



Participation House
SUPPORT SERVICES
London and Area

Annual Report
2014-2015



FOCUS-Accredited Organization
2013-2017

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Notice of Annual General Meeting

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 13, 2015.**

The following matters will constitute the Agenda:

1. Call to Order
2. President’s Welcome
3. Approval of Minutes of the Annual General Meeting of August 14, 2014
4. Treasurer’s Report and approval of audited financial statements for the fiscal year ending March 31, 2015
5. Appointment of auditors for fiscal year ending March 31, 2016
6. Ratification of Acts of the Board
7. Election of the Directors
8. Remarks from Chairs:
 - Quality Assurance Committee
 - Public Relations Committee
 - Policy and Oversight Committee
 - Participation House Foundation
9. Other Business

Dated at London, Ontario, this 13th day of August, 2015.
 BY ORDER OF THE BOARD

Brian Orr
President, Board of Directors

Minutes of the Annual General Meeting Springbank Park—August 14, 2014

1. Call to order.

The meeting was called to order at 2:30p.m. by Maria Sinosic, President.

2. Approval of minutes of the Annual General Meeting of August 15, 2013.

Motion: Ann Alexander
Seconded: Elizabeth Wasko Motion Carried.

3. President, Maria Sinosic, welcomed and thanked everyone for attending the meeting.

4. Treasurer report summary delivered by Jacqueline Scott.

5. Approval of audited financial statements for the fiscal year ending March 31, 2014.

Motion: Jacqueline Scott
Seconded: Dianne Elliott Motion Carried.

6. Appointment of Graham Scott Enns as auditors for the year-end financial statements of March 31, 2015.

Motion: Jacqueline Scott
Seconded: Brian Orr Motion Carried.

7. Policy and Oversight report summary delivered by Brian Orr.

8. Public Relations report summary delivered by Kathy Wallis.

9. Quality Assurance report summary delivered by Maria Sinosic.

10. Approval of all acts, contracts, and actions of the Board of Directors in accordance with the Corporation's Act since August 28, 2008.

Motion: Catherine Sexton
Seconded: Anne Alexander Motion Carried.

11. Appointment of the Board of Directors.

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

Motion: Maria Sinosic
Seconded: Brian Orr Motion Carried.

12. Other Business

President, Maria Sinosic thanked Brian Dunne and Carmell Tait for a successful year.

There being no further business, the meeting was adjourned at 2:48 p.m.

Motion: Dianne Elliott
Seconded: Maria Sinosic Motion Carried.

Meeting adjourned.

Vision

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



Mission

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

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

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

2014-2015 will be remembered as a milestone year for Participation House Support Services. Over the last year has received funding to extend the provision of support services beyond London and Area with the opening of a new location in Huron/Perth, and expansion of the respite program that is drawing individuals from across the region. In addition approval has been received to begin construction of the new Day Care Program facility near the intersection of Adelaide St. N and Sunningdale Rd E thanks to our partnership with Participation House Foundation.

Our Chief Operating Officer, the Senior Coordinators and Coordinators continued to provide superb leadership in managing the day-to-day operations, taking advantages of opportunities to improve services and support provided to individuals and families, and responding to a wide range of challenges that arose through the course of the year.

We thank all staff for their continued commitment and dedication providing excellent care and support to all individuals supported by PHSS. Your client focus is regularly acknowledged by those we support as well as their families.

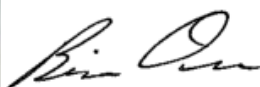
Our senior leaders continued to provide significant leadership on a range of local, regionally and provincial committees and working groups involving the Ministry of Community and Social Services, Ministry of Health and Long Term Care, the South West LHIN, partner organizations, and the City of London. The Board appreciates and supports the work of our leaders in providing leadership across a range of opportunities intended to improve the quality and coordination of care received by individuals with complex development disabilities or are medically fragile.

This spring the PHSS Board and senior leaders led the Participatory Action Research (PAR) initiative, which PHSS undertakes every three years to provide an extensive review of our programs and services. The outcome of PAR will be a set of recommendations that will guide PHSS in further enhancing the quality of the support provided to individuals and families.

In June the PHSS Board committed to a process to update the organization's strategic direction which will result in an updated PHSS Strategic Plan for 2016-2019. Some of the key inputs to this process include the changing needs of people with complex developmental disabilities or medically fragile, the PAR recommendations, and the strategic directions of the Ministry of Community and Social Services, the Ministry of Health and Long Term Care and the South West LHIN.

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 continue to assist families and individuals who are looking for support and services while raising awareness locally, regionally and provincially. We look forward to another 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 opportunities and challenges presented to us.

Respectfully Submitted,



Brian Orr
President



Brian Dunne
Executive Director

Annual Report Nominating Committee

I am pleased to report that the following candidates have been presented as Board Members for 2015-2016:

The Board will be enhanced by the experiences and skills of each Board Member to provide effective governance throughout the coming year.

- | | |
|-----------------------|-----------------------|
| Ms. Ann Alexander | Ms. Jacqueline Scott |
| Mr. Tom Boaz | Ms. Catherine Sexton |
| Ms. Dianne Elliott | Mr. Merv Sharpe |
| Mr. Steve Elson | Ms. Maria Sinosic |
| Ms. Patricia James | Ms. Margaret Szilassy |
| Mr. Brian Orr | Ms. Kathy Wallis |
| Ms. Maureen Reid | Ms. Elizabeth Wasko |
| Ms. Virginia Rutledge | |

Thanks to Patricia James for serving on the Nominating Committee for the PHSS Board of Directors.

Respectfully Submitted,



Maria Sinosic

Maria Sinosic
Chair

Meaningful Moments: Connect Four



Ryan Ferguson and his team first approached the communication team just over a year ago. They had an interest in finding how Ryan could engage and interact in ways that were meaningful and enjoyable. The focus turned towards Ryan's choice book and his leisure basket, the staff worked hard alongside Ryan in findings things that interested Ryan.

Ryan's choice book allowed him to interact with the staff and communicate places he wanted to go. He would look at the pictures the staff provided from his book and he would direct his eye contact at what it was he wanted to do. Ryan really enjoys television programs, but the connection with others was missing. So the leisure basket was introduced!

The basket contained items that would relate to activities Ryan enjoyed such as books, music, games and outdoor objects to enjoy the nice weather just to name a few. During the interactions his likes were noted and the things he didn't enjoy so much would be replace with something more

Annual Report

Quality Assurance Committee

The mandate of the Quality Assurance Committee is to “provide oversight of the full range of support services and individual care that PHSS provides to the individuals receiving support. Its primary purpose is to ensure that PHSS is holding itself accountable for the quality outcomes based on its obligations to funding ministries and agencies as well as its promise to the individuals supported by the Corporation.” (PHSS policy manual p.38)

The Committee is comprised of parents, community members, staff members, self advocates and members of the PHSS Board of Directors. The Quality Assurance (QA) Committee is responsible to monitor the quality of support and care provided across the full range of PHSS services.

Since 2012 the Committee has conducted bi-monthly interviews with supported individuals and their families. The overall purpose of these interviews is to gain firsthand knowledge about the quality of services received and whether PHSS is helping people to have more meaningful lives. These interviews have been modeled after the style of Participatory Action Research (PAR). This PAR research has been an aspect of PHSS’s accountability measures for the last fourteen (14) years. In contrast to the more traditional form of research, PAR is a pragmatic evaluation process that emphasizes reflection and study, focuses on improvement and action and, involves people as participants in the study and change process.

With support of staff Committee members conduct the interview at one of the PHSS houses. This informal interview is intended to a conversation about the Person-Directed Planning process and the ability of Support Services to implement individual plans. One of the main goals of the interview is to determine and support a staff team in their efforts to help individuals to achieve their own unique goals and dreams as described in their Person-Directed plan.

Typically hard to measure elements such as flexibility, listening, problem solving, creativity, engaging with the individual, their family and staff team members are assessed. These elements were chosen because it was felt that

Continued on page 8...

entertaining. Ryan and his volunteer Hailey took a liking to connect four. Ryan would choose his pieces and then he and the Hailey would work hand over hand to play the game. During the game there are many smiles and plenty of eye contact with Hailey. These two are a great team to watch and you can see that they are having a lot of fun.

At Christmas they built a gingerbread house and Ryan vocalized content in creating a masterpiece. For Christmas Ryan got some more games and he and Hailey have taken to playing trouble. Out of all their activities, you can really see his face light up when playing Connect Four; it’s probably his most preferred perhaps because he often wins and it requires less hand over hand as time goes on. Taking turns is great for engaging both and the choices Ryan is now making shows that he has an idea of which activities he most enjoys. Keep up the awesome fun Ryan, but try to let Hailey win now and then.



they correlate directly to the quality of services received and they translate into positive, tangible outcomes for people.

Conducting these interviews is a work in progress and we are encouraged by what we have learned so far and by the resulting changes that have been made and will continue to be made to improve the quality of services to people. Some themes we have noted include:

- The Person-Centered planning has had positive results and has added value and meaning to peoples' lives. We also noted that we need to continue our efforts to implement the action item articulated in the Plans.
- While staff teams have a variety of skills they are willing to seek out those skills needed to enhance the range of skills needed to support the individual in a given location.
- On the whole families are engaged, feel heard and welcomed by the staff
- "Coordinator" role is key in moving a written plan into action and results

In addition to the interview process, the QA Committee monitors and works with the Rights Review Committee. This sub-committee reviews behaviour plans developed by our internal team to ensure the plans do not infringe on the rights of an individual receiving support.

The QA Committee continues to:

- oversee quarterly reviews of data and reports relating to support services
- ensures that appropriate methods exist whereby individuals receiving support have information and receive training about their rights and responsibilities (as they relate to service provision)
- ensures a dispute resolution process exists
- reports to the PHSS Board of Governors about issues related to advocacy as well as those relating to the ongoing development of inclusive and responsive communities and services.

This year the QA Committee has formally established a second sub-committee dealing with the respite services offered by our PHSS. It is in initial stages and the QA Committee oversees the quality of the respite experience from the perspective of both the individual and their family.

An important learning piece for the QA Committee is the recognition of the value of the Committee's input to both the PAR and Policy & Oversight Committees. The Policy & Oversight Committee is charged with the development of the Strategic Plan for the Agency. It is via the Strategic Plan that input from the QA Committee can receive the needed support to implement greater quality into the lived experiences of our supported individuals.

I wish to extend my sincere thanks and appreciation to everyone who contributed to the work of the QA Committee, especially the Committee members;

Tom Boaz	parent
Gwen Pelley	community member
Cathy Smith	ex-officio
Carmell Tait	ex-officio

Courtney Patrick	ex-officio
Bryan Thompson	self advocate
Merv Sharpe	parent

Respectfully submitted,



Maria Sinovic

Maria Sinovic
Chair

Annual Report

Public Relations Committee

The purpose of the Public Relations Committee is to ensure the organization has external and internal communications that are consistent with, and support its mission and values. We also guide communication with the media in consultation with the Board Chair and PHSS President and CEO.

We are very pleased that Bill Jamieson joined our committee this past year. Bill has extensive communications and marketing expertise. He is a Managing Partner in Streetwise Consulting Inc., and is married to Tina Jamieson, Chair of Participation House Foundation London. The other members include Brian Orr, Maria Sinovic and Kathy Wallis from the PHSS Board of Directors, and staff members Barb Tucker, Shannon Riley and David Wighton. Ellie Moore has been a valued member of our group and we were sad to see her go. In her place, Amanda Bartlett has joined us and brings with her a background in corporate communications and public relations.

In the past three years, our committee has updated our branding with a new website, business cards, and pop-up banner. We also produced a video celebrating our 25th anniversary. Now we are working on updating all of our printed material.

Zoo Media, the company that designed our website, presented us with a first draft of a design for a new pamphlet. Before going any further, we wanted to make sure our messaging hits the right targets. Bill is now leading a working sub-committee tasked with identifying the communications and marketing needs for our various constituents. This will assist in an overhaul of our newsletters and promotional material, and establishing an editorial calendar. This group held its first meeting in May.

We also oversaw the design of a sign now posted at the site of our new build on Adelaide St. N. for Project Hope and other day programs.

In keeping with one of the 2014/2015 goals of the PHSS Board, our committee has strengthened its relationship with the Foundation. Chair Tina Jamieson has updated us on its new strategic plan, and existing and perspective donor communications have a high priority in our sub-committee's review.

The ways in which we can engage our community and share our stories, are always changing. We continue to work on our social media presence, and this will no doubt demand more focus in the coming year. As PHSS continues to grow and evolve, so does its communications and public relations' needs. Our committee looks forward to the challenge.

Respectfully submitted,



Kathy Wallis

Kathy Wallis
Chair

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, 2015.

The Statement of Financial Position shows the assets, liabilities, and the resulting net asset position of the agency as of March 31, 2015. We have cash and other current assets of approximately \$2.2 million which will be used to pay the accounts payable and other current liabilities (excluding long term debt) of \$2.2 million. The net book value of our capital assets of \$2.7 million is funded by mortgages of \$295 thousand and government capital funding of \$987 thousand. The net assets of the agency total approximately \$1.6 million.

The accompanying chart shows the revenues and expenditures of the agency for the year ending March 31, 2015. We received approximately \$16.7 million in funding representing an increase of 12% from last year. This was due to additional funding for new programs from the Ministry of Health and Long Term Care through the SouthWest Local Health Integration Network (LHIN). Of our total funding, 67% came from the Ministry of Community and Social Services & Ministry of Children and Youth Services; 29% came from the SouthWest LHIN. This funding was used to support 195 individuals in over 45 locations in London and area.

Approximately \$14 million of the funding was used to pay the salaries, benefits, and training of our 132 full-time and 279 part-time staff. Staff received a wage enhancement through additional funding from both MCSS/MCYS and the SouthWest LHIN as part of a workforce stabilization strategy.

The financial statements were 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 & Area. During the year, monthly financial statements and other reports are reviewed and discussed by the Finance Committee. I would like to thank all of the members of the Finance Committee - as well as the senior management team and Finance department staff of Participation House - for their hard work, enthusiasm, insight, expertise, and support throughout the year.

Respectfully submitted,



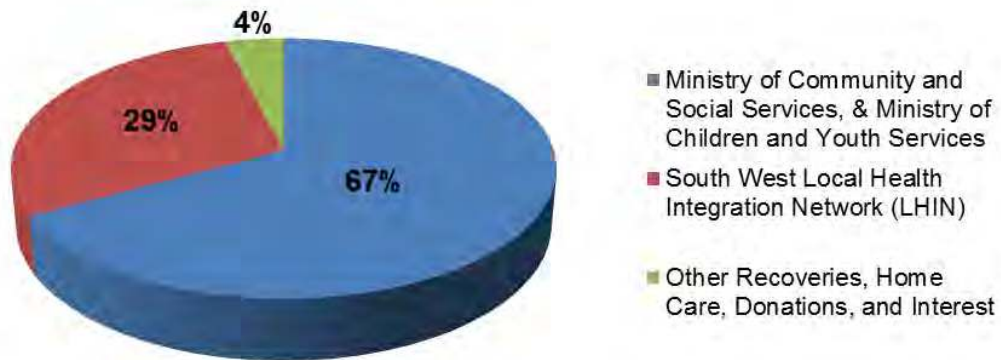
A handwritten signature in blue ink, appearing to read 'J. Scott', written over a light blue circular stamp or watermark.

Jacqueline Scott, CPA, CGA
Treasurer

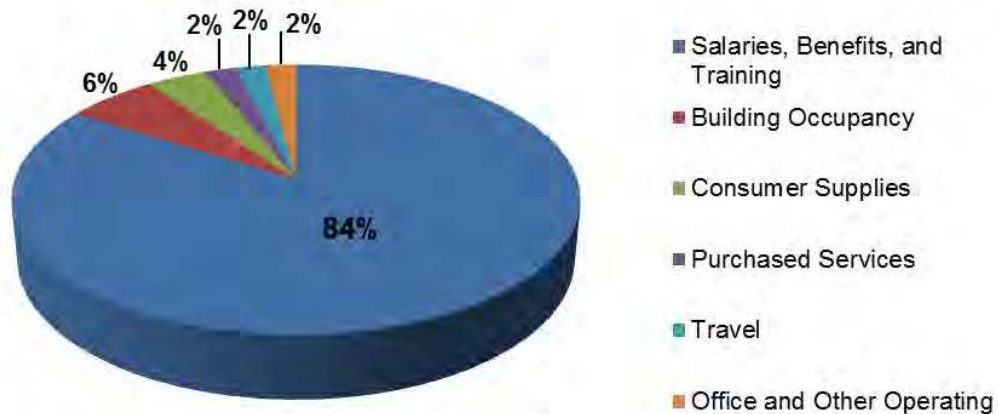
Annual Report

Treasurer's Report

Revenues



Our Funding at Work



These charts are a summary of financial information taken from the audited financial statements for the year ended March 31, 2015.

A complete copy of these statements is available upon request.

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Policy and Oversight Committee

The Policy and Oversight Committee's mandate is to ensure that the Board of Directors has the necessary policies and processes to effectively govern Participation House Support Services. The Committee assists the Board in: (i) honouring its mission, vision and values; (ii) leading board planning and monitoring implementation of the Board's strategic plan; (iii) monitoring external developments that may impact PHSS; (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.

- Continued to monitor the implementation of the PHSS Strategic Plan: 2012 to 2015, and updated the Board's annual priorities and work plan.
- Continued to support Brian Dunne and Carmell Tait in PHSS' role in the South West LHIN project to enhance care for adults living with chronic mechanical ventilation.
- Enhanced Board Orientation. Program, and developed a Board information package for prospective board and board committee members.
- Supported Brian Dunne in enhancing relations with the Ministry of Community and Social Services, the Ministry of Health and Long Term Care, and the South West LHIN.
- Reviewed PHSS significant events, human resources management, staff accident experience, and the health & safety program.
- Annual review of Abuse Policy and Procedures.
- Followed up on Board's 2014 self-assessment and carried out Board's 2015 self-assessment of its practices and areas for improvement.
- Led review of selected Board policies, roles and structure, and the annual nomination process.
- Initiated planning and preparation for the development of PHSS Strategic Plan: 2016-2019.
- Approved PHSS using the MCSS Risk Assessment report as its FOCUS Annual Risk Assessment document.
- Supported the Executive Director in addressing changes and challenges facing PHSS.

The Committee would like to thank Carmell Tait and Krystal Miller for the support they provided throughout the year. Committee membership included Brian Orr (Chair), Catherine Sexton (Board Vice President), Maria Sinosic (Board Past President), and Margaret Szilassy (Board Vice President). Pat James served on the Board Nomination Sub-Committee. Brian Dunne and Carmell Tait served as ex-officio members.

Respectfully submitted,



A handwritten signature in black ink, appearing to read 'Brian Orr'.

Brian Orr
President

Meaningful Moments: Gardening Group



The amazing pathway is completed and fully accessible at Christine, Kailey, Chelsey, and Andrea's house on Wistow St. and the ladies created a group to share their garden and connect with others who enjoy gardening. Invitations were sent out to join these ladies on Wednesday afternoons to be a part of something wonderful. There was an overwhelming response, and welcome new members each week with open arms!

The gardening group is not just about digging in the dirt and getting dirty (even though they do that a lot); it's about learning new skills, creating new friendships, and having fun! With every seed planted, memories and smiles are being created, making each week something to look forward to. They have guest speakers scheduled throughout the summer, including the woman who designed the pathway. She gave tips and tricks on how to plant planters, tie back trees using steaks, and was thrilled to be a part of the group!

The group planted herbs, vegetables, and got to taste strawberries that they planted themselves – what an accomplishment! Each person is adding their own personal touch in the garden, and it wouldn't be what it is today without the dedication, help, and gifts of every single member. Some members already had this passion and a background in gardening, while others are giving it a try and realizing they absolutely LOVE IT!

In the garden there are custom-built raised flower beds, so that people who use a wheelchair are able to participate. One person, on her first day, was covered in dirt and digging away while hollering "this is freakin' awesome!" Others say with great big squeals and smiles that this garden is exactly where they want to be, and that's a beautiful thing!

Christine, Andrea, Kailey and Chelsey feel so blessed that they are able to share the gift of their garden with this amazing group. They are thankful to each member for their friendship, happiness, and laughter and look forward to each and every week!



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.

Annual Report

Participation House Foundation

Now in its 21st year, Participation House Foundation has become an integral part of Participation House Support Services - London and Area. The Foundation was established so that there would be funds available to help 'bridge the gap' between government funding and other needs required by Participation House Support Services. Over time, the Foundation has assisted PHSS in meeting some crucial needs in the areas of housing, transportation and accessibility.

The Foundation's primary focus and purpose is to raise money through annual fundraising events:

The 15th Annual **Salute to Laudable Londoners** was held on April 29th and raised over \$24,500. Over 200 people – the largest crowd ever - honored Janet & Jamie Caskey at the London Hunt & Country Club for their many contributions to the London community

The 14th Annual **Bowl A Thon** was held on Sunday, June 1st at Fleetway and raised over \$25,500. Approximately 300 supported individuals, family members, staff and friends enjoyed a fun afternoon of bowling, raffle prizes and a delicious lunch.

The 13th Annual **Leo Kirwin Golf Tournament** was held on Friday, August 22nd and raised over \$22,000. Approximately 110 participants enjoyed a sunny day on the links at East Park Golf Gardens, as well as an extensive silent auction and a relaxing lunch on the patio.

After much planning, construction has begun on a new location on Adelaide St. N. and should be completed by the end of 2015. This new fully-accessible, multi-functional building will offer a broad spectrum of services for adults who are medically fragile and/or living with complex physical needs, and house signature programs such as 'Possibilities in Paint,' and feature a modern kitchen and a covered laneway. Needless to say, this building will be a wonderful new addition!

The Foundation also embarked on a three-year Strategic Plan, with PHSS President Brian Orr facilitating. The goals of the Strategic Plan include: (i) enhancing the Foundation's membership, community profile, donor relations and fundraising, (ii) promoting sustainable fundraising, and (iii) developing the Foundation's infrastructure. The Foundation is very excited to execute this plan and looks forward to seeing positive results over the next three years.

With the ongoing contributions of our wonderful staff, families, volunteers and donors, we are confident that it will continue to be successful in reaching its fundraising and PHSS support goals.

Respectfully submitted,



Tina Jamieson

Tina Jamieson
President

Salute to Laudable Londoners



The 15th Annual **Salute to Laudable Londoners** was held on April 29th and raised over \$24,500. Over 200 people – the largest crowd ever - honored Janet & Jamie Caskey at the London Hunt & Country Club for their many contributions to the London community

Participation House Bowl-A-Thon



The 14th Annual **Bowl A Thon** was held on Sunday, June 1st at Fleetway and raised over \$25,500. Approximately 300 supported individuals, family members, staff and friends enjoyed a fun afternoon of bowling, raffle prizes and a delicious lunch.

Leo Kirwin Golf Tournament



The 13th Annual **Leo Kirwin Golf Tournament** was held on Friday, August 22nd and raised over \$22,000. Approximately 110 participants enjoyed a sunny day on the links at East Park Golf Gardens, as well as an extensive silent auction and a relaxing lunch on the patio.

“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 can 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**

Donate to Participation House Foundation Online via CanadaHelps.org

Simply visit our website at 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. 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 and we will gladly accommodate your request. Please allow 15 business days for us to update our records accordingly.

Our Accomplishments

Participation House Foundation, in collaboration with Willow Bridge Homes, RBC Royal Bank and Fanshawe College, undertook a capital campaign to build a fully accessible fourplex housing development in south London. On behalf of everyone we support—THANK YOU—we could not have done this without you!



Take a drive out to Adelaide St. North and you will find the Path to Inclusion sign, marking the future home of Participation House Support Services' new addition! Whether respite is needed for an hour, or a whole day, this new hot spot will give people the option to relax, hang out with family and friends, and try out new therapies. This new venture will be a large, multi-functional building with open lounge areas, modern kitchen, a covered laneway, and the ability to add an elevator to expand to a second level in the future.





Participation House
SUPPORT SERVICES
London and Area



FOCUS-Accredited Organization
2013 - 2017

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