

Participation House, Markham

2018-2019 Annual Report



A Message From Our Board Chair, Peggy Robinson

This past year has been a very busy one. Shelley has settled into her role as Executive Director of Participation House, Markham, quite nicely. We are very pleased with her performance. You can tell by her close interaction with our residents, Shelley is very dedicated to the quality of life at PH.

I would like to take this opportunity to thank each and every Board Member for their hard work and dedication throughout this past year. The result is that I feel PH is in good hands and the future looks very promising. In addition to Board functions, each Director is also involved in many Committees of the Board, including: Finance, Fundraising, Building and Property, Programs and Planning, Council Affairs, Human Resources, Executive and the Nominating Committee. I would like to thank all the Committee Chairs and Committee Members for their hard work throughout the year. I would also like to thank our amazing staff at PH and the great group of volunteers, who give up their time to enhance the lives of our residents. This can be seen in the faces of the residents, when the volunteers arrive.

This year, we hired Success Map Consultants to help us with our Strategic Plan. To date, they've interviewed many PH stakeholders, including residents, families, Board members, staff and volunteers. These interviews occurred both in person and over the phone. In total, they have interviewed over 35 people. They will be presenting their overall findings to the Board of Directors at a Strategy Meeting on July 10, 2019.



We are very excited about the potential expansion of Participation House, Markham. We've met with the architects and are pleased with what they have presented. We hope to be able to move forward securing necessary funding in the near future.

As the Chair of the Board, I review the Ministry of Children, Community and Social Services Risk Assessment, completed by Senior Management, and Participation House, Markham is considered to be low risk in the key business and program areas.

I'm looking forward to another busy year at Participation House, and I take great pride in what we've accomplished. Seeing the smiles on faces of our residents and knowing that we are making a difference in their lives is all the reward I need.

Executive Director's Report, Shelley Brillinger

With the arrival of some much awaited summer weather, it is time for the 2019 Annual General Meeting (AGM) and Family BBQ Picnic. Over the last year, we have been very busy at Participation House, Markham and have lots to celebrate in our 47th year!

New Head Office

Last summer, we were thrilled to relocate our Head Office to our fresh, new space at: 379 Church Street, Suite 402 Markham, ON L6B 0T1

Phone: (905) 294-1008 Fax: (905) 294-4471

Come by for a visit, it's just a short stroll from Butternut!

26th Annual Participation House Golf Tournament

Our 26th Annual Participation House Golf Tournament was held at Emerald Hills Golf Club in Stouffville on Thursday September 20, 2018. We had a record number of golfers at 140 and by all accounts, this was one of the best PH Golf Tournaments in memory according to our guests! We had a very successful event, raising \$22,533 to support the PH Physical Exercise Program. This interactive program has proven to be invaluable for many of our PH residents, as it allows them to maintain their much needed physical strength and remain active.

Scotiabank Toronto Waterfront Marathon - Charity Challenge 5km

On Sunday October 20, 2018, Team Participation House, walked proudly in our first Scotiabank Toronto Waterfront Marathon - Charity Challenge 5km Walk. We had a great day, despite the early start to the day and the cooler temperatures down at the lake front. Together we raised over \$3000 to support the purchase of a new accessible van for PH.

Strategic Planning

After spending much of the year, meeting with PH Board Members, Management, Staff, Residents and Clients, to gain insight into what we do well at PH and where we can improve, we hosted a facilitated Strategy Session for the Board of Directors last December. From here, we determined a number of themes that we'd like to address, as part of our future planning. We are very pleased to have recently partnered with SuccessMap Consulting to develop a comprehensive Strategic Plan for release later this fall.



MCCSS Annual Compliance Inspection

The Cerebral Palsy Parent Council of Toronto o/a Participation House, Markham hosted our annual MCCSS Compliance Inspection from April 29th through to May 2, 2019.

These annual compliance inspections are conducted by Program Advisors on the Developmental Services Compliance Team with the Compliance Unit of the Service Delivery and Support Branch, Ministry of Children, Community and Social Services. The primary purpose of an inspection is to assess service agency compliance with legislation and policy directives, and ensure agencies are fully aware of their responsibilities.

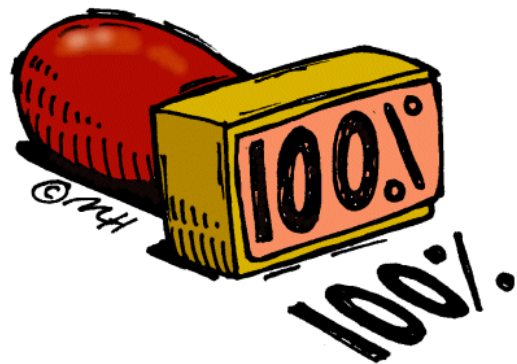
Our agency was inspected against the requirements in Ontario Regulation 299/10 Quality Assurance Measures (QAM) and the Policy Directives under the Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008 (SIPDDA).

The compliance inspection includes a review of the following:

- Policies and procedures
- Board Records
- Staff – Volunteer Records
- Individual Records
- Records and documentation
- Site inspections (depending on the service/support) and discussions with individuals receiving services and supports and/or staff

At the end of the intensive week-long MCCSS Compliance inspection, we were found to be 99.3% Compliant, with only two areas requiring follow-up within 10 days, to achieve the required 100%. This represented an overall improvement of 75% overall, since last year. We were very pleased to receive our formal Letter of Compliance on May 14, 2019.

They say it takes a village, and this was certainly no exception. Well done PH Team! I am proud to work with such an incredible team of individuals! Kudos to you all!





As you may be well aware, the various services and supports provided by Participation House, Markham are funded uniquely through either the Ministry of Children, Community & Social Services (MCCSS) or the Ministry of Health and Long-Term Care (MOHLTC), via the Central LHIN. Given this dual funding arrangement, we are kept very busy throughout the year with required reporting, funding approvals, assessments and service agreements.

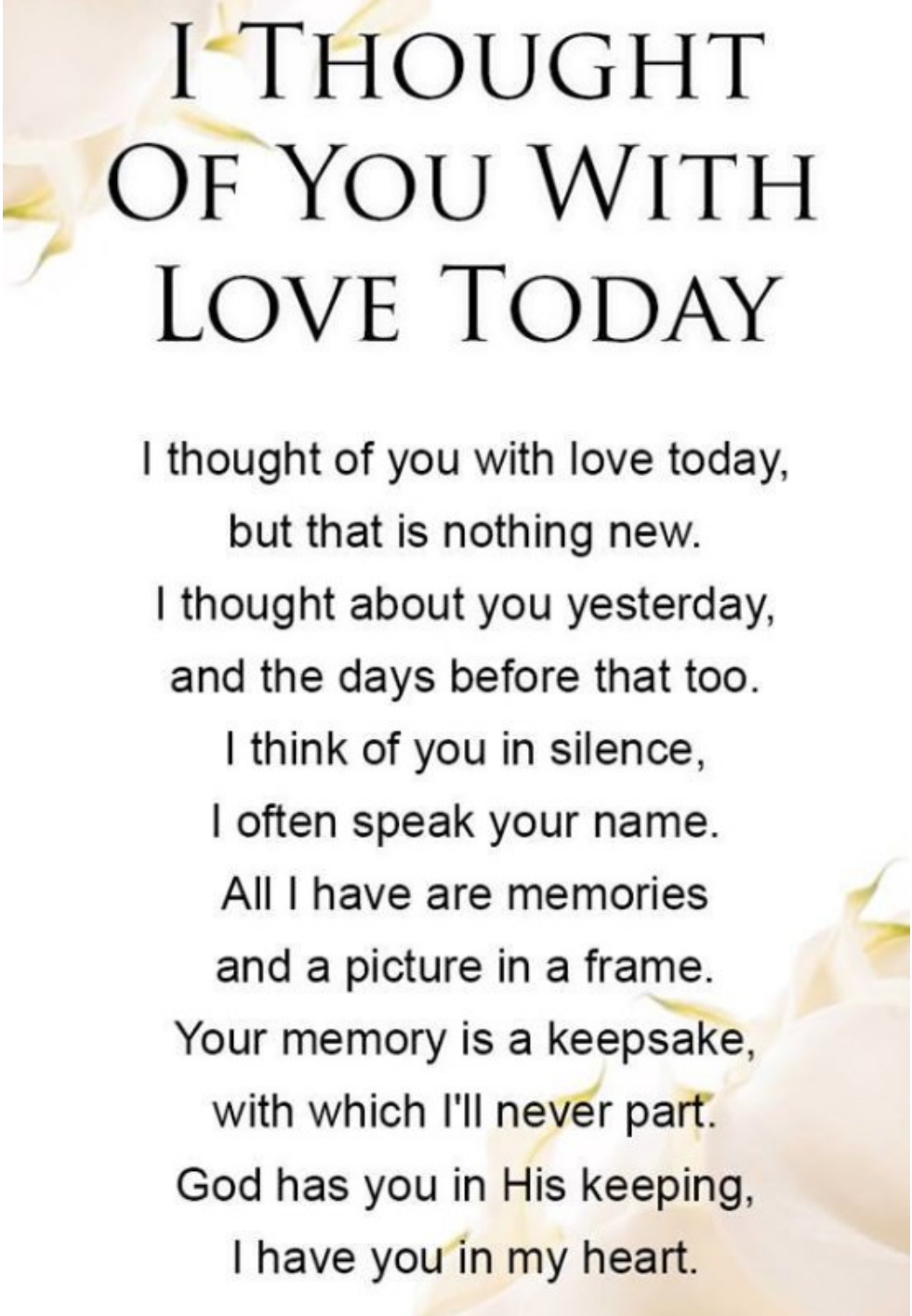
With many changes at the provincial government level this year, the Developmental Sector is working together to navigate these unknown waters. While we do not have clarity on the specifics of our future funding, we know that fewer agencies will be funded directly by the province. The new province-wide central agency Ontario Health has been established; however, it will not be fully operational until the transfer and consolidation of the 14 Local Health Integration Networks (LHINs) and 6 provincial health agencies is complete. We know there will be Regional integration of services across programs, including the new Ontario Health Teams; funding changes and increased efficiencies will be sought across the province.

We are working hard to ensure the ongoing success of Participation House, Markham, well into the next 50 years! As we focus our collective energy on the development of a new strategic plan, we are energized by many opportunities to continually improve upon our incredible heritage. We are looking to become an employer of choice, refresh our aging infrastructure, modernize our programming, advance our fundraising capacity and be a leader in our community. As we celebrate 47 years of providing residential and support services to adults with physical and developmental disabilities, our future looks bright!

In closing, I would just like to thank everyone in our incredible PH Family, including our dear Residents, Clients, Staff, Management, the Board of Directors, our Volunteers, including all of our Families and Friends for their strong commitment and support over the last year. We are truly better together!



**Always Remembering
Our PH Loved Ones**



I THOUGHT OF YOU WITH LOVE TODAY

I thought of you with love today,
but that is nothing new.

I thought about you yesterday,
and the days before that too.

I think of you in silence,
I often speak your name.

All I have are memories
and a picture in a frame.

Your memory is a keepsake,
with which I'll never part.

God has you in His keeping,
I have you in my heart.

Director Resident Services, Anne-Marie Mori

Resident Care Department

We are very privileged to have the expertise and advice of two very knowledgeable doctors providing care for our residents. Dr. Sawi and Dr. Niel come into PH on alternate weeks, and see a steady flow of residents on each visit. Both are easy to work with, and show a real joy and interest in their work. They are very understanding of our unique challenges and willing to assist with improvements. We are pleased to have a good relationship with Markham Stouffville Hospital, various medical specialists, and visiting lab services. Thankfully we avoided a flu outbreak this year!

Thanks to everyone who helps to keep our residents, staff and building clean and safe. The general health of the residents is fairly stable, with a few challenges that develop each year. With our aging population, we have seen an increase in incidences of aspiration pneumonia. This has resulted in a few hospital admissions, dietary changes, and increased levels of personal care. As you can imagine, this increased level of care is very important, yet impacts on staff workload and the amount of time available to support each resident.

Many of our new residents are much younger than we have historically cared for, which is both a joy and a new learning curve. We aim to keep them happy and engaged in a variety of safe, fun activities, while maintaining their health and wellness. Unfortunately, we have had some beloved residents pass on, others move locations or move out, which also affects our residents and staff.



We've had a new resident join us at PH this year and he is settling in amazingly well, enjoying activities, staff, and the freedom of moving around the building as he wants. We occasionally have staffing challenges and changes but when you see the genuine care provided to our residents on a daily basis, it is a very uplifting feeling. It provides us all with the opportunity to see the care and compassion that lives within us all come to life.

Building & Property

Over the past fiscal year, we have been able to maintain and improve on our 3 group home locations. Through funding from the Ministry of Children, Community & Social Services (MCCSS), we have been able to complete many capital projects, under the capable direction of Mike Kearn, Building Services Manager.

During our annual Compliance Audit for MCCSS, Mike was provided high praise on the projects that have been completed or are still in the works. Many of these projects have been initiated out of care and concern for the health & safety of our staff and residents. New floors at Butternut, a new roof at Farintosh House, new front doors at Frances DiCarlo House, Mike truly does cover top to bottom. A new Nurse Call System was recently installed at 9 Butternut Lane, with a variety of functions and response levels to support resident care and staffing needs. Mike was able to tie this into our Fire/Smoke Alert system to further streamline responses for staff for evacuation purposes. Maintenance of hot water valves, lifts, dishwashers, laundry machines, HVAC units and booking contractors for property maintenance are just a few of the other examples of what Mike and this Committee manage for our residents.

Fire and Evacuation Drills at all 3 group homes have passed every year with flying colours, as a result of all of the hard work from this team. This is huge success for the Agency and a direct result of the ongoing efforts of the Building & Property Committee.



Community & Supportive Housing Programs

Our Community & Supportive Housing Program is funded through the Ministry of Health & Long Term Care (MOHLTC). This program supports over 50 clients in managing their daily needs in their home settings. Independence is something we all take for granted. This program provides support to clients with varying levels of independence, via our care workers. We've been very fortunate to have a steady client population within this Program. This is made possible through in-home support provided to individual clients, based on their support needs and levels of independence.

Debra McLaughlin, Fundraising Committee Chair

Fundraising in 2018/19 has been very successful but at the same time, we've been undergoing a transition. FashionAble 2018 was a huge success with record attendance and excellent feedback. Similarly, the Golf Tournament in September 2018, held at the new location of Emerald Hills, met all of its attendance goals. The organizers were delighted to hear that the golfers had a great day and loved the new course! However, the only constant is change. With the retirement of Garry Lander late last year, I stepped into the Fundraising Committee Chair position. We thank Garry for his many contributions to PH over the years.

I have been on the Board for two years and have connections throughout the community because of my role at York Region's radio station, 105.9 The Region. Earlier this year, the Committee conducted a review of current fundraising activities and charted a strategic plan for the next 18 months. While a lean organization is always desirable, one of the challenges it poses is that fundraising events really put a strain on staff because in addition to their regular job, people must take up the demands of attending to the many details that make or break a function. That is why our signature spring event, FashionAble has been deferred for a year. It is not the case that people need to work harder. Rather, we need to have the strategic relationships that means we can work smarter. It is important that we build our email database so when we do have announcements to make, invitations to issue or sponsors to thank we know how to reach you.

Connecting better also means redesigning our website, so that it is both user and sponsor friendly. With a new website comes a companion social media feed so look out for our new social media offerings later this year. This fall we will undertake a series of Open Houses to invite the community to see what is happening at PH. The population of York Region has grown so significantly that many people, who now call this area home, have no idea what we do and with a new slate of Municipal Councilors, it is a good time to re-introduce the organization. If you have someone who you want to have included as a guest at one of these open houses, please do not hesitate to reach out to Shree Bellur at 905-294-1008 x221.

The 27th Annual Golf Tournament at Emerald Hills is booked for September 19th, 2019 so please save the date. Not a golfer? Join us for dinner. We will have a live and silent auction, entertainment, special guests and a chance to be part of the Participation House community. We hope you can join us, as we raise funds to support our Physical Exercise Program.

And over the course of the next 9 months, we will continue to work out details for the next FashionAble to make sure that the event is everything you expect in a Fashion Show. We can make it even more enjoyable for all of our guests, as well as providing greater value to our sponsors. That is what we will be working on, so expect to receive a Save the Date for Spring 2020. The raffle that we used to host leading up to FashionAble will still go this year. We will be at events all over the Region over the course of the summer selling tickets and raising awareness.

Make sure you do not miss out on your chance to win valuable prizes, while helping Participation House get a much needed new van. The winners will be announced at the Golf Tournament on September 19th at Emerald Hills. So as much as we are deferring one of our annual events this year, the Fundraising Committee will be very busy building new relationships, making connections with new and returning members, developing more effective ways of communicating with our supporters and ensuring that the vital work of PH is supported financially. If you have any ideas, we would love to hear them and of course, we look forward to connecting with you soon.



**Rotary Club of Markham
Sunrise made a generous
donation of \$5000 to PHM
for the new van
purchase.**

**Thank you Rotary Club for
your support!**

Thank You to Our Donors

North York Chrysler & Mandarin East



Participation House , Markham received a \$500 cheque from the Mandarin East, Boxgrove in October 2019.

Pictured L-R:

Francis Fisher, Yildiz Unsal, Jerry Lin, Owner Mandarin East, Peggy Robinson, Board Chair, Shelley Brillinger, ED and Shelley Cappuccio, Event Coordinator, Participation House, Markham.

Participation House won 3rd prize in the North York Chrysler Charity Event. Shelley Brillinger, Shelley Cappuccio & Shree Bellur gratefully accepted the \$5000 cheque at the presentation on January 22, 2019.



Manager of Resident & Volunteer Services Jennifer Foster

Historically and presently, volunteers have and will play a key role at Participation House, Markham. As we celebrate our 47th year, our volunteers become even more of a vital role and valuable resource to our continued growth and to the daily enhancement of our residents' lives.

We are so fortunate over the years to have benefited from our volunteers' professional expertise, talent, knowledge, and time they share with us. Our volunteers also bring to Participation House the wealth of diversity that York Region boasts. They are a source of fresh ideas and energy. Their efforts can expand our organization's capacity and their commitment helps us to forge stronger, broader links in the community and they are excellent ambassadors for our organization.

Our volunteers promote the values of our Mission Statement "directly enhancing the quality of life of Individuals with disabilities". Volunteers are actively involved with the Board and many other ways.



Literally, countless hours are given by our outstanding Board of Directors and Committee Members. Fundraising event volunteers for our Golf Tournament have given enormous number of hours and work into these events. We would like to express a huge thank you to each and every one of our volunteers for the generous gift of time, expertise, their spirit of giving and their continued commitment to make Participation House and our Community Projects a place to call home for all the individuals we serve.

Volunteer Hours 2018-2019

On average, we have 25 volunteers per month involved between our Butternut, Farintosh House & Frances DiCarlo House locations.

One to one volunteers - over 82 hours

Friendly visitor volunteers - 552 hours

Adult Education Day Program - 398 hours

Spiritual Support - 43 hours

Therapeutic Paws Canada - 35 hours

Activity Resource Day Program -440 hours

Co-op student placements -1391 hours

Food Service Co-op - 262 hours

Board Members – 148 hours

Total annual recorded hours for 2018 are 3380 hours or 229 hours per month.



26TH ANNUAL GOLF TOURNAMENT





HOLIDAY OPEN HOUSE 2018





REPLACEMENTS

9 BUTTERNUT LANE

- A new nurse call system and call bells were installed throughout the building, including each resident bedroom. This new system will greatly improve communication throughout the building
- Flooring in 4 resident bedrooms was replaced
- Flooring was replaced in the ARC program room, lobby in front of pool, laundry room walkway, administration offices and Boardroom.
- High bay lights were installed in ARC program room to improve lighting and energy efficiency
- 12 chandelier light fixtures in the dining room were replaced with energy efficient lighting
- Air conditioning unit was installed in the commercial kitchen
- Heat/cool unit was installed in the pool area
- Commercial dishwasher was replaced in the kitchen
- New mechanical lift was installed to access pool and existing lift was installed in the physio room
- Lighting was replaced in the corner shower room in each housing pod
- Parking lot lines were re-painted

FRANCES DICARLO HOUSE (formerly Henderson House)

- Flooring was replaced in the upstairs shower room
- Metal double front doors were installed at main entrance
- 2 metal gates were replaced going into the backyard

FARINTOSH HOUSE

- New lighting was installed inside and outside to improve lighting and energy efficiency
- Roofing was replaced
- Commercial dishwasher was replaced
- Upright freezer was replaced
- Painting was refreshed in upper floor corridor and 3 bedrooms

ON-GOING PROGRAMS

- Metropolitan Heating and Air Conditioning continues to do our annual maintenance on the heating and air conditioning systems at all three sites. Naylor Building Partnerships continues to do our quarterly maintenance on our boilers at Butternut.
- Forest City Fire Protection continues to provide service on all fire safety equipment at Butternut Lane and Henderson House. ML Fire and Burglary Alarms Ltd. continues to provide this service at Farintosh House.

FIRE SAFETY

- Fire drills are conducted monthly on a planned basis and rotate on all shifts at all three group homes.
- Once again, all three group homes passed the annual Fire Department timed fire drills in 2018/2019. This is a demonstration to the Fire Department officials that our staff can safely evacuate the residents in the required time in the worst case scenario, as chosen by the Fire Department.

GENERAL

Head Office moved back to the Markham-Stouffville Hospital campus in July 2018. We are now located at 379 Church Street, Suite 402. We are sharing office space with Cells For Life in order to keep costs down. Ideally, we would like to create administration space at the Butternut Lane site so that Head Office can return. Plans for the building expansion continue to move ahead.

OUR LOCATIONS



PARTICIPATION HOUSE,
Markham

Group Homes

59 Residents

Group Homes

PH Participation House

9 Butternut Lane

Markham ON L3P 3M1

FH Farintosh House

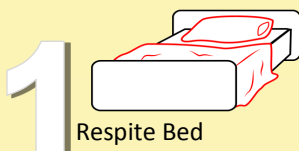
7811 Kennedy Road

Markham ON L3R 2C8

FD Frances DiCarlo House

113 Henderson Avenue

Thornhill ON L3T 2L3



Supportive Housing

CC Cedarcrest Manor

225-20 Water Street

Markham ON L3P 7P7

HC Hagerman
Corners

205-4460 14th Avenue

Markham ON L3R 1H1

SL St. Luke's Lodge

205- 49 Green Lane

Thornhill ON L3T 7M9

TWP Tony Wong Place

202-25 Deverill Court

Markham ON L6G 0C7

PH Head Office

4261 Highway #7, Suite 204

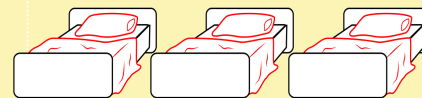
Markham, Ontario

L3R 9W6

Supportive Housing

50 Clients

3



Unfunded Beds

Programs & Planning Committee

Chair, Kevin Pritchard

I thank everyone involved in the Committee and welcome the new director!

During the last AGM, I had suggested the possibility of freshening up the Day Program space and assessing the programs which are currently offered to make sure they are cost effective, and relevant to all our clients.

As the physical updating of the space has not yet occurred, as a Committee we think the changes needed to improve Participation House programs and facilities would best be managed by having a Strategic Plan in place. A plan which would touch on many or all of the ways we as an organization function. We did not want to attempt piecemeal changes that conflicted with other projects.

Currently PH is going through the Strategic Planning study. Following which we will have a clear and comprehensive direction for PH to build the future. We look forward to building this with your support for the benefit of our current/future clients and their families.

Financial Report

Treasurer, Bill Crothers

Once again, our audited financial statements indicate that PH is very healthy financially. In fact, the agency had a surplus for the year in the amount of \$8077.

There are a couple of comments which are required:

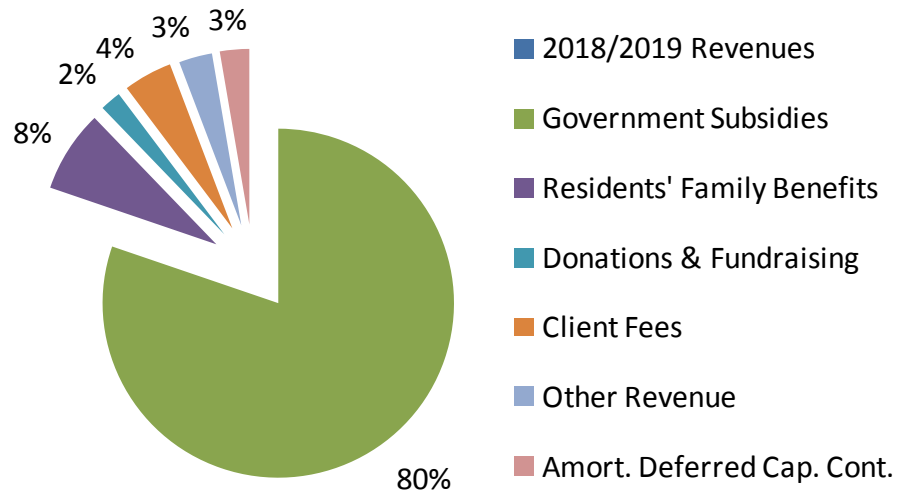
1. PH was required by the Ministries to change accounting practices to bring our statements into line with Generally Accepted Accounting Principles (GAAP). Instead of expensing capital assets as they were paid for, we are now required to capitalize certain assets. As a consequence, Schedule A of the statements indicate that we had an operating surplus of \$120,353, while in reality we had an operational deficit of \$10,106 on MCSS and LHIN projects (excluding the General Reserve fund).

2. The statements use to have a qualified opinion, as there was an audit scope limitation on verifying cash received throughout the year. This year, the audit scope was revised to incorporate this, so that there is now a clean audit opinion without qualifications.

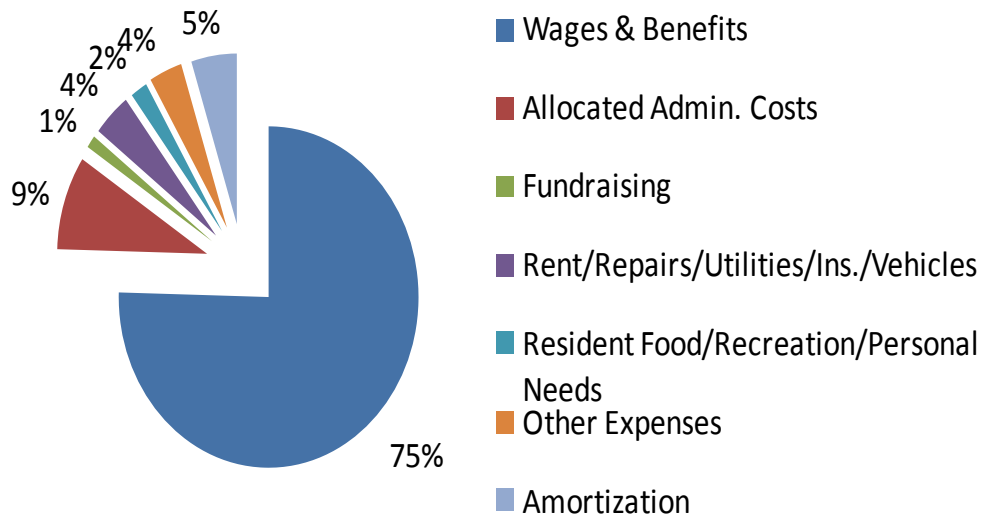
The Finance Committee is very appreciative of the work Nancy and her staff perform. We are indeed very fortunate to have them.

Financial Statements at a Glance

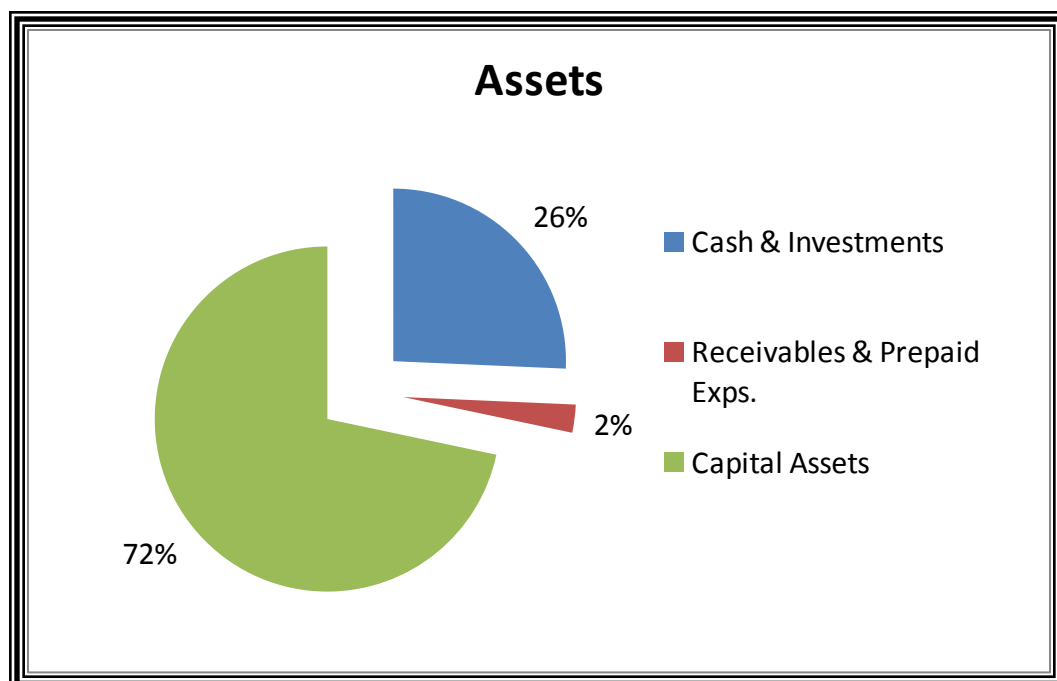
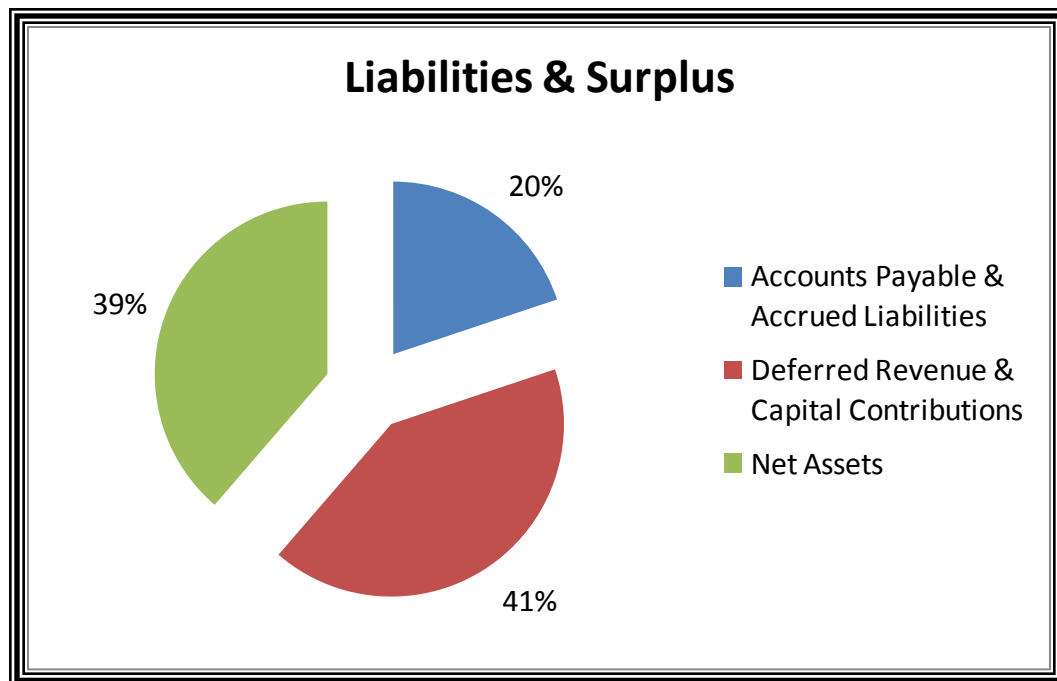
2018/2019 Revenue



2018/2019 Expenses



Please go to <http://participationhouse.net/about-us/finance-accountability> to view the audited Financial Statements.



BOARD OF DIRECTORS



Chair, Peggy Robinson, Entrepreneur, Sparkle and Barkle Doggie Boutique

1st Vice-Chair, Sean Manley, B.B.A, LL.B., Business Information Officer,
Matcom Industrial Installations

2nd Vice-Chair, T. Wayne King, Retired Metropolitan Toronto Police Officer
and Security Specialist

Treasurer, Bill Crothers, Pharmacist, Former School Board Trustee and
Chair of the York Region District School Board

Directors

Vivienne Arkeveld, Retired Human Resources Professional, IBM Canada

Brian Lynch, PH Client

Debra McLaughlin, General Manager 105.9 The Region

Matt Nutson, Land Developer

Kevin Pritchard, Physiotherapist

Stephen D. Seon, B.B.A, LL.B., Lawyer, Partner SEON, GUTSTADT, LASH LLP

Roberta Lau, Manager, Capital Planning

Leea Nutson, Secretary of the MSFLA Riding Association

& Parent Coordinator of Rett Syndrome Association



PARTICIPATION HOUSE,
Markham

Registration Info:
COMING SOON!

Save The Date!

27th Annual

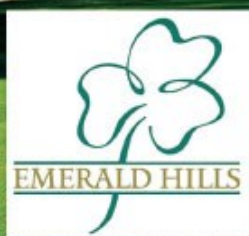
Participation House, Markham

Golf Tournament



Help Us Reach our 40K Goal!

**Supporting the Physical Exercise Program
Thursday September 19, 2019**



Emerald Hills Golf Club
14001 Warden Ave.,
Stouffville, ON

Questions? Call 905-294-1008 ext. 221

REGISTER NOW at <https://phmarkham.ca/golf/>

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



@ParticipationHouse



@phmarkham

www.participationhouse.net

Head Office: 379 Church Street Suite 402, Markham ON L6B 0T1

Tel: 905-294-1008 Fax: 905-294-4471

2019 © 2018-2019 Annual Report

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