



Participation House  
SUPPORT SERVICES  
London and Area

# Annual Report

2013 - 2014



A leader in community inclusion of individuals with developmental and/or complex physical needs

## Table of Contents

AGM 2014 Minutes.....	3
Vision, Mission, and Our Principles.....	4
President and Executive Director's Joint Annual Report.....	5
Meaningful Days .....	6
Policy and Oversight Committee Annual Report .....	7
Treasurer's Annual Report.....	8
Revenue and Spending Charts .....	9
Communication Group.....	10
Nominating Committee Annual Report.....	11
Quality Assurance Committee Annual Report.....	12
Participation House Foundation President's Annual Report.....	13
Participation House Bill of Rights.....	14
How You Can Help.....	15



## Notice of Annual General Meeting August 14, 2014

NOTICE IS HEREBY GIVEN that the Annual General Meeting of Participation House Support Services – London and Area will be held at Springbank Park, Site “F,” on Thursday, August 14, 2014.

The following matters will constitute the Agenda:

1. Welcome
2. Call to Order
3. Minutes of the Annual General Meeting of August 15, 2013
4. President's Welcome
5. Remarks from Committee Chairs:
  - Treasurer
  - Policy and Oversight
  - Quality Assurance
6. Appointment of Auditors for 2013-2014
7. Ratification of Acts of the Board
8. Election of the Directors
9. Other Business

Dated at London, Ontario, this 14th day of August, 2014.  
BY ORDER OF THE BOARD

Maria Sinosisic  
President, Board of Directors

Minutes of the Annual General Meeting  
Springbank Park  
August 15, 2013

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1. Call to order.  
The meeting was called to order at 2:30 p.m. by Maria Sinosis, President.
2. Approval of minutes of the Annual General Meeting of August 26, 2012 read by Margaret Szilassy.  
Motion: Margaret Szilassy  
Seconded: Merv Sharpe  
Motion Carried.
3. Approval of audited financial statements for the fiscal year ending March 31, 2013.  
Motion: Albert Schoeley  
Seconded: Merv Sharpe  
Motion Carried.
4. Appointment of Graham Scott Enns as auditors for the year-end financial statements of March 31, 2014.  
Motion: Albert Schoeley  
Seconded: Merv Sharpe  
Motion Carried.
5. Approval of all acts, contracts, and actions of the Board of Directors in accordance with the Corporation's Act since August 28, 2008.  
Motion: Brian Orr  
Seconded: Margaret Szilassy  
Motion Carried.
6. Appointment of the Board of Directors.  

<b>President:</b>	Maria Sinosis
<b>Vice President:</b>	Brian Orr
<b>Secretary:</b>	Maureen Reid
<b>Treasurer:</b>	Jacqueline Scott
<b>Member-at-large:</b>	Anne Alexander
<b>Member-at-large:</b>	Dianne Elliott
<b>Member-at-large:</b>	Patricia James
<b>Member-at-large:</b>	Merv Sharpe
<b>Member-at-large:</b>	Margaret Szilassy
<b>Member-at-large:</b>	Kathy Wallis
<b>Member-at-large:</b>	Elizabeth Wasko
<b>Member-at-large:</b>	Catherine Sexton

This year the board welcomes Jacqueline Scott, Elizabeth Wasko and Catherine Sexton as its newest members.  
Motion: Maria Sinosis  
Seconded: Pat James  
Motion Carried.
7. Policy and Oversight report summary delivered by Brian Orr
8. Quality Assurance report summary delivered by Merv Sharpe
9. Other Business  
Vice President of the Participation House Foundation, Peter Thackray, thanks everyone for their support throughout the year.  
Maria Sinosis thanks the support staff, Executive Director, and Chief Operating Officer for their work.
10. Special Speaker – Leroy Innanen  
Maria Sinosis introduced special speaker Leroy Innanen who spoke on the origins, development, progress and future of the agency on this year of its 25<sup>th</sup> Anniversary.  
There being no further business, the meeting was adjourned at 3:35p.m.  
Motion: Dianne Elliott  
Seconded: Merv Sharpe  
Motion Carried.  
Meeting adjourned.

## Vision

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A leader in community inclusion of individuals with developmental and/or complex physical needs.

## Mission

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Participation House supports individuals with developmental disabilities and/or complex physical needs to live in their own homes, participate in community, and enjoy life with family and friends.

## Support Principles

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We believe...

- being a valued, participating member of a community improves quality of life.
- everyone has the right to live with dignity in an enriching environment.
- in encouraging and assisting individuals to make their own decisions, including the supports that are right for them.
- family and friends play an important role in supporting and advocating for loved ones.
- in supporting individuals to strengthen their relationships with family and friends.
- in the development of communities that are interdependent, mutually supportive, and responsive to the needs of all members.
- individuals have the right to those supports necessary to be active and valued members of the community.
- funding should be based on the individual's needs.
- continuous quality improvement and innovation are integral to improving support.

*These statements are Board driven; they represent commitments to the individuals we support.*

## Operational Principles

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We believe...

- trust, honesty and mutual respect are fundamental for people to work together effectively.
- teamwork and participation are essential and promote belonging, self-worth and commitment.
- creativity and innovation are necessary to achieve excellence.
- in the expression and discussion of differing views.
- every staff member has valuable contributions to make to the organization and a responsibility to support individuals in their growth and development.
- delegation of responsibility must be accompanied by the associated authority to make decisions.
- supported individuals affected by a decision must be involved in the decision making process.
- in recognizing the efforts and achievements of staff members.

*These statements represent management commitments.*

## Joint Annual Report President and Executive Director

2013 will be remembered as a year of changes, challenges and accomplishments at Participation House Support Services. We were re-accredited by FOCUS Accreditation for a 4 year term thanks to the commitment and dedication of the board, staff and volunteers, who strive every day to make services and supports great. A culture of continual improvement and learning is evident in the 57 locations currently operated by this service.

We have continued to strengthen our relationship with our “Commitment to Excellence and Partnerships – A System Model to Meet the Health and Supportive Care Needs of Adults Living with Chronic Mechanical Ventilation in the South West LHIN”. This has been accomplished in partnership with Grey Bruce Health Services, London Health Sciences, St. Joseph’s Health Care London and the South West Community Care Access Centre. We are pleased that the SW LHIN provided funding to our day and overnight respite services. This helped us to address some immediate needs for this population as well as for persons who are medically fragile. This is a very important and exciting initiative as it continues to transition the implementation and development of new partnerships in the process.

We have been challenged in many ways as an organization, particularly in an era of economic distress. Nevertheless, we continue our commitment to provide and develop quality supports and services on behalf of persons with disabilities and their families. We are a stronger, more diversified organization and are well positioned to continue our leadership role both locally and provincially. We are actively engaged in seeking opportunities to enhance capacity across our region.

We were honoured to be selected to present at the South West LHIN Quality Symposium “Shaping the Future of Quality Health Care” held in Stratford in May of this year. Our topic was “Improving Patient/Client Experience” and we thank the presenters Bryan Thompson, Chrissie Bonneau and Catherine Sexton for their excellent presentations.

We are developing a plan to improve French language services so that we can accommodate and deliver high quality services when called upon to do so. We have refreshed our website and other communication devices to be compliant with new accessibility standards. Through the use of the “BrowseAloud Plus”, these communication devices are more user-friendly and more diverse.

Over the past year we have welcomed new donors to the PH Foundation. They recognize the importance of its role to the work that we do. Our work would not be as successful without the generosity of the donors who support the organization year after year. While we are clearly dependent on and grateful to our government funders, the donations to the Foundation gave us the opportunity to develop day and respite programs, enhance transportation and attend to much needed accessibility needs. This in turn improves the quality of life for the people we support. We appreciate and thank you for your continued generosity.

As a highly respected organization we should be justly proud of the positive impact we have on people’s lives and their families. We will continue our quest to continually improve and to be strong advocates for the people we support as well as for those still seeking supports and services. We want to thank our incredible staff and volunteers for their dedication and commitment to the mission and vision of the organization. You are the people who do everything possible to make a profound difference in the lives of individuals and families. We know that the quality of supports and services that you all provide is directly related to your outstanding commitment and passion, without which none of our accomplishments would have been possible. We thank our dedicated Board of Directors who volunteer their time and talents to ensure we can continue to thrive as a highly relevant, valued and respected organization.

As President and Executive Director we are committed to ensuring that our leading organization continues to evolve and adapt to an ever-changing environment so that we can continue to assist families and individuals who are looking for supports and services while raising awareness locally and provincially. We look with confidence to another challenging and exciting year of growth and change as we continue to work with our partners, funders and stakeholders to expand our community’s capacity to address the many challenges presented to us.

Respectfully Submitted,



*Maria Sinovic*

Maria Sinovic  
President



*Brian J. Dunne*

Brian J. Dunne  
Executive Director

## Annual Report

### Policy and Oversight Committee

On behalf of the Board of Directors, the Policy and Oversight Committee's mandate is to ensure that the necessary organization systems and processes are in place to effectively govern Participation House Support Services London and Area. The Committee assists the Board in: (i) honouring its mission, vision and values; (ii) leading strategic planning and monitoring implementation of the Board's strategic plan; (iii) monitoring external developments; (iv) overseeing PHSS' non-financial administrative and human resource management practices; and (v) supporting the Executive Director.

Over the past year, the Committee has been active in leading the Board in the following activities.

- Monitored the implementation of the PHSS Strategic Plan: 2013 to 2015, and maintained the Board's annual work plan.
- Led the preparation of the South West LHIN 2013-2016 Integrated Health Services Plan Self-Assessment by PHSS.
- Supported Brian Dunne and Carmell Tait in PHSS' role in the South West LHIN project to enhance care for adults living with chronic mechanical ventilation.
- Updated the Board Manual and enhanced the Board Orientation Program. It plans to incorporate further governance education based on Brown Board Governance materials advocated by the South West LHIN.
- Participated in the South West LHIN's Board Engagement sessions. Brian Orr was a speaker at the October session, members of the Committee attended the November session in London, and Brian spoke at the LHIN Board's open March session in London.
- Reviewed PHSS significant events, human resources management, staff accident experience, and the health & safety program.
- Approved the provision of "Area of Excellence" presentations to the Board of Directors. The Committee is most grateful for the good work of the leads and team members who have delivered valuable presentation. Carmell Tait organized the following presentations to the Board:
- January Board meeting on Health and Wellness presented by Dawn Benoit, a member of the Health and Wellness Team
- April Board meeting on Leadership/Diversity presented by Ann Marie Werden, Mark Crossley and Leslie Giesbrecht
- May Board meeting on Acting Out Behaviour presented by Laura Smith
- Prepared the proposal to the Board to expand PHSS' Mission by extending its geographic scope to be a regional provider.
- Updated Board practices based on the Board's 2013 self-assessment findings.
- Carried out Board's 2014 self-assessment of its practices and areas for improvement.
- Recommended Board approval of an Appointment of Community Representative Policy.
- Reviewed the 2013-2014 Risk Assessment, Risk and Strength report.
- Approved PHSS using the MCSS Risk Assessment report as its FOCUS Annual Risk Assessment document.
- Evaluated the Executive Director's performance.

The Committee would like to thank Carmell Tait and Krystal Miller for the support they provided throughout the year.



The Committee membership included Brian Orr (Chair), Catherine Sexton, Maria Sinosic, and Margaret Szilassy. Pat James served on the Board Nomination Sub-Committee. Brian Dunne and Carmell Tait served as ex officio members.

Respectfully Submitted,

Brian Orr  
Chair

## Art Show

Possibilities in Paint *by Kathleen Abley*

A sneak peek art show for family and friends was the high point for a 6 week series of workshops through Possibilities in Paint. Our new collaborative art venture got off to a great start. The Princess Ave building that is occupied by Community Involvement became home to a colorful and exciting urban art exhibit for one night.

Artist Liliana Gomez who instructed the first 6 week series and Artist Dorothy Hunter who will be the instructor for the next series joined the volunteers, family and friends to celebrate the budding new artists whose work was at the centre of all the excitement.

The smiles and looks of pride said it all having the opportunity to live a more creative life opens up possibilities. We look forward to sharing this experience and collaboration with more people within our community.



## Annual Report

### Treasurer's Report

On behalf of Participation House Support Services London and Area, I am pleased to provide you with this report on the financial position and financial results of our operations for the year ending March 31, 2014.

Our Statement of Financial Position shows the assets, liabilities and the resulting net asset position of the agency at the year-end date of March 31, 2014. We have cash and other current assets of approximately \$1.6 million which will be used to pay the accounts payable and other current liabilities excluding long-term debt of \$1.6 million. The net book value of our capital assets of \$2.6 million is funded by mortgages of almost \$325,000 and government capital funding of \$829,000. The net assets of the agency total approximately \$1.4 million.

Our Statement of Operating Fund Revenues and Expenditures shows the revenues and expenditures of the agency at the year-end date of March 31, 2014. Funding totaled approximately \$14.9 million which consisted of approximately 73% from the Ministry of Community and Social Services & Ministry of Children and Youth Services and approximately 23% from the South West Local Health Integration Network (LHIN). This was used to support 188 individuals in over 43 locations in London and the surrounding area. Approximately \$12.7 million of the funding was used to pay the salaries, benefits and training of our 106 full-time and our 273 part-time staff who through their hard work, integrity and dedication are responsible for the ongoing success of the agency.

These financial statements are audited by Graham Scott Enns LLP Chartered Accountants, providing the Board of Directors and multiple government ministries with an independent opinion on the fair presentation of the financial position of Participation House Support Services London and Area. These financial statements, monthly and other financial reports are reviewed and discussed throughout the year by the Finance Committee of the Board, which I am pleased to chair. I would like to thank all of the members of the Finance Committee for their hard work, enthusiasm, expertise, insight and support; the Financial Controller, Melanie Taylor and her staff Doug Atkinson, Margaret Murray and Rose Elsie, the management team of Brian Dunne and Carmell Tait and our invaluable and dedicated volunteer committee members; Anne Alexander, Albert Schoeley, and Maria Sinovic.



Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'J. Scott'.

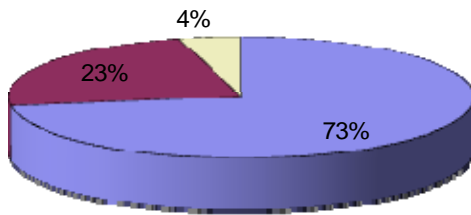
Jacqueline Scott, CPA, CGA  
*Treasurer*



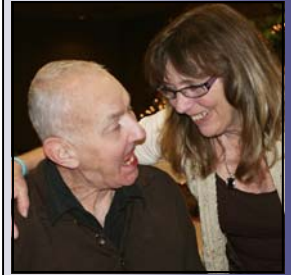
# Annual Report

## Treasurer's Report

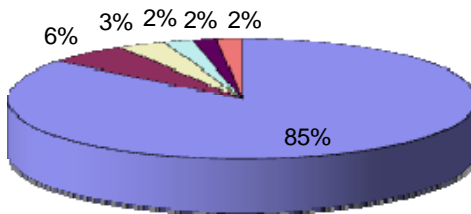
### Revenues \$14.9M



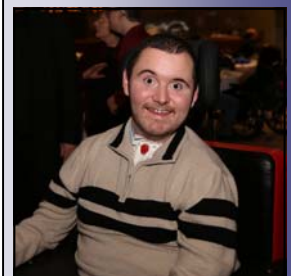
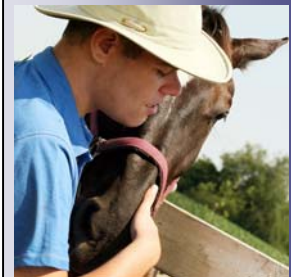
- Ministry of Community and Social Services, & Ministry of Children and Youth Services
- South West Local Health Intergraion Network (LHIN)
- Other Recoveries, Home Care, Donations and Interest



### Our Funding at Work \$14.9M



- Salaries, Benefits and Training
- Building Occupancy
- Consumer Supplies
- Purchased Serivces
- Travel
- Office and Other Operating



## Communication Group

commteam@participationhouse.com

*"Communication is not only the essence of our being human, but also is a vital property of life" ~ Piece, John A.*



The goal of the Participation House Support Services Communication Team is to assist individuals we support and give them a voice so they can clearly communicate with everyone.

### John's Story

John McHardy resides at Shawna Road. He is a social butterfly at home and in his community. He loves nothing more than speaking on the phone to his friends and family and greeting new people when he is out in his community. John has had a Dynavox for several years. John has found the Dynavox especially helpful when he is speaking to his family on the phone or his close friend that he frequently talks to. John has recently had the Dynavox revamped to make it more user friendly for him and easier to maneuver around conversations. John has been a big part of updating his Dynavox. He has chosen the voice that will communicate for him, the speed of the voice and all of things he would like to communicate. John practices daily and is getting more and more comfortable with the machine. He often takes it out with him and chats with his Paratransit drivers. He also uses it to meet new people at social events.



**Way to go John!**



Participation House Support Services Communication Team year long course through the CDAC (Communication Disabilities Access Canada) formerly known as AAPC (Augmentative Communication Community Partnerships of Canada) has come to an end but we are still working efficiently to maintain communication among the individuals supported, while continuing to learn new ways to support all communication styles amongst the individuals.

The communication team would like to thank Laurel Robinson, consultant of the CDAC for the time and knowledge. Certificates of completion were presented to the members of the communication team that participated in the training course. We as a team are looking forward to future learning endeavors.

**We want to hear from you!**

Participation House Support Services – London and Area is always searching for innovative ways to support people with developmental and/or complex physical needs to live in their own homes, participate in community, and enjoy life with family and friends. We do our best, but we're not always perfect. We want to hear from you about our services and supports. "You" could be a parent, an advocate, a member, a person we support, or a concerned citizen.

First you should try speaking with the person with whom you normally communicate. If you're not satisfied, contact the Chief Operating Officer. If you feel your problem remains unresolved, contact the Executive Director. We will work to resolve your issue, and if need be, the President will raise it with the Board of Directors.

This procedure is intended to address issues that are within the power of Participation House Support Services – London and Area to resolve. Issues such as insufficient government funding for services cannot be rectified through this route. We are confident that if we all work together we can come up with solutions that will benefit all of us. We would also like to hear from you if you are pleased with our programs and services, and we will make sure your comments reach the staff and volunteers involved.

**Key Contacts:** Brian Dunne  
Executive Director  
519-660-6635 ext. 227  
briand@participationhouse.com

Carmell Tait  
Chief Operating Officer  
519-660-6635 ext. 223  
carmellt@participationhouse.com

## Annual Report

### Nominating Committee

I am pleased to report that the following candidates have been presented as Board Members for 2014-2015:

- Ms. Anne Alexander
- Ms. Dianne Elliott
- Ms. Patricia James
- Mr. Brian Orr
- Ms. Maureen Reid
- Ms. Jacqueline Scott
- Ms. Catherine Sexton
- Mr. Merv Sharpe
- Ms. Maria Sinosic
- Ms. Margaret Szilassy
- Ms. Kathy Wallis
- Ms. Elizabeth Wasko

The Board will be enhanced by the skillset of each of them and looks forward to a challenging and exciting year.

Respectfully Submitted,



*Maria Sinosic*

Maria Sinosic  
*President*

## Annual Report

### Quality Assurance Committee

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The QA Committee includes Maria Sinosic, Merv Sharpe and Maureen Reid, members of the PHSS Board of Directors, Bryan Thompson, self-advocate, Tom Boaz and Gwen Pelley, parents/community members and staff members, Carmell Tait, Laura Smith and Cathy Smith.

This important Committee is responsible to oversee the quality of support and care provided across the full range of PHSS services. One way we have been doing this is by conducting interviews with people supported every other month since November 2012. The overall purpose of these interviews is to gain firsthand knowledge about the quality of services provided and whether we are helping people to have more meaningful lives. We have modeled these interviews based on what we learned from the Participatory Action Research or PAR process which has been an aspect of PHSS's accountability measures for the last 14 years. In contrast to more traditional forms of "research" PAR is a pragmatic evaluation approach that emphasizes reflection and study; focuses on improvement and action; and involves people as participants in the study and change process.

Two volunteer QA Committee members conduct the interview, with support from staff Committee members. This Informal interview is intended to be a conversation about the person-directed planning process and the support service's ability to implement individual plans. One of the main goals of the interview is to determine the ability for a staff team to incorporate certain elements into their efforts to help people achieve their own unique goals and dreams as described in their person-directed plan.

Our intention is to assess or gauge typically hard-to-measure elements such as flexibility, listening, problem-solving, creativity, individuality, adaptability as well as engagement of the person, their family and their staff team. We decided to focus on these elements and the ability for a staff team to incorporate these elements into their efforts to assist people to achieve their own unique goals and dreams. Our assumption being that a strong presence of these elements will be directly correlated to a high quality of services that means positive and tangible outcomes for people.

We are not measuring whether the person actually achieved a particular goal or not, although we will discover this as a by-product of talking to each other during the interview, but instead we are gathering anecdotal information and looking for themes or patterns, so we can make organizational changes which will result in people having the best quality of life possible, as defined by each of them.

Conducting these interviews on a bi-monthly basis is a work-in-progress and we are encouraged by what we have learned so far and by the changes that have been made and will continue to be made to improve the quality of services for people.

In addition to this exciting work, we have also established a Rights Review Sub Committee comprised of Board member, Merv Sharpe and community members, Lisa Tennant, Andrew Mitchell and Bonnie Quesnel, with facilitation support provided by Laura Smith. This sub-committee reviews behaviour plans developed by our internal behaviour team and protocols or restrictions that may infringe on the rights of individuals receiving support.

Quality Assurance continues to oversee quarterly reviews of data and reports relating to support services, ensure that appropriate methods exist whereby individuals receiving support have information and receive training about their rights and responsibilities (as it relates to service provision), ensure a dispute resolution process exists and oversees and advises the Board on issues related to advocacy and the on-going development of inclusive and responsive communities and services.



Sincere thanks and appreciation to everyone who has contributed to the work of the Quality Assurance Committee, especially those who have volunteered their time and energy over the last year.

Respectfully Submitted,

Merv Sharpe  
*Chair*

## Annual Report

### Participation House Foundation

On behalf of the Participation House Foundation, and as the new President, I am pleased to provide an annual report to our community.

But first I would like to revisit the true meaning of what a 'Foundation' is – as per Dictionary.com:

- *The basis or groundwork of anything*
- *The prepared base on which some structure rests*
- *The act of setting up or establishing*

All of these definitions certainly describe what the Participation House Foundation has meant to the organization, ever since it was established 20 years ago.

Through the years, the Foundation has truly helped to lay the groundwork for many worthwhile endeavours, including our new recent project – a brand new Day Program Building! The zoning has been approved, the design is in place, and a start date is now in sight! This latest project will see the beginning of an exciting new chapter in our history of growth and development.

The Foundation has also acted as the base on which the 'Structure' that is Participation House, rests, and relies upon. Over time, the Foundation has assisted Participation House Support Services in meeting some crucial needs in the areas of housing, transportation and accessibility, by providing much needed financial assistance, so that new houses and wheel chair accessible vans can be acquired.

In short, the Foundation was set up and established so that there would be funds available to "bridge the gap" between government funding shortfalls and whatever financial needs are still required by PHSS. In 2013 our 3 Signature events -Laudable Londoners, Bowl-A-Thon and The Leo Kirwin Golf Tournament, raised over \$62,000. We were also the beneficiaries of Third Party events such as the Ladies of Harley - London Chapter, Poker Ride and BBQ. Fundraising in general has gotten much easier for the Organization with the addition of online registration, for all three of our major events.

Looking ahead, the Foundation will be participating in several Strategic Planning sessions which will be facilitated by Brian Orr, Chair of the Policy and Oversight Committee of PHSS. The Foundation looks forward to partnering with the Support Services Board so that we can further enhance the work we want to do and the goals that we hope to achieve.

For the past 20 years, the Foundation has become a sustainable, reliable and integral part of PHSS. We hope that we will be able to continue to support the needs of PHSS in the years to come. With the ongoing assistance and support of all of our wonderful families, staff, volunteers and donors at Participation House, we are confident that we will be successful in reaching our fundraising goals!



Respectfully Submitted,  
*Tina Jamieson*

Tina Jamieson  
*President*

*Participation House Foundation*

## Participation House—Bill of Rights

### Right to Design Your Life

You have the right to live in a way you want and make decisions about your life. To do the kinds of things that will make you feel happy and like part of your community.

### Right to be safe

You have the right not to be hurt or have your feelings hurt.

You have the right for people to help you with your money and spend it the way you want.

You have the right to tell someone when you do not feel safe and to be protected from abuse.

### Right to Respectful Support

You have the right to have people talk nicely to you and in a respectful manner when there are disagreements. You have the right to feel good about the way people help you go through your daily routines, with the proper food to eat, the right clothes to wear for the weather outside, including regular visits to the doctor and dentist.

### Right to say “No”

You have the right to say “No” (about yourself) when anything doesn’t feel right to you. You have the right to say your views and give your opinions about your care and treatment as long as it is safe (see policy on “intervening on behalf of consumer’s safety”).

### Right to Privacy

Your privacy will be respected. You have a right to talk with your family or friends without staff being present.

You have the right to have your personal care done in privacy.

### Right to Self Advocacy

You have the right to stand up for yourself and for other people. You have the same rights as any other person who lives in Canada as a member of society. This includes having your own religion, and friends, boyfriends or girlfriends that you choose.

### Right to Risk

You have the right to know what can happen when you choose to do something. What can happen that is good or what can happen that is bad.

### Right to Access

You have the right to be part of your community. Join clubs, groups with your interests and contribute your gifts and abilities.

You have the right to have access to all services that are provided to everybody including health services.

You have the right to develop social roles that have meaning to you and make you feel good.

### Right to be Proud

You have the right to feel good about who you are and be proud of your accomplishments and abilities.

### Right to Dream

You have the right to dream about whatever you want and to have your dreams and goals be respected.



# Participation House

FOUNDATION - LONDON

*“The men, women and children we support have very unique gifts and talents, but until you get to know them, you don’t see those gifts. They can teach us so many things if we only take the time to listen. Ultimately, our goal is to make the community a better place by bringing them into it more fully. It’s all about people valuing each other.”*

**Brian Dunne, Executive Director**  
**Participation House Support Services – London & Area**

At Participation House we have developed a unique combination of residential living, home supports, day programs and recreation to meet the needs of people who have significant disabilities but also have much to offer our community—people who are good neighbours and great citizens.

To meet the ongoing and future requirements of the people we support and those who could benefit from our services, Participation House Foundation has identified four areas of need:

## **Equipment**

For people meeting the challenge of multiple disabilities, up-to-date and well-maintained equipment is essential to maintain health and support independence and community involvement. PHSS spends more than \$100,000 each year on equipment, supplies, and furnishings—and even so, much remains to be done. The items range from something as simple as a shower commode to sophisticated communications devices or a \$25,000 air bed that helps prevent pressure ulcers.

## **Housing and Accessibility**

Participation House homes are very special places. From the outside they look like any other warm and comfortable family home. Inside, modifications are made to ensure they are ideal for the people we support. Each person has a private bedroom that is a reflection of his or her personality. There is nothing institutional about the furnishings or equipment, yet they are able to accommodate even those with severe physical disabilities. These houses quickly become homes, much loved by those who live there. While government funding is available to assist with the acquisition, renovation, or building, it does not cover all costs. Participation House Support Services understands its responsibility as a good neighbour to properly maintain our homes, both inside and out, to ensure continuity in the neighbourhood. Private funding and/or gifts-in-kind are welcomed to create new homes when operational funds are available from the government.

## **Transportation and Travel**

Most of those supported by Participation House face significant mobility challenges. Many are not able to get around without a wheelchair. When they want to leave their homes to participate in community activities, a van equipped with a wheelchair lift is essential.

Currently, each home does not have a vehicle. This means many people have trouble getting to and from activities. The spontaneity of an activity such as going to see a movie, window-shopping at the mall, or grabbing a coffee with friends at Tim Horton’s is not an option when Paratransit must be booked days in advance. A full-size accessible van costs approximately \$65,000, with annual maintenance, gas, and insurance costing about \$15,000.

Like anyone else, the people we support sometimes need a chance to unwind, have new experiences, see the world, and visit distant family and friends. But travel, whether for a holiday or to compete in a bocce ball tournament, is difficult because of the additional costs for a full-time attendant. Private funding would allow more people to take holidays—a pleasure most of us take for granted.

## Education, Training and Therapy

Education, support, and advocacy are ongoing needs for the people we support and their families. Additional funding would allow more people to participate in conferences and other educational activities.

Our staff members, too, have ongoing education needs to ensure they can provide the best possible care and support. Government funding covers basic required training in areas such as first aid and CPR. It is more difficult to find funds for leadership, values training, or training in specialized computer skills.

There is also a gap in the provision of speech therapy, occupational therapy, and physiotherapy for the people we support. Although these services are funded by the government on a very basic level, adults with disabilities are not given a high priority and often wait a long time for assessment and service. With more funding we could purchase therapy services and train our staff to maintain programs created by the therapists.

**Please help us meet our goal of independence for our neighbours and friends by making a financial contribution to Participation House Foundation – London.**



I direct my donation to the **Brian Dunne Housing & Accessibility Fund**



I direct my donation to the **Elizabeth Leighton Training & Education Fund**



I direct my donation to the **Tanys Quesnel Fund** (supporting advocacy & independent living)

I direct my donation to the **highest priority needs of Participation House Support Services – London and Area**

## Participation House Now Receiving Online Donations

It is now possible to make a donation to the Participation House Foundation on the web.

Simply visit our website at [www.participationhouse.com](http://www.participationhouse.com) and click on "Donate Now through CanadaHelps.org."

You will be given the option to dedicate your donation to the fund of your choice.

Payments can be made by credit card, Interac or Paypal on CanadaHelps.org's secure online system. Online donations can also be designated in honour or memory.

Your donations help individuals with severe physical, developmental and/or multiple disabilities to achieve their full potential in the community.

On behalf of our neighbours and friends – we are grateful for your support.

**OR we welcome your cheques:**

*Please make your cheque payable to:*

**Participation House  
620 Colborne Street, Suite 101  
London, Ontario N6B 3R9**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Telephone: ( ) \_\_\_\_\_

Charitable receipt number **1015908-03**. Participation House Foundation – London respects your privacy. We protect your personal information and adhere to all legislative requirements to privacy. We do not rent, sell, or trade our mailing lists. We use your personal information to provide services and keep you informed and up-to-date on the activities of Participation House Foundation – London and Participation House Support Services – London and Area, including programs services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts from Participation House Foundation – London. If at any time you wish to be removed from any of these contacts, simply contact us by telephone at 519-660-6635 or by email at [info@participationhouse.com](mailto:info@participationhouse.com) and we will gladly accommodate your request. Please allow 15 business days for us to update our records accordingly.