



Peel Senior Link
helping seniors live independently

Making independent living possible for senior citizens who might otherwise be expected to enter more institutional settings, such as Long-Term Care facilities and hospitals.

2016-17 Annual Report

Board Chair and CEO Annual Report 2016-2017

‘Congratulations – 96.5% Achievement of Agency Goals in 2016-2017’

It takes an excellent team working together with a common vision to achieve 14 of 15 goals. This is the result of our work together this past year moving the five- year strategic plan forward and achieving the goals and measured outcomes set out in our business plan as highlighted at the annual training & education all staff days. These include key major achievements:

- awarded Exemplary Standing with Accreditation Canada
- 87.5% client satisfaction rating
- successful community engagement and Canada 150 event
- enhanced service capacity with MHLHIN approval of Queen Frederica site
- research partner with Sheridan College addressing Isolation & Loneliness
- balanced budget and clean audit during challenging economic times
- met all funder performance obligations



These outcomes will serve us well in current and future partnerships, and enhanced relationship with stakeholders as we launch the Board approved 2017-2018 Business Plan.

The all staff training & development days held in March were a great success based on feedback received through the evaluation. Front-line workers together with corporate office staff participated actively, making the experience a positive and informative one for all. Of course the food was great as always at the Canadian Coptic Centre.

In response to event evaluation feedback, we have been busy working to address them. One of our key strategies to improve timely communication was to provide a work email account for all front line workers. This has enabled us to provide effective communication directly with all employees, including scheduling information, mileage reimbursement notices, media releases, new and updated policy, newsletters, etc.

Corporate staff has been touring sites for events and meetings including Swapnil, Victoria, Aisha, Marybeth, and myself. Mary Cummins who served as a PSW, applied for and was hired as Supervisor, Client Services at Queen Frederica, our new service location. In addition, another PSW Edith Ebeye who took a Footcare – Basic and Advanced for RN & RPN course at Mohawk College, is now working with us on contract to explore foot care services through a pilot program we initiated in her new role and designation.

The Family Caregiver & Client Advisory Panel has held several meetings since January, and provided an excellent report at the recent Community Engagement & Canada 150 event. We had over 150 clients, caregivers, service partners, funders, student and staff volunteers, and board members in attendance.

The Board of Directors held its' Annual General and Board meetings on June 27th and elected four new Board members for a total of 12 Board members to serve in 2017-2018. These community volunteers provide critical strategic and policy direction, and governance oversight for the organization in partnership with me as the sole employee reporting directly to the Board.



We wish to thank Board committee chairs and members (Finance, Audit & Risk Management; Quality & Community Engagement; and Governance) which provided excellent leadership, reports, and recommendations for Board policy decision making in carrying out its critical governance role.

We have recently been invited to serve as a committee member with the newly formed CSS Knowledge Exchange with OCSA and Inter Rai Canada which is based at the University of Waterloo. This work over the next year will further our skills and knowledge in the enhanced utilization of Inter-Rai Cha assessment and care planning data for client and service decision making. The committee will also utilize the outcomes of our work to better educate the LHINs on the role of CSS within the broader health system, and capacity to maintain at risk seniors with complex needs independently in the community to avoid emergency and hospital visits, and LTC placement, as a highly cost-effective solution.

Another activity that will support and enhance our quality and performance improvement work is serving as one of 5 partner CSS providers in collaboration with the University of Waterloo, PhD post-graduate student. This one-year research project will provide us with common quality indicators and a caregiver self-assessment tool which we will pilot and share provincially with our colleagues.

I will be meeting with several MH & CWLHIN VP's including Home & Community Care in August/September, to learn more about the LHINs short and long term plans for the Patients First roll out now that they have acquired the CCAC assets and service responsibility, and what enhanced role they see CSS services providing within this new framework. As well, I have been invited by our provincial association OCSA to participate in local LHIN meetings with the CEO's to educate and inform them on the critical role of the CSS sector and discuss cost pressures including base budgets and Bill 148 new cost implications ; challenges; and opportunities to leverage our capacity to achieve Patients First outcomes.



Looking forward to working with our employee team and Board of Directors to achieve 2017-2018 business plan goals together!

Wayne Howard
Board Chair
Officer

Raymond Applebaum
Chief Executive



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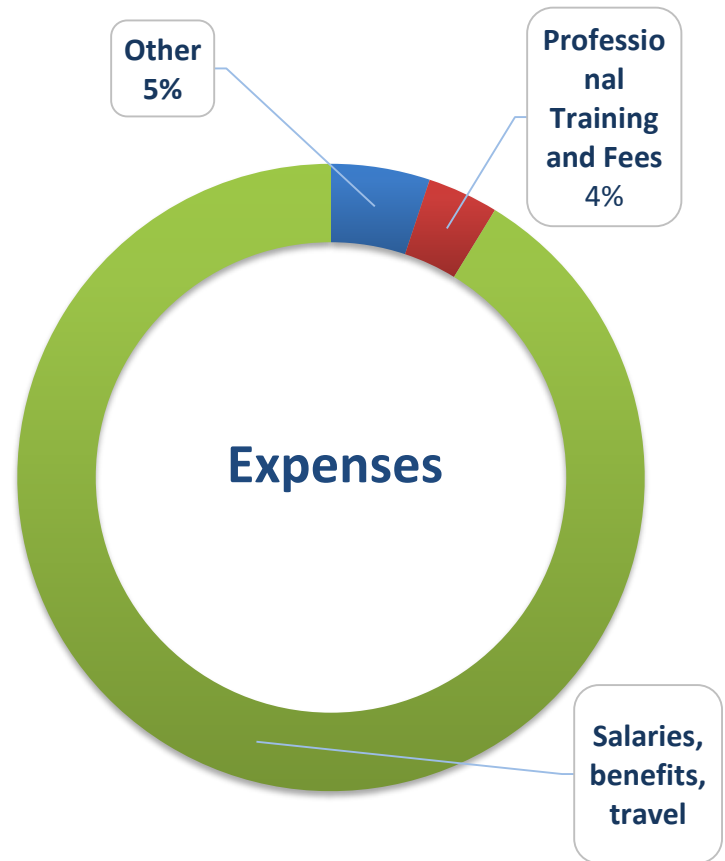
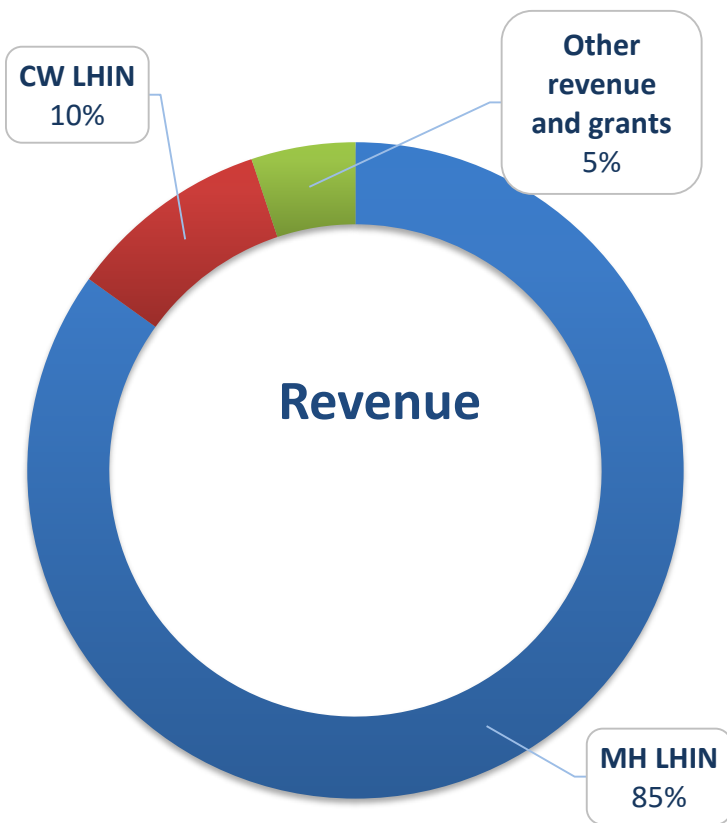
Audited Financial Statement 2016-2017



Peel Senior Link Statement of Operations

For the year ended March 31		2017		2016	
	General	MH LHIN	CW LHIN	Total	Total
Revenue					
Funding					
-MH LHIN	\$ -	\$ 6,032,677	\$ 663,908	\$ 6,696,585	\$ 6,401,123
-MH LHIN one time	-	78,534	-	78,534	38,000
-CW LHIN one time	-	-	23,356	23,356	12,130
-Less: Due to Ministry	-	(376,949)	(14,627)	(391,576)	(10,865)
Donations	10,554	-	-	10,554	9,287
Other (Note 7)	335,930	880	-	336,810	299,702
	346,484	5,735,142	672,637	6,754,263	6,749,377
Expenditures					
Advertising	-	2,171	-	2,171	628
Communications	476	45,140	6,227	51,843	46,538
Insurance	-	10,334	725	11,059	10,627
Office and supplies	13,602	178,003	21,425	213,030	127,607
Professional fees	11,424	153,291	10,983	175,698	156,636
Purchased services	9,956	94,717	7,835	112,508	92,842
Rent and occupancy costs	-	60,939	4,150	65,089	71,095
Salaries and benefits	241,612	5,104,512	610,945	5,957,069	6,098,759
Training	42,846	18,659	9,233	70,738	62,122
Travel	7,188	67,376	1,114	75,678	72,580
	327,104	5,735,142	672,637	6,734,883	6,739,434
Excess of revenue over expenditures for the year	\$ 19,380	\$ -	\$ -	\$ 19,380	\$ 9,943

Audited Financial Statement 2016-2017



Our Impact 2016-2017



Total 24/7
Clients Served
323



New 24/7
Clients Served
80



Total Resident
Days per Year
111,690



ER Visits
Diverted
60



Savings from
diverted ER
\$23,220¹



LTC Diversions
16



Satisfaction
87.5%

1. [Seniors' Use of Emergency Departments in Ontario, 2004-2005 to 2008-2009.](#) February 2010. Canadian Institute for Health Information

Peel Senior Link
Board of Directors
2016-2017



Wayne Howard

Chair

Cathy Chernysh

Vice-Chair

David Kviring

Treasurer

Janice Tuffnail

Board Director

Swaroop Dogra

Board Director

Mark Hudson

Board Director

Derek Rodrigues

Board Director

Dan Chiasson

Board Director

Randy Norris

Board Director

Tim Burns

Board Director

Emily O'Sullivan

Board Director