


Participation House
SUPPORT SERVICES

Annual Report 2015-2016

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Notice of Annual General Meeting

NOTICE IS HEREBY GIVEN that the Annual General Meeting of
Participation House Support Services
will be held at Springbank Park, Site “F,” on **Thursday, August 11, 2016.**

The following matters will constitute the Agenda:

1. Call to Order
2. Welcome from the Board Chair
3. Approval of Minutes of the Annual General Meeting of August 13, 2015
4. Treasurer’s Report and approval of audited financial statements for the fiscal year ending March 31, 2016
5. Appointment of auditors for fiscal year ending March 31, 2017
6. Ratification of Acts of the Board
7. Appointment 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 11th day of August, 2016.

BY ORDER OF THE BOARD

Brian Orr
Chair, *Board of Directors*

Minutes of the Annual General Meeting

Springbank Park—August 13, 2015

1. Call to Order

The meeting was called to order at 2:34 by Brian Orr, Chair.

2. Board Chair, Brian Orr, welcomed and thanked everyone for attending the meeting.

3. Approval of minutes of the Annual General Meeting of August 14, 2014.

Motion: Maria Sinosic

Seconded: Elizabeth Wasko **Motion Carried.**

4. Treasurer report summary delivered by Anne Alexander.

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

Motion: Jacqueline Scott/Anne Alexander

Seconded: Margaret Szilassy **Motion Carried.**

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

Motion: Anne Alexander

Seconded: Elizabeth Wasko **Motion Carried.**

6. 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: Margaret Szilassy **Motion Carried.**

7. Appointment of the Board of Directors for 2015/2016.

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

Motion: Maria Sinosic

Seconded: Catherine Sexton **Motion Carried.**

Maria Sinosic thanked Pat James for serving on the nomination committee for 2015/2016, and welcomed new members Steve Elson, Virginia Rutledge, and Tom Boaz to the Board.

8. Quality Assurance report summary delivered by Maria Sinosic.

9. Public Relations report summary delivered by Kathy Wallis.

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

11. Participation House Foundation report summary delivered by Elizabeth Wasko.

12. Other Business

There being no further business, the meeting was adjourned at 2:50p.m.

Motion: Dianne Elliott

Seconded: Brian Orr **Motion Carried.**

Meeting adjourned.

Vision

A leader in community inclusion of individuals with developmental disabilities 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

Board Chair and President/Chief Executive Officer

2015-2016 has been another successful year for Participation House Support Services. Thanks to our continuing partnership with the Participation House Foundation, the most visible development over the last year has been the opening of the new Community Place in north London.

Last fall, the PHSS Board and senior leaders completed the Participatory Action Research (PAR) initiative that provided an extensive review of our programs and services. The PAR recommendations are guiding PHSS in further enhancing the quality of the support provided to individuals and families as well as forming the foundation for our recently updated Strategic Planning Framework which will guide PHSS for the next three years. The four strategic directions are:

- preserving what is sacred: maintaining our unwavering commitment to those we support;
- creating and influencing community: creating inclusive communities through engagement, education and influence;
- enhancing our capacity to serve: support an increasingly diverse and growing number of individuals;
- leading in health and support services: contributing to transforming health and social services through innovation and collaboration.

Our senior leaders continue to provide significant leadership on local, regional 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 a strong leadership presence that is intended to improve the quality and coordination of care received by individuals with complex developmental disabilities or who are medically fragile. In recognition of his significant visionary leadership, last October, Brian Dunne was the inaugural recipient of the Ontario Community Support Association's Award for Commitment to Leadership.

Our Chief Operating Officer, the Senior Coordinators and Coordinators continue 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 PHSS staff for their continuing commitment and dedication providing excellent care and support to all individuals supported by PHSS. Your focus on those we support is regularly acknowledged by the people we serve and their families.

In our roles, we are committed to ensuring that PHSS continues to evolve and adapt in an ever-changing environment so that we continue to assist families and individuals we support 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
Chair



Brian Dunne
President and C.E.O.

Participation House—Bill of Rights

Right to

**DESIGN
YOUR
LIFE**

Right to be

SAFE

Right to

**RESPECTFUL
SUPPORT**

Right to say

“NO”

Right to

PRIVACY

Right to

**SELF
ADVOCACY**

Right to

RISK

Right to

ACCESS

Right to be

PROUD

Right to **DREAM**

The full set of Bill of Rights is
available on our website:

www.participationhouse.com

Annual Report

Nominating Committee

I am pleased to report that the following candidates have been presented as Board Members for 2016 - 2017.

Mr. Tom Boaz

Ms. Dianne Elliott

Mr. Steve Elson

Mr. Brian Orr

Ms. Maureen Reid

Ms. Virginia Rutledge

Ms. Jacqueline Scott

Ms. Catherine Sexton

Mr. Merv Sharpe

Ms. Maria Sinosisic

Ms. Margaret Szilassy

Ms. Kathy Wallis

Ms. Elizabeth Wasko

Sincere thanks to Patricia James for the many years and significant contributions that she has provided to the PHSS Board of Directors, its committees, and to the PHSS organization.

Our thanks to the five years of service and the leadership that Anne Alexander has provided to the PHSS Board and the Finance Committee.

Respectfully Submitted,

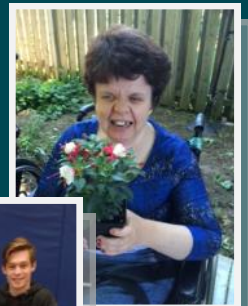


Maria Sinosisic

Maria Sinosisic
Chair



Meaningful Moments



Annual Report

Quality Assurance Committee

The primary role of this Committee 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. This Committee provides oversight of the full range of support services and individual care that PHSS provides to the people receiving support.

The oversight is achieved through bi-monthly Committee meetings and alternate month interviews with people supported by the Agency. The “At-Home” interviews allow opportunity for supported individuals, staff at the house, management and Board members an opportunity to give and get first hand information about the lifestyle of our supported individuals. Thus receiving information about the quality of life enjoyed. As well, the interviews emphasize areas which work well or suggest possible changes, if any, need to be implemented. In addition, the interview also provides a regular review of the Person Centered Plan which is individually designed and is modelled on the Participatory Action Research (PAR) conducted throughout the Agency.

A secondary focus of the Committee is to forward information gathered at the interviews to set direction for the formation of the Strategic Plan of PHSS. Results of the Agency PAR process are compiled into reports for internal and external distribution. Areas for action which have been identified include, Preserving What is Sacred, Family Engagement, Technology, Advocacy, Community Engagement, Accessibility and Relationships. Currently we are recruiting “Champions” who will develop action plans connected to each area.

The Committee also embarked on an “on-line learning opportunity” for all PHSS members called Conversations that Matter. The program consists of 10 - 20 minute videos which address topics arising during the course of a working day followed by reflection questions. It is felt the program can be used to renew topics through a different lens and is a different avenue to introduce conversations. Plans for implementation are underway and the intention is to make this learning opportunity available to all.

The Committee continues to receive reports from the Rights Committee, Behavioural Team and, reviews serious occurrences statistics. The Committee is reassured that there are no outstanding concerns at this time and that the Committee can concentrate on improving the quality of life enjoyed by all our supported individuals.

Thank you to all the Committee members who participate in the work of this Committee. Your efforts are truly appreciated and your work results in better lives for all.

Respectfully submitted,



A handwritten signature in cursive script that reads "Maria Sinovic".

Maria Sinovic
Chair

Annual Report

Public Relations Committee

2015/2016 has been a very busy and productive year for the Public Relations Committee, which includes Board members Maria Sinovic, Brian Orr and myself, community member Bill Jamieson, and Barb Tucker, Dave Wighton and Amanda Bartlett from PHSS staff. Unfortunately, Shannon Riley had to leave the committee because of other demands on her time.

In September, the Board approved a recommendation by the committee to drop “London and Area” from Participation House Support Services in general usage. The long version will remain our legal name. However, using only PHSS better reflects the fact that the organization has expanded beyond the London area. You will see this in all of our new printed material, but existing signage and business cards will not change. We have continued to move forward on updating all materials for the organization.

One of our biggest accomplishments has been the production of new pamphlets for both Participation House Support Services and Participation House Foundation. These have a fresh look, along with updated information and photographs, and designed to give the general public basic information about who we are and what we do. In the Foundation’s pamphlet, we make a strong case for financial support. Both pamphlets are now being translated into French as regulated.

The committee also designed new promotional materials for the Foundation, including a pop-up banner which compliments PHSS’ existing banner. As well, there’s a new tablecloth with the Foundation logo which was used at Laudable Londoners. It, along with the new banners and pamphlets, create a very polished and cohesive look for our organizations.

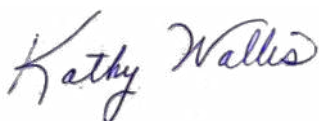
We will be unveiling new hanging banners for PHSS and the Foundation at the golf tournament. The PHSS banner has the logo with the tag line “*Creating Community,*” and the Foundation’s has its logo with the tag line “*Enriching Lives.*”

With leadership from Amanda, the committee has also created branding guidelines for PHSS. This document sets out rules regarding the use of our logos, our preferred font, and official colours. All of this contributes to a more professional look in all of our communications. New templates have also been created for stationary letterhead and Powerpoint presentations.

The committee is also working more closely with the Foundation which has been a very positive experience. We also had several sub-committee meetings led by Bill, aimed at gaining a true picture of who our various constituents are and how their communication needs differ. This will serve us well as we consider changes to our newsletters, and we welcome your thoughts on this. Please contact Amanda Bartlett at the PHSS office.

Our committee is looking forward to setting goals for the coming year, which will align with the new strategic plans of both PHSS and the Foundation, and build on what we’ve already accomplished.

Respectfully submitted,



Kathy Wallis
Chair

STATEMENT OF OPERATING FUNDS & EXPENDITURES

REVENUES	2016	2015
Ministry of Community & Social Services and Ministry of Children and Youth Services	\$11,456,728	\$11,192,695
South West Local Health Integration Network	\$6,061,307	\$4,832,137
Recoveries & Other Income	\$592,447	\$595,493
Donations & Grants	\$97,467	\$49,394
TOTAL REVENUES	\$18,207,949	\$16,669,719
EXPENDITURES		
Salaries & Benefits	\$15,496,414	\$13,971,841
Building Occupancy	\$1,176,631	\$972,487
Consumer Supplies	\$458,876	\$665,517
Purchased Services	\$441,431	\$381,493
Office and Other Operating	\$554,928	\$623,621
TOTAL EXPENDITURES	\$18,128,280	\$16,614,959
EXCESS OF REVENUES OVER EXPENDITURES		
	\$79,669	\$54,760
Gain on Disposal of Assets	-	\$10,663
TOTAL EXCESS OF REVENUES OVER EXPENDITURES	\$79,669	\$65,423

200+
people we support



in more than
50
locations
across Southwestern
Ontario

435
EMPLOYEES



298 part-time



137 full-time

STATEMENT OF FINANCIAL POSITION

ASSETS	2016	2015
Current Assets	\$1,382,326	\$2,220,985
Restricted Cash	\$75,158	\$71,726
Tangible Assets	\$2,489,660	\$2,722,372
TOTAL ASSETS	\$3,947,144	\$5,015,083
LIABILITIES & NET ASSETS		
Current Liabilities	\$1,462,155	\$2,157,668
Long-Term Debt	\$20,665	\$264,220
Deferred Contributions	\$754,683	\$987,398
TOTAL LIABILITIES	\$2,237,503	\$3,409,286
NET ASSETS	\$1,709,641	\$1,605,797
TOTAL LIABILITIES & NET ASSETS	\$3,947,144	\$5,015,083

Annual Report

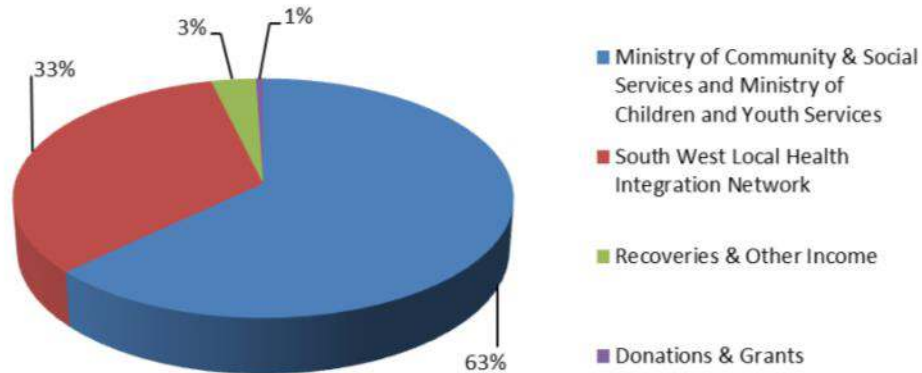
Treasurer's Report

On behalf of Participation House Support Services, 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, 2016.

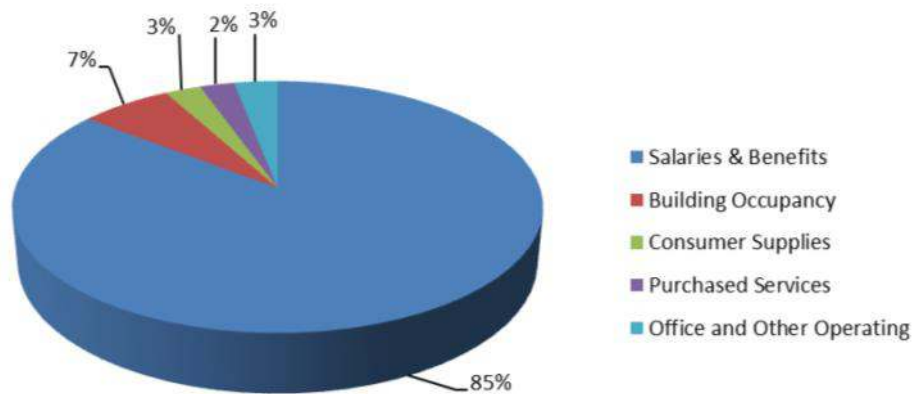
During the year, monthly financial statements and other reports are reviewed and discussed by the Finance Committee. The financial statements were audited by Graham Scott Enns LLP Chartered Accountants, providing the Board of Directors and multiple government ministries with an independent opinion on the fair presentation of the financial position of Participation House Support Services.

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.

PERCENTAGES OF REVENUES



OUR FUNDING AT WORK



Respectfully submitted,



Jacqueline Scott, CPA, CGA
Treasurer

These charts are a summary of financial information taken from the audited financial statements for the year ended March 31, 2016.

A complete copy of these statements is available upon request.

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 Board has the necessary policies and processes in place 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 President and CEO.

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

- Led the development of the 2016-2018 PHSS Strategic Framework including the external environmental assessment.
- Continued to support Brian Dunne and Carmell Tait in their leadership of PHSS.
- Updated the PHSS Board Governance Manual, and Board Orientation and annual review of Abuse Policy and Procedures.
- Reviewed PHSS significant events, human resources management, staff accident experience, and the health & safety program.
- Followed up on Board's 2015 self-assessment.

The Committee membership included Brian Orr (Chair), Catherine Sexton (Vice Chair), Maria Sinovic (Past Chair) and Margaret Szilassy. Brian Dunne and Carmell Tait served as ex officio members. Thanks to Leslie Giesbrecht for her administrative support and fulfilling the role of Recorder for the Committee.

Respectfully submitted,

A handwritten signature in black ink that reads "Brian Orr".

Brian Orr
Chair

Coffee Chats



The Communication Coffee Chat group has been meeting once a month to practice using their devices and books. The purpose of the group is to encourage **EVERYONE** involved to use a device or tool to communicate.

We have been taking turns meeting at each persons' home for a coffee and an afternoon of socializing. Staff involved have been promoting and making opportunities for everyone to use their communication devices and books.

Since the weather was so nice we decided to take the coffee chat out into the community at William's Cafe. Everyone who went ordered their food/drinks using their devices and books. Staff offered some assistance and the William's staff were great.

They looked at their books or listened to their devices and this allowed the Coffee Chat Group to be able to be more independent and interact with people in the community.



Grand Opening of our new Community Place



Over the last year, we have been preparing for a new building in north London—we broke ground in Spring 2015, and have now finished the first phase of our new Community Place! We celebrated with a Grand Opening in the Spring of 2016, which hosted around 150 attendees.

This new community place will provide a variety of supports and services such as health and fitness, leisure, communication, meeting, and training space. Our Project Hope program has moved here and will continue to provide the supports and services that people have come to expect. We also hope to strengthen partnerships with other community organizations. This building will be used by family, self-advocacy groups, and for community events.

Features of this new 4,400 sq. ft. building include:

- Fully accessible floor plan
- Open spaces for lounge areas and activities
- Covered driveway for pick-up and drop-off
- The ability to accommodate future growth

The second phase is not yet complete, but plans for Phase 2 include finishing the lower level and installing an elevator to make the building fully accessible between the two levels.



Annual Report

Participation House Foundation

Here we 'Grow' Again! This past spring we celebrated the completion of the new building in north London. Once again, the Foundation partnered with Mike Hussein from Willow Bridge Homes, and we were so thankful to Mike for his hard work and dedication in making a long-awaited dream a reality! This beautiful, multi-purpose space will provide much-needed respite and therapy for adults who are medically fragile and/or living with complex physical needs.

The Foundation's primary focus and purpose is to fundraise. Each year we host three signature events: Salute to Laudable Londoners, Bowl-A-Thon, and the Leo Kirwin Golf Tournament. A recap of the three signature events held in 2015 can be found on the next page.

In August, the Project Hope staff ran their second annual **Rocking for Hope**

event at Norma Jeans nightclub, which featured several local bands and raffle prizes, and raised over \$7,500!

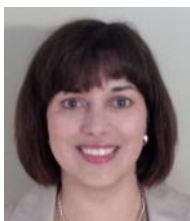
In February 2016, a new event was held at Buffalo Wild Wings Restaurant, whereby a percentage of lunch and dinner revenue was donated back to PH, totalling over \$300.

In 2015, the Foundation was sad to say goodbye to 2 long-time board members, Barbara Russell and Treasurer Robert Courneya, who both retired after many years of outstanding service. We were very fortunate to have these dedicated directors on the board and we wish them well in the future. Former founding board member Leo Kirwin celebrated his 90th Birthday with several PH staff in attendance, and current board member Bill Holmes and his wife Margaret celebrated their diamond wedding anniversary (that's 60 years)!! We are also pleased to welcome two new members, Rob Matic and Maryann Moons, to the Board of Directors this year.

The Foundation continued to make progress executing its three year Strategic Plan: it partnered with the Public Relations committee in updating all of its signage, pamphlets, letterhead; it recruited two new board members; and, it raised its community profile by advertising the three signature fund raising events in SNAPd London. The Foundation looks forward to continuing its strategic work plan over the next two years.

Finally, a word about our wonderful staff who volunteer at all of the fundraising events – what would we do without you?! There's no question that the Foundation's success in raising much-needed dollars is tied directly to the selfless and caring staff who work tirelessly to help the Foundation reach its fund raising goals. Year after year, their dedication and enthusiasm in volunteering at the events and also *attending* events such as the golf tournament, ensures that we can continue to raise money that will help to bridge the gap between government funding and whatever needs are still required by Participation House Support Services. On behalf of the Participation House Foundation – we say thank you!!

Respectfully submitted,




Tina Jamieson
Chair

\$94,912

raised by the
three signature events
in 2015-2016



Salute to Laudable Londoners



The 16th Annual **Salute to Laudable Londoners** was held on April 21st at Museum London and raised over \$40,000 - the largest amount ever! More than 100 guests honoured Dr. Mitchell A. Baran, owner and Chairman of Trudell Medical Group for his many contributions to the London community.

Participation House Bowl-A-Thon



The 15th Annual **Bowl A Thon** was held on June 7th at Fleetway and raised over \$29,500. Approximately 300 supported individuals, family members, staff, board members, sponsors and friends enjoyed a fun afternoon of bowling, raffle prizes and a delicious lunch from North Moore Catering.

Leo Kirwin Golf Tournament



The 14th Annual **Leo Kirwin Golf Tournament** was held on August 21st and raised over \$24,500. Approximately 100 participants enjoyed another sunny day on the links at East Park Golf Gardens, as well as an extensive silent auction, several individual and team prizes, and a relaxing lunch on the patio.

DID YOU KNOW?

Participation House Foundation is a registered charity! You will receive a tax receipt for any donation of \$10 or more!

Charitable Registration Number: 89172 2043 RR0001

Give a Monthly Gift to Show Your Ongoing Support!

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.

Simply visit our website at www.participationhouse.com and click on "Donate Now"

You will be given the option to give a one-time donation or to arrange monthly contributions.

Your donations help individuals with severe physical, developmental and/or multiple disabilities to achieve their full potential in the community. On behalf of all the staff, families, friends, and more than 200 people we support – **THANK YOU!**



We also welcome your cheques:

Enclosed is my contribution of \$_____.

Please make your cheque payable to:

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

Name: _____

Address: _____

City: _____ Postal Code: _____ Telephone: () _____



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


Please direct my donation to
the **highest priority needs of
Participation House**



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

Please direct my donation to
another specific fund:

**Note: The Board of Directors has established endowment funds so they will provide a lasting legacy of support. Donations are prudently invested and the income earned by these investments of the capital is used to support the work of Participation House Support Services as outlined by the fund terms of reference.*



Participation House Foundation – London respects your privacy. 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, 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 our contact list, simply contact us by email at info@participationhouse.com and we will gladly accommodate your request.

DID YOU KNOW?

In 2012, 1 in 7 Canadians aged 15 or older reported having a disability

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

More than 8 out of 10 persons with disabilities use aids and assistive devices; having the appropriate aids can enable an individual to participate more fully in society.* 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. 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. These houses quickly become homes, much loved by those who live there. While government funding may be available, it does not cover all expenses. Participation House Support Services understands its responsibility as a good neighbour to properly maintain our homes, both inside and out. Private funding and/or gifts-in-kind are welcome to create new homes when operational funds are available from the government.

Transportation and Travel

Many of the people we support face significant mobility challenges, and are unable 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. The goal is to pair each location with their own van, but many are still relying on ParaTransit.

Reliable access to transportation is necessary for unexpected medical appointments or other urgent situations. Also, the spontaneity of 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. **An accessible van costs approximately \$58,000, with annual maintenance, gas and insurance costs of 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, as well as provide therapy such as Occupational Therapy, physiotherapy, and specialized technology.

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.

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

FOCUS Innovation Finalists!

This year, FOCUS Accreditation congratulated us on being awarded as a Finalist for the **FOCUS 2016 Innovation Award** and for being awarded the **Most Innovative Presentation!**

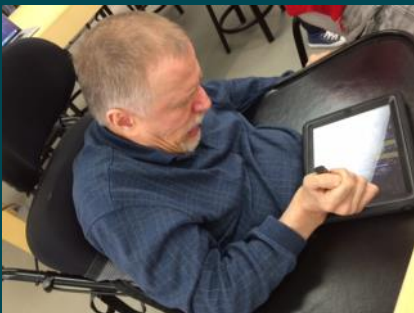
PHSS's Possibilities in Paint innovates through partnerships with community artists. Participants have become valued as artists and are changing public perceptions of those who are differently abled. London's artistic community has become richer from this initiative as participants share space and display their work throughout the community alongside other artists.

Possibilities in Paint values the inclusion of all abilities, a philosophy of "assist – not do for" and supports the interconnectedness of all involved, providing shared growth and learning to participants, their families, and the broader community. Participation House Support Services and its staff are commended for their commitment and compassion, as it relates to helping people using services explore and develop their artistic skills and talent, while bringing the broader community together to the benefit of all.

The FOCUS Innovation Award for community services is the first of its kind in Ontario. It recognizes the successful introduction of an idea, process or initiative that has been proven to make a genuine difference or positive change to the organization, the community and the quality of services provided to people using services.



Tech-Talk



Jim wants to talk with people. He is very personable and outgoing, and his smile is infectious. Jim was using a book to connect with people and let them know what he had been doing. However, it was very hard for Jim to turn the pages and he is proud and independent wherever he can be. Turning the pages to communicate with others became frustrating for him, which eventually lead to the book being put away and no longer used.

There was an older iPad that was not being used, so we put some pictures on it and gave it to Jim. It would not work; he did not have the dexterity to scroll or change the page. Jim's staff went to an iPad workshop held at the Apple store, and Jim learned that he could use his fist to maneuver and control the iPad. Then, the pages started turning for him, and he was elated! Jim kept saying thank you and he was so happy. He has recently received a new iPad, on which he can install "Pictello": a program that he can use to arrange pictures and narrate his pictures into stories.

Jim will be able to communicate independently and more easily with people, even though he does not use words.





Thank you for helping us to ***GROW!***

We look forward to another year of growth and opportunities that may come as we continue to connect with the community in new and exciting ways.

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