

2008/2009 annual report



PACE
Independent Living

Setting the pace in Independent Living

Mission

PACE Independent Living strives to provide the highest quality support services to people with physical disabilities so they can live independently in the community.

Principles

- PACE consumers identify and direct how their needs are met.
- PACE provides customized services to meet consumer needs.
- PACE is consumer driven and always seeks new and creative ways to provide services.
- PACE values input from consumers, board members, staff and volunteers.
- PACE respects the rights of consumers, staff, board members and volunteers.

Board of Directors

Chair: Laura Visser

Vice Chairs: Aaron Berk, Jill Kovacs

Secretary: Chris Bentler

Treasurer: Jeremy Grafstein

Directors: Miin Alikhan, Karen Atkin, Lewis Boles, Gary Coleridge, Evelyn Li, Michelle Samm, Sam Savona, Jeff Waldman, Joanne Wilson (ex. Officio)

Management & Administrative Staff (June 2009)

Executive Director: Joanne Wilson

Director of Operations (Bathurst/PC, BH1, Windward): Kim Knox

Director of Operations (Outreach, BH2, Caboto, Saunders): Shirley Rokos

Director of Human Resources/Quality Improvement: Tracy Howell

Senior Manager of Human Resources/Quality Improvement: Kerri Jantzi

Consumer Resource Manager: Sue Cockburn

Wellness Manager: Danielle Daoust

Financial Manager: Maunda Williams

Financial Assistant: Maria Escudero

Human Resources Assistant: Linette Martis

Administrative Assistant: Tom Riley

Program Manager, Bathurst/Prince Charles: Lee Conley

Project Coordinator, Bathurst/Prince Charles: Kevin McCambridge

Program Manager, Bello Horizonte 1 (BH1): Cara Reid

Program Manager, Bello Horizonte 2 (BH2): Christopher Duda

Program Coordinator, Bello Horizonte 1 & 2: Marilyn Draganuik

Program Manager, Caboto & Saunders: Stephen Fadipe

Project Coordinator, Caboto & Saunders: Esther Idowu

Program Manager, Outreach: Mary Tomasini

Outreach Supervisor: Romeo DiCamillo

Outreach Scheduler: Juanita Martin

Program Manager, Windward: Kevin Smith

What We Do

PACE Independent Living is a not-for-profit, community support services organization that provides assistance with the activities of daily living to adults with physical disabilities.

Services are provided:

- in our five supportive housing locations, where consumers live in their own apartments and staff are available to provide support for them 24/7;
- in consumers' homes throughout Toronto, where our outreach staff provide assistance between 6 a.m. and midnight; and
- in workplaces, schools or other places where consumers require personal assistance in order to contribute and participate.

Every day, PACE provides over 475 hours of service to consumers. Consumers receive 3.5 hours of service per day on average. PACE supports 58 consumers in the Supportive Housing services and 40 consumers through Attendant Outreach. Many consumers have received PACE services for more than a decade.

PACE consumers have one or more disabilities, including; Multiple Sclerosis, Cerebral Palsy, Spinal Cord Injuries, Spina Bifida, Acquired Brain Injuries and Huntington's Disease. PACE consumers range in age from 20 to 87 years old.



PACE is committed to ensuring that services are self-directed by consumers, meaning that consumers choose and direct the services they receive, and where and when they receive them. These services include Attendant and Enhanced Services.

Attendant Services: PACE's core services are associated with activities of daily living for people with disabilities. This includes assisting consumers with transfers, bathing, dressing, personal hygiene, cooking, shopping, housekeeping, laundry and assisting consumers with communication, including the use of Augmentative and Alternative Communication (AAC) equipment.

Enhanced Services: Available to all Bello Horizonte consumers and to other consumers as needed. These services include arranging and attending medical appointments, providing escort services for social/recreational activities, linking consumers with other agencies in the community and life skills services to teach and assist consumers with activities such as budgeting/finances, personal hygiene, nutrition, directing services and setting goals.

In Ontario, over 250 adults with physical disabilities are currently on the waiting list for supported living services and more than 140 people for outreach services.

PACE receives 100% of its operating funding from the Ontario Ministry of Health and Long-Term Care via the Central Local Health Integration Network (LHIN).

Our Success

“In order to effectively pursue its vision, PACE is focused on strategic directions to address key issues. These include initiatives to build relationships with key stakeholders, establishing core indicators to enhance accountability, achieve Accreditation status and build strategic partnerships.”



**A message from Laura Visser, Board Chairperson
and Joanne Wilson, Executive Director**

LHIN Partnerships

PACE's primary LHIN is Central LHIN. PACE has been working closely with Central LHIN to ensure that issues facing consumers are priorities for the coming years.

PACE is working with three LHINs to coordinate service delivery to clients. LHINs will be planning, coordinating and funding the delivery of support services and health care services in local communities.

PACE is working in partnership with other organizations to ensure that Community Support Services (CSS) will be a strategic focus for the LHINs planning.

LHIN Objectives Include:

- Improve accessibility of Health Services
- Bring economic efficiencies to delivery services and promote service innovation
- Enhance local accountability by engaging the local community
- Ease the movement of people across the continuum of care and break down institutional barriers to integration

Other Partnerships

PACE is proud to partner with a number of organizations to enhance the services available to people in our community. PACE has worked closely with partners to provide the following:

- **Huntington's Program:** The only program of its kind in Canada – supportive housing and enhanced services to individuals with Huntington's Disease
- **ABI Services:** Attendant services at BH2 (Evangel Hall site) to individuals with Acquired Brain Injuries and a physical disability in partnership with COTA Health
- **Business Case – Central LHIN:** Lead agency developing Attendant Services Business Case to support expansion opportunities
- **Business Case – Provincial:** Business case development with Ontario Community Support Association (OCSA) to prove and document the value
 - of community based attendant services for people with disabilities
- **New Network:** Development of the Central LHIN Attendant Services Network (CLASN) to coordinate service delivery in Central LHIN
- **Back Office Support:** Providing Human Resources and/or Finance support to three organizations
- **Access to Services:** Waitlist management with other partners in sector to ensure efficient processing of applications and timely access to services

2008-09 Accomplishments

Enhanced Accountability

Developed PACE Indicator Report and shared with Provincial Task Group

Lead the development and implementation of an external, community-wide Consumer Satisfaction Survey

Implemented Employee Wellness and Health Assessment

Participated in the OA-ILSP (Ontario Association of Independent Living Service Providers) Working Session to review the MSAA (Multi-Sector Accountability Agreement)

Accreditation Status

Passed Accreditation Canada Primer Survey

Developed critical path for achieving accreditation goal of May 2010

Consumer and Staff Safety

Created Consumer Safety Improvement Plan

Worked toward increased consumer safety through the distribution of Flu vaccine and hand washing protocols, the development of a brochure on Emergency Planning and revised Consumer Service Agreements

Developed Staff Safety Improvement Plan

Created and held two day Wellness Fair for staff

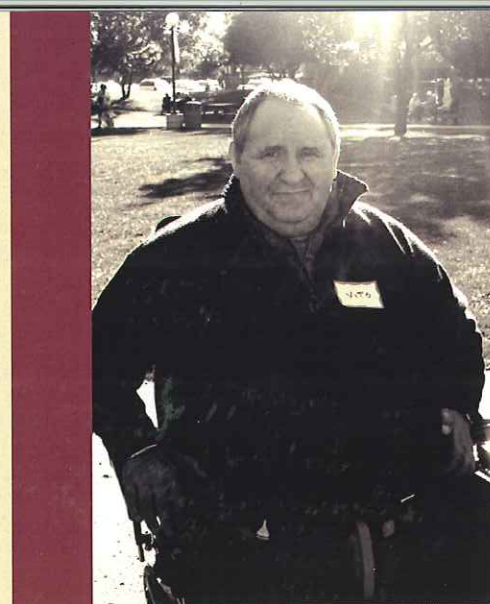
Presented at the Provincial PSNO Conference

Provided training in: Health and Safety, First Aid and CPR, Abuse Awareness, Professionalism and Documentation

Building Stakeholder Relations

Chaired committee that developed the OCSA Provincial Business Case on the value of Attendant Services in Ontario

Incorporated on-going environmental scanning into Board Agendas



Strategic Partnerships

Created a new Partnership Policy

Participated on the Central LHIN Working Group to create the Governance Tool Kit

Initiated Human Resources support to another agency on a purchase of service partnership

Pursuing other partnerships outside the Attendant Services Community (Seniors, Hospitals, LTC Facilities, etc.)

Organizational Stability

Signed the first MSAA with the Central LHIN

Demonstrated fiscal responsibility by balancing the budget in 2008/09

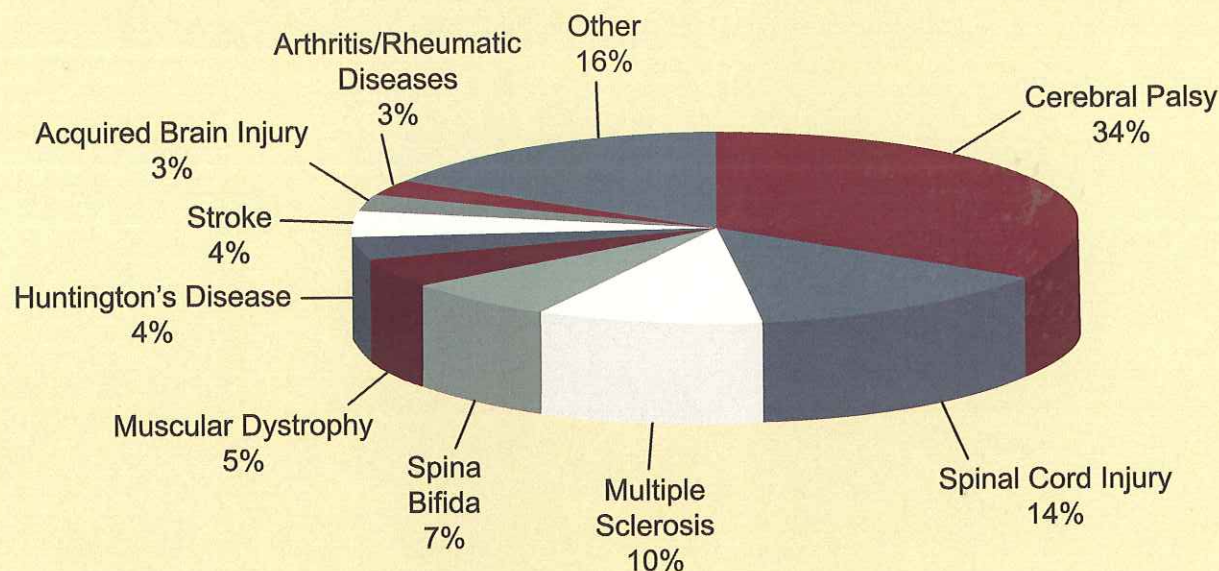
Moved to the Ministry Financial Accountability Reporting System

Committed to reconfirming Principles and developing Values

Improved efficiencies throughout the organization

Merged Human Resources and Quality Improvement Departments as a pilot project

Disabilities of PACE Consumers



'Other' includes: ALS, Spinal Muscular Atrophy, etc.

Milestones

Congratulations to PACE staff members who have reached significant milestones this year!*

25 Years

Jennifer Morgan (Caboto)
Richard Preston (Windward)

10 Years

Tracy Howell (Head Office)
Lincoln Mundell (Outreach)

20 Years

Ade Amoo (Caboto)
Ivy Ashmeal (Bathurst/Prince Charles)
Ali Banytamin (Bathurst/Prince Charles)
Vivia Cameron (Saunders)
Patricia Layne (Saunders)
Edna Thompson (Bathurst/Prince Charles)
Merle Yearwood (Saunders)

5 Years

Ledum Barikor (Windward)
Ronald Costales (Outreach)
Isidra Dael (Saunders)
Melanie Dauz (Windward)
Delfin Dauz (Outreach)
Martin Erundu (Caboto)
Julius Jayeoba (Bello Horizonte 1)
Esther Marshall (Outreach)
Niasha McKenzie (Windward)
Charles Olufemi Akinsola (Saunders)
Benjamin Olugbemiro (Outreach)
Cara Reid (Bello Horizonte 1)
Waheed Seriki (Bello Horizonte 1)
Jennifer Thomas (Saunders/Windward)
Beatriz Valera (Saunders)

15 Years

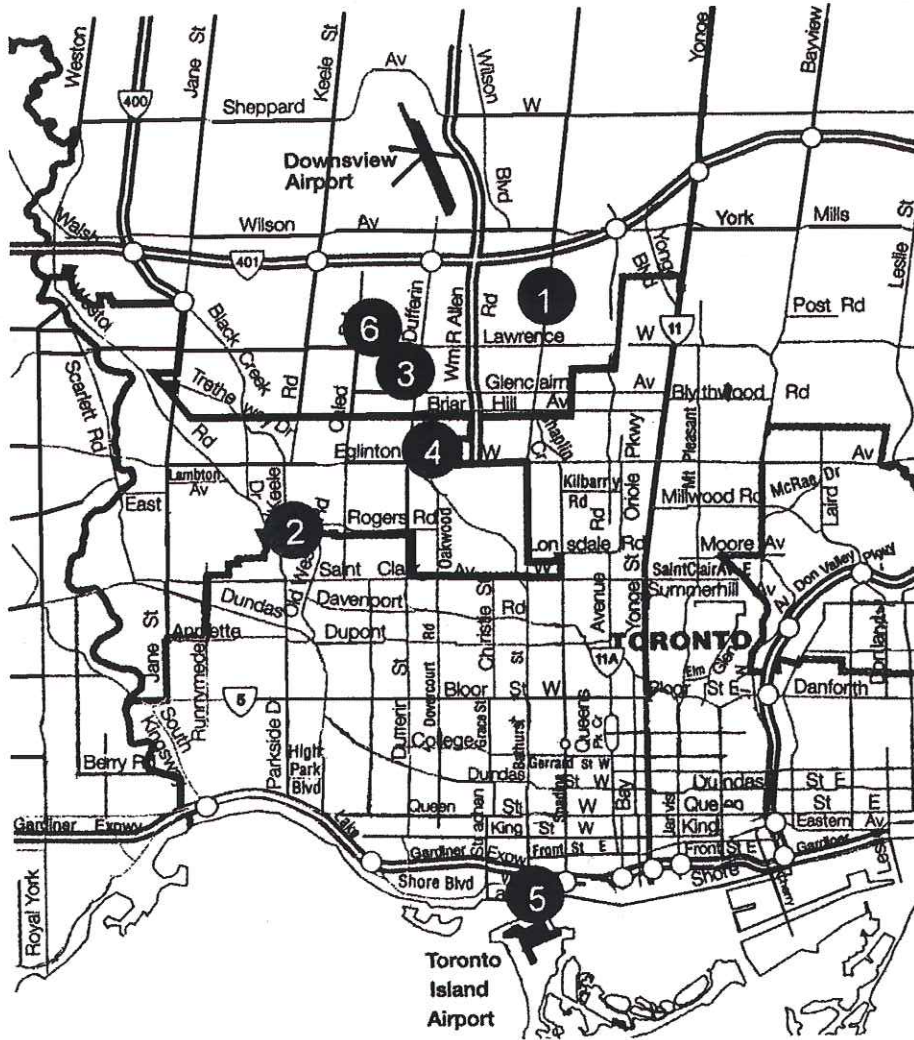
Michelle Brown (Saunders)
Ronald Lee (Bathurst/Prince Charles)
Nilo Malicdem (Windward)
Sonia Nisbeth (Outreach)

Statement of Operations

Year ended March 31, 2009 with comparative figures for 2008

		2009	2008
Revenue	Eligible expenditures reimbursed	6,450,851	6,308,900
	Rent	26,997	22,409
	Interest	13,010	18,216
	Other	62,635	42,565
	Amortization of deferred contributions related to capital assets	11,052	48,218
		6,564,545	6,440,308
Expenses	Employee salaries and wages	4,949,200	4,921,484
	Employee benefits	973,485	955,243
	Supplies	101,500	89,032
	Sundry	186,944	176,210
	Equipment	36,355	32,801
	Building and grounds	252,922	179,717
	Tenant Rent	26,997	22,409
		6,527,403	6,376,896
Excess (deficiency) of revenue over expenses before amortization of capital assets		37,142	63,412
Amortization of capital assets		(11,052)	(48,218)
Excess of revenue over expenses		\$26,090	\$15,194

Locations of PACE Head Office and Projects



PACE INDEPENDENT LIVING

970 Lawrence Avenue West, #210,
Toronto, ON,
M6A 3B6

Tel: 416-789-7806

Fax: 416-789-7807

E-mail: pace@pace-il.ca

Website: www.pace-il.ca

Charitable Number: 1006717-01

1

Bathurst/Prince Charles
3270 Bathurst Street
(Bathurst/Lawrence)

2

Bello Horizonte
1500 Keele Street
(Keele/Rogers)

3

Caboto
3050 Dufferin Street
(Dufferin/Lawrence)

4

Saunders
1775 Eglinton Avenue West
(Dufferin/Eglinton)

5

Windward
34 Little Norway Crescent
(Bathurst/Lakeshore)

6

Head Office/Outreach
970 Lawrence Avenue West
(Dufferin/Lawrence)