

PARTICIPATION HOUSE,  
Markham

**PARTICIPATION HOUSE,  
MARKHAM  
ANNUAL REPORT  
2011-2012**

**June 24, 2012**

**Celebrating 40 Years  
of Outstanding Service!**



## Chairman's Remarks - Philip Garment

Welcome to the 2012 Annual General Meeting of the Cerebral Palsy Parent Council of Toronto. The following is a report on the activities of the Committees of the Board of Directors for the past year. The open forum of today's meeting gives you an opportunity to ask questions of the various committee chairpersons.

Over the past year there have been 10 meetings of the Board of Directors. I have attended Governance Council meetings at the Central Local Health Integration Network (CLHIN) representing Participation House, Markham regarding Compliance Audits, Accountability Agreements and CCAC's role with service providers.

Participation House was again nominated to be a recipient of the 2011 Scotiabank Charity Golf Tournament at Wooden Sticks Golf Club in Uxbridge. Frances DiCarlo, Margaret Zolnai, Matt Nutson and myself attended this function and received on behalf of Participation House, Markham a cheque for \$10,000 from the Scotiabank representatives

The 19<sup>th</sup> Annual Golf Tournament was held on September 22, 2011 at Sleepy Hollow Golf Club in Stouffville. This year thankfully we were blessed with a beautiful day unlike the last year when we had to cancel the golf due to rain.

Our third fundraising concert "Students Helping Students" took place on November 11, 2011 at the Markham Theatre for the Performing Arts and was our best so far raising just over \$10,000. Mark Cullen was once again our Master of Ceremonies introducing the participating concert bands from Markham District High School, Markham Secondary School, Unionville High School, Pierre Elliot Trudeau High School and Woburn Collegiate Institute. Plans are already underway for our next concert on November 9, 2012.

The 21<sup>st</sup> Annual Board of Trade Gala Awards Dinner was held on November 17, 2011 at the Hilton Hotel Conference Centre and Participation House was nominated for the "Markham Board of Trade Business Excellence Award in the Area of Accessibility". And this year we won the Award. I was so proud to see our Executive Director, Frances DiCarlo, on the stage to receive the award on behalf of Participation House, Markham from Mayor Frank Scarpitti.

In my remarks to you last year I did advise you that the Future Development Committee's task was to study the re-evaluation and assessment of our present corporate structure, industry opportunities and gaps in this service in consultation with Grant Thornton Productivity Improvements Division who are experts in this field. This Report was received by the Future Development Committee in July 2011. Many of the minor organizational recommendations have been implemented, however it was the Board's decision that further in depth studies were required and in February 2012 the board had a full day strategic planning retreat to determine what the strategic priorities are for Participation House, Markham. The overall plan is twofold, those that we can achieve without too much Government dependency and secondly those which require Government support and funding.

The first Phase is the evaluation and changes to our Organizational structure this is in process. Secondly our website, who are we and how do we communicate with the outside world. A new website is being designed and installed as we speak. Further developments of our Strategic Plan will be forthcoming in the near future.

I would like to thank the Executive Director, Frances DiCarlo, and all of the Participation House, Markham staff for their support, assistance, dedication and service they have given to me and the members the Board, residents, clients and families over the past year.

I would also like to thank the Board of Directors for their continuing support and accountability over the past year to the residents, clients and staff.



## Executive Director - Frances DiCarlo



**We are pleased to present the Participation House, Markham  
new Mission Statement**

The mission of Participation House, Markham is to be a leader in enhancing the quality of life of individuals with disabilities through a continuum of services designed to reflect individualized approaches, community involvement and a respect for human dignity.

**Our Values and Value Statements**

**Respect:**

We value and respect the uniqueness, choices and diversity of all people. We strive to foster respect between the individuals we serve, our employees and the community.

**Quality:**

We believe that quality of life is determined by the individual, their family, and/or support network and we will work together to ensure that the services and supports for the individuals we serve are provided to the highest degree of quality possible.

**Safety:**

We believe in a healthy and safe living and working environment

**Flexibility and Compassion:**

We believe that our organization must be flexible, accountable, innovative and compassionate in responding to the needs of the individuals and their families supported by our organization. We recognize that the growth and development of individuals is a dynamic process and that our services must reflect this reality.

**Collaboration and Leadership:**

We will work collaboratively with other service providers and will take a leadership role within our community in promoting the quality of life of individuals with disabilities.



Markham Board of Trade Business Excellence Award for Accessibility November 2011

Pictured above: Mayor Frank Scarpitti, Chairman Phil Garment and wife, Linda, Executive Director Frances DiCarlo, Fundraising Chair Garry Lander, Director Resident Services Julie Donkersley and Domenic DiCarlo

# Thank You to the 40th Anniversary Celebration Teams

**The following people put in countless hours of hard work to bring us this special day of celebration and memories under the direction of Margaret Zolnai, Special Events Coordinator:**

Welcoming Team Leader: Jessica Furman

Decorating Team Leader: Peggy Robinson

Barbeque & Set-Up Team Leader: Doris Kwan

Satellite Sites Team Leader: Paula Williams

Entertainment Team Leaders: Ariel Lalata & Yan Xiao

Tour Guides: Julie Donkersley and Chuck Johnston

The Day Program (The ARC & Adult Education) Snoezelen Room & Physiotherapy Room

Team Leader: Anita Kuipers

Historical Team Leader: Jeanette Wilson

Staff and Volunteers:

Jackie Booth, Doug Baker, Maureen Brown, Nick Campbell, Shirley Hallett, Alison Kahn, Janice Kocot, Ann Low, Natasha Lowe, Paivi Pontinen, Lil Pronger, Alf Saltarelli, Gina Sorilla, Marie Stipanovics, Ruperto Villanueva, Don Wilson

Board of Directors Ad Hoc 40<sup>th</sup> Anniversary Committee

Phil Garment, Board Chair

Bill Crothers, Treasurer

Ann Low, Director

Peggy Robinson, Director

Frances DiCarlo, Executive Director



# Honouring Our Dedicated Staff for their Years of Service

## 2012

### 30 Years of Service

Barbara Hart and Jackie Booth

### Retirement Award and 29 Years of Service

Julie Donkersley

### 25 Years of Service

Donald R Wilson

### 20 Years of Service

Maggie Clive, Elgetha Henry, Cordelia Wharton,  
Joyce Morris and Marie Koinasse

### 15 Years of Service

Anita Kuipers, Valeverdina Colangelo,  
Norneen Gray, Larry Rampersad and Gloria Johnson

### 10 Years of Service

Adassa Spencer, Althea Senior, Josephine Generoza,  
Nataliya Dmitrenko, Janice Harrison,  
Sonia Whittingham and Wenning (Sally) Li,

### 5 Years of Service

Mary Dietrich, Xiao Duo Yan, Jennifer Rowe,  
Maria Capulong, Noel Alvela, Norberto Ecijan,  
Brittany Gardner, Amy Tse, Maria Cecilia Freundt,  
Evan Di Nallo, Angella Price and Mariel Banta



### Treasurer’s Report—Bill Crothers

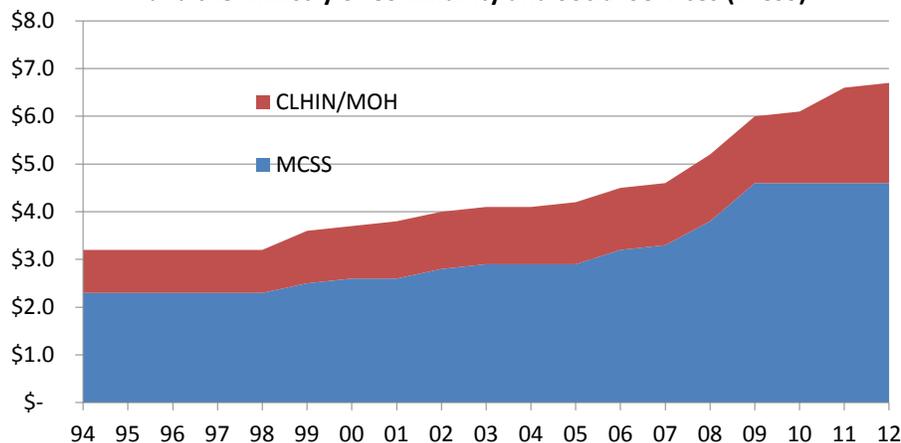
Once again, I can report that Participation House, Markham is in a very strong financial position. This past year, our operating expenditures exceeded our Ministry revenues by slightly more than \$20,000. Included in that amount was almost \$270,000 for repairs and maintenance. In total we spent about \$370,000 more than we received in revenue. We spent a little more than \$500,000 on the repairs to the parking lot and the first stages of installing a new fire sprinkler system at Butternut Lane. The balance of the expenses for the fire sprinkler system will be spent in the upcoming fiscal year.

Our ministry grants increased by almost \$210,000 this year because of the opening of Tony Wong Place.

Participation House , Markham continues to provide services to an ongoing increase in the number of residents and clients.

We still have a reserve balance slightly in excess of \$1 million to permit expansion to continue as operating grants materialize.

**Participation House, Markham  
Operating Revenues in Millions \$  
Fiscal Periods March 31, 1994 to March 2012 from the  
Central Local Health Integration Network (CLHIN)  
and the Ministry of Community and Social Services (MCSS)**



## Medical Advisor's Report—Dr. Kenneth Fung, MD. MB. FRCS (Eng.)

I am pleased to report that the general medical health of our residents is stable and progressing satisfactorily. We had a few emergencies that required immediate transfer to the emergency department at Markham Stouffville Hospital. The outcomes were successful and all residents returned safely.

We had two deaths, one following a prolonged stay at Markham Stouffville Hospital with complications and the other due to cancer.

We also had one new permanent resident admission who is progressing well and satisfied being with us.

### Preventive Medical Health Issues:

1. Again, I am happy to report we were free of any flu outbreak and will continue with the immunizations in October 2012.
2. The Annual Physical health exams will commencing in May and completed by October 2012.

### Wednesday Weekly Health Clinic:

1. We see on average of 8-10 residents. Some as determined by the nursing staff, some as follow up from previous visits and some at the residents' request.
2. We also see some of the residents in their rooms, depending on their circumstances.
3. We continue to review and discuss all medical, laboratory and investigative reports, including reports from medical specialists with nursing staff.

Overall the number of patients seen each week has been consistent. Urinary infections and gastric reflux continue to be the main challenges. Accidental falls have decreased and more confined to the same residents. We continue to encourage residents in safety care.

### Health Standards:

The maintenance and upholding the high standard of hygiene, cleanliness and tidiness of the residents' rooms, toilets and area bathrooms are excellent. Hand sanitizers are located at main entrances and at all wash stations. The dining room is clean and orderly. The nursing aide staff continue to perform their duties diligently and report any concerns to the nursing staff.

Again, I have to thank our nursing staff: Julie, Kerry and Janice, with the assistance of Jeanette, for the continued success in the healthcare and well being of our residents. This is a great team. Their knowledge of the residents, eating, sleeping, behavioral and social habits are invaluable in assessing the residents' treatment and care.

We continue to acknowledge the full support and co-operation from the Specialists and Emergency Staff Services at Markham Stouffville Hospital.

Health wise, I believe we had quite a successful year although we were neither accident nor incident free.

We continue to strive to improve our performance level, being aware that the residents' personal well being is our first priority.

I thank the Board of Directors once again for giving me this opportunity to serve at Participation House, Markham.

*"I like him, he is a very good Doctor", Danny M.*

*"Fantastic", John K.*

**Sincere Thanks to All!**  
**Frances DiCarlo,**  
**Executive Director**

Participation House, Markham teams continue to participate and have active representation with committees: York Region Community Planning Council, the Community Support Sector Network (Central LHIN), Community Response Committee, Respite Services, Ontario Partnership on Aging with a Disability, the RaiCHA and IAR of the Ministry of Health. We continue to enjoy our close relationship with the Markham Stouffville Hospital and the Town of Markham . Thank you to the staff that put in many hours serving on these committees.

I would like to thank the representatives of the Ministry of Community and Social Services, including the Dedicated Supportive Housing Branch, the Ministry of Health and Long Term Care and the Central Local Health Integrated Network. I truly appreciate their on-going support, advice and the opportunity to participate in some of their initiatives, including Community Engagement, Health Equity and Complex Care.



It has been an extremely busy year and I would like to convey my thanks to the clients, the families, the volunteers, and especially all the staff for providing excellent care and to the Administration, Management and Supervisory teams for supporting me in the day to day operations.



## Our Board of Directors

Participation House, Markham has an active Board of Directors who give generously of their time and talents. We've assembled a team of representatives from both the community and those who are a parents or siblings of our residents/clients. Together we plan for the future, brainstorm ideas for fundraising and look at ways of enhancing the delivery of services at our various locations. Participation House, Markham thanks these Board Members for getting involved and bringing out the best in our organization.

**Chairman:** Phil Garment  
**1st Vice-Chair:** T. Wayne King  
**2nd Vice-Chair:** Peggy Robinson  
**Treasurer:** Bill Crothers  
**Past Chair:** Harry Miller

**Andrew Baldwin**  
**Bill Cain**  
**Betty French (Retired)**  
**Linda Hawco**  
**Garry Lander**  
**Brian Lynch, Board Advisor**  
**Ann Low**  
**Matt Nutson**  
**Cathy Samuelson**  
**Stephen D. Seon**  
**David Wallace**  
**Penny Wyger (Retired)**

### Our Locations:

#### HEAD OFFICE

#### Participation House, Markham

204-4261 Highway 7

Markham, ON L3R 9W6

Tel: 905-513-2756

Fax: 905-513-7963

Website: [www.participationhouse.net](http://www.participationhouse.net)

#### RESIDENCE & ACTIVITIES CENTRE

#### Participation House, Markham

9 Butternut Lane

Markham, ON L3P 3M1

Tel: 905-294-0944

Fax: 905-294-7834

#### SUPPORTIVE HOUSING

##### **Cedarcrest Manor**

225-20 Water Street

Markham, ON L3P 7P7

##### **Cliffwood Manor**

Provide Services to two clients on outreach basis.

##### **Hagerman Corners**

205-4460 14<sup>th</sup> Avenue

Markham, ON L3R 1H1

##### **St. Luke's Lodge**

205-49 Green Lane

Thornhill, ON L3T 7M9

##### **Tony Wong Place**

202-25 Deverill Court

Markham, ON L6G 0C7

#### GROUP HOMES

##### **Farintosh House**

7811 Kennedy Road

Markham, ON L3R 2C8

##### **Henderson House**

113 Henderson Avenue

Thornhill, ON L3T 2L3

# Resident Council

## Annual Report

The residents have seen a number of improvements in and around their home this year. The beautification of the courtyard began last summer and work has continued in earnest this spring preparing for our 40<sup>th</sup> Anniversary; the new parking lot construction last fall, and, most recently the installation of the sprinkler system throughout the building.

Along with the building improvements this year, the Adult Education and Activities Resource Centre (ARC) programs have combined their services to our public clients, community clients and in-house residents. Students now go into the ARC to drop off their lunch bags and coats and may do an activity while they are waiting for the school program to start at 10:00 am. At lunch time everyone eats together in the ARC, and all the staff in ARC and Adult Education work together to help everyone with their lunches and personal assistance.

Coming together in the morning and at lunch time has provided opportunities for more socialization and to make new friends, and the staff are all cross trained to provide service to anyone attending Day Programs.

The early spring birds heard in the courtyard seem to trigger our residents asking if the boat cruise has been booked yet, when are we going to the first Blue Jay game of the season and wanting to know who is going on the train ride this year? They love to go on outings and are always looking forward to them. They love to go for picnics at Lakeview Park where they watch boats sail by, children playing in the water and many people who are walking their dogs often stop and talk and allow our folks to pet their dogs. Our residents look forward to all the activities that say "summer time" picnics, ice-cream outings, outdoor concerts, BBQ's, fishing, CNE, and boat cruises to name a few.

As the summer turns to fall, our residents enjoy going to see the Marlies hockey games, live performances at the Princess of Wales Theatre, the Cannon Theatre, and Markham Theatre. Some of the shows they enjoyed over the year were Disney Live, Joseph and the Amazing Dream Coat, Goldirocks, Shrek, Bring It On, Disney on Ice, Stars on Ice, and many, many more.

A new outing this year was going to play Bingo at Bingo World in Richmond Hill. We didn't have any winners but they are looking forward to going again real soon. Our folks seem to have lady luck with them when we go to the Casino, so we expect to get on a winning streak playing bingo too!

At Christmas time Participation House, Markham once again received a generous donation for in-house entertainment. We have had demonstrations such as making maple syrup candy, apple cider and apple butter, ice-cream, and natural spa scents from herbs. We also enjoy having at least two musical entertainers in per month.

A number of our residents participate in a Gentle Fitness program at the Lebovic Center in Stouffville which begins in the fall and runs to the end of June. Once again, thanks to the generosity of Mrs. Kwan, our in house Art Therapy Program continues with the participants benefitting from Janice LeBlanc's expertise and compassion.

The residents are looking forward to our 40<sup>th</sup> anniversary, opening their home and celebrating with well wishers on June 24<sup>th</sup>.

The Activation and ARC program staff have an entertaining & exciting summer planned for the residents and clients of Participation House, Markham, which I am sure many of you will hear about as we wind our way through glorious summertime!

# Building and Property Committee Chairman’s Annual Report Philip Garment

## REPLACEMENTS

### Participation House

- New bathroom doors were installed in place of curtains in the male and female public washrooms, along with new grab bars.
- The water mixing valve was replaced on the hot water supply system.
- An intercom was installed at the Nurse’s Station entrance and attached to the Nurse Call System.
- The gazebo was re-shingled.
- Several new radiator valves were installed.
- The door to outside in each corner room of each house was retrofitted for electric strikes so that they can be used as emergency exists in the event of fire.

### Henderson House

- The countertops in the kitchen were replaced with new granite countertops. The two water heaters were replaced.

### Farintosh House

- One of the washing machines was replaced.

## MAJOR REPAIRS AND RENOVATIONS

- The parking lot at Butternut Lane was re-designed to allow for more parking and repaved. This project was funded by a large estate bequest.
- The pathways in the courtyard were removed and repaved and new gardens were put in along with a gazebo which was funded through a donation from one of our residents.
- The building at Butternut Lane is being retrofitted with fire sprinklers and a new fire alarm system is being installed. This project was started in December 2011 and is expected to be completed by the end of July 2012. This undertaking will increase the safety of all residents, staff and volunteers. This project was partially funded by the Ministry of Community and Social Services in the 2011/2012 year. We hope to receive consideration for more funding in the 2012/2013 year as we finish the project.
- A backflow preventer was installed on the incoming water supply as required by the Town of Markham.
- The pool at Butternut Lane underwent some major repairs this year. A hydrostatic drain was installed in the pool to help deal with pressure from ground water. Some tiles were replaced and re-grouted. Additionally, two leaks were discovered in the lines running under the pool deck.

## ON-GOING PROGRAMS

- State Electric continues to provide our heating and air conditioning systems.
- M.L. Fire Alarm Co. continues to provide service on all fire safety equipment. This will change once the new fire sprinkler system is installed.

## FIRE SAFETY

- Fire drills are conducted monthly on a planned basis and rotate on all shifts.

## FUTURE DIRECTIONS

- We are in the process of looking at the ramp providing wheelchair access at Henderson House. The ramp is in poor shape.



COURTYARD: THEN (2006) AND NOW



# Programs and Planning Committee

## Chair's Annual Report

### Peggy Robinson

This year a Client Survey took place in the Fall to ensure that the Agency fulfills its challenge “how do we communicate and know our residents are happy” which came about through the Ministry’s Risk Assessment and Resident Satisfaction. In addition to the Butternut Lane residents, there was also a survey of Farintosh House and Henderson House residents for a total of 58 surveys issued. However, 17 residents were unable to participate due to their inability to provide a direct response. The balance of 41 residents participated in the survey. The Resident Services Manager reviewed the results in great detail. The Program & Planning Committee met and felt the results were very positive.

The Day Services Manager advised us that the Individual Service Plans are going well and they are using the new updated version of the documents as required by the Ministry. This new format takes a little longer as there is a review of the different policies, the resident’s physical care, medical care and goals.

The Ministry also required that the following three policies become effective June 1/2012

- The Complaints and Feedback Policy
- Individual and Behaviour Support Plan Policy
- Behaviour Intervention and Physical Restraint Policy

The Committee reviewed these Policies and received Board Approval for the new Complaints and Feedback Policy and the amended Individual and Behaviour Support Plan and Behaviour Intervention and Physical Restraint Policies.

We review the Resident Council Minutes on an ongoing basis and discuss all concerns and, when necessary, we involve the Board of Directors. At this time everything is very positive.

As always, I would like to take this opportunity to thank the members of the Program & Planning Committee and Frances and her staff for all of their support and cooperation over the past year.



**Residents and Staff enjoying the Courtyard**

# **Admissions and Discharge Committee**

## **Chairman’s Annual Report**

### **Stephen Seon**

The Admission and Discharge Committee met on numerous occasions under the direction of Stephen Seon and Linda Hawco.

We are no longer working under the direction of York Support Services Network regarding our Admission Process for the Ministry of Community and Social Services Projects and Day Services (Butternut Lane Residence, Farintosh House Group Home and Henderson House Group Home). We are now receiving applicants through Developmental Services Ontario as of July 2011. This process is much the same as it was with York Support Services Network.

With respect to referrals and admissions to our Central Local Health Integration Network Supportive Housing Funded Projects (St. Luke’s Lodge, Hagerman Corners, Cedarcrest Manor and Tony Wong Place) we still manage our own waitlist for these projects. It is expected over the next six months Central Community Care Access Centre will be managing our waitlist for these divisions.

We continue to have 2 clients at Cliffwood Manor at 4000 Don Mills Road, Toronto who are receiving Outreach Service at this location.

Tony Wong Place is up and running very nicely with 100% occupancy.

We have had new clients settle in well at St. Luke’s Lodge, Henderson House, Hagerman Corners, Farintosh House and Butternut Lane Residence. We sadly said goodbye to long time residents, Linda Cain, Paul Browne and Carl Schneider.

The Admission/Discharge Committee has interviewed many new potential clients but we are finding in many cases the ratio of care required is much higher than we can provide and clients being presented are facing aging related challenges as well as complex medical and behaviour needs.

I would like to thank the members for their contribution to the successful work of the Committee: Linda Hawco, Board Director, Frances DiCarlo, Executive Director, and staff members Julie Donkersley, Chuck Johnston and Anita Kuipers.



**Tony Wong Place**

# Fundraising Committee

## Chairman's Annual Report

### Garry Lander

*In March of this year Wayne King accepted the position of Chair, Council Affairs Committee and Garry Lander accepted the position of Chair, Fundraising Committee. Congratulations and appreciation to both Directors for their support and commitment to this Agency and for their acceptance of their new roles.*

Fundraising revenue comes from a number of sources including individual donations, memorial donations, corporate and foundation contributions, fundraising events organized by local businesses and community groups, bequests, the Participation House, Markham Annual Golf Tournament and our Annual "Students helping Students" Concert. Activities from April 1, 2011 to March 31, 2012 included:

#### **Participation House Golf Tournament:**

Our major fundraising event continued to be the **Participation House Annual Golf Tournament** held on September 22, 2011 at Sleepy Hollow Country Club in Stouffville. This event attracted 112 participants and the proceeds of over \$28,000.00 were designated to our Physiotherapy Program. A big thank you to our key sponsors: **Bergen Developments Inc. & Duka Property Management Inc., Scotiabank Group, Pace Credit Union, Miller Thomson LLP, Aramark Canada, Linda & John Hawco of Sutton Group Heritage Realty**, exclusive hole sponsors: **Bergen Investments Ltd., Electro Meters, Fidelity Investments, Fieldgate Homes, Betty & Robert French, Gorski, Plener & Associates Inc., Krcmar Surveyors Ltd., Scotiabank Group, Snap-on Tools, The SPG Engineering Group, Stephen Tar, Century 21, Leading Edge Realty Inc., Village Masonry Works** and Special Sponsor **Longo's Boxgrove** for their grocery bags and assorted "goodies". Thank you to all the donors and participants of the tournament for their generosity. We also thank the many volunteers who worked so diligently to make the day such a success.

#### **Community:**

Our good friends from the **Thornhill Cruisers Car Club Inc.** donated \$1,765.00 designated for the Courtyard Beautification Project. Two Kelsey's locations (3131 Highway #7 & 7710 Markham Road) donated their staff golf tournament funds and the **Markham District Veterans' Association** generously shared their funds raised at their Annual Turkey Roll and Raffle. We also received a sponsorship donation from the Royal Canadian Legion #459 for our "Students Helping Students" Concert.

#### **Foundations & Corporations:**

We were delighted to be one of the three charities to receive funds raised at the **Scotiabank Charity Golf Tournament** held on August 16, 2011 at Wooden Sticks Golf Club. A cheque in the amount of \$10,450.00 was presented to the Board Chair and these funds were designated to the Activity and Resource Centre. December saw many generous donations including **The CHUM Charitable Foundation's** gift towards the Residents' Christmas Party and Dinner.

#### **Individuals:**

Our Individual donors are always generous and thoughtful and this year was no exception. We received several very generous donations over this past fiscal year. This category also includes the many generous donations we receive through memorials and "special occasion" gifts.

### "Students helping Students" Concert

On Friday, November 11, 2011 Participation House, Markham hosted their third "Students Helping Students" Concert at Markham Theatre for Performing Arts. Once again, we showcased the talented music students of Markham District High School, Markville Secondary School, Pierre Elliott Trudeau High School, Unionville High School and Woburn Collegiate. As the theme indicates, the evening proceeds, in the amount of \$10,200.00, were designated to our Adult Education Program. Our wonderful friend and supporter, Mark Cullen, was the Master of Ceremonies and the Guest Conductor for the evening was Robert Sheldon, one of the most performed composers of wind band music today. The audience included friends and family of both the students of the five high schools and Participation House, Markham, and dignitaries included The Honourable Michael Chan, MPP, Dr. Helena Jaczek, MPP, Mayor Frank Scarpitti and Councillors: Don Hamilton and Logan Kanapathi, Town of Markham.

Our Concert Sponsor was **DASD Contracting**, Gold Sponsor was **Chouinard Bros.** and Silver Sponsors were: **Aspen Ridge Homes, Grant Thornton, Home Hardware & Mark's Choice, PowerStream Inc., Shapero & Mui Orthodontics** and **TD CanadaTrust**.

It was a wonderful opportunity to introduce our Agency to many of the students and their families and to continue to flourish in the community. On November 9, 2012 we will host our fourth annual "Students helping Students" Concert at the Markham Theatre of Performing Arts and, once again, proceeds will go to the Adult Education Program. Please mark this date in your calendar and come out and join us for a wonderful evening of music and friendship in our very own Markham community.

### Committee Members:

As Chair of the Fundraising Committee, I would like to thank committee members, Andrew Baldwin, Matt Nutson, Peggy Robinson and Philip Garment, Board Chair, for all their support and enthusiasm throughout this past year. Thank you to our Executive Director and Executive Assistant/Events Coordinator for their commitment and hard work and to all our family members and friends, a very special thank you for your continued support to our fundraising endeavours throughout the coming year.



Scotiabank Representatives present donation for Activities Resource Centre to Chairman of the Board Philip Garment and Resident Carolyn.

# Human Resources Committee

## Chairman's Annual Report

### Bill Cain

#### HEALTH AND SAFETY

Crisis Prevention In-Service Training, Health and Safety Policies Review, Fire Training, Emergency Training and Human Resources policy review has been scheduled for all staff providing direct care. To date Butternut Lane staff has been trained and the community locations will be scheduled in the summer. All active staff has completed their First Aid Training for 2011.

The Ministry of Labour inspected 9 Butternut Lane, Cedarcrest Manor and Farintosh Group Home work sites. The officer recommended new membership composition for the Joint Health and Safety Committee members with core members at Butternut Lane and worker representatives for all locations.

The Joint Health and Safety Committee have joined the Safety Group of the Public Services Health & Safety Association for 2012.

Health & Safety week was a success with staff participation in education and fun sessions such as ergonomic assessment, heat stress and sun safety, fire extinguisher practice and a personal protective equipment fashion show and party.

#### BENEFITS AND INSURANCE

Our Medavie Blue Cross Insurance was renewed in February 2012 with an increase of 3.2%.

#### AWARDS AND PRESENTATIONS

The 2011 Caswell, Annable, Frank Smith bursary was awarded to Patricia Andaluz, Personal Support Care Worker at Butternut Lane. Ms. Andaluz will use the bursary to further her education prior to enrollment in the RPN Program.

The 2011 Years of Service awards were presented at our Christmas Luncheon on December 16, 2011 and the 2012 awards will be presented at our 40<sup>th</sup> Anniversary celebration. A total of twenty four awards were presented in December and in 2012 there will be thirty-two staff reaching a milestone of thirty, twenty five, twenty, fifteen, ten and five years of service.

Maresa Biasutti, Ina Magie and Ruth Espinheiro were presented with retirement awards in 2011. After 29 dedicated years our Resident Services Manager, Julie Donkersley, R.N. has announced her retirement. She will be receiving her well deserved retirement award.

#### LABOUR RELATIONS

Union Negotiations Meetings were held on Feb. 28<sup>th</sup>, April 18<sup>th</sup> and May 1<sup>st</sup>, 2012 and we have agreed to conciliation which has been set for June 19<sup>th</sup>, 2012.

The Labour Management Committee continues to meet bi-monthly to discuss and resolve contract issues.

## **POLICY DEVELOPMENT AND UPDATES**

Terms of Reference were reviewed by the committee. It was agreed that the Board Committees be assigned a number of policies to be reviewed each year to comply with government regulations.

A number of polices were implemented to comply with Quality Assurance Measures, including the following:

*Anti-Abuse Policy, Bathing and Prevention of Scalding Policy, Behaviour Intervention and Physical Restraint Policy, Board Of Directors – Orientation, Training and Development Policy, Client Finances Policy, Emergency Response Policy and Plan, Employee And Volunteer - Orientation and Training Policy, Food and Nutrition Policy, Health and Medical Policy - Clients, Individual and Behaviour Support Plans Policy, Maintenance of Equipment Owned or Operated Policy, Pet Policy, Privacy Policy, Receiving and Inventory of Residents' Goods Policy, Records Management Policy, Serious Occurrences Policy, Accessibility Standards for Customer Service, Service Disruption Policy, Confidentiality Policy, Vulnerable Screening Sector for Staff and all Registered Volunteers Policy, Rights for Persons with a Developmental Disability, Complaints and Feedback Policy, Outbreak Management & Infection Control Policy, Return to Work Program, Health & Safety Management System, Missing Persons Policy, Security for Adults who have a Developmental Disability and Live in Community Residences Funded by the MCSS, Suppliers and Contractors Safety*  
*Our policies and procedures are currently being uploaded into the new Policy & Procedures Manual which is web based.*

Goldcare, a new database for clients, volunteers and employees has been implemented and we are in the process of training staff. This database system will be used for the scheduling of employees and client services.

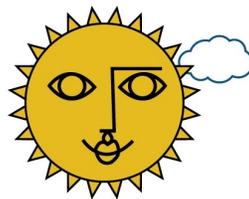
### **PERSONNEL**

We have terminated our contract with Aramark as of July 2012 and we are in the process of hiring a Food Services Manager.

With the retirement of Julie Donkersley R.N., Anne-Marie Mori, R.N. has accepted the position of Director, Resident Services effective June 4<sup>th</sup>, 2012.

### **CLOSING**

I acknowledge and thank the members of the Human Resources Committee, Harry Miller, Stephen Seon, and staff members, Frances DiCarlo, Chuck Johns-  
 ton, Margaret Zolnai and Ann Ball.



**PARTICIPATION HOUSE,**  
 Markham