



Participation Support Services

ANNUAL REPORT

Celebrating 50 Years of
Service

2024 - 2025

Annual General Meeting
June 17, 2025



Agenda

1.0 Welcome and Call to Order: Bob Sproul, Chair

2.0 Roll Call

3.0 Adoption of Agenda

4.0 Approval of Previous Minutes: June 20, 2024

5.0 Annual Reports:

- 5.1 Financial Report: Heather Kertesz, Michelle Santos
- 5.2 Audited Financial Report: Millards Chartered Professional Accountants
- 5.3 Fundraising Report: Doug Hunt
- 5.4 Client Reports
 - Bell Lane Resident Council:
 - Colborne Resident Council: Alexis Bouman
 - Stedman Resident Council: Amanda Sharp
- 5.5 Board Chair and Executive Director: Bob Sproul and Sherry Kerr

6.0 New Business:

- 6.1 Nomination Committee Report:
- 6.2 Motions:
 - Appointment of the Auditors 2025-26
 - Acceptance of the Annual Reports
 - Accept Amy Smith and John Imola to the 2025-26 Board of Directors.
- 6.3 Board of Directors 2025-26

7.0 Adjournment:

Minutes of the Previous Meeting

**Board of Directors
Annual General Meeting
Brantford Golf and Country Club
6:00pm**

1.0 Call to Order – Jayarajani Nadarajah, 6:04pm

2.0 Roll Call: Jayarajani Nadarajah, Paul MacDougall, Paul Oddi, Kelly Pope, Steven Smith, Heather Kertesz, Bob Sproul, Jay Richardson, Theresa Schoonings, Ellen Gerow, Rebecca Moffat-Vallee, Sherry Kerr, Andrew Shinder, Nichole Anderson, Michelle Santos, Doug Hunt, Vickie Iorio, Kerry-Anne Bartlett

3.0 Adoption of Agenda:

**“THAT the June 20, 2024, AGM Agenda be adopted.”
MB: Paul Oddi SB: Heather Kertesz**

3.0 Approval of Previous Minutes – June 19th, 2023

**“THAT the minutes of the June 19, 2023, AGM be approved.”
MB: Theresa Schoonings SB: Paul MacDougall**

5.0 Annual Reports:

5.1 Financial Report – Heather Kertesz

- Heather Kertesz delivered the Financial Report as presented in the Annual Report 2023-24

5.2 Audited Financial Report:

- The Audited Financial Report is provided in the Annual Report 2023-24

5.3 Fundraising Report – Doug Hunt

- Doug Hunt spoke to the success of our fundraising events this past year. We have recovered from the effects of Covid.

5.4 Client Reports – Sherry Kerr

- The client reports are provided in the Annual Report 2023-24

Minutes of the Previous Meeting

5.5 Board Chair and Executive Director Report – Jayarajani Nadarajah/Sherry Kerr

- Jayarajani Nadarajah delivered the Chair and ED Report, as provided in the Annual Report 2023-24.

“THAT the AGM Annual Reports be accepted.”

MB: Steven Smith SB: Paul MacDougall

CARRIED

6.0 New Business:

6.1 Motion to Appoint the Auditors 2024-2025

“THAT Millards Chartered Professional Accountants conduct the 2024-2025 Financial Audit for Participation Support Services.

MB: Paul Oddi SB: Bob Sproul

CARRIED

6.2 Motion to Approve By-Law 6

“THAT By-Law 6 be approved, as presented.”

MB: Paul MacDougall SB: Theresa Schoonings

6.2 Nominating Report – Rebecca Moffat-Vallee

- Rebecca Moffat-Vallee delivered the Nomination Committee Report, as provided in the Annual Report 2023-24

6.3 Board of Director 2024-2025 – Rebecca Moffat-Vallee

- Rebecca Moffat-Vallee presented the slate of Directors for the 2024-2025 year.

“THAT the Board of Directors 2024-25 be accepted, as presented.”

MB: Theresa Schoonings SB: Jay Richardson

7.0 Adjournment: 6:24pm,

MB: Theresa Schoonings SB: Steven Smith

Financial Report

The financial year for Participation House Brantford, operating as Participation Support Services, ended in a strong position with a surplus of \$164,948 in Operating funds and \$66,452 in Non-operating funds.

Last year's provincial advocacy, along with the organization's active involvement on Ontario Health committees, played a key role in securing increased funding for the second year in a row. As was the case previously, funding announcements were made at various points throughout the year, including the final announcement on March 26, 2025, pertaining to the 2024–2025 fiscal year.

In June 2024, the extension of One-Time Funding for the Expanded Transitional Care Beds was announced. This allowed Participation Support Services to keep three additional beds open at the Bell Lane site, specifically for Ontario Health@Home clients transitioning from Alternate Level of Care (ALC) hospital beds while awaiting permanent residential solutions. The funding (\$251,128.00) has been provided for the past three years. Unfortunately, there is still no commitment to convert this into base funding.

In October 2024, a base funding increase of 3.4% was announced to support workforce compensation. These funds were allocated to specific workforce-related costs such as wages, travel time, benefits, training, education, and other workforce development initiatives. This funding supported the wage increase provided to all staff as of April 1, 2024. Additionally, a 0.6% one-time increase to base funding was provided to assist with general operating costs, helping offset inflation-related expenses.

Also in October, base funding for the Meal Service through the LEGHO program was increased by \$2,300.00. This allowed for an expansion of the Meals on Wheels program and supported a new initiative with the Grand River Community Health Centre – Community Integration Resource Team.

In November 2024, Ontario Health announced that one-time funding of \$150,000.00 for the LEGHO program and the Expansion of Low-Needs PSS in the Community would be moved to base funding. This supported the expansion of the LEGHO program to serve an additional 50 individuals in Brantford, Brant, and Norfolk Counties, enabling them to receive immediate care following hospital discharge. It also allowed for 25 more individuals to access low-need care delivered by PSWs in the community.

Financial Report

Late in the fiscal year, on March 20, 2025, Ontario Health provided additional one-time funding through the Personal Support Worker Compensation Program, which was directed toward staff wages and benefits.

Also in March, the Ministry of Health announced an increase to the Rent Subsidy Program, known as the Seniors at Home Program. This increase supported ongoing maintenance and repair costs in subsidized housing units.

Fundraising activities returned to full capacity during the year. Notably, the Haunted Hayride was a great success, with both event weekends being rain-free.

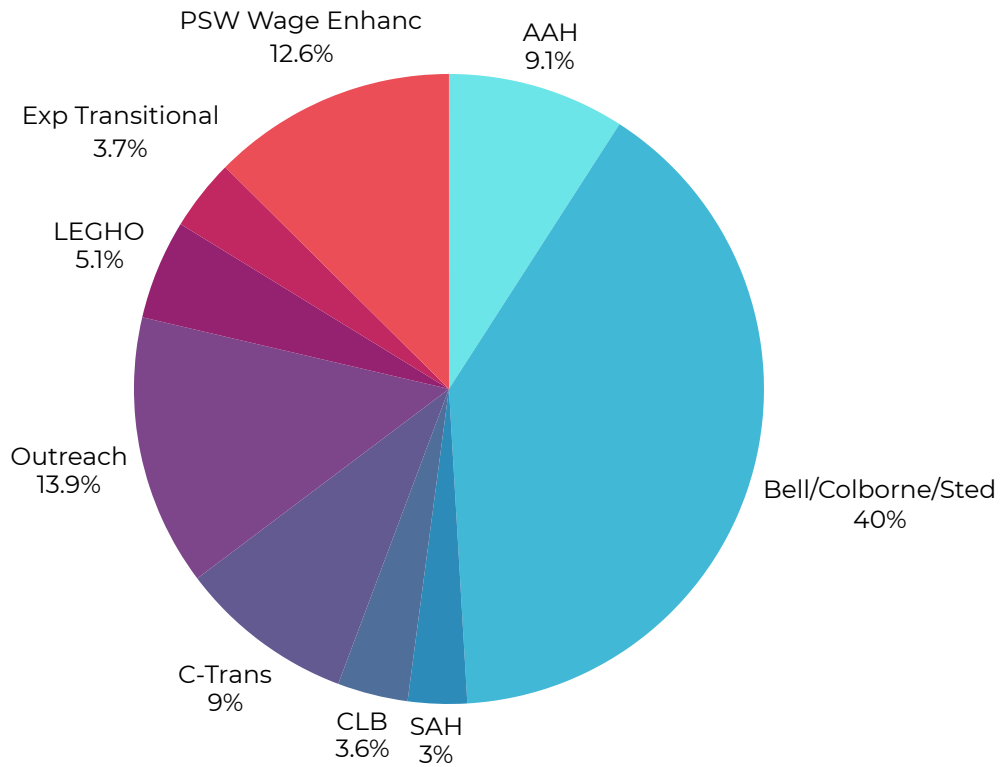
Managing the various funding arrangements and mid-year announcements continues to be a complex process. Participation Support Services is deeply grateful for the dedicated finance team at Compass Community Health: April Rockholm, Michelle Santos, and Chelsea Brouwer.

Respectfully submitted,

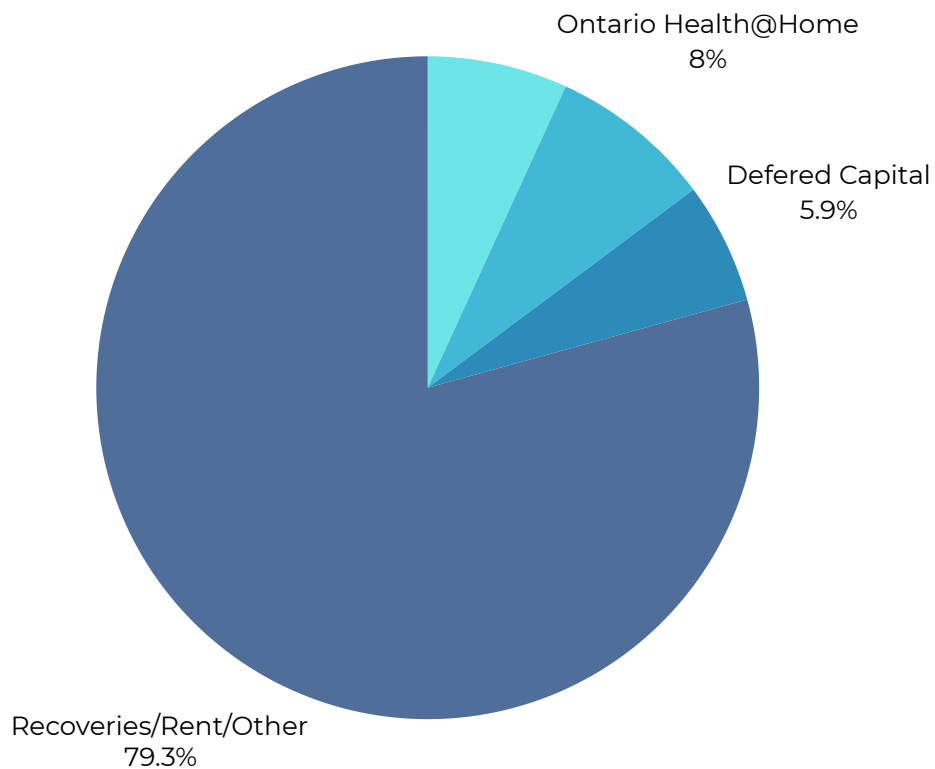
Heather Kertesz, Treasurer

YE Stats - Program

Funding by Program

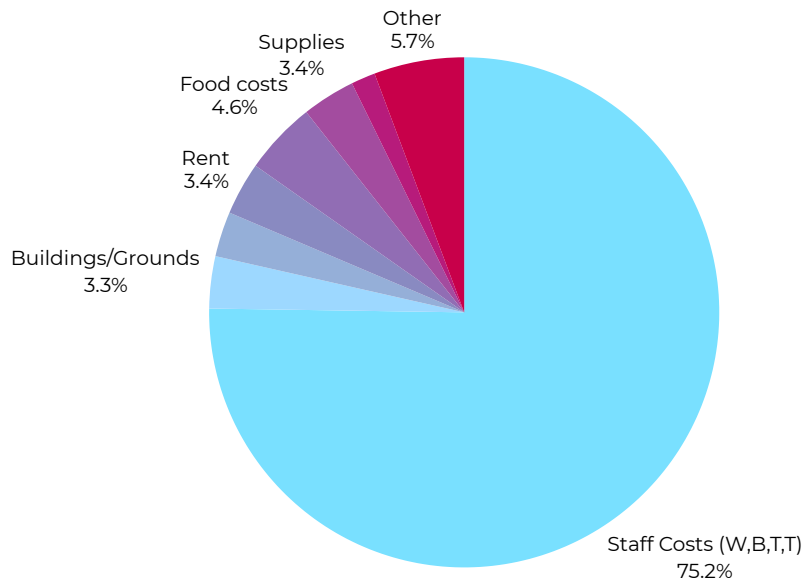


Total Revenue

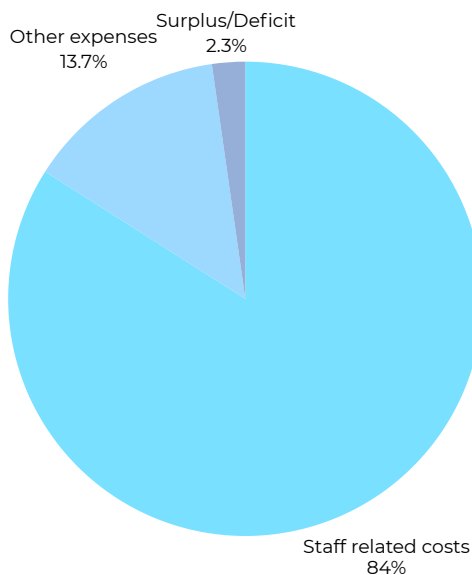


YE Stats - Program

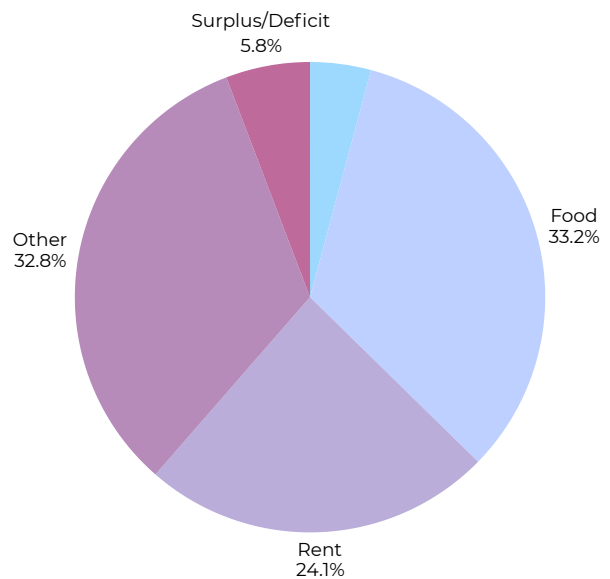
Expenses



Subsidized Expenses

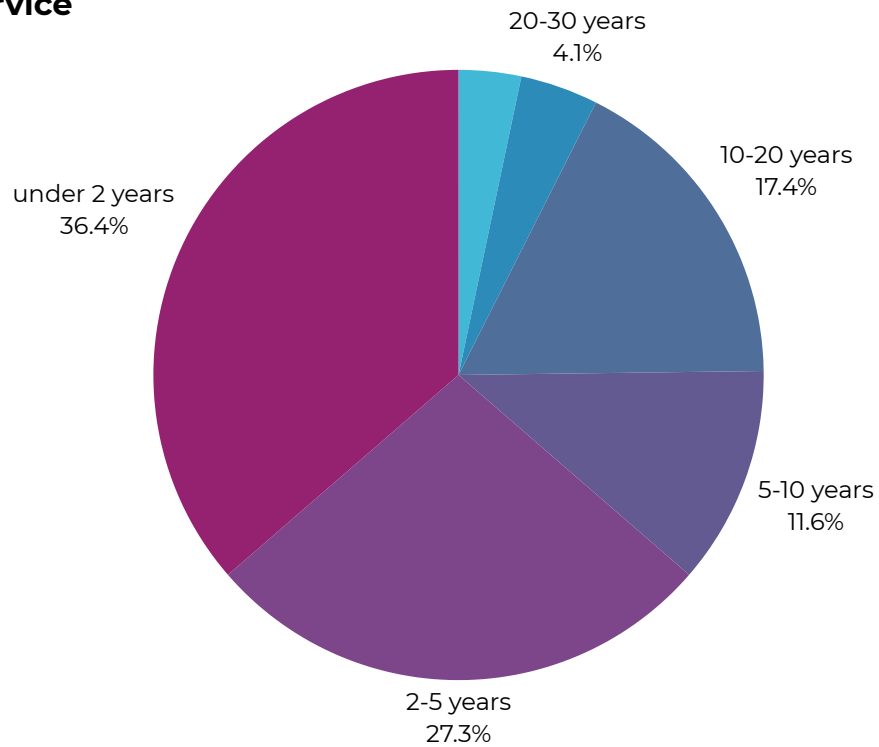


Non - Subsidized Expenses

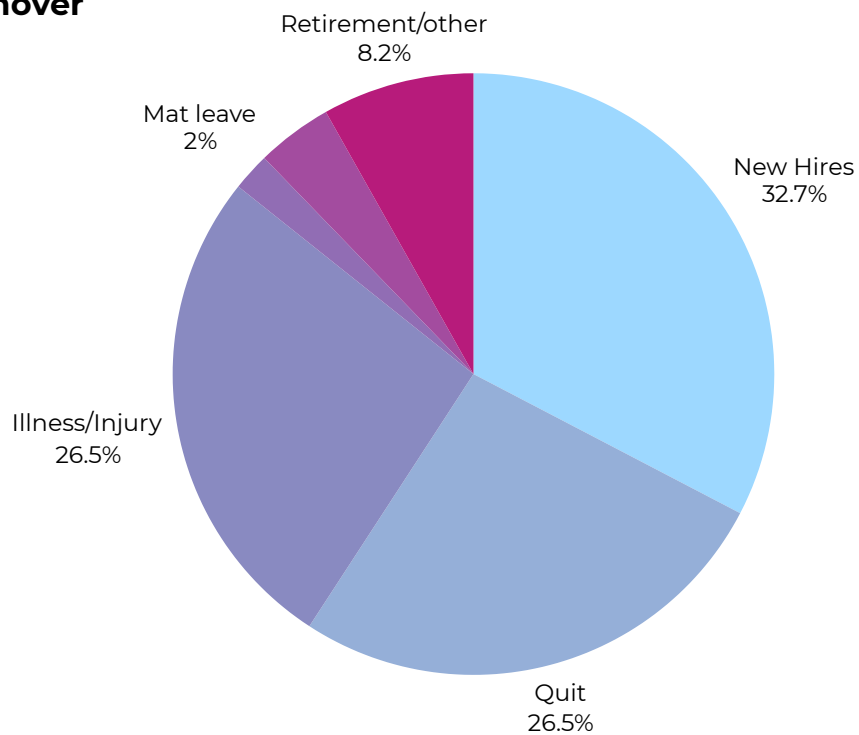


YE Stats - Staffing

Years of Service



Staff Turnover



Audited Statement

PARTICIPATION HOUSE BRANTFORD

o/a Participation Support Services

STATEMENT OF FINANCIAL POSITION

As at March 31	2025	2024
ASSETS		
Current Assets		
Cash and bank	1,224,128	1,376,933
Unrestricted short term investments (Note 4)	123,567	118,695
Residents' funds	73,665	81,250
Accounts receivable	390,443	90,135
HST recoverable	68,030	45,130
Prepaid expenses	25,929	41,016
	1,905,762	1,753,159
Restricted Assets		
Restricted lottery funds (Note 3)	2,440	2,460
Restricted short term investments (Note 4)	122,195	122,195
	2,030,397	1,877,814
Capital Assets (Note 5)	152,231	211,444
	2,182,628	2,089,258
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities (Note 6)	1,350,920	1,167,157
Government payables	-	61,480
Residents' funds	73,665	81,250
Deferred revenue	-	2,177
Current portion of long term liability (Note 7)	31,662	29,614
	1,456,247	1,341,678
Deferred Contributions (Note 10)	152,465	208,935
Long Term Liability (Note 7)	97,959	129,140
	1,706,671	1,679,753
NET ASSETS (Page 6)		
Externally Restricted (Note 8)	124,558	122,195
Unrestricted	351,399	287,310
	475,957	409,505
	2,182,628	2,089,258

Approved on behalf of the Board of Directors

..... Director
 Director

See accompanying notes

Fundraising Report

Stilt Walking Guinness World Record (GWR)

I am pleased to report that our achievement from October 21, 2023, in setting a new Guinness World Record continues to gain recognition. The City of Brantford and the Wayne Gretzky Sports Centre (WGSC) have honoured Participation Support Services with a permanent display at WGSC. This exhibit features our 55' GWR stilts, a framed Bulldog jersey worn during the attempt, banners from the event, and a commemorative plaque. The plaque includes a QR code linking directly to the PSS website.

Our record is also featured on the Guinness World Records website and is listed on page 110 of the 2025 edition of the Guinness Book of World Records. Participation Support Services is proudly named as the chosen charity. Marketing and Volunteer Services.



Marketing and Volunteer Services

PSS Volunteers

Volunteers continue to play an integral role in our organization. While volunteer engagement was impacted over the past few years, we are seeing renewed involvement across all supportive housing locations. Many of our special fundraising events, including the annual Haunted Hayride, depend heavily on community volunteers. This past year, over 150 students and community members contributed to the success of the event.

Fundraising Report

Special Fundraising Events

February – Wheelchair Basketball

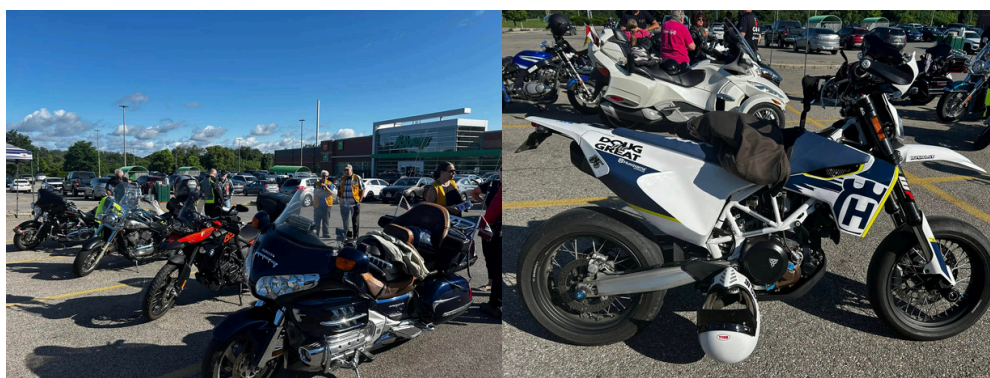
Held in partnership with Brantwood Community Services, and with support from the Brantford Lions and the Brantlyn Neighbourhood Community Association, this annual event remains a community favourite. New teams continue to join, and local businesses consistently show strong interest in supporting the cause.



August – Ride to Thrive Motorcycle Charity Ride

Organized in partnership with the Canadian Mental Health Association (CMHA) Brant Haldimand Norfolk, this year's ride drew fewer than 15 participants. Despite this, we received excellent support from our five destination motorcycle shops and our main sponsor, the Brant Naval Veterans Association.

Due to declining participation, we have ended our partnership with CMHA and are now planning an independent event with all proceeds directed to PSS. A new planning committee is actively working on this revised initiative.



Fundraising Report

September – PSS Annual Golf Tournament

Our annual golf tournament continues to be a success thanks to strong attendance, excellent weather, and a dedicated planning committee. Special thanks to Mike Rose, Peter Jackman, Cort Stubbert, and new member Andrew Fyffe. Staff support from Kerry-Anne Bartlett, Lily Flores, and Amanda Sharp is also greatly appreciated.

We are grateful to sponsors including KALEIDOSCOPE (\$1,500 donation), RBC and Real Brokers Ontario (mini-putt fundraiser), JUKASA (branded water bottles), and Culligan (water supply). Special thanks to David Hearn for donating an autographed golf club for our auction.

Event Total Proceeds: \$11,000



October – Ghost Encounters

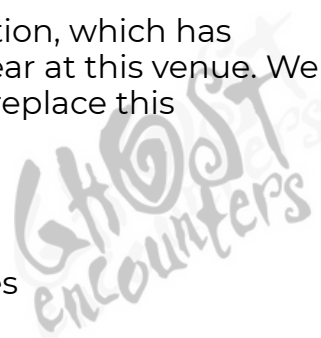
Led by volunteer coordinators Sydney Tulpin and Michala MacDonald—both former student volunteers—this Halloween-themed event remains our top fundraiser, attracting large crowds. We are deeply thankful to Jackie Young of Domino's Pizza for providing all printed materials and pizza for our 150 volunteers during our appreciation night.

Brantwood Farms generously donated their annual 20% equipment cost reimbursement back to PSS. Special thanks to Tom Pate and his family for their continued generosity.

Event Total Proceeds: \$47,000

Please note: Brantwood Farms has sold their current location, which has hosted our event for over 29 years. 2025 will be our final year at this venue. We are currently exploring alternative fundraising options to replace this significant event.

Respectfully submitted,
Doug Hunt
Director of Fundraising, Marketing, and Volunteer Services



Resident Council Report - Colborne

Accessibility Improvements:

During this fiscal year, several accessibility upgrades were made at 255 Colborne Street. This included replacing all overhead/ceiling lifts in the apartments where lifts were originally installed when we first moved in. Additionally, automatic door openers were added to new units that we have taken over. External funding opportunities were accessed to purchase vital equipment such as a transfer pole and a Broda chair—items that would have otherwise been unaffordable for clients aging out of the ODSP system.

Volunteering:

Colborne Street benefited from the support of a volunteer, Shivangi Patel, for the majority of the year. We look forward to the opportunity to welcome her back later this year.

Staffing:

Staffing at 255 Colborne Street has improved with the addition of two casual staff members and several new full-time employees. These additions have enhanced service delivery and overall support.

Supervisor and Management:

The supervisory role at Colborne Street is now a shared position, allowing for cross-training and ensuring consistent coverage during absences due to illness or vacation. This change has contributed to more stable operations at the site. There has also been a change in management roles. We are pleased to welcome Zaheer Hakim as the new manager of 255 Colborne Street, as well as front-line operations at Stedman House and Bell Lane.

Resident Outings:

Residents have been utilizing their Passport workers to attend outings. Some residents enjoy weekly movie trips, while one resident had a special opportunity to attend a Toronto Raptors game in April as a birthday wish—an event made possible thanks to staff volunteers who accompanied him.

Resident Transitions:

Over the past fiscal year, several residents moved to our 10 Bell Lane location, and we were pleased to welcome new residents to 255 Colborne Street.

Resident Council Report - Stedman

This past year at Stedman House has been filled with fun adventures and memorable moments!

In the summer of 2024, residents enjoyed an exciting day trip to Toronto, traveling on the GO Train—an exciting first for many. They attended a Toronto Blue Jays game and also took part in a boys' trip to Niagara Falls, where they explored Clifton Hill.

One of our residents, Andrew, along with his lifelong friend and Stedman staff member Ashlyn, embarked on a magical, week-long journey to Disney World in Florida.

Closer to home, Halloween brought a day of dress-up and delight. Residents wore costumes and hosted a Trick-or-Treat station on our back deck for the children from the YMCA daycare. The children showed off their costumes and collected treats in a joyful intergenerational celebration.

In early 2025, with the support of Supervisor Andrew Fyfe, resident Christine launched a monthly Social Group. The group meets either at the Woodman Community Centre or at Stedman House, and Christine has leveraged connections through the Neighbourhood Association to help grow this new initiative. We extend our congratulations and best wishes to Christine on the success of this venture!

We look forward to more activities and adventures like these in the 2025–2026 year!

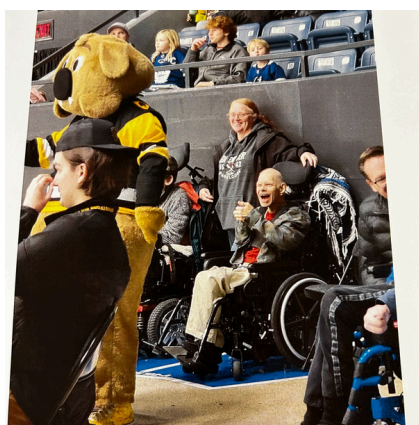
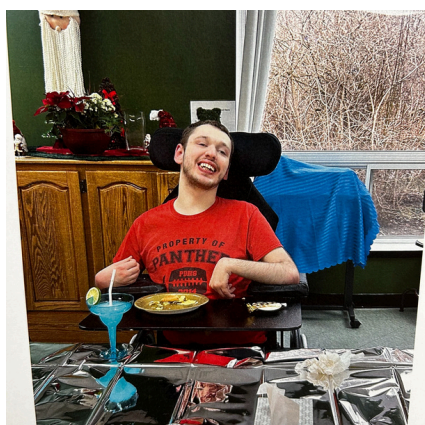


Resident Council Report - Bell Lane

The year 2024 brought us many heartfelt moments, including the loss of several cherished clients. Their absence is deeply felt, and we honour their memory with love and respect. May they all rest in peace.

Amid the sorrow, we also shared many joyful experiences. Our clients enjoyed special outings such as lunch and ice cream in Dover, as well as the excitement of attending the Rodeo. Other highlights included baking in the ILC kitchen, and gathering in the courtyard to roast marshmallows and hot dogs—simple pleasures that brought us all closer together.

As we look ahead to 2025, we're excited to continue creating meaningful moments. Plans for the coming year include trips to the cottages, visits to the Rodeo and Casino, Ribfest, and much more. We look forward to sharing these new adventures with our wonderful clients.



Chair and ED Report

In August 1975, concerned parents from the community came together with the Ontario Federation of Cerebral Palsy, determined to bring their children home. Participation House Brantford was formed that year, and work began to construct a new “community home” for children and adults with cerebral palsy living in various institutions across Ontario.

Today, Participation Support Services, operating as Participation House Brantford, provides homes and services to over 400 individuals annually—serving those with physical disabilities and seniors with complex care needs.

The Community Support Sector experienced significant growth during the COVID-19 pandemic and in its aftermath, to help address the crisis in Alternate Level of Care (ALC) hospital beds and Emergency Room wait times. This led to the expansion of the Let’s Go Home Program, the Outreach Program, and the Transitional Care Program.

Recognizing this substantial growth since 2020, the Board of Directors developed a focused Strategic Plan in 2023. This plan became operational in 2024–2025, emphasizing goals across Care, People, Stewardship and Financial Management, and Healthy Populations. Two key initiatives were undertaken during the year.

The Ryelle Strategy Group was engaged in early 2024 to assess the effectiveness of the current organizational structure and future needs. Throughout the summer, staff, clients, and stakeholders were invited to share insights on the structure’s challenges and opportunities.

The Ryelle Group presented the Board with comprehensive recommendations to build a more efficient and effective organization. These included: formalizing internal governance; strengthening strategic and people leadership; building mentorship and learning opportunities; enhancing staff engagement and wellness strategies; and identifying digital opportunities.

The first major project was the implementation of AlayaCare—a client data management system replacing CDMS. Staff, clients, and stakeholders identified the need for a platform allowing improved scheduling and communication. AlayaCare is widely adopted in the Community Support Services sector and supports future digital health integration. The project officially launched in September 2024.

Chair and ED Report

Designing and implementing AlayaCare at Participation Support Services was a complex task due to the organization's diverse services (Supportive Housing, Outreach, and Home Care). After months of setup and testing, the system went live in March. We are proud of the team's success in executing this major transformation.

Further efforts were made to strengthen the Management Team's structure and responsibilities. All supervisors and managers had the opportunity to complete a management course through 2W Consulting. Feedback confirmed its value to their roles within the organization.

The Staff Relations Committee revised its Terms of Reference and transitioned to the Staff Engagement and Wellness Committee—focusing on the health and wellbeing of frontline staff. (The committee also organized the well-attended and appreciated Staff Appreciation Event in March.)

The first phase of the "Future State Structure"—the restructuring of the Management Team—was reviewed and implemented. Although not all components could be realized due to cost, the team was redesigned to better support frontline staff. The team was re-aligned, and a new manager, Zaheer Hakim, joined as Front-Line Manager in February. The Senior Admin Team continues working on a succession plan to implement the second phase of the proposed structure.

While most work this year focused on internal operations, PSS remained a vital partner in strengthening the local health system. Staff actively participated in hospital rounds to support efficient transitions from ALC beds and emergency departments, enhancing understanding of PSS services among hospital and Ontario Health@Home partners.

Leadership within Ontario Health West (OHW) and the Brantford Brant Norfolk Ontario Health Team (BBNOHT) elevated Participation Support Services' role in healthcare stewardship. Management remained active in BBNOHT's Secretariate and working committees, including Navigation, Assisted Living/Home and Community Care, Digital Health, and Complex Case Resolution.

Chair and ED Report

BBNOHT also formed an Equity, Diversity, Inclusion and Belonging Committee, where staff contributed to educational planning in EDI and Indigenous Cultural Safety. PSS provided BBNOHT members access to training modules via our Learning Management System, ensuring shared learning resources across organizations.

Regionally, management contributed to the Community Services Sector Advisory Committee and the Assisted Living Committee. Provincially, PSS remains a member of both the Ontario Agencies Supporting Individuals with Special Needs and the Ontario Association of Independent Living Service Providers.

We extend sincere appreciation to the frontline staff who supported numerous initiatives and managed considerable change throughout the year. Their commitment to the organization—and especially to those we serve—remains their highest priority.

On behalf of the Board of Directors and the entire Management Team, we express our deepest gratitude to the entire team at Participation Support Services.

Respectfully submitted,

Sherry R. Kerr – Executive Director
Mr. Bob Sproul – Chair

Nomination Committee Report

The Board of Directors began the 2024–2025 year with a full slate of 12 Directors.

Unfortunately, David Stevenson regretfully stepped down as a Board member in September. David was a valuable addition to the Board from June 2021 to November 2024. He brought an invaluable family/client perspective to the Board and its strategic planning process and also supported Doug Hunt with fundraising initiatives.

In October 2024, Laurier University approached Participation Support Services to consider participation in the Youth Leaders on Board program, which matches student interests to local non-profit Boards of Directors. Amy Smith was matched with Participation Support Services. After an interview with the Executive Director, she was accepted to the Board of Directors in an ex-officio capacity. Amy is a local paralegal currently studying for her law degree and brings a caregiver's perspective to the Board.

Following discussions with Amy regarding future Board positions, the Nominating Committee is pleased to present Amy as a nominee for the 2025–2028 Board term.

Heather Kertesz is completing her first three-year term and is unfortunately unable to commit to a second term. Heather joined the Board in 2021 and has served as Chair of the Finance Committee for the past two years. Due to a recent change in employment outside of town, she is unable to maintain her position.

Steven Smith is completing his first term and has agreed to stand for nomination for a second term.

As a result, the Governance Committee had one position to fill for the 2025–2028 term, specifically seeking someone with financial expertise. Mr. Gianni (John) Imola, an employee of BMO Bank of Montreal, expressed interest in joining. After an interview with the Governance Committee, John was nominated by the Board of Directors for election at the AGM.

Nomination Committee Report

John holds a Bachelor of Commerce and a Bachelor of Economics from McMaster University. He has coached youth soccer, served as Treasurer for the Brantford 99ers (a local hockey team), and is a current Board Member of the Brantford Brant Chamber of Commerce. His blend of professional and volunteer experience will be a valuable asset to Participation Support Services.

The Nominating Committee is pleased to present the following slate of Directors for the 2025–2026 year:

1st Term – 3-Year Nomination:

- Ms. Amy Smith
- Mr. John Imola

2nd Term – 3-Year Nomination:

- Mr. Steven Smith

Remaining Board Members:

- Ms. Jayarajani Nadarajah
- Ms. Claudia Carlton
- Mr. Paul MacDougall
- Mr. Paul Oddi
- Mr. Jay Richardson
- Ms. Juliana Weberman
- Ms. Kelly Pope
- Ms. Ellen Gerow
- Mr. Bob Sproul

Respectfully submitted,

Ms. Jayarajani Nadarajah, Chair, Governance Committee

Motions

6.1 Motion to Appoint the Auditors 2025-26:

"THAT Millards Chartered Professional Accountants conduct the 2025-25 Financial Audit for Participation Support Services."

6.3 Acceptance of the Annual Reports 2024-25:

"THAT the Annual Reports of the 2024-25 Annual General Meeting be accepted."

6.2 Motion to accept Amy Smith and John Imola to the Board of Directors.

"THAT Amy Smith and John Imola be accepted to the Board of Directors."

Board of Directors 2025-26

