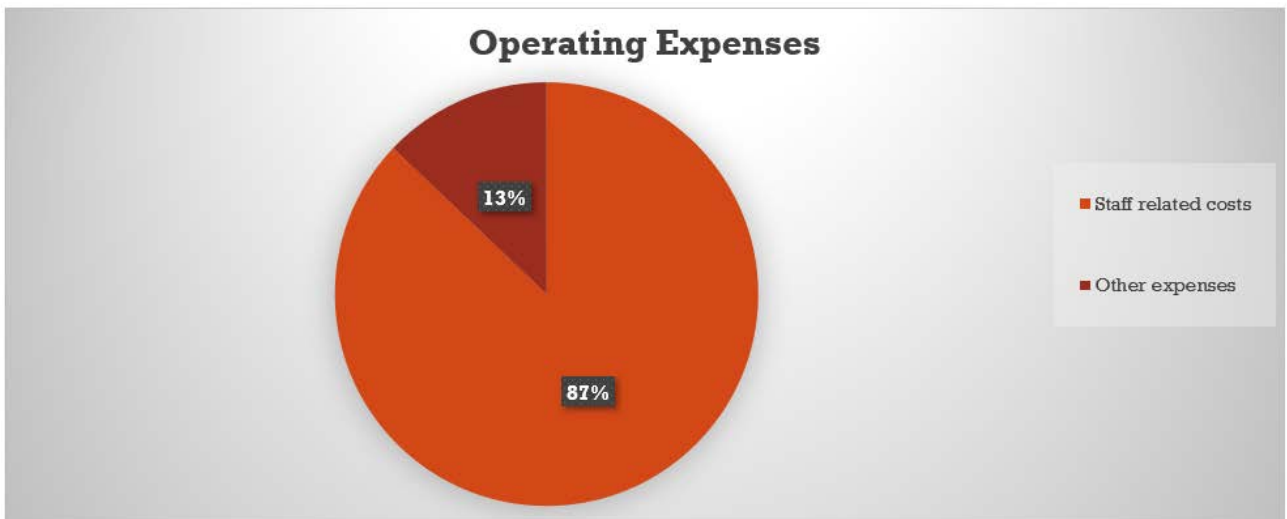




# ONTARIO HEALTH FUNDING - \$5,046,127.00



# OPERATING EXPENSES



# 2019 - 20

# FUNDRAISING REPORT

Now in our 41st year, we are thankful for the successes we have achieved and look forward to our new challenges.

## **Volunteer Appreciation**

We value all PSS Volunteers and their support is always appreciated and needed. However, during this present pandemic, we have asked our Volunteers to stay home stay safe and not visit any of our locations at this time.

National Volunteer Week was held April 19 – 25th. Unfortunately, we could not hold our annual Volunteer Appreciation at 255 Colborne. We did send an email notice to each of our valued volunteers in recognition of their past support and that they are dearly missed!

## **Fundraising Events**

### *April*

Putt for Me: We have been holding this indoor mini putt tournament in partnership with M.S Society for the past 12 years! As always, we thank our main sponsors including Brantford Mutual, Sweet Bakery and Strodes. Special thanks also to all our annual and new hole sponsors and all our players. Organizing committee member Amy Martin has decided to leave her position with the M.S. Society. We will certainly miss her enthusiasm and expertise and wish her all the best for her future endeavors.

### *May*

Brantford Power BB-Q and Raffle: Since 1999 Brantford Power in memory of long-time employee and past P.H. Board member Dan Ritchie Brantford Power has raised over \$90,000.00! We are pleased to have City wide support. Organized annually by our good friends at Brantford Power. All proceeds from this event was directed to accessible lifts and furniture for our new Stedman House location. Earlier in the year Brantford Power announce that they will be moving from their present location on Market Street. As a result, their organizing committee agreed that their downtown BB-Q and raffle would not be feasible now. Brantford Power will continue support PSS. The Brantford Power BB-Q committee is now presently working on a new fund-raising event for us. Stay tuned!

### *June*

In support of our annual Motorcycle Coffee Ride held in August. The Southern Cruisers Riding Club held the 4th annual fund raiser “Bikes and Blues Dance” in support of PSS and CMHA. Bikes and Blues was held on June. All proceeds will be presented at our Motorcycle Coffee Ride event in August.

### *August*

Motorcycle Coffee Ride: In partnership with Canadian Mental Health Association this event continues to draw over 40 motorcycle enthusiasts. As always special thanks to Starbucks and Brant Naval Veterans Association and the Southern Cruisers Riding Club as our major sponsor and supporter. And of course, all our riders!

### ***September***

PSS Annual Golf Tournament: Our goal is to make this a fun (not competitive) tournament. Planning this tournament takes time and commitment. Our success is dependent on an enthusiastic planning team. Thanks to golf tournament committee members Mike Rose, Peter Jackman, Cort Stubbert, Jim Cooke and Wayne Fyffe for their continued leadership. We also want to make mention of our wonderful “annual” sponsors. Special Thanks to Huntley O’Hagan, Jewel 92, Marco, CPM Culligan Water and RBC Royal Bank.

### ***October***

Ghost Encounters: Now under the direction of two volunteer Leaders - Sydney Tulpin and Michala MacDonald. Both Sydney and Michala have both been involved as youth volunteers for many years. They are our new Scare-Pro experts in charge! This Halloween themed event continues to be our number 1 fundraising event and continues to draw large crowds four each of our four nights of operation. We could not do this with out community support. Special thanks to Jackie Young of Dominos Pizza. Not only does Jackie donate all printing (tickets and posters), Jackie also donates pizza to all our 200 volunteers at our special volunteer appreciation night.

### ***January***

Annual wheelchair Basketball: in Partnership with Brantwood Community Services and support from our main sponsor North Brantford- Canadian Pioneers. This may be our most popular event. We now have many businesses and community groups looking forward to this fun filled event every year. With new teams signing up as well.

### **Special Announcement: North Brantford Lions – Canadian Pioneer**

After 41 years of service to our community and to PSS, The North Brantford Lions have decided to disband. In recognition of the Lions' years of dedication and support to PSS and the community, PSS was planning a special “Thank You” reception in June. Due to COVID – 19 we have had to put this event on hold for now. A new date will be announced in the future.

# 2020 - 21

# UPCOMING EVENTS

During this challenging time, we are on a holding pattern with planning our upcoming events. I am currently working on ways to continue safely and creatively on future events. However, we will be monitoring and following Municipal and Provincial current COVID-19 regulations. Keep an eye on our Facebook page for future announcements.

Respectfully submitted,

Doug Hunt

Director of Fund Raising, Marketing and Volunteer Services

# 2019 - 20

# BOARD CHAIR AND EXECUTIVE DIRECTOR REPORT

Highlights (and lowlights) of the 2019-2020 year:

The agreement between St. Joseph's Life Care Centre and Participation Support Services was finalized and the renovations at the Stedman House were in process. At the same time a new van was purchased through the generous support of the community and additional transportation was made possible for necessary trips to the grocery store, pharmacy, and doctor's appointments.

In July of 2020, all renovations were completed, and occupancy was achieved. The move began and by August residents and staff were now comfortable in their new home. Unfortunately, in the midst of the start of the new year and the completed renovations of the Stedman House, the three-bedroom apartment at Queen Street suffered a devastating flood due to a fire in another unit. The three ladies who lived at Queen Street had to be evacuated immediately. Thankfully, there was space available at the 10 Bell Lane site. The ladies were fantastic in transitioning from Queen Street to Bell Lane than to Stedman over a period of 3 months.

The Ministry of Health and Long-Term Care announced considerable change in the organization and accountability for the Health Care System. Along with other Provincial Agencies the Local Health Integration Networks were to be 'folded' into a larger system called Ontario Health.

The summer of 2019 will also be defined as a planning exercise for change! The Ontario Health Teams concept was announced in late March as part of the Ontario Health reorganization and local community health and social service providers began to develop a Brant Brantford Ontario Health Team – lead by Participation Support Services Executive Director.

In September, an application was made by the OHT table to the Ministry of Health and learned soon there after that the Brantford Brant Ontario Health Team was determined to be 'in development'. This essentially meant that some work was required to be considered a functional Ontario Health Team and the group – still lead by PSS Executive Director - continued it is work towards full implementation.

Participation Support Services Management and staff also spent the late summer and early fall preparing for Accreditation. This meant a full review of all policies and procedures and readiness for an on-site evaluation in November.

In late December we learned that we did receive a renewed Accreditation Status from FOCUS Ontario. Participation Support Services received a 97% score of the Standards set by FOCUS Accreditation. This is a great achievement with thanks to the hard-working front-line staff and management. As the Ministry of Health has no formal quality performance process to review Participation Support Services; receiving Accreditation provides the clients we serve, their families and our staff that the organization meets Provincial standards of quality.

Participation Support Services was also involved in the planning of the Brant County Health Hub. It was agreed that Participation Support Services would lease office space at the new Hub location, to be built and ready for occupancy in 2021. This would allow for a closer connection to the County Health services including the Primary Health Team (Prima Care) particularly for the seniors supported in the Brant Community through the PSW programs offered by Participation Support Services.

As we are all aware the calendar year of 2020 to the end of the fiscal year of 2019-2020 began and ended with one thing in mind COVID-19. This unexpected pandemic has turned the Health Care world and particularly Participation Support Services into action and reaction on a daily basis. Thus, we end the year in a 'stable' new 'unstable' environment of providing services with the only focus being the health and safety of all clients, staff and our community in relation to the COVID-19 world wide pandemic.

To date we are extremely thankful that the clients and staff at Participation Support Services have 'weathered the storm' with no direct COVID cases or deaths.

We want to express our extreme gratitude to the front-line staff who have continued to support the clients with utmost care and respect with the daily changing environment.

Respectfully submitted by,

Mr. Nic Freeman - Chair

Sherry Kerr – Executive Director

# 2019 - 20

# NOMINATION COMMITTEE REPORT

It is MOVED that both Javarajani Nadarajah and RoseMarie Baker, nominees for the 2020-2023 Board Term be accepted.

It is MOVED that Rebecca Moffatt-Vallee and Robert Nagy, nominees for a second Board Term (2020-2023) be accepted.

It is with regret we say goodbye to Mr. Jim Steele, Ms. Bonnie Noble and Mr. Don Archie after serving two 3-year terms.

Jim Steele provided the Board with previous Governance Experience in the Health Care field as well as his business background. He served as Treasurer, Vice-Chair and Chair. His attention to details and ensuring we 'drill down' to analyse situations kept us on our toes. He also was instrumental in keeping our Strategic Plan current.

Bonnie Noble provided a practical health care background, having worked at the W. Ross McDonald School. Bonnie served on the Quality Committee and was the Board's Secretary for many years. She was keen to support all of Participation Support Services efforts through Accreditation.

Don Archi brought his valuable legal background to the Board. Don served on the Governance Committee and was instrumental in supporting Participation Support Services in the re-development of By-Laws and revised Letters Patent – a long process that could easily have been abandoned if it wasn't for Don.

2020-21

# BOARD OF DIRECTORS

Mr. Nic Freeman –Past Chair

Mr. Robert Nagy

Dr. John Huigenbos

Mr. Dev Lall

Ms. Rebecca Moffat-Vallee'

Ms. Danielle Benson

Ms. Emily Weir

Ms. Sarah Syrette

Ms. Allie VanDyk

Ms. Javarajani Nadarajah

Ms. RoseMarie Baker

One Vacancy

2020-21

# FRONT-LINE HEROES

Guest speakers deliver messages of appreciation for our front-line staff and their commitment to delivering care for the people we serve, during this unprecedented time.