



Peel Senior Link
helping seniors live independently

Making Community-Based
Independent Living Possible!

2018-2019 Annual Report

Board Chair and CEO Annual Report

'Congratulations – 90% Client Experience Survey Result and 96% Achievement of Agency Business Goals in 2018-2019'

It takes an excellent team working together with a common vision to achieve 16 of 18 goals. This is the result of our work (clients/caregivers, staff, Board, partners, vendors, and funders) in year four of the five-year strategic plan, and achieving the goals and measured outcomes set out in our business plan (highlighted at our client service team meeting, annual training & education all staff days, and Family Caregiver & Client Advisory Panel).

Major achievements include:

- 90% client satisfaction rating
- Successful community engagement Town Hall sessions with the CEO
- Enhanced service capacity with CWLHIN approval of Knightsbridge spoke
- Sheridan College Elder Research Centre release of the Isolation & Loneliness paper and toolkit
- Clean audit
- Met all funder compliance and performance obligations



- Board annual survey result of 4.3% out of 5 – 86% satisfaction
- Maintained excellent working relationship with SEIU

These outcomes will serve us well in current and future partnerships, and enhanced relationship with stakeholders as we launch the Board approved 2019-2020 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.

The agency has continued its quality journey and achievement in receiving a Leading Practice with HSO for the Medication Management Program.

One of our key strategies is to improve the utilization of technology for enhanced service provision and client/caregiver experience. We are in the process of transitioning to EasyCare in partnership with Circle of Care/Mount Saini Health System.

The Family Caregiver & Client Advisory Panel has been busy this past year. We increased the number of service locations represented and clients/caregivers on the panel. The Town Hall sessions facilitated by the CEO were well received with over 120 clients and caregivers in attendance, held at all 11 service locations. The excellent feedback received on strategic priorities, and performance improvement opportunities will be reviewed and implemented this fiscal year.

Information engagement sessions were held with 7 of 11 local MPP's to review the Ontario budget and discuss local challenges and opportunities.

The Board of Directors held its' Annual General and Board meetings on June 26th and elected one new Board member for a total of 11 Board members to serve in 2019-2020. These community volunteers provide critical strategic and policy direction, and governance oversight for the organization in partnership with the CEO 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.

The agency continued its service growth with the CWLHIN approval of the Knightsbridge hub which increases the service capacity for a total of 340 clients.

In addition, through the MHLHIN we transitioned 14 Alternate Level of Care clients to alleviate hospital surge from January to June, and were able to acquire 8 of these individuals as part of our existing SDL capacity, working collaboratively with Home & Community Care.

As well, we received approval from the Ministry of Seniors & Accessibility with a Seniors Active Living Centre grant to provide social and recreational programs at our 11 service locations and the Creditvale Mills Community Wellness Hub.

The CEO and COO have been in partnership discussions with Habitat for Humanity, Mississauga/Halton.

A joint Board and CEO/COO session was held to further explore shared partnership opportunities.

As well, a partnership was established with the Peel HIV/AIDS committee for shared education with our respective staff.

The agency has been an active partner in MHLHIN and CWLHIN committees and working groups including:

- Care Communities (Sub-LHIN Regions)
- Home & Community Care Collaborative
- PSW
- Integrated Care Model
- Supports for Daily Living and Assisted Living Management
- Health Human Resources
- Decision Support Table (Digital Health)

With the announced transformation of health care, Peel Senior Link has played a leadership and partnership role in the development of two local Ontario Health Team submissions.



The Metamorphosis Network held a successful Ontario Health Team forum on May 14th which was well attended by CEO's,

Senior Management, Board members, and two representatives of our FCCAP. The Metamorphosis Network is also serving on the local OHT submissions as a partner.

Looking forward to working with our employee team, clients/caregivers, and Board of Directors to achieve 2019-2020 business plan goals together!

The image shows two handwritten signatures in black ink. The first signature is 'D. Rodrigues' and the second is 'Raymond Applebaum'.

Derek Rodrigues Board Chair Raymond Applebaum Chief Executive Officer



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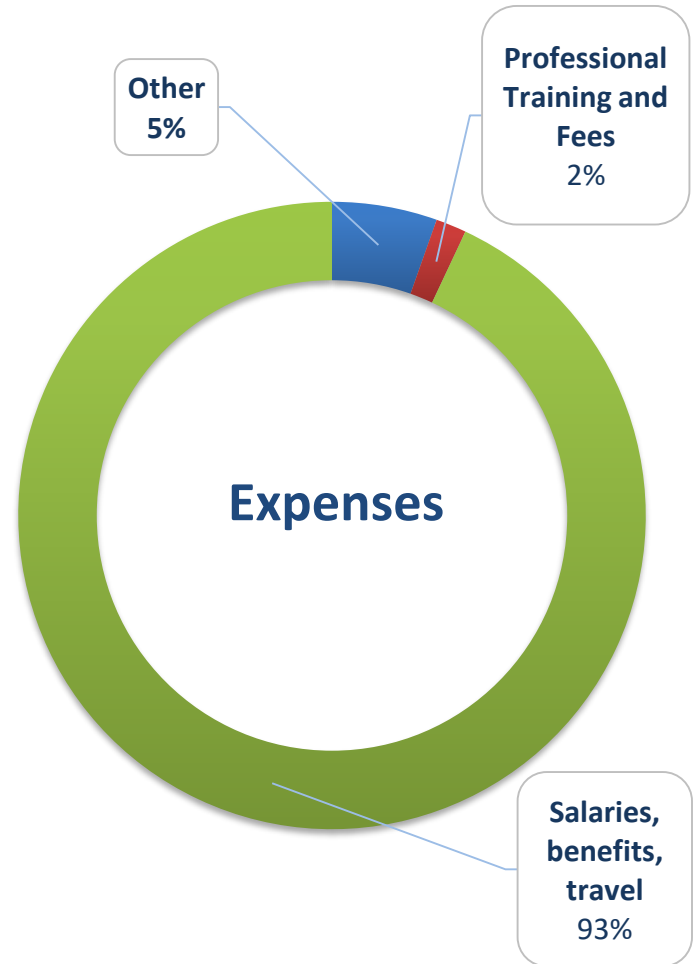
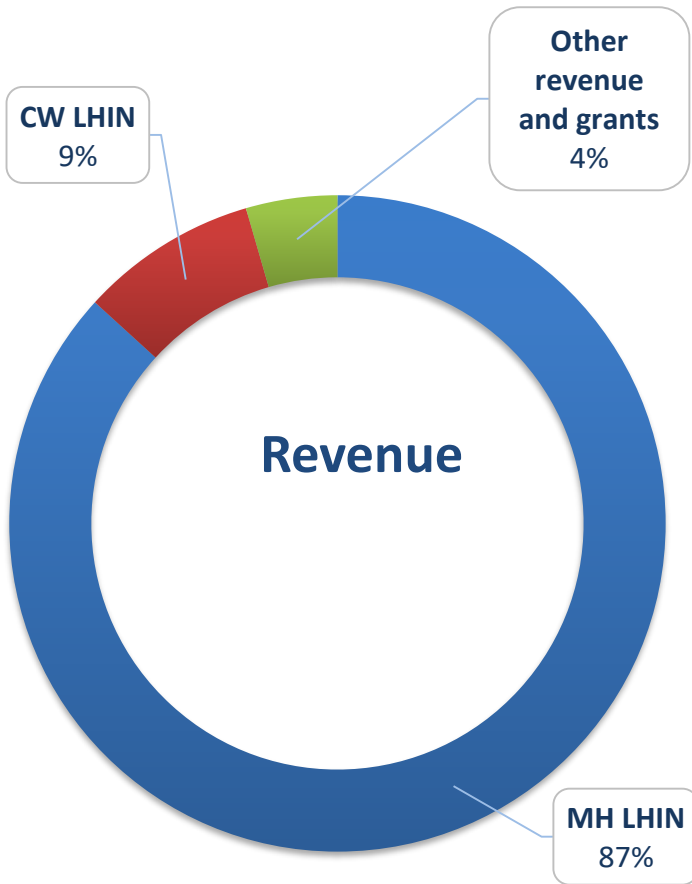
Audited Financial Statement 2018-2019



Peel Senior Link Statement of Operations

For the year ended March 31						2019	2018
	General	MSA	MH LHIN	CW LHIN	Total	Total	
Revenue							
Funding							
MH LHIN	\$ -	\$ -	\$ 6,722,353	\$ 682,674	\$ 7,405,027	\$ 7,257,770	
MH LHIN one time	-	-	129,600	-	129,600	29,984	
CW LHIN one time	-	-	-	20,910	20,910	19,420	
Less: Due to Ministry	-	-	(181,129)	(2,822)	(183,951)	(203,676)	
MSA	-	48,502	-	-	48,502	-	
Donations	10,906	-	-	-	10,906	11,395	
Other (Note 7)	337,101	-	-	-	337,101	331,285	
Interest	2,631	-	11,197	-	13,828	5,189	
	350,638	48,502	6,682,021	700,762	7,781,923	7,451,367	
Expenditures							
Advertising	54	-	4,507	184	4,745	5,659	
Communications	1,724	100	55,255	6,854	63,933	59,769	
Insurance	-	-	11,616	741	12,357	11,789	
Office and supplies	19,336	4,356	192,054	22,841	238,587	223,327	
Professional fees	990	-	57,241	445	58,676	61,922	
Purchased services	8,527	30,248	43,541	6,976	89,292	98,738	
Rent and occupancy costs	5,301	-	94,750	5,898	105,949	111,728	
Salaries and benefits	328,931	13,614	6,115,240	664,176	7,121,961	6,670,950	
Training	43,817	-	20,059	1,426	65,302	94,032	
Travel	7,235	184	87,758	1,674	96,851	91,377	
	415,915	48,502	6,682,021	711,215	7,857,653	7,429,291	
Excess (deficiency) of revenue over expenditures before undernoted items	(65,277)	-	-	(10,453)	(75,730)	22,076	
Other income (expenditures)							
Amortization	(10,949)	-	-	-	(10,949)	(11,068)	
Deferred capital contributions	8,278	-	-	-	8,278	8,974	
Excess (deficiency) of revenue over expenditures	\$ (67,948)	\$ -	\$ -	\$ (10,453)	\$ (78,401)	\$ 19,982	

Audited Financial Statement 2018-2019



Our Impact 2018-2019



Total 24/7
Clients Served
418



New 24/7
Clients Served
84



Total Resident
Days per Year
116,984



ER Visits
Diverted
122



Savings from
diverted ER
\$102,724¹



LTC Diversions
36



Satisfaction
90%

Peel Senior Link
Board of Directors
2018-2019



Derek Rodrigues

Chair

Wayne Howard

Vice-Chair

Cathy Chernysh

Chair, Quality
& Community
Engagement

David Kviring

Treasurer

Janice Tuffnail

Chair, Governance

Steve Moysey

Board Director

Mark Hudson

Board Director

Lawrence D'Souza

Board Director

Gail Walker

Board Director

Randy Norris

Board Director

Salima Jiwani

Board Director

Emily O'Sullivan

Board Director