

2009/10 Annual Report



PACE Independent Living

Mission

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

Vision Statement

**Independent Living:
A Choice for Everyone.**

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:	Aaron Berk
Vice Chairs:	Miin Alikhan, Jill Kovacs
Secretary:	Karen Atkin
Treasurer:	Jeremy Grafstein
Directors:	Lewis Boles, Gary Coleridge, Evelyn Li, Michelle Samm, Sam Savona, Laura Visser, Jeff Waldman, Joanne Wilson (Ex. Officio)

Management & Administrative Team [June 2010]

Executive Director: Joanne Wilson
Director, Operations: Kim Knox
Director, Attendant Outreach: Tracy Howell
Director, Supportive Housing: Shirley Rokos
Sr. Manager, Quality Improvement: Kerri Jantzi
Manager, Human Resources: Carolyn Ross
Human Resources Generalist: Kim Gooder
Program Manager, Bathurst/PC: Lee Conley
Program Manager, Bello 1: Sonia Varone
Program Manager, Bello 2: Christopher Duda
Program Manager, Caboto: Stephen Fadipe
Program Manager, Windward: Kevin Smith

Consumer Resources Manager: Sue Cockburn
Manager, Employee Wellness: Danielle Daoust
Manager, Finance: Maunda Williams
Financial Assistant: Maria Escudero
Financial Assistant: Zhanna Shobick
Office Manager: Cheryl Laliberté
Administrative Assistant: Tom Riley
Project Coordinator, B/PC & Windward: Eva Miodonski
Bello 1 Assistant & Outreach Admin. Asst.: Liz Quinn
Project Coordinator, Bello 2 & Caboto: Esther Idowu
Outreach Scheduler: Gladys Gallardo-Roy
Outreach Coordinator: Romeo DiCamillo
Outreach Coordinator: Laura DiCarlo

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.

Every day, PACE provides over 475 hours of service to consumers. Consumers receive an average of 4.2 hours of service per day.

PACE supports 58 consumers in Supportive Housing services and 47 consumers with Attendant Outreach Services.

PACE consumers have one or more disability including: Spinal Cord Injury, Multiple Sclerosis, Cerebral Palsy.



What We Do

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

Attendant Services:

PACE's core services are associated with activities of daily living for people with disabilities and include: assisting consumers with transfers, bathing, dressing, personal hygiene, cooking, shopping, housekeeping, laundry.

Enhanced Services:

Available to all Bello Horizonte consumers and other consumers as needed. Services include: arranging and attending medical appointments, providing escort services, linking consumers with other community agencies, teaching life skills like budgeting /finances, hygiene, nutrition, directing services and setting goals.

PACE provides services to people with physical disabilities in the following settings:

- ♦ In our five supportive housing locations, where the consumers live independently in their own apartments. They are able to access staff for support 24/7.
- ♦ In consumers' homes throughout Toronto, where Outreach staff provide assistance 7 days a week, between 6am to midnight.
- ♦ In schools, workplaces and other places where consumers require personal assistance in order to contribute and participate.
- ♦ At Nellie's, Springtide and Redwood Womens' Shelters where female staff are available 24/7, on an on-call basis, for women with physical disabilities who are fleeing abusive situations and have sought refuge at these shelters.
- ♦ At Evangel Hall, Bello Horizonte 2 program, where staff provide support services to people with an Acquired Brain Injury.

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, build strategic partnerships, and ensure consumer and staff safety."



A message from Aaron Berk, Board Chair and Joanne Wilson, Executive Director

2009–10 Accomplishments

Building Relationships with Key Stakeholders

Participated in the Inter RAI-CHA Pilot in Central LHIN (only Attendant Service Provider)

Executive Director was elected as the Vice President of the Central LHIN Community Support Services Steering Committee and Network

Joined the Toronto Community Ethics Network

Lead Role with Community Committee for Pandemic Resources

Achieving Accreditation Status

Successfully achieved accreditation status with Accreditation Canada

Developed plans to complete outstanding requirements by Fall 2010

Continue to use Qmentum Program as the basis for Quality Improvement Plans

Establish Effective Performance

Key Performance Indicators show PACE is exceeding targets set by Central LHIN

Conducted Work-Life Pulse Survey with all staff, resulted in 86% overall satisfaction rating

Maximize Financial Base

Demonstrated fiscal responsibility by balancing the 2009-10 budget

Internal Restructuring:

- ♦ Senior Management Team (reduced by one member), Human Resources, Outreach Management Team
- ♦ Introduced new Office Manager role

Saunders Transition Update:

- ♦ Reduction in consumer needs caused a reduction in staffing hours
- ♦ Saunders became a satellite site of the Caboto Program
- ♦ Shared staff office space with another seniors' agency

2009–10 Accomplishments

Building Strategic Partnerships

Investigate partnership opportunities with two hospitals in the Central LHIN

Arts Carousel voluntary integration — Orientation with 36 new staff and transition of 47 new consumers

Renewed Partnership Agreements with Huntington's Society and COTA

Continued to provide back office support to two other smaller agencies

Staff Safety

Developed and currently implementing PACE Code of Ethics and Ethical Decision Making Framework

Hosted Employee Wellness Fair and a Staff Recognition Dinner & Dance

Created and implemented a Pandemic Preparedness Plan

Staff Safety Continued...

Implemented Health & Safety Awareness Month focusing on hand washing, pandemic awareness, tips

Continue to provide EAP Support to all staff

Implemented an After Hours On-Call System

Improved WSIB Claims Management processes, resulting in a decreased WSIB NEER Rating from 4.0 to 1.3

Training opportunities in: Pandemic Awareness; Abuse Awareness; Staff Health and Safety Training; Back Care; First Aid & CPR; Boundaries; Conflict Resolution; Professionalism; N95 Mask Fit Testing; Safe Driving; Return-to Work; Documentation; Suicide Awareness; ABI Training; Arts Orientation; Intimacy, Sexuality & Disability; Accident Investigation for Management

85% of staff rated PACE as Excellent/Very Good on patient safety in the Accreditation Patient Safety Culture Survey

Consumer Safety

Increasing consumer safety through distribution of: Flu vaccination information, hand washing protocols, Emergency Planning brochure, and updated Consumer Service Agreements

Developed and currently implementing PACE Code of Ethics and Ethical Decision Making Framework

Revised the Support Services Manual

Implemented an After Hours On-Call System

Implemented a Health & Safety Month, including Pandemic Awareness, Falls Prevention Safety Blitz

Provided Sexuality & Disability Training

Revised and updated the Lifts & Transfer Policy and the Support Services Equipment Policy

Introduced a Medication Policy for consumers at Bello 1 & 2

PACE Consumers & Staff



Milestones

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

20 Years

Melrose Bartram	CT
Paulette Brown	BPC
Dorothy Maxwell	CT
Julie Rampersad	BH1
Elaine Scott	B/PC
Veronica Waugh	OR

15 Years

Tusia Villneff	WW
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10 Years

Adelaida Abejaron	OR
Marcus Andrew	CT

10 Years *cont.*

Solomon Buenagua	CT
Melva Clarke	BH1
Anthony Domm	OR
Brian Enchin	CT
Wesley Gordon	OR
Stephen Preston	CT
Larry Rampersad	CT
Anderson Salvador	WW
Doreen Williams	WW
Patience Wilson	CT

5 Years

Sharon Bancroft	OR
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* As of March 31, 2010

Statement of Operations

Year ended March 31, 2010 with comparative figures for 2009.

	2010	2009
Revenue:		
Eligible expenditures reimbursed	6,734,710	6,450,851
Rent	8,201	26,997
Interest	7,184	13,010
Other	104,853	62,635
Amortization of deferred contributions related to capital assets	10,418	11,052
Total Revenue	6,865,366	6,564,545
Expenses:		
Employee salaries and wages	5,192,996	4,949,200
Employee benefits	999,327	973,485
Supplies	117,797	101,500
Sundry	273,210	186,944
Equipment	36,799	36,355
Building and grounds	228,309	252,922
Tenant Rent	8,201	26,997
Total Expenses	6,854,639	6,527,403
Excess (deficiency) of revenue over expenses before amortization of capital assets	10,727	37,142
Amortization of capital assets	(15,814)	(11,052)
Excess of revenue over expenses	(5,079)	26,090

PACE Head Office & Program Locations

PACE Independent Living

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

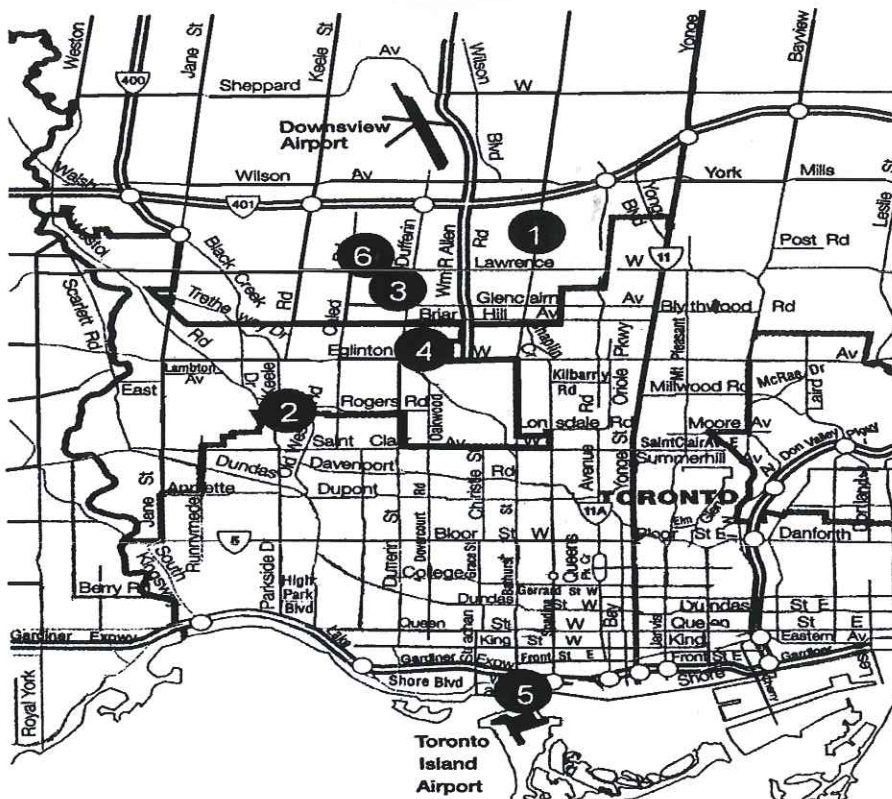
Tel: 416.789.7806

Fax: 416.789.7807

E-mail: pace@pace-il.ca

Website: www.pace-il.ca

Charitable #: 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)



ACCREDITATION CANADA
AGRÉMENT CANADA

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