



ANNUAL REPORT

2023-24



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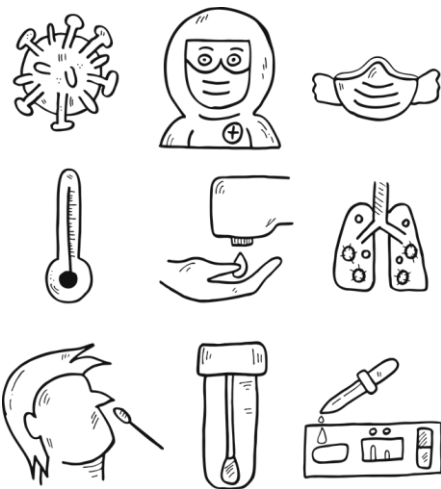


BOARD CHAIR & CEO MESSAGES

PANDEMIC AND RECOVERY

Hard to believe that we have reached a 4-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, Ministry of Health, and Ontario Health IPAC policies and guidelines and continue to apply them accordingly to agency polices and directives.

We also supported mobile clinics in our service locations and the Creditvale Mills Community Wellness Hub 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 – 86.1 % Overall Client & Caregiver Experience Survey Results with a Return Rate of 72% Achievement of Agency Business Plan Goals in 2023-2024’ 75%

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-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
- Seniors Active Living Centre program expanded from 4 to 11 service locations
- Continued partnership with the Summerville Family Health Team ‘Healthy Aging’ education series

ACCREDITATION

Peel Senior Link remained Accredited with Exemplary Standing with our next scheduled on-site survey in 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

“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

BOARD CHAIR & CEO MESSAGES (cont'd)

METAMORPHOSIS NETWORK

KEY ACHIEVEMENTS

- Quick response to Bill 112 re Dissolution of Region of Peel
- Revival of the Metamorphosis Network leadership role
- Established the Network with over 100 NFP organizations
- Developed a strategy with the Region of Peel and worked collaboratively with the Transition Board
- Acquired funding support from the Region of Peel, United Way, and others with over \$400,000
- Engaged Blueprint to prepare a report to identify gaps in health & social services, and a comparative between Ontario communities with similar population sizing and provincial funding
- Partnered with York University to hold a joint conference
- Partnered with the United Way, MBOT, and Sheridan College in sponsoring a Mayoral Debate for Mississauga
- Council deputations (regional and municipal) followed by press conferences; print, radio, and live streaming interviews; and social media messaging (engaged NOW communications)
- Spoke on the advocacy panel at the Ontario Non-Profit Network in Toronto at their provincial conference
- Working with Peel Council and local Mayors to acquire a meeting with senior Cabinet portfolios and the Premier to acquire a New Deal

Leadership and Advocacy Support

- Community Support Services Advisory Committee and Co-Chair of the Partnerships Working Group - Ontario Health Central
- Central West – Ontario Health Team – Collaboration Council Member
- Collaboration Council member of the Mississauga Ontario Health Team PACE model leadership – Coalition of the Willing
- Regional Community Response Table – Future State 2.0
- Presentation to the Ministry of Finance, Pre-Budget Consultation 2023 including recommendations on permanent PSW wage enhancement, and a base funding increase (which were both approved in 23-24) Board member of the Credit Valley Family Health Team
- Held a generative discussion with 7 CSS partner Boards and Senior Staff

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

BOARD CHAIR & CEO MESSAGES (cont'd)

Research & Innovation (in partnership with the Institute for Better Health at Trillium Health Partners)

- Medication Management Program
- Balance of Care and Person-Centered Segmentation Studies Social Enterprise – Café & Shop Development - Region of Peel in partnership with Punjabi Community Health Services

Peel Council on Aging

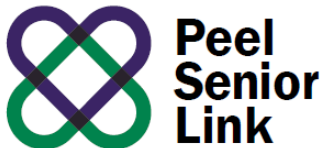
Annual Summit on Aging with record breaking participation with a 33% increase



Derek Rodrigues,
Board Chair



Raymond Applebaum,
Chief Operating Officer



FINANCE

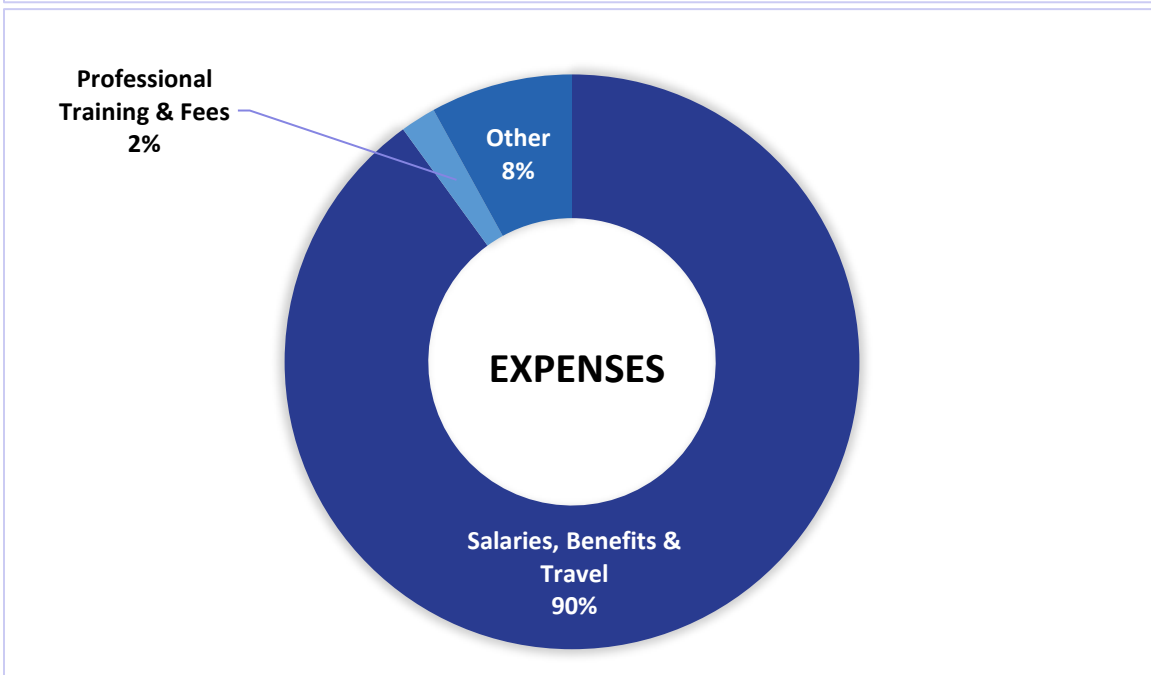
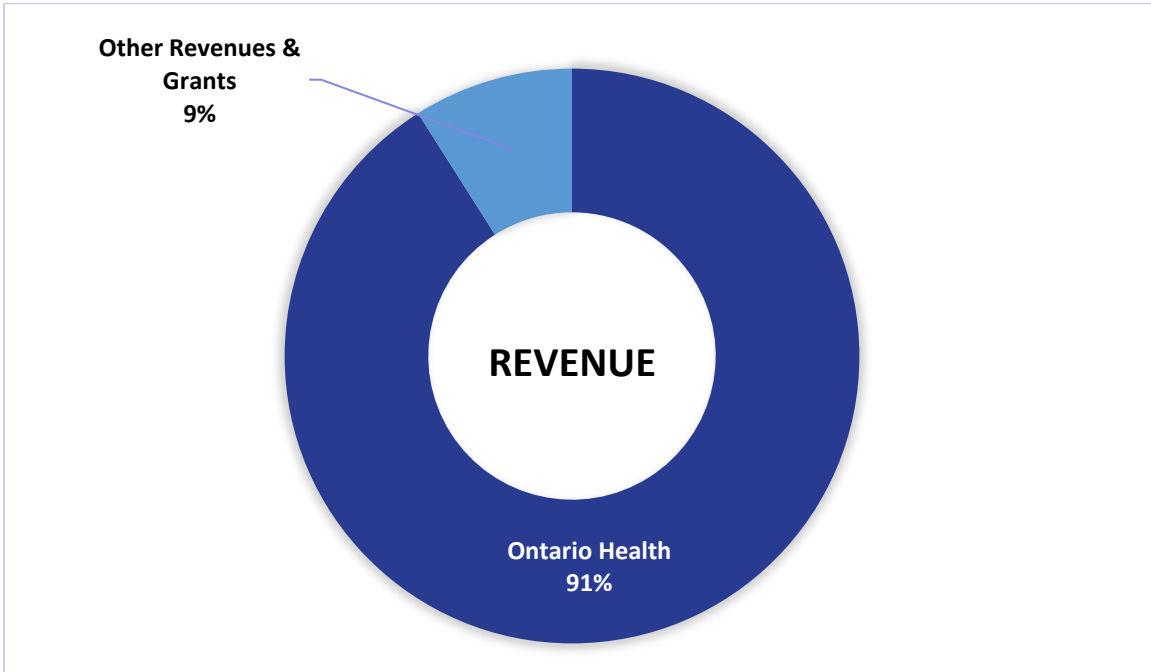
STATEMENT OF OPERATIONS

Year ended March 31, 2024, with comparative information for 2023

	General	MSA	LHIN	2024 Total	2023 Total
Revenue:					
Funding:					
LHIN	\$ —	\$ —	\$ 9,090,299	\$ 9,090,299	\$ 8,294,071
MH LHIN one time	—	—	—	—	51,776
CW LHIN one time	—	—	—	—	5,978
MSA	—	51,438	—	51,438	18,867
Donations	13,780	—	—	13,780	16,771
Other (note 10)	719,646	—	8,127	727,773	442,506
Interest	67,956	—	—	67,956	18,313
	801,382	51,438	9,098,426	9,951,246	8,848,282
Expenses:					
Advertising	—	—	2,832	2,832	1,837
Communications	6,893	—	138,215	145,108	125,603
Insurance	—	—	33,693	33,693	23,954
Office supplies	32,300	6,383	315,725	354,408	259,232
Professional fees	68,734	—	158,297	227,031	221,580
Purchased services	58,010	—	168,963	226,973	158,747
Rent and occupancy costs	—	—	118,258	118,258	114,538
Salaries and benefits	538,501	44,035	8,033,140	8,615,676	7,655,469
Training	1,559	—	53,794	55,353	6,069
Travel	7,209	1,020	75,509	83,738	78,629
	713,206	51,438	9,098,426	9,863,070	8,645,658
Excess of revenue over expenses before the undemoted items	88,176	—	—	88,176	202,624
Other income (expenses):					
Amortization	(29,326)	—	—	(29,326)	(20,890)
Deferred capital contributions	25,565	—	—	25,565	16,766
Excess of revenue over expenses	\$ 84,415	\$ —	\$ —	\$ 84,415	\$ 198,500

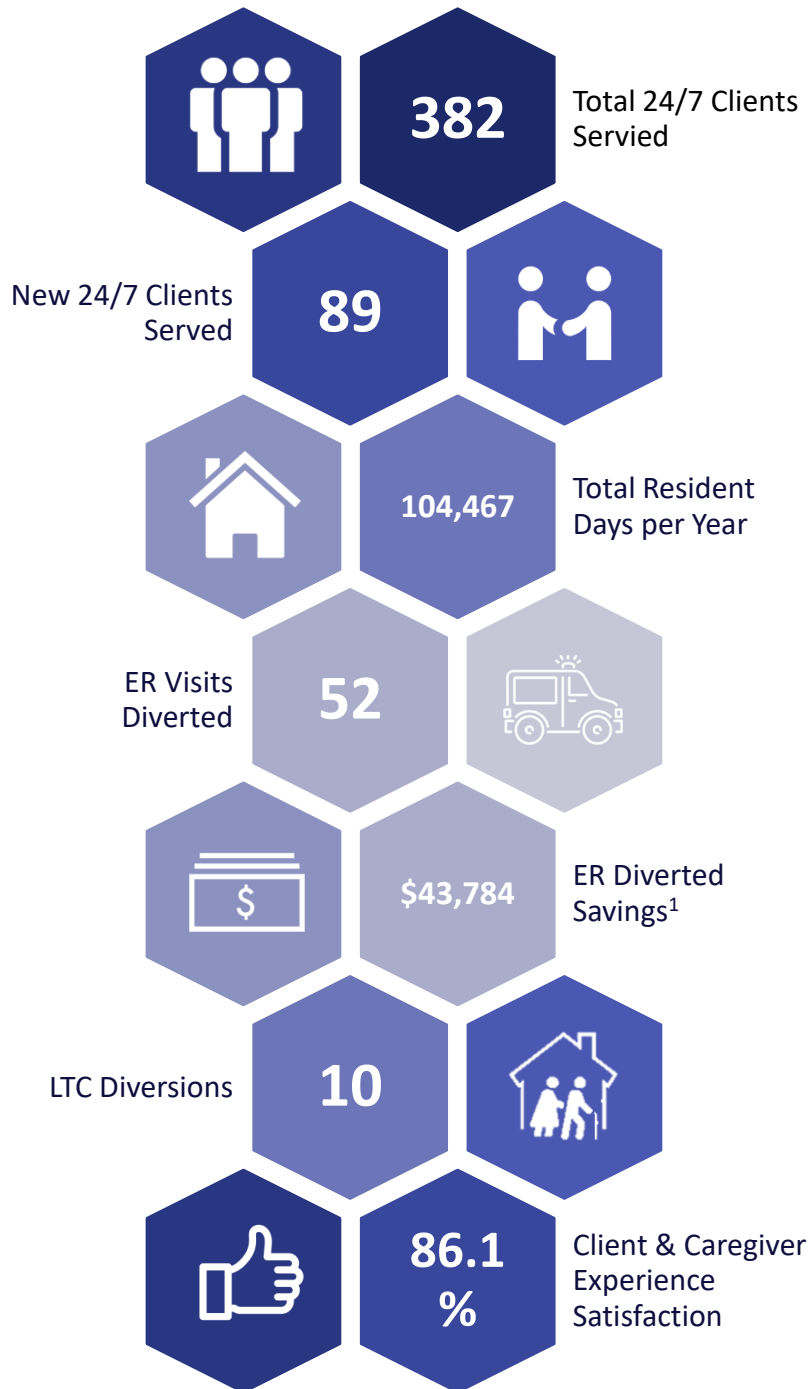
FINANCE (cont'd)

REVENUE & EXPENSES



OUR IMPACT

IMPACT STATS 2023-24



¹Alliance for Healthier Communities

https://www.allianceon.org/sites/default/files/CHC_ED_Costs_Averted_Feb_9.pdf

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

BOARD OF DIRECTORS

DIRECTORS & POSITIONS 2023-24

DIRECTOR	POSITION
Derek Rodrigues	Chair
Wayne Howard	Vice-Chair
Steve Moysey	Board Director and 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
Sandy Ueno	Board Director and Interim Chair, Working Group on Health System Transformation
Rohit Kumar	Board Director
Cindy Maingot	Board Director
Neville Madan	Board Director
Craig Thornton	Board Director
Riaz Shaikh	Board Director
*Medha Saraiya	Board Director and Chair, Working Group on Health System Transformation
**Tracey Mulcahy	Board Director
Raymond Applebaum	Board Secretary & CEO

*Resigned – January 26, 2024

**Resigned – April 3, 2024