



# Annual Report 2012/2013

## 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 2012/13

Chairperson:	Bill Noble
Vice Chairs:	Michelle Samm Greg Kaplan
Secretary:	Karen Atkin
Treasurer:	Jeremy Grafstein
Directors:	Sam Savona Evelyn Li Emily Sternberg (until Oct. 2012) Wendy Cole (until Jan. 2013) Greg Kaplan David Aronoff Aleck Dadson (as of Jan. 2013) Elliot Offman (as of Jan. 2013) Joanne Wilson (ExOfficio)

## Management and Administrative Team 2012/13

### 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  
Tracy Howell, Director, Attendant Outreach  
Radka Poliakova, Office Manager  
Carolyn Ross, Human Resources Manager  
Kimberly Gooder, Human Resources Generalist  
Danielle Daoust, Manager, Health/  
Safety and Wellness  
Maunda Williams, Manager, Finance  
Zhanna Shobick, Senior Financial Assistant  
Sue Cockburn, Manager, Consumer Resources  
Eva Miodonski, Coordinator, Consumer Resources  
Tom Riley, Administrative Assistant

### Bathurst/Prince Charles

3270 Bathurst St., Toronto ON M6A 3A8  
Maureen Leuschner, Program Manager (until May 2013)  
Esther Idowu, Project Coordinator

### Bello Horizonte

1500 Keele St., Ste. 206, Toronto ON M6N 5A9  
Cara Reid, Program Manager  
Sonia Pirrotta, Senior Program Coordinator (leave)  
Liz Quinn, Program 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  
Chris Duda, Scheduler/Payroll Manager  
Helen Marques, Senior Program Coordinator  
Laura Gideon, Outreach Coordinator  
Romeo DiCamillo, Outreach Coordinator  
Gladys Gallardo Roy, Administrative Assistant/  
Scheduler

### Windward

34 Little Norway Cres., Ste. 310, Toronto ON M5V 3A3  
Kevin Smith, Program Manager  
Eva Miodonski, Project Coordinator





# THE STRATEGY MAP



## Report by Bill Noble, Board Chair

### ***Highlights of your PACE Board of Directors' significant achievements in 2012/2013:***

#### **Strategy and Quality:**

- ◆ Accreditation – preparation for survey in May
- ◆ Risk Management and Quality Committee
- ◆ Board retreat – focus on partnerships/integration and long term vision for PACE
- ◆ Review and approval of a balanced scorecard



#### **Monitoring:**

- ◆ Board policy review
- ◆ Quarterly Key Performance Indicators
- ◆ On-going financial monitoring and reporting

#### **Board Development:**

- ◆ Review of Board skills matrix – to identify skills for new board members and recruitment
- ◆ On-going Board education on a variety of topics: ECFAA (Excellent Care for All Act)/supporting quality, integrated systems, political acuity, quality improvement and risk management

#### ***In the coming year:***

- ⇒ Risk management – continue to revise and review
- ⇒ Board and senior staff succession and performance
- ⇒ Strategic discussions for future integrations
- ⇒ Meeting with Central LHIN Board Chair

## Report by Joanne Wilson, Executive Director

Operational Accomplishments in 2012/2013.

### **Consumer Pillar - Agency of Choice**

#### ***During the Past Year:***

- Revised Consumer Complaint Process – new form and procedure (makes it easier for consumers to make a complaint)
- Conducted a mini Outreach Consumer Satisfaction Survey
- Consumer high risk activities plans at all projects and follow-up activities
- Development of Working Group to review and revise Consumer Profile for those consumers wishing to use in case of emergency
- Revised 3<sup>rd</sup> Party Agency Policy and Procedures
- Keeping up-to-date with Accessibility for Ontarians with Disabilities Act (AODA)
- Adopted the use of InterRai CHA Assessment Tool used in appropriate situations
- Consumer Resource activities included six week Art Class, Weekend to Windreach Farm, Movie Night



#### ***In the coming year:***

- ⇒ Conduct Consumer Satisfaction Survey with Community
- ⇒ Develop new tracking and trending methods for Consumer Health and Safety Incidents

## Financial Pillar - Viability and Sustainability

### *During the past year:*

- Working to ensure the viability of PACE through new and innovative partnerships
- Developed Project Charter groups based on Strategic Plan
- Developed Balanced Scorecard

### *In the coming year:*

- ⇒ Continuing to explore and build new and innovative partnerships
- ⇒ Continuing to implement the PACE's Strategic Plan

## Operational Pillar - Quality

### *In the past year:*

- Received Full Accreditation status in May 2013
- Development of new Balanced Scorecard
- Development of new Booking/Professionalism Audit and revised Hand Hygiene/Personal Protective Equipment Audit Procedures
- Conducted Prospective Analysis on Consumers who used Respiration Assistance
- Revised Service Agreement
- Revised or Developed new policies – Support Service Equipment, Third Party Agency Staff, Regulated Health Persons Act ADL, Staff Office Use, Respiration Assistance, Infection Prevention and Control, Bed Bugs

### *In the coming year:*

- ⇒ Implement and track complaints using new procedure
- ⇒ Implement recommendations from Accreditation Canada – to develop a more robust Integrated Quality Management System
- ⇒ Tracking of Booking/Professionalism and Hand Hygiene/PPE Audits
- ⇒ Implementation of Balanced Scorecard

## Organizational Capacity Pillar - Innovative Leadership

### *In the past year:*

- Project team continued to move forward with development of intranet system for PACE
- Project team continued to work with Data Base provider to customize the solution for PACE to centralize payroll and scheduling processes
- Project team continued to review, revise and develop, as necessary, the Performance

Management system for all PACE employees

- Continued efforts and training on new Return To Work program

### *In the coming year:*

- ⇒ Implementing the intranet system throughout the organization
- ⇒ Database(s) implemented to streamline payroll and scheduling and centralize all relevant consumer and employee data
- ⇒ New performance management system implemented including annual goals linked to strategic pillars
- ⇒ Develop Succession and Talent Management Plan

## Community Engagement Opportunities

- \* Consumer meetings at all programs
- \* Staff meetings at all programs
- \* Quarterly newsletters
- \* Participation on numerous community committees
- \* Consumer Satisfaction Survey
- \* Conduct Consumer High Risk Activities Exercise at all programs
- \* Conduct Staff High Risk Activities Exercise at all programs
- \* PACE continues to support community engagement opportunities through our affiliations and memberships with various community partners

Never doubt that a small group of citizens can change the world.

**Margaret Mead**

## Community Involvement and Collaboration

- ◆ Pres, BOD, Ontario Community Support Association (OCSA)
- ◆ Chair, CLHIN Community Support Services Network (CCSSN)
- ◆ Chair, Central LHIN Attendant Services Network
- ◆ Past Chair, Toronto Executive Directors Group (TEDG)
- ◆ Steering Committee, Community Ethics Network (CEN)
- ◆ Steering Committee for Independent Living Senior Management Network (ILSMN)
- ◆ Steering Committee for PSNO
- ◆ Steering Committee for CLHIN Governance Toolkit
- ◆ Member, Abuse Awareness & Prevention Working Group
- ◆ Member, for 10 CLHIN committees and networks
- ◆ Member, Supportive Housing Wait List & Best Practices Group
- ◆ Member, Attendant Outreach Best Practices Working Group
- ◆ Member, Community Committee for Pandemic Resources
- ◆ Member, PIHR Network
- ◆ Attendant Services Business Case – Provincial & CLHIN
- ◆ Lead on Community Wide Consumer Satisfaction Survey (CLASN)
- ◆ Inter RAI-CHA Pilot (only Attendant Service Provider)
- ◆ Provide Back Office Support (Financial)
- ◆ Participated in the Abuse Prevention Working Group
- ◆ Partnership with Huntington Society to provide support services to people with Huntington Disease (only one of its kind in Canada)
- ◆ Partnership with Aphasia Institute
- ◆ Partner with three Women's Shelters to provide support services to women with disabilities leaving abusive situations
- ◆ Partner with Abilities Arts Festival, Kids Fest
- ◆ Partnership with Fred Victor Mission (as the lead) and Loft Community Services to obtain affordable residential units post Pan and Parapan Games 2015 in Toronto

**If everyone is moving forward together, then success takes care of itself.**  
**Henry Ford**

**PACE Independent Living 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 and 2013.**



# Financial Statement

## PACE INDEPENDENT LIVING

### Statements of Operations

Years ended March 31, 2013 and 2012

					2013
	Attendant care	Outreach	Administration	Other	Total
<b>Revenue:</b>					
Eligible expenditures reimbursed	\$ 4,276,405	\$ 2,505,518	\$1,284,957	\$ -	\$ 8,066,880
Interest	-	-	9,811	-	9,811
Other	105,810	44,063	129,951	-	279,824
Amortization of deferred contributions related to capital assets	-	-	-	18,022	18,022
	4,382,215	2,549,581	1,424,719	18,022	8,374,537
<b>Expenses:</b>					
Employee salaries and wages	3,394,735	2,062,057	930,185	-	6,386,977
Employee benefits	722,234	384,973	153,081	-	1,260,288
Sundry	111,804	26,759	160,251	-	298,814
Building and grounds	60,166	50,788	113,161	-	224,115
Supplies	62,697	5,486	26,977	-	95,160
Equipment	33,490	11,015	48,491	-	90,996
	4,385,126	2,541,078	1,430,146	-	8,356,350
Excess (deficiency) of revenue over expenses before amortization of capital assets	(2,912)	8,504	(5,427)	18,022	18,187
Amortization of capital assets				(23,144)	(23,144)
Deficiency of revenue over expenses				\$ (5,122)	\$ (4,957)
					2012
	Attendant care	Outreach	Administration	Other	Total
<b>Revenue:</b>					
Eligible expenditures reimbursed	\$ 4,363,638	\$ 2,326,518	\$1,408,910	\$ -	\$ 8,099,066
Interest	-	-	9,254	-	9,254
Other	102,835	65,754	114,473	-	283,062
Amortization of deferred contributions related to capital assets	-	-	-	3,307	3,307
	4,466,473	2,392,272	1,532,637	3,307	8,394,689
<b>Expenses:</b>					
Employee salaries and wages	3,533,389	1,987,327	925,501	-	6,446,217
Employee benefits	662,564	347,981	142,454	-	1,152,999
Sundry	112,576	38,245	260,717	-	411,538
Building and grounds	74,316	43,365	96,446	-	214,127
Supplies	57,401	2,498	32,544	-	92,443
Equipment	21,475	11,394	40,746	-	73,615
	4,461,721	2,430,810	1,498,408	-	8,390,939
Excess (deficiency) of revenue over expenses before amortization of capital assets	4,752	(38,538)	34,229	3,307	3,750
Amortization of capital assets	-	-	-	(11,581)	(11,581)
Deficiency of revenue over expenses				\$ (7,831)	\$ (7,987)

# PACE Accredited in 2013

**CONGRATULATIONS!**



**ACCREDITATION CANADA**  
**AGRÉMENT CANADA**

*Driving Quality Health Services*  
*Force motrice de la qualité des services de santé*

PACE's Accreditation Survey was completed between May 13<sup>th</sup> and May 15<sup>th</sup>, 2013. Joan Whelan and Dalyce Cruikshnak, Accreditation Canada Surveyors, reviewed all of PACE's processes, met with front line staff, administration and management, board members, consumers and community partners to evaluate our services, and operational procedures. This is just one piece of our Quality Improvement (QI) program. PACE will continue to utilize Accreditation Canada's Qmentum program as the basis for our quality improvement in our efforts as we set the PACE for excellence.

## 2013 Accreditation Survey Results Summary

### **Overall Strengths:**

- Reputation and collaboration with partners
- Committed, engaged, well-trained staff
- Live their values
- Lean organizational structure
- Professional managers
- Do a lot with a little!

### **Areas of Strength:**

- Education of consumers and staff
- Safety committee (including infection prevention and control)
- Effective ethical framework
- Membership on Canadian Ethics Network
- Education/Capacity building
- Introduction of the balanced scorecard and reporting
- Renewed approach to risk management

- KPIs identified and collected
- Excellent staff providing compassionate services
- Consumers report high satisfaction with services

### **Challenges and Next Steps:**

- Funding – dependent on one source
- Waitlist/inadequate resources to accommodate all of the needs of the community
- To retain the purity of self-direction for independent living of consumers
- Assessment tools (e.g. Falls Prevention Program)
- Increasing consumer complexity
- Staff engagement in quality improvement and resource management
- Refresh key performance indicators and utilize
- Aging of current consumers and the need for more specialized, additional support
- Availability of supportive housing

Participating in accreditation is a significant achievement, it demonstrates commitment to quality and safety and ensures the best results achieved through continued integration of accreditation into ongoing quality initiatives.

**Setting the PACE for Excellence through Accreditation.**



## Working for PACE IL ...



### *Belay Esuandale - Independent Living Assistant, Attendant Outreach Program*

I came to Canada in August 2009 from Ethiopia where I had had a successful career in the tourism and travel industry. As a newcomer I started to look for a different career in this wonderful country. I am thankful to Canada for providing exceptional opportunities. I like learning and I thought that it would be great for me to start hunting for short-term courses. I went to the Yorkdale Adult Learning Centre (YALC). It was a very rewarding experience. The centre accepted my previous credentials and I earned my Ontario Secondary School diploma in a fraction of time. I would suggest to any newcomers to look for education in Canada. Immigration Canada sponsors a lot of programs. For example, I earned my Occupational Specific Language Training (OSLT) certificate for health care professionals from George Brown College. There is so much to learn, even English as a Second Language (ESL) course allows you to learn about people one meets, about Canada. Every day one learns something new about culture, communication, and a new life that is a big challenge. My first decision was: go to school! In the future, I have plans to continue my education further.

My academic success inspired me to acquire further education. I chose the PSW program at YALC because they are accredited in ON. It was intensive class work and a placement. Academically, the program was not challenging for me but it was emotionally demanding. This career requires compassion, understanding of care in a different way than I was used to through my work in the travel industry. I received my PSW certification in April 2011. It was my wish to get my family over to Canada and as a result I started to look for a job. It is not an easy process, one needs to be determined to find a job, one needs courage and want to do it. The will has to come from inside, from your heart, it is very important.

I began working with PACE in June 2011 as an Independent Living Assistant in PACE's Outreach program. The philosophy of Independent Living (IL) has been reflected on me too. Before I did not know anything about IL, I heard that people in democracy have choices but IL is more than that. I consider myself an independent individual, taking responsibility for all my actions. I was also happy to work as an Independent Living Assistant (ILA) for a person who wants to live independently in the same fashion.

As a person who came from Africa, it was tough for me to work in the winter. It was challenging to drive, I did not know the city, I had to follow the map, I had to plan which bus to take. I was tired, working late and coming home late. Attendant Outreach is specific that way, you need to overcome the distance. I am indebted to PACE for allowing me to explore Toronto too. Before my family came and joined me in Canada, I used to work 11pm shifts and in storms, it certainly was not easy. Eventually I could manage it all, it impacted my personality, I grew a lot. I am grateful to Outreach administration, they really understand my challenges and tried to accommodate my requests. There is scheduling flexibility, I was never turned down when I needed support. Such a team approach makes it easy to maintain my morale.

PACE's management acknowledged us when we worked in the snowstorm. I appreciated the gesture so much. It inspires, motivates you to bring out all compassion from within your soul.

## Working for PACE IL ... *Belay Esuandale - Independent Living Assistant*

As in the beginning of my time in Canada, I still like learning. I enjoy short trainings and even Outreach monthly meetings. If I have something to say, I have the forum to express myself and my time is paid. Even though I work in Outreach, still, I feel part of a team.

I took a number of trainings at PACE. It is very important for our work. For example, I received the certificate after the ventilation training. I found the training very professional, informative, and it equipped me with invaluable skills. The other session that impacted me a lot was Personal Resiliency In Challenging Times with Dick O'Brien. It is key for us as we deal with people, it was really very helpful. Similarly, self-defence training, I found it useful not only from physical aspect but also mentally. The presented information and techniques are essential because in Outreach, we also work at night time when safety is particularly important. Ethics training is imperative. I could compare a couple of Ethics workshops. While external training was just a ½ day, I feel that the one we took at PACE was more sufficient. We dealt with a number of case studies, specifically how to make decisions that are hard. No one is there with me when I work. It is just a consumer and me and within IL philosophy, we thrive to reach absolute independence but how to decide, how to make ethical decisions at those moments? PACE's training helped me to realize that better. Another significant learning was the training organized by the Ontario Federation of Cerebral Palsy, to name just a few.

I like the Wellness Fair very much. For me as an Outreach staff, it helps me to keep my emotions in balance and my psychology fit. Through this treat, I develop the confidence that I am important for the organization. Danielle Daoust is a big resource for us. Even if we forget about WHMIS, incident reporting and other Health and Safety aspects, we know where to look for information, I often recall what Danielle said. I do enjoy the voice mailbox connection that we have. I feel the link, management keeps us posted about general and specific information, the communication is really established. I feel like I work in a team, a full-fledged member.

Working at PACE provides me with different challenges that, at the same time, make me a strong man. I do feel that I have a successful profession. Success in my career did not come without effort but I get good feedback from performance reviews. I have opportunities such as the Relief Pool that is also available to us. I feel involved in all that PACE does, I am always invited, be it AGM, Accreditation surveys, and all events. I very much appreciate the transparency, the doors are always open to me, their constant accessibility to support either through coordinators, on call service, and so on. I feel I am effective because of all these available tools. I have good professional relationship with my consumers and colleagues, I utilize ethics that is required in decision making. I appreciate PACE for providing continuous training, options to attend conferences. I could not get such opportunities for my professional development elsewhere. When we chat among my colleagues working in other home support agencies, they are surprised. I want to work with PACE because of all there is.



## Years of Service

# CONGRATULATIONS!

### 30 Years

Richard Preston

### 25 Years

Merle Yearwood

Vivia Cameron

Patricia Layne

### 20 Years

Michelle Brown

### 15 Years

Charles Gunn

Gracia Reyes

### 10 Years

Melanie Esquivel Dauz

Isidra Dael

Niasha McKenzie

Jennifer Thomas

Ledum Barikor

Martin Erundu

Charles Kinsola

### 5 years

Tonya VanDusen

Lauren Hutton

### RETIREES

Majorine Duncan

Bruce McCormick

Arturo Sanchez

*The big secret in life is there is no secret. Whatever your goal, you can get there, if you're willing to work.*

*- Oprah Winfrey*





# EMPLOYER OF THE YEAR

CONGRATULATIONS!

**S**pinal Cord Injury (SCI) Ontario is recognizing PACE, at their Annual General Meeting on June 19<sup>th</sup>, with the Employer of the Year award.

PACE has been collaborating with the Employment Services of SCI Ontario, offering their clients a variety of programs enabling the return to workforce. Office management utilizes **Unpaid Workplace Training** program through applicants with clerical skills and coaches candidates seeking employment through assignments such as reception, administrative assistance and data entry. The program complements administrative staffing during vacation and/or offsite work or training.

In his letter, Bill Adair, CEO of SCI Ontario, writes:

*On behalf of the Board of Directors of Spinal Cord Injury (SCI) Ontario, we would like to extend an invitation to you to our Annual General Meeting.*

*As part of the celebrations, we plan to recognize PACE Independent Living for your company's outstanding dedication to SCI Ontario.*

*It is your support that has made it possible to advance our mission of assisting individuals with spinal cord injury and mobility impairments.*

*Your commitment has truly made a difference in the work we do across the province and we would like to publicly celebrate your contribution at the event by presenting you with the **Employer of the Year award**.*

We are very pleased to accept this honour and extend a thank you to Radka Poliakova for bringing this program to PACE and PACE's Human Resources staff, Carolyn Ross, Kimberly Gooder and Dipty Badhaan for their efforts to make this happen. Thank you to Tom Riley for his invaluable coaching.

***One of the secrets in life is to make stepping stones out of stumbling blocks.***

***- Jack Penn***



## Consumer Resources in Annual Review ... Sue Cockburn and Eva Miodonski

On a sunny warm weekend in July 2012 some PACE consumers made the trek to Windreach Farm for the weekend. Nestled in the rolling hills with direct access to farm animals and fresh air, it was a great opportunity to escape city life.

The farm is designed to accommodate individuals with disabilities which includes equipment, accessible housing, trails, a swing and even an accessible hay ride and a fire pit.

The lodging has all the amenities you need included in a fully functional kitchen with a BBQ outside and a large picnic table that chairs and slide under.

All you need to do is arrange for transportation, attendants, food, beverages and personal belongings and then, enjoy the farm!

If you are interested in taking in all of this beautiful countryside, you can contact Windreach farm at 905-605-5827 or via their website: [www.windreachfarm.org](http://www.windreachfarm.org)



## Consumer Resources in Annual Review ... Art in the City

From January 3 – February 21, 2013 a group of 10 individuals (five PACE consumers and five individuals from the community) came together to create! The group called “Art in the City” met in the Community Room of 3270 Bathurst St. (the Bathurst/Prince Charles location of PACE) on Thursdays from 1:30 – 4:30pm and executed their work with the assistance of an art instructor, an art assistant and an attendant.

The space was generously donated at no cost by the building management for the duration of the program. The cost to each participant for the 8-week program was \$25.

The group worked on self-directed personal art goals (which included painting, sculpture, digital music and dramatic performance) and became quite social with each other as art always gives way to good conversation, more creative ideas and in this case LOTS of laughter!



*It was a great class – I want it to keep going! I really like to paint and created a few paintings in the class. It's important to have something fun to get you out of the house!*

*Tracey Swift*

*It's a great class for people with disabilities. How can we keep it going? It is so good to get out into the community and socialize with other people and meet other PACE consumers.*

*Cindy Boersma*

*It's been fun! We haven't been able to come to every class, but made it to a few. We wish we could have this program continue in our building – it's so easy to get to!*

*Abbey Adeshigbin and Sarah Kane*

*I don't want it to end! The class helped me discover some other artistic talents – I started writing a play and worked on some music.*

*Silvano Salvucci*

*To me art equals wellness! I like that there are enough people with hands that can help out. It was great to be part of this class – there are not many things for my age group in the community.*

*Christine Rowntree*

*I enjoyed the fact that my art didn't have to look like anyone else's and I was able to do what I like doing. I also enjoyed the social aspect of the group.*

*Heather Maybee*

*I'm happy to get out and start creating and painting!*

*Darlene Faulkner*

In short – the group experience was creative, colorful and fun - and this group would definitely be well attended, if it could take place again!



## Godspower Ezuzu, *Bathurst/Prince Charles consumer*

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"I THINK OF A HERO AS SOMEONE WHO UNDERSTANDS THE DEGREE OF RESPONSIBILITY  
THAT COMES WITH HIS FREEDOM"

---

**Bob Dylan**

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# My

name is Godspower and I moved to Bathurst Prince Charles (PACE) this past April after having spent a year at Bellwoods Transitional Living. I had a stroke about 20 months ago but I am adjusting well. I am working hard in rehab to regain my mobility and my ability to communicate and process things such as letters and numbers. I feel very lucky to be at PACE and I am very happy with my apartment and with the help I receive at Bathurst. The stroke affected the left side of my brain and caused a disability on the right side of my body. The week before I had my stroke, I was having bad headaches all week and then discovered that I had a blood clot. I was home one night and I passed out on the floor by my bed. I was lucky that a friend of mine came by, found me and called for help. My family was living in Ghana, Africa but I was born in Nigeria. I was born in Nigeria because my mother was 9 months pregnant when she travelled to Nigeria to attend her mom and dad's funeral. It was in their tradition that the eldest child be at the burial. I have 2 brothers and 5 sisters. My 4 sisters and mother live in Lagos, Nigeria whereby both my brothers and my eldest sister passed away.

The 3 things that I want people to know about me are 1. My name 2. How important Soccer is in my life and 3. My life in Canada.

Many people are intrigued by my name. My mom named me Godspower because she believed that it was by the power of God that she gave birth to a boy. She and her brother-in-law argued long and hard about the sex of the baby when she was pregnant. My dad and my uncle wanted boys in the family but girls tend to be more prevalent. People call me GP, Power or Godspower.

Soccer played an important role in my life. I used to coach soccer and I enjoyed playing soccer when I was a young boy. I spent most of my days playing soccer when I was young. The only time that I was not playing soccer was when I had to eat. I played Rep Soccer for over 5 years for Nigeria.



## Godspower Ezuzu, *Bathurst/Prince Charles consumer*

Playing soccer gave me the opportunity to travel to many places in Europe, for example, Switzerland, Scotland, Rome, to name just some of the places. Growing up I dreamed of being a Pro Soccer Player. One day, as a teenager, I flew to Germany in hopes of playing for a soccer team but I didn't realize that in order to do so, I needed a sponsor that would provide Insurance for me to play. Due to the fact that I didn't have insurance, I had to travel back home to Nigeria in disappointment.

I moved to Toronto from Nigeria in 1992. I knew Canada was the place for me once I saw a TV show about Canada and the polar bears and the snow.

To this day, I have no regrets coming here and cannot imagine living anywhere else. In Toronto, I worked as a cab driver for over 10 years. I know the streets of Toronto like the back of my hand. I know all the short



cuts to get to places. **Soon after I came to Toronto, I met Marie.** We became very good friends and she remains a very important part of my life. She stood beside me through everything and I can always count on her.

The 2 most important people in my life are my mom and my friend Marie. My mom did everything. She gave me food, clothing....She stressed the importance of education to me. One goal that I set for myself while in Canada is to go back to school. I am not sure what to study but I just want to learn. It would be great to be able to call my mother one day and tell her that I graduated. That would make me very happy.

It may sound crazy but I am happy that I had the stroke. It happened for a reason. I received strength to overcome it. **We have to keep fighting.**



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

- *Colin Powell*



# Who We Are and ... What We Do ...

- PACE is a community support service organization established in 1981 to provide support services to adults with physical disabilities.
- PACE's services to consumers are provided in a manner that is consistent with the philosophy of Independent Living.
- PACE provides support services to approximately 145 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's disease.
- PACE provides services to consumers in five Supportive Housing programs (two are in one site) ('SHU') and through our Attendant Outreach Program ('AO').

## **Philosophy of Independent Living**

The person with the disability is best able to define their needs, and with appropriate support services, direct resources to respond to these needs. It also encompasses the concept of "The Dignity of Risk" which is defined below. The person with a disability should have the opportunity to:

- make their own decisions
- take risks
- make their own mistakes
- assume the consequences

## **PACE provides the following 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, peri-care, menstrual care)
- Meals and drinks (cooking, cutting up food, assistance with eating, G-tube, drinks, splints)
- Housekeeping (excluding Outreach)
- Laundry
- Nurturing Assistance
- Escorts

## **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 Assistance

## **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.



Community of  
Inclusivity

Collaboration with  
Partners

Commitment to  
Choice & Excellence

Courage to Thrive  
and Grow

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