



ANNUAL REPORT 2022-23



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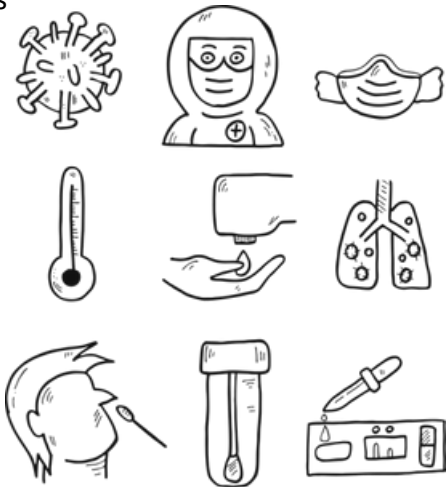


BOARD CHAIR & CEO MESSAGES

COVID-19 AND RECOVERY

Hard to believe that we have reached a 3 year milestone since Covid-19 was declared a global pandemic. We continued to provide quality care to vulnerable older adults in our communities through multiple measures and restrictions. March 11, 2020, marked the day the World Health Organization declared COVID-19 spread as a global pandemic and on May 5th, 2023 announced that Covid-19 no longer qualifies as a global emergency. From the onset of the pandemic, we were able to pivot our service model to a virtual platform and implemented a recovery plan for staff, clients, caregivers, and the Board. We consistently review Peel Public Health, Ontario Medical Officer of Health, and Ministry of Health policies and guidelines and continue to apply them accordingly to agency policies and directives.

We also supported mobile clinics in our service locations for clients, general tenant population, the homebound in our service locations, and community neighborhoods



Our Covid-19 Leadership Task Force continued to ensure the secure health and safety of our clients, family caregivers and staff on a daily basis by:

- Utilizing the Joint Health & Safety committee for input and support,
- Preparing and distributing common messaging to clients, family caregivers, as well as, our governance Board; regular memos indicating updates/changes to all staff,
- Working in collaboration with Peel Living and Peel Housing Corporation to protect clients and tenants,
- Monitoring and following Ontario Health - CSS - IPAC guidelines
- Return to and expansion of in person programs in partnership with Peel Living as restrictions are lifted to address social isolation for the tenant population
- Mitigate Risk through gradual and measured approaches to recovery

BOARD CHAIR & CEO MESSAGES (cont'd)

Major Achievements

'Congratulations – 89.3 % Client Experience and 81% Caregiver Survey Results and 85% Achievement of Agency Business Plan Goals in 2022-2023'

Successful implementation of virtual programming to address social isolation. Even more exciting, we were able to bring back in-person programming at multiple site locations in partnership with Peel Living and Peel Housing Corporation. Covid-19 precautions as outlined in our policies and agreement with Peel Region are being followed.

We continued to support critical organization and HR initiatives, including:

- Continued delivering virtual wellness programming to all staff (e.g., Newsletters, site[1]wide contests, webinars, live games)
- Created custom e-learning courses to meet organization-specific training needs (e.g., Health Equity, Privacy, Cybersecurity Awareness)
- Beginning return of HR presence at sites, including scheduling and attending site meetings.
- Continued expansion of partnerships with colleges to address PSW workforce shortage. We focused on placement students from Sheridan, Seneca, Humber, and DPCDSB. Most students were hired after their placement; helped reduce training costs. We also took part in a virtual job fair at Sheridan
- Rewards and recognition: shout outs, e-gift cards, virtual staff town halls, employee of the year site recognition on PSW and HH Day with visits from head office staff
- Pandemic related: collected staff's vaccination receipts, managed a multitude of staff LOAs and RTWs, communicated changes in legislation through memos, graphics, and meetings.
- Revised all HR and OHS policies
- Successfully negotiated the extension of the Collective Agreement for another year

Accreditation

Our Accreditation survey was postponed from February 2021 to February 2022 with Accreditation Canada. This decision was made due to the impact of COVID-19, not only on the organization, but particularly on the staff and clients. Peel Senior Link remained Accredited with Exemplary Standing during this postponed period.

BOARD CHAIR & CEO MESSAGES (cont'd)

We commenced our Accreditation journey with virtual meetings on February 14-15 with Governance and Leadership discussion groups along with Community Partners' focus groups. On-site visits took place on May 16-17 along with Client and Family Caregiver focus groups. Surveyors reported that PSL met 100% of applicable standards and Required Organizational Practices. We have been Accredited for the third time with Exemplary Standing under the Qmentum accreditation program from May 2022 to May 2026.

“Peel Senior Link has gone beyond the requirements of the Qmentum accreditation program and demonstrates excellence in quality improvement. It is accredited until May 2026 provided program requirements continue to be met.” – Accreditation Canada

Our successful standing could not be possible without the efforts of the entire organization from the engaged efforts of the Board of Directors, Leadership team, Operations, Human Resources, Supervisors and our passionate and dedicated front-line staff of Personal Support Workers and Home Helpers. We would like to express our sincere gratitude of the high quality care excellence provided to vulnerable older adults in our communities on a 24-7 basis.

“Accreditation Canada commends Peel Senior Link for its ongoing work to integrate accreditation into its operations to improve the quality and safety of its programs and services.” – Accreditation Canada



Engagement and Strategic Planning

We have also completed a second year of submitted shared indicators with the CW OHT Performance indicator working group; virtual visits

BOARD CHAIR & CEO MESSAGES (cont'd)

After a one-year delay due to Covid-19, the strategic plan 2022-2025 was facilitated through 3 sessions, key informant interviews, and a survey including the engagement of PSL stakeholders/ partners; governance Board; staff; volunteers; and clients/caregivers. We were delighted to have Dr. Sacha Bhatia, Ontario Health serves as our guest speaker during the inaugural session. The Board of Directors maintained its Board and committee functions throughout the year through virtual and in person meetings and supported the CEO with the completion of the Strategic Plan and Business Plan approval.

Leadership and Advocacy Support

- Community Support Services Advisory Committee and Co-Chair of the Partnerships Working Group - Ontario Health Central
- Co-Chair, Central West – Ontario Health Team
- Collaboration Council member of the Mississauga Ontario Health Team
- PACE model leadership
- Regional Community Response Table – Future State 2.0
- Election webinar series with the OCSA, Advantage Ontario, Alzheimer’s Society of Ontario in partnership with the Metamorphosis Network
- Presentation to the Ministry of Finance, Pre-Budget Consultation 2022 including recommendations on permanent PSW wage enhancement, and a base funding increase (which were both approved in 22-23)
- Board member of the Credit Valley Family Health Team

We are grateful to our funders and donors including Ontario Health - Central, Region of Peel, United Way of Greater Toronto, Ministry for Seniors & Accessibility; and Ontario Trillium Foundation

Research & Innovation - Studies in partnership with the Institute for Better Health - THP

- Medication Management Program
- Balance of Care and Person-Centred Segmentation Studies
- Social Enterprise – Business Case successful submission with the
- Region of Peel in partnership with Punjabi Community Health
- Services

Peel Council on Aging

- Incorporated non-profit with inaugural Board and Community Engagement Survey with a focus on the impact of Covid-19 and lessons learned



Derek Rodrigues,
Board Chair



Raymond Applebaum,
Chief Operating Officer



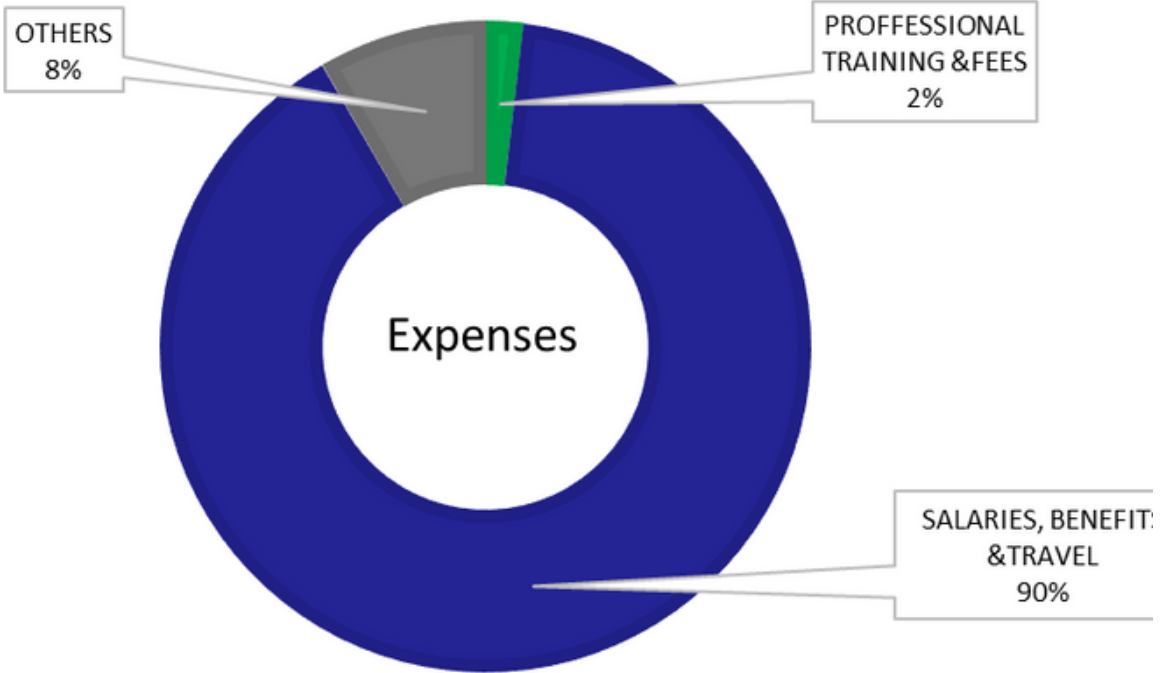
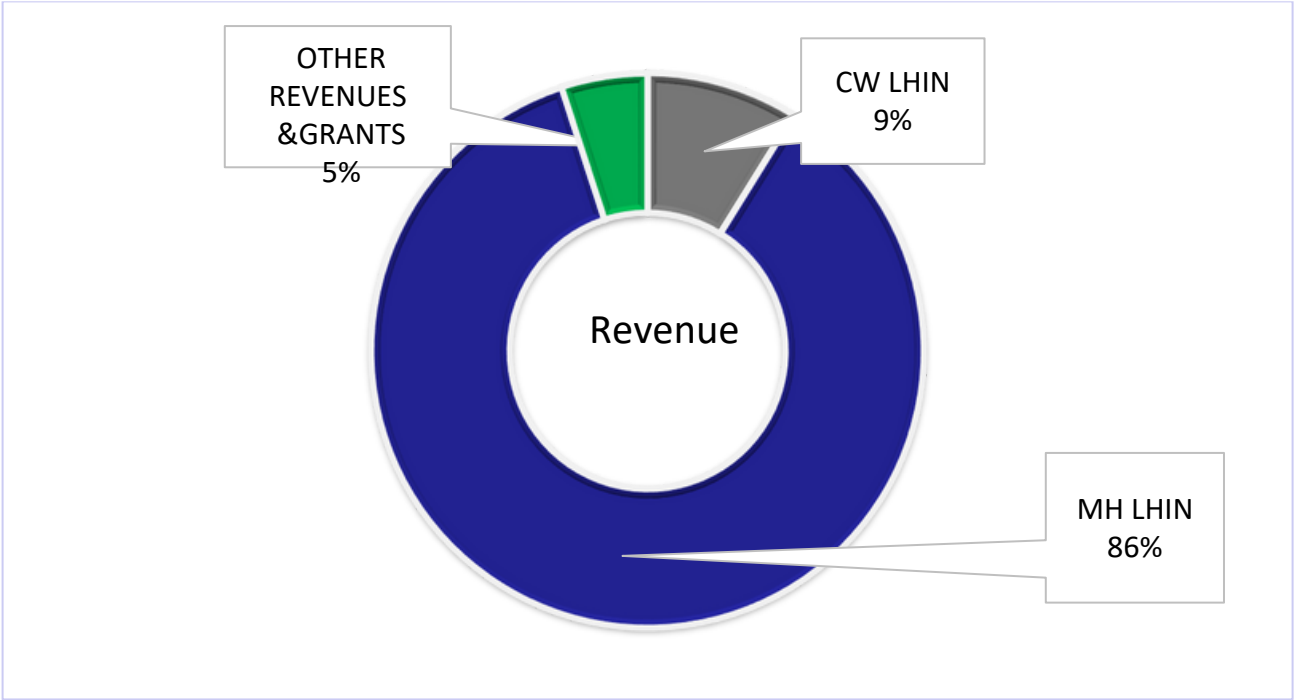
FINANCE

Audited Financial Statement 2022-23

For the year ended March 31		2023			2022	
	General	MSA	MH LHIN	CW LHIN	Total	Total
Revenue						
Funding						
LHIN	\$ -	\$ -	\$ 7,656,520	\$ 799,829	\$ 8,456,349	\$ 7,501,312
MH LHIN one time (Note 13)	-	-	51,776	-	51,776	933,981
CW LHIN one time (Note 13)	-	-	-	5,978	5,978	98,436
MSA	-	18,867	-	-	18,867	76,019
Less: Due to Ministry (Note 5)	-	-	(137,164)	(25,114)	(162,278)	(91,751)
Donations	16,771	-	-	-	16,771	21,194
Other (Note 9, 13)	387,321	-	50,529	4,656	442,506	407,906
Interest	18,313	-	-	-	18,313	2,547
	422,405	18,867	7,621,661	785,349	8,848,282	8,949,644
Expenditures						
Advertising	-	-	1,499	338	1,837	5,010
Communications	4,164	177	98,361	22,901	125,603	127,836
Insurance	-	-	23,254	700	23,954	25,533
Office supplies	17,979	5,665	216,481	19,107	259,232	317,741
Professional fees	55,645	-	163,761	2,174	221,580	148,469
Purchased services	-	-	153,747	5,000	158,747	159,698
Rent and occupancy costs	-	-	109,383	5,155	114,538	108,630
Salaries and benefits	135,194	12,824	6,780,300	727,151	7,655,469	7,914,547
Training	56	-	5,421	592	6,069	17,367
Travel	6,743	201	69,454	2,231	78,629	70,636
	219,781	18,867	7,621,661	785,349	8,645,658	8,895,467
Excess of revenue over expenditures before undernoted items	202,624	-	-	-	202,624	54,177
Other income (expenditures)						
Amortization	(20,890)	-	-	-	(20,890)	(27,080)
Deferred capital contributions	16,766	-	-	-	16,766	22,482
Excess of revenue over expenditures \$	198,500 \$	- \$	- \$	- \$	198,500 \$	49,579

The accompanying notes are an integral part of these financial statements.

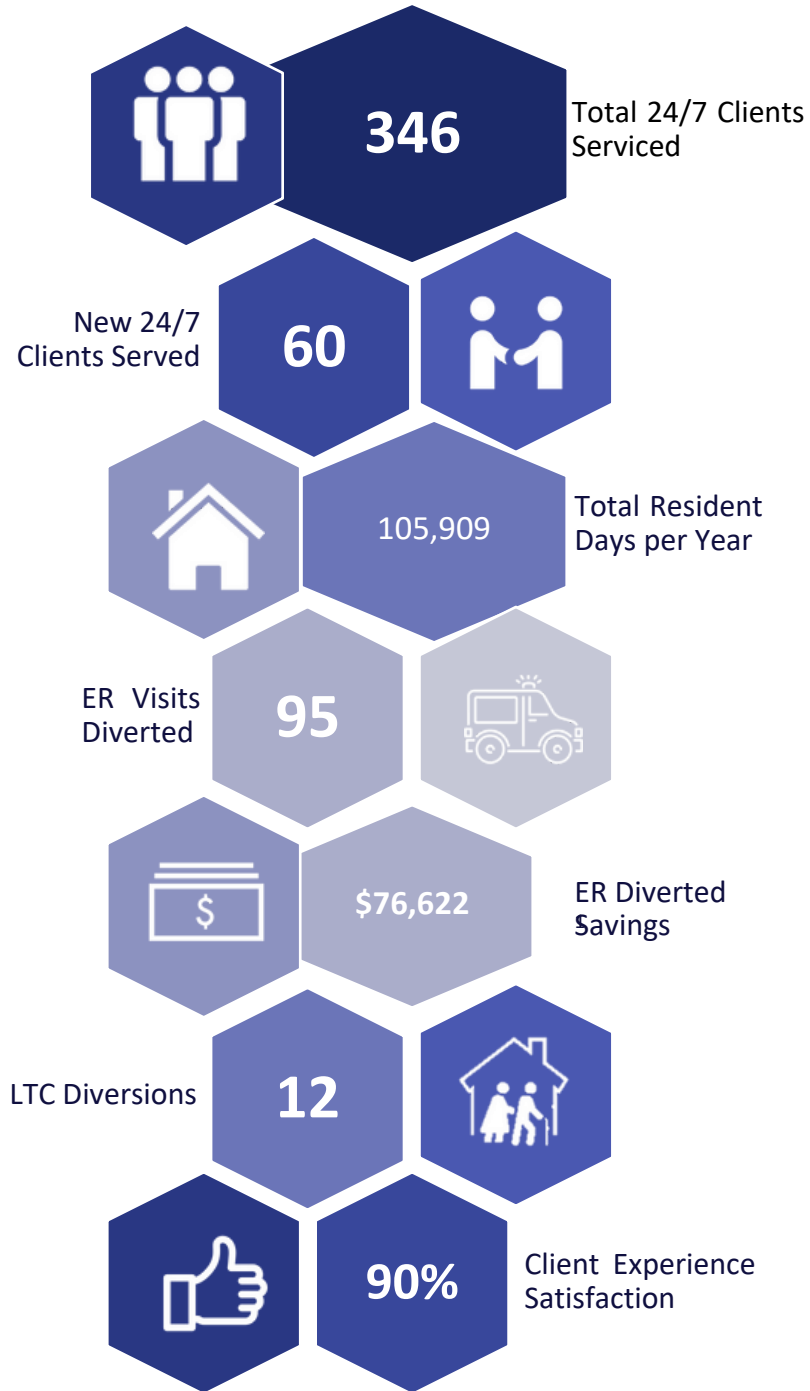
Impact Stats



"Others" indicates all expenditures except "professional training fees" and "salaries, benefits & travel."

Impact Stats

ER



“ER Diverted Savings”

1. (2011) HOME First Shifts care of Seniors to HOME. LHInfo Minute, Northeastern

BOARD OF DIRECTORS

Directors & Positions 2022-23

Director	Position
Derek Rodrigues	Chair
Wayne Howard	Vice Chair
Steve Moysey	Treasurer and Chair, Finance, Audit, & Risk Management Committee
Cathy Chernysh	Board Director and Chair, Quality & Community Engagement Committee
Gail Walker	Board Director and Chair, Governance Committee
Rohit Kumar	Board Director
Cindy Maingot	Board Director
Larry Swartz *	Board Director
Neville Madan	Board Director
Sandy Ueno	Board Director
Medha Saraiya	Board Director and Chair, Working Group on Health System Transformation
Raymond Applebaum	Board Secretary & CEO

* Resigned on June 6, 2023

