

Executive Director Message

AGM Report

2019-20

Welcome to the 2020 Annual General Meeting (AGM) of the Cerebral Palsy Parent Council of Toronto (CPPC), operating as Participation House, Markham.

We are very pleased to be able to meet with the CPPC Membership today, albeit in a different time and place than we traditionally gather. With the ongoing backdrop of the global COVID-19 pandemic, it has been challenging to revisit any events that occurred prior, as they seem to have occurred many years ago. I think we have all aged 10 years since last spring!

The last year has been one of the most difficult experiences of our lifetimes, and there is much to say about PHM's strength and resilience over the last 12 months. Recognizing the intended purpose of this virtual AGM, deferred from June 2020 due to the pandemic and provincial emergency orders, I will begin with a summary of highlights from April 2019-March 2020.

Key Highlights 2019-2020:

Annual MCCSS Compliance Inspection:

Cerebral Palsy Parent Council of Toronto, Participation House Markham

Participation House, Markham received notification of the Annual MCCSS Compliance Inspection scheduled for April 29th through May 3rd, 2019.

Compliance Inspection

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 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. All service agencies are provided with support to help them come into compliance.

Your agency will be 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 will include a review of the following:

- Policies and procedures
- Board Records
- Staff – Volunteer Records
- Individual Records
- Records and documentation; and may include,
- Site inspection(s) (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%.

Executive Director Message

AGM Report

2019-20

2019 Canada Summer Jobs

As in past years, PHM applied for a Canada Summer Job student for 2019. With Union support, we requested one student for the role of: Receptionist/Day Program/Fundraising Assistant at Butternut. We received confirmation from Jane Philpott's Office (Markham), confirming our approval for one summer student in 2019. The approved funding amount was \$4430.00. This approval represented about half of our initial request, so the student was placed for a period of 7 weeks. Markham-Stouffville MP Jane Philpott visited PH on June 27th to present us with a certificate as a Canada Summer Jobs 2019 Employer and meet our amazing summer student, Riva.



MCCSS Annual Budget Submission

The annual MCCSS budget package, usually released in March, was delayed due to the change in government. We were informed that this was largely due to changes in budget line coding and that our monthly allocations should continue to be dispersed per the regular process. Links to the electronic budget templates were released, with a request for a 30 day turnaround of our proposed 2019-2020 MCCSS budget for October 2019. We were very pleased to learn that the sector stabilization funding, put in place by the former Liberal government, would be rolled to us this year; however, it continues to be provided fiscally versus an annually. We continue to hope that this will be annualized going forward to allow for sustainability and strategic planning.



Executive Director Message

AGM Report

2019-20

Sector Stabilization Funding

Memo from the previous Liberal Government:

The Ontario government wants an Ontario where all people with developmental disabilities are fully included in their communities. I know that agencies across the province like yours share this common goal. That is why we will be investing an additional \$1.8 Billion over three years into developmental services, the largest one-time investment in the province's history. We recognize the important work that agencies, like yours, do every day. The intent of the investment of \$300 million over three years is to provide agencies with increased financial support in order to ensure that they can continue to deliver high quality services to some of Ontario's most vulnerable people. Pending approval of the Budget, your organization will receive the following base increase \$137,901 beginning in 2018-19.

We were informed that the Sector Stabilization Funding would not be annualized; however, we could expect it to be fiscally rolled out this year, under separate cover. As a sector, many agencies have been advocating for annualized funding, as the current process does not provide for sector stabilization.

Collective Bargaining Settlement with SEIU

Bargaining between PHM and SEIU occurred on June 17 & 18th, 2019. A two year settlement was reached with a 1% signing bonus in Year 1 and agreement to roll any new wage money in Year 2, should the agency receive the same. Per the Union's request, if Ministries did not flow funding for increased wages in Year 2, PHM agreed to increase wages by 1% and match pensions at 4.25% versus the current 5.25%. Both sides were pleased to come to a mutual agreement with only one round of bargaining.

The Memorandum of Agreement was ratified by the SEIU Membership on July 17, 2019. In follow-up the Board of Directors was notified of the Union ratification and a request for the Board to ratify the same was made via email. The Board of Directors supported the ratification and this was reported to the Ministry, as required.

Strategic Planning

As part of PHM Strategic Planning, a consulting company was contracted and 34 confidential interviews were conducted, with a variety of PHM stakeholders. Themes from the interviews and data collected in previous strategy discussions were shared with the Board of Directors at a meeting in July 2019. The consultants summarized the findings into a draft strategic plan; however, the content was not entirely reflective of the vision held for PHM going forward. In the fall, the decision was made to use the draft document, including data collected in the appendix, to inform the customization of our new Strategic Plan with ongoing Board participation. This document is currently in draft, due to the COVID-19 pandemic.



Executive Director Message
AGM Report
2019-20

27th Annual Participation House Golf Tournament

Our 27th Annual Golf Tournament was held at Emerald Hills in Stouffville on Thursday September 19, 2019. We had a record number of golfers at 144 and by all accounts, this was one of the best PH Golf Tournaments in memory according to our guests! A total of \$29,000 was raised and the event was a great success. Thanks to Shelley Cappuccio & Shree Bellur, our Event Coordinators, who jumped in and helped to put on a Golf Tournament that we can all be very proud of!



Home Depot Community Partnership

As part of our ongoing partnership with Home Depot Markham (Hwy 48/14th Ave), on September 24th, a team of 15 volunteers gave their time and effort to help us to beautify the Butternut Courtyard. Trees were trimmed, mulch was laid, the gazebo and wood planters were stained, a new shed was donated and assembled. To express our appreciation, we provided our guests with a BBQ lunch, thanks to Mike for cooking! I had the opportunity to discuss PH with some leaders from Home Depot and to strategize future partnership opportunities. We are very lucky to have the support of the Home Depot team.



**Executive Director Message
AGM Report
2019-20**

Holmes on Homes Make It Right Competition

We were approached to apply for the new Holmes on Homes series called “Holmes Family Rescue”. Ultimately, this new series was seeking nominations from youth or Millennials, who want to create a positive change in their community. Hedy Ng, Education Assistant in the AEDP, helped to pull the application together and agreed to be our nominator. We had a great time shooting our application videos that focused on the need to help us “Make it Right” with an accessible kitchen, as well as brightening our recreation and program areas. Contestants were to be notified between September 2019-February 2020; unfortunately, PHM was not selected for the renovation.

MCCSS Partner Facility Renewal (PFR) Grant Approvals

The annual call for MCCSS Partner Facility Renewal (PFR) Grant submissions was received, with a deadline of October 21, 2019. Per the regular process, we had a number of grant requests for minor capital replacements including doors, roofing, flooring, tile, lifts, lighting and electrical upgrades. The successful grants are typically awarded early in the new year, with project completion required by the end of the fiscal year. We were very pleased to receive approval for **\$178,000** in one-time *Partner Facility Renewal (PFR)* funding, with a number of maintenance projects set for completion this 2019/20 fiscal year.

Electrical	\$9,900.00
Roof	\$41,600.00
Mechanical and HVAC	\$36,700.00
Plumbing	\$5,600.00
Building Interior	\$20,200.00
Building Interior	\$20,200.00
Building Exterior	\$17,900.00
Electrical	\$26,100.00

New MCCSS Serious Occurrence Reporting (SOR) Guidelines and New Digital Reporting Tool

In December 2018, MCCSS shared information on the plans to update the Serious Occurrence Reporting (SORs) Guidelines and introduce a new digital tool for entering serious occurrence reports. The new guideline and digital tool for entering SORs were to take effect on July 15, 2019; however, this was deferred due to technical issues. On November 18, 2019, the new SOR-RL tool went live. The Ministry is committed to improving the safety, health and well-being of individuals who receive services in our

Executive Director Message

AGM Report

2019-20

funded, licensed and directly operated programs. These changes will allow for a more efficient management of SORs and ultimately support better quality services for vulnerable children, youth and adults. The new digital tool will also enable secure and timely two-way communication between service providers and the ministry, replacing paper processes.

The Ministry developed materials to help prepare service providers and frontline staff for the changes to SOR guidelines and using the new digital reporting tool. There are online links for service providers to access online training videos and user guides. The training materials will help inform and train service providers on the guideline changes and SOR-RL system. The materials include step by step guides on: how to use the SOR-RL tool, what information to enter, when and why; our responsibility to protect the privacy of the individuals; how to make the best of SOR information to inform business, policy, program and treatment decisions. <https://www.iaccess.gov.on.ca/SORRLTraining/en/index.htm>

Federal-Provincial Infrastructure Program

The Province announced the launch of the Community, Culture and Recreation (CCR) Stream of the Investing in Canada Infrastructure Program (ICIP). The ICIP is a 10-year federal-provincial infrastructure program that will invest up to \$30 billion in combined federal, provincial, municipal and other partnering for infrastructure. This opportunity looked extremely promising for Participation House, as it aligned nicely with our future vision and desire to transform the agency physically to support our future growth and modernization going forward. The Grant Application and accompanying Business Case for the Multi-Purpose Stream was submitted by the November 12, 2019 deadline.

We were very encouraged by the initial feedback provided by our Regional Development Advisor for the Ministry of Heritage, Sport, Tourism and Culture, during our required planning consultation. She did indicate that we were very well suited to meet the objectives of the grant, yet she did underscore the importance of the community element. We shared our thinking re: potentially applying to both available grant streams; however, after speaking with the Advisor, we agreed that we were better positioned for success by submitting a solid submission in the Multi-Purpose category. We were to hear back from the Provincial level by the end of the fiscal year (Winter 2020) and the Federal level by Summer 2020. During the pandemic, we were informed (Aug 2020), that our application was not put forward by the Province to the Federal level.

Annual Holiday Open House

The Annual Participation House, Markham Holiday Open House was well attended on Sunday December 8, 2019. We celebrated the holiday season with many PH residents, clients, staff, families and friends.

Santa came by for a visit, while all enjoyed the festive music, decor, treats and refreshments.



Executive Director Message
AGM Report
2019-20

First Annual PHM Talent Show

The Adult Education Day Program (AEDP) hosted the First Annual PHM Talent Show benefitting the AEDP and Markham Food Bank on Friday December 13, 2019 from 6:00-8:00pm in the ARC at PH. The Talent Show was a smashing success! With well over 100 people in attendance, the ARC was electric! The energy in the room was palpable, our residents and clients, staff, families and friends were happy, smiling and dancing in their chairs. Kudos to our AEDP and Day Program staff who worked so hard at planning the event. A good time was truly had by all.



PH Accessible Vans

In 2019, PH was in need of at least two new accessible vans for transporting our residents to medical appointments, community events and recreational outings. Ideally, we'd hoped to purchase one large bus and a new minivan, pending successful fundraising and financial ability. In preparation, we had looked at various models, including a demo that drove in from London for our activation staff to tour.

Our residents and staff were happy to get a new 2019 Dodge Grand Caravan for Christmas at a cost of our fundraised \$57,294.45. We were very fortunate to go on to purchase a 2019 Ford E-450 large bus-style van at year end, to replace our largest vehicle, with some fiscal flexibility at year end.

Executive Director Message
AGM Report
2019-20

Car Hub Annual Charity Event

Thank you to all families and friends of PH, who took the time to vote. We couldn't have done it without you! We look forward to accepting the \$7000 donation at the cheque presentation on Wednesday January 22, 2020.



We're proud to announce that the 6th annual North York and Caledon Chrysler's Charity Event was once again, a huge success!

We received hundreds of votes from kind-hearted people over the past month which helped us determine how we'll donate \$25,000 to charity.

Congratulations to this year's recipients!

Big Brothers Big Sisters of Peel

\$10,000

for 43.6% of the vote

Participation House

\$7,000

for 21% of the vote

Heart and Stroke Foundation

\$4000

for 18.9% of the vote

The remaining participants split the rest of the votes and will each receive \$1000.

Thank you for participating and voting for the charity closest to your heart.

**Executive Director Message
AGM Report
2019-20**

COVID-19 Pandemic

On March 11, 2020 the World Health Organization declared the novel corona virus (COVID-19) to be a global pandemic. On March 17th, 2020, Ontario declared a state of emergency.

During this time, PHM was actively engaged with public health and MCCSS and adhering to any guidance, as directed. Various PPE (i.e. N95 masks and gloves) were proactively ordered, although it was extremely difficult to procure, as all PPE was being prioritized for health care workers in the Province.

On March 18th, 2020, in keeping with Ministry guidance the below message was sent via email:

Dear Participation House Family & Friends,

We have recently made changes to our usual practices at Participation House, Markham to align with the provincial response to the COVID-19 pandemic. We recognize that any illness can be especially challenging for our vulnerable residents and clients. To keep our residents, clients, staff and families safe, we have implemented the following measures:

- *Cancellation of all community outings and non-essential medical appointments for residents/clients*
- *In addition to the regular March Break closure of our Adult Education Day Program (AEDP), the program will remain closed until April 6, 2020, per the direction of the York Region District School Board (YRDSB)*
- *All Fee For Services Programs have been cancelled until further notice*
- *Only essential visitors are permitted access to PH sites*
- *Active screening for essential visitors is in full effect: all visitors will be screened for infectious symptoms and/or recent international travel*
- *All PH staff will be routinely screened for infectious symptoms and/or recent international travel prior to every shift*

Please note that any visitors who do not pass our screening will be turned away. We will work with individuals to make alternate arrangements and provide support for resident contact over telephone, wherever possible. This policy will remain in effect until further notice.

We will continue to update you on the situation and communicate any changes in protocol. Thank you for your help in keeping our residents and clients healthy. If you have any questions about our policies in response to the COVID-19 pandemic, please don't hesitate to contact me.

On March 27, 2020, the following letter was sent to families and posted on PHM doors, per MCCSS direction:

**Executive Director Message
AGM Report
2019-20**



March 27, 2020

Dear Participation House Family & Friends,

We are thinking of you all during this very challenging time. Our ever-changing world has created a great deal of uncertainty and worry. With things evolving on a daily basis related to COVID-19, we continue to follow strict direction from both the Ministry of Health and the Ministry of Children, Community and Social Services.

Some protective measures we have taken to date include:

- Cancellation of all community outings and non-essential medical appointments for residents/clients
- In addition to the regular March Break closure of our Adult Education Day Program (AEDP), the program will remain closed until April 6, 2020, or longer, per the direction of the York Region District School Board (YRDSB)
- All Fee-for-Service Programs have been cancelled until further notice
- All PH staff will be routinely screened for infectious symptoms and/or recent international travel prior to every shift
- All daily cleaning practices have been enhanced

In an effort to support social distancing, we have been asked to limit all visitors to only the most essential.

We would be happy to help families connect with their loved ones in different ways during this time.

Some options include:

- Sending a personal email to a PH Resident
- Sending a group email to PH Residents and Staff to encourage them during this challenging time. These will be posted publicly on our "Wall of Sunshine"
- Telephone calls and Virtual Visits (i.e. Zoom, Skype, Facetime)

To arrange any of the above, please contact Mary Andolina at (905) 294-0944 Ext. 221 or via email at mary.andolina@participationhouse.net

To explore other options or to discuss further, please contact Michele Daye, Manager of Day Programs, Resident and Volunteer Services at (905) 294-0944 Ext. 227 or via email at michele.daye@participationhouse.net

We recognize that any illness can be especially challenging for our vulnerable individuals. Through it all, we remain committed to keeping our residents, clients, families and staff of Participation House, Markham safe and healthy. Please contact me if you have any questions or concerns (905) 294-1008 Ext. 224 or shelley.brillinger@participationhouse.net

Thank you in advance for your understanding and cooperation,

Shelley Brillinger RN, BScN, MPH
Executive Director

Within days, PHM was unknowingly about to experience one of the very first and worst COVID-19 outbreaks, at that time in Canada. The entire year of 2020 would become one of the most surreal, challenging and life-changing experiences for everyone in our PHM Family.

Together, we remained dedicated to keeping our loved ones safe, battling repeated outbreaks of COVID-19, until a vaccine would be available to lessen the ongoing threat to the health and well-being of our dear residents, clients and staff.

Executive Director Message
AGM Report
2019-20

As of today, February 28th, 2021, we are thrilled to share that all consenting PHM residents and clients have received their first vaccination against COVID-19. PHM staff have begun vaccinations and will continue to self-schedule their appointments at the Cortellucci Vaughan Vaccination Clinic in the coming days.

Loved Ones Lost

This year we have suffered the immeasurable loss of many dear PH residents, clients and staff, who will always remain near and dear in our hearts. The unexpected loss of our loved ones was felt very deeply by the entire Participation House community. Together we continue to support one another through the difficult times and look to brighter days ahead at PH.



**Executive Director Message
AGM Report
2019-20**