



Setting the pace in Independent Living

Annual Report

2010/2011

Independent Living: A Choice for
Everyone

Our Mission

Leading and innovating to advance the quality of programs and services to support people with physical disabilities to live independently.

Our Vision

Independent Living: A Choice for Everyone

Our Value Statements

- **Community** of Inclusivity
- **Collaboration** with Partners
- **Commitment** to Choice & Excellence
- **Courage** to Thrive and Grow

Our Guiding Principles

- PACE's 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 2010/11

Chairperson:	Aaron Berk
Vice Chairs:	Jill Kovacs Miin Alikhan
Secretary:	Karen Atkin
Treasurer:	Jeremy Grafstein
Directors:	Sam Savona Laura Visser Gary Coleridge Evelyn Li Michelle Samm Lew Boles Joanne Wilson (ExOfficio)

Management and Administrative Team 2010/11

Head Office

970 Lawrence Ave. W, Ste 210, Toronto ON, M6A 3B6
Joanne Wilson, Executive Director
Kim Knox, Director, Operations
Shirley Rokos, Director, Supportive Housing
Carolyn Ross, Human Resources Manager
Cheryl Laliberte, Office Manager (until Sept. 2010)
Radka Poliakova, Office Manager (from Nov. 2010)
Danielle Daoust, Manager, Employee Health, Safety and Wellness
Maunda Williams, Manager, Finance
Sue Cockburn, Consumer Resources Manager
Megan McGuiness, Consumer Resources Coordinator
Kimberly Gooder, Human Resources Generalist
Zhanna Shobick, Senior Financial Assistant
Tom Riley, Administrative Assistant

Bathurst/Prince Charles

3270 Bathurst St., Toronto ON M6A 3A8
Maureen Leuschner, Program Manager
Eva Miodonski, Project Coordinator

Bello Horizonte

1500 Keele St., Ste. 206, Toronto ON M6N 5A9
Cara Reid, Program Manager
Sonia Pirrotta, Senior Program Coordinator
Liz Quinn, Project Coordinator

Caboto

3050 Dufferin St., Ste. 107, Toronto ON M6B 4G3
Stephen Fadipe, Program Manager
Esther Idowu, Project Coordinator

Outreach Program

970 Lawrence Ave. W, Ste 210, Toronto ON, M6A 3B6
Tracy Howell, Director, Attendant Outreach
Chris Duda, Scheduler/Payroll Manager
Helen Marques, Senior Program Coordinator
Laura DiCarlo, Outreach Coordinator
Romeo DiCamillo, Outreach Coordinator
Gladys Gallardo Roy, Administrative Assistant/
Scheduler

Windward

34 Little Norway Cres., Ste. 310, Toronto ON M5V 3A
Kevin Smith, Program Manager
Megan McGuiness, Project Coordinator

Report by Aaron Berk, Board Chair and Joanne Wilson, Executive Director

The following report outlines PACE's most significant achievements in 2010/2011.

Quality Initiatives:

- Consumer Safety Improvement Plan, including a formal committee to implement and monitor the plan
- Staff Safety Plan, new policies and practices in place; we have designated October as PACE safety month and multiple activities were undertaken with specific targets of hand washing and falls prevention
- We provided formal education/training for staff on all new Health and Safety policies including: Infection Prevention, Safe Driving, Violence in the workplace, Emergency disaster planning
- We undertook a High Risk Activities exercise which was completed for each program with staff. Based on the results, plans were developed and mitigation activities implemented.
- We also provided training opportunities in: Abuse Awareness, Staff Health & Safety, Back Care, Boundaries, Conflict Resolution, Professionalism, Return-to-work, Documentation, Acquired Brain Injury (ABI), First Aid/CPR, Intimacy, Sexuality & Disability (Staff & Consumers)

Integration Activities:

- Completed the full integration of Arts Carousel's clients and staff into PACE's Outreach Program
- Updated our Partnership Plan and formalized our Partnership Agreements with the Aphasia Institute, St. Clair West Seniors Services, Huntington Society, and with COTA. We started working on potential future partnerships at Pape/Danforth and St. Clair/O'Connor where we would develop a congregate living hub with clustered outreach services, as well as looking at a clustered model of service provision with the Co-operative Housing Federation of Toronto in the Windward Project area.

IT Infrastructure Upgrade:

- A Review of a variety of databases and the decision to implement an integrated solution for consumers/clients, HR, Payroll, RAI-CHA, and scheduling
- A new IT support provider who has standardized our hardware, software and networks
- We have streamlined our back-office services including restructuring the Finance department to reflect the changing needs
- New Web site which is accessible, easier to navigate, maintain and update to keep current.

Consumer Satisfaction Survey:

Every two years we complete our external Consumer Satisfaction Survey in partnership with 3 other Attendant Services providers in our community. We once again engaged Envision Management Services to contact all of our consumers to gain feedback on what we do well and areas that we can improve. The survey was conducted in February/March of this year. Senior management is currently reviewing the results and preparing work plans for each program site. In 2011, 67% of consumers responded to the survey compared to 59% in 2009. In 2011, over 52% of the responding consumers have been with PACE for more than 5 years. Our satisfaction rate has risen from 87% in 2009 to 89% in 2011. Overall the responses were excellent and in most areas showed an improvement from the 2009 survey. This year, through focus groups with consumers, staff and stakeholders, **PACE has developed 4 new Core Values and Value Statements.**



WHO WE ARE

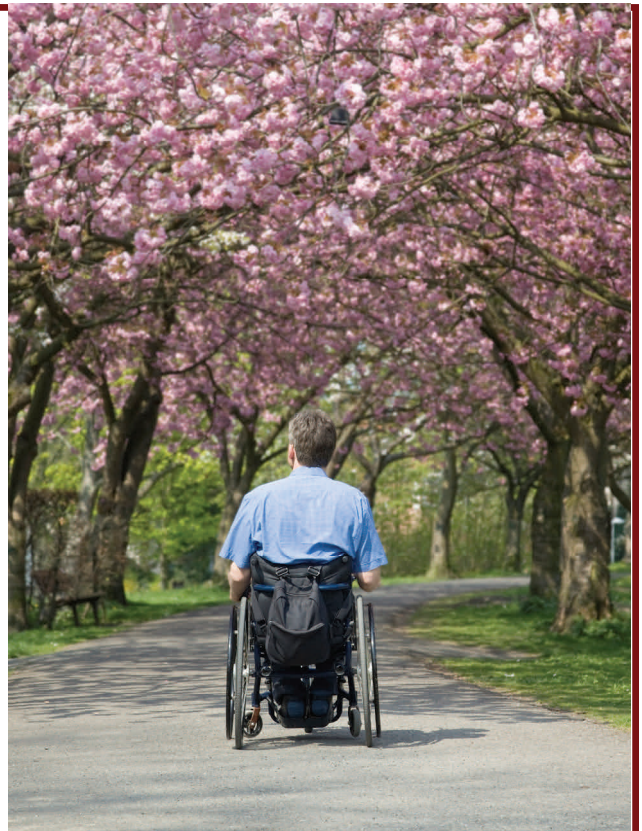
PACE is a non profit community support service organization established in 1981 to provide support services to adults with physical disabilities. PACE became an accredited agency with Accreditation Canada in 2010.

The new pillars supporting the strategic plan **Imagine!** for 2011—2014 are:

- ⇒ **Innovative Leadership**
- ⇒ **Quality & Service Excellence**
- ⇒ **Organizational Viability & Sustainability**
- ⇒ **Agency of Choice**

Boards' accomplishments:

- ⇒ **Determined the Board's role for monitoring quality**
- ⇒ **By-law review**
- ⇒ **Review of Board composition**
- ⇒ **Approval of new value statements and strategic plan**



PACES provides services to consumers in **five Supportive Housing Units (SHU)** and through our **Attendant Outreach Program (AO)**.

Milestones



- 1981 PAMT (Participation Apartments Metro Toronto) opens the Saunders Project
- 1982 PAMT is incorporated
- 1983 Caboto Terrace Project opens
- 1987 Windward Project opens
- 1993 PAMT takes over management of Bathurst/Prince Charles Attendant Services Project and Outreach Program
- 1996 Bello Horizonte Project opens (Huntington Disease Program and Enhanced Service needs)
- 1997 Outreach Project expansion occurs
- 2001 PAMT officially changes their name to “PACE Independent Living”
- 2004 Further Attendant Outreach expansion occurs
- 2005 PACE begins providing services in Women’s Shelters to support women with physical disabilities fleeing abusive situations
- 2005 PACE begins providing back office support to North Yorkers for Disabled Person in Finance and Human Resources
- 2006 PACE begins working in partnership with COTA to provide services to people with dual diagnosis of Acquired Brain Injury (ABI) and a physical disability at the Evangel Hall Project
- 2006 PACE begins providing back office support in finance to Participation House Toronto (PHTPA)
- 2006 PACE registers to become an accredited agency with Accreditation Canada (formerly CCHSA)
- 2007 PACE takes over managing services for the McLeod House Group Home (ceased to operate March 31, 2007) and the consumers move to the Bello Horizonte Project
- 2008 PACE introduces the Consumer Resource Program
- 2008 PACE initiates the Employee Wellness Program
- 2008 PACE successfully completes Accreditation Canada’s Primer Survey
- 2010 Arts Carousel integrates into PACE and consumers move to PACE’s Outreach services
- 2010 PACE achieves full Accreditation status with Accreditation Canada
- 2010 PACE participates in the Pilot Project for the implementation of the Provincial Common Assessment Tool (Inter RAI-CHA)
- 2011 PACE celebrates 30 years of outstanding services!



From left: Ilze Purmalis, former member of the Board of Directors; Patricia Humphrey, member of the original Board of Directors; Joanne Wilson, Executive Director

Financial Statements

Statement of Operations

Year ended March 31, 2011, with comparative figures for 2010

					2011	2010
	Attendant care	Outreach	Administration	Other	Total	Total
Revenue:						
Eligible expenditures reimbursed	\$ 4,288,441	\$ 2,266,542	\$ 1,419,466	\$ -	\$ 7,974,449	\$ 6,734,710
Rent	-	-	-	-	-	8,201
Interest	-	-	7,682	-	7,682	7,184
Other	1,690	58,738	138,169	-	198,597	104,853
Amortization of deferred contributions related to capital assets	-	-	-	3,307	3,307	10,418
	4,290,131	2,325,280	1,565,317	3,307	8,184,035	6,865,366
Expenses:						
Employee salaries and wages	3,436,597	1,942,544	980,009	-	6,359,150	5,192,996
Employee benefits	654,378	307,660	157,640	-	1,119,678	997,327
Supplies	59,897	4,015	25,311	-	89,223	117,797
Sundry	52,425	19,837	247,423	-	319,685	273,210
Equipment	14,231	8,107	61,141	-	83,479	36,799
Building and grounds	73,600	42,419	93,147	-	209,226	228,309
Tenant rent	-	-	-	-	-	8,201
	4,291,188	2,324,582	1,564,671	-	8,180,441	6,854,639
Excess (deficiency) of revenue over expenses before amortization of capital assets	(1,057)	698	646	3,307	3,574	10,727
Amortization of capital assets	-	-	-	-	(11,581)	(15,814)
Deficiency of revenue over expenses					\$ (7,987)	\$ (5,079)



The healthiest competition occurs when average people win by putting above average effort.

COLIN POWELL

PACE's Greatest Assets

In 2010/2011 PACE celebrated the following staff for their continued hard work and dedication ...

25 Years

Marina Torres *Caboto*
Phyllis Taylor *Caboto*
Kathleen Williams *Caboto*

20 Years

Henry Munroe *Outreach*
Verna Mitchell *Bathurst*

15 Years

Estelle Penny *Outreach*
Tom Riley *Head Office*
Maxwell Mensah *Windward*
Errol Johnson *Windward*
Ceferino Estrella *Windward*
Shaheed Haniff *Caboto*

10 Years

Angela Grenaway *Caboto*
Edrick Streete-Thomas *Bello1*
Ryan Price *Outreach*
Tony Afrifa *Caboto*
Claudia Williams-Findlay *Caboto*
Cheriane Braithwaite *Outreach*
Donette Black *Outreach*
Sharon Matthews *Bello1*

5 Years

Adelaide Antwi *Outreach*
Anthony Okolo, *Windward*
Sri Thambiah, *Windward*
Kevin Smith *Windward*
Anthony Chimeweke *Bathurst*



“Personality is very important as far as the front line staff go. It is really the most important component. PACE staff are great ... If they have a good personality, I’m happy.”

Comments from 2011 Consumer Satisfaction Survey

Alfred “Alfie” Kemp

Love for the arts runs deep for Alfie Kemp. Film and music have been his enduring passions since childhood, when he filmed pilots at the island airport with his Brownie Camera. He fulfilled these lifelong ambitions by studying Radio and TV Arts at Ryerson before parlaying his education into a successful and extensive career as a videographer.

Throughout his career, his most significant moments involved travel, art, and music. He filmed concerts in Canada and internationally, including one hosted by the influential abstract painter William Ronald that turned into a brawl between audience and musicians! Another treasured moment later in Alfie’s career involved his love of dance. He fondly remembers the opportunity he had to film one of the final performances by famed ballet dancer Rudolph Nureyev.

Some of his favourite stories, however, involve the multiple specials he filmed with American Evangelist Billy Graham, who proselytized across Europe and Asia. Along with Billy Graham, Alfie travelled to Turkey, where he filmed the famous mosques of Istanbul, including Hagia Sophia. He crossed the Bosphorous and travelled to Gallipoli in the freezing dead of night. By way of contrasts, he then journeyed by camel in the scorching heat to the mythical site of Troy. His favourite moment was the special filmed in Greece, where he shot the Athenian Acropolis, of which he says: “I couldn’t believe it, filming the Acropolis with a little Beta Cam!” Together, they crossed the Iron Curtain to film a special in communist Romania. His enduring memory is of the depths of poverty: across the country, families kept their lights off and sold their electricity to make ends meet.



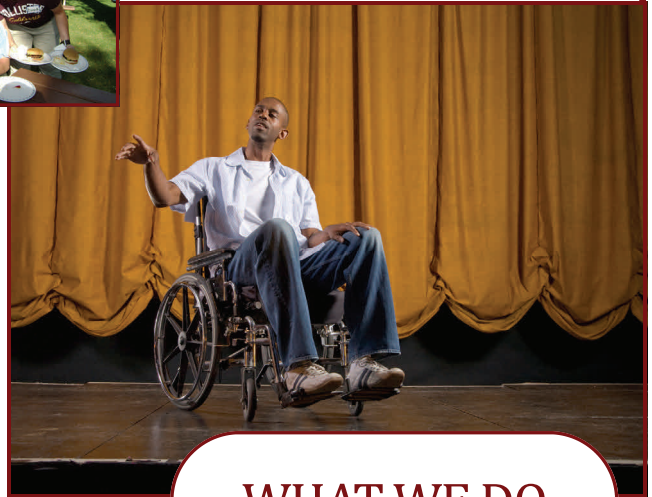
Alfie is now retired, and has been a PACE consumer for two years. He may no longer be a videographer crossing the Bosphorous, but living at PACE accords him the opportunity to attend a myriad of cultural events. He plans to attend a PACE outing to see *Romeo and Juliet* at the National Ballet of Canada this fall, and he was delighted to see the Blue Man Group, a performance art collective, in Toronto this summer. Be it music, dance, or performance art, PACE helps Alfie to continue to live his passions.

Bello 1 & 2 always ventures out into the city on excursions. The Art Gallery of Ontario (AGO) was the place to be on August 5, 2011, as **Abstract Expressionist New York** was on display. Alfie is no stranger to the AGO or creating his own works of art (displayed behind him) for that matter. He spent a lot of time at the AGO with his daughters and his ancestors have had their work displayed at the AGO. Alfie recommends that everyone at least once in their life visits the AGO. Great staff, excellent exhibits, and he loves the gift shop.

Alfie feels that PACE works hard at organizing outings that he feels are great for all consumers and getting out in the community.

Scope of Services

- Lifts/Transfers
- Bowel and bladder
- Dressing and undressing
- Skin care (bed turns, general and non-sterile dressings, skin checks)
- Respiration (ventilator, bi-pap)
- General hygiene (bath/shower, grooming, nail care, pericare, menstrual care)
- Meals and drinks (cooking, cutting up food, assistance with eating, G-tube, drinks, splints)
- Housekeeping (excluding Outreach)
- Laundry
- Nurturing Assistance
- Escorts



WHAT WE DO

PACE provides support services to approximately 152 consumers, who have a variety of physical disabilities, i.e. Multiple Sclerosis, Cerebral Palsy, Spinal Cord injuries, mild Acquired Brain Injury, Muscular Dystrophy and Huntington disease.

Miscellaneous:

- Sexual assistance
- Assistance with medication
- Range of motion exercises
- Communication (opening mail, telephone assistance)
- Routine maintenance of assistive devices, personal vehicle, AAC equipment
- Pets

Enhanced Services at the Bello Horizonte Programs:

- We give consumers the information they may need to make healthy and safe decisions about their services.
- We teach life skills, such as banking, shopping and healthy eating.
- We assist consumers to connect with community agencies and resources.

***"I can be independent in my own home; it saves my energy;
daily care makes my life much better."***

Comments from 2011 Consumer Satisfaction Survey

"I really appreciate the services I receive"

Comments from 2011 Consumer Satisfaction Survey



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