

Participation House

SUPPORT SERVICES

ANNUAL REPORT

2016-2017



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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 10, 2017.**

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 11, 2016
4. Treasurer’s Report and approval of audited financial statements for the fiscal year ending March 31, 2017
5. Appointment of auditors for fiscal year ending March 31, 2018
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 10th day of August, 2017.

BY ORDER OF THE BOARD

Brian Orr
 Chair, Board of Directors

Minutes of the Annual General Meeting

Springbank Park—August 11, 2016

1. Call to Order
The meeting was called to order at 2:50pm 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 13, 2015
Motion: Margaret Szilassy
Seconded: Anne Alexander Motion Carried.
4. Treasurer report summary delivered by Jacqueline Scott
5. Approval of audited financial statements for the fiscal year ending March 31, 2016.
Motion: Jacqueline Scott
Seconded: Tom Boaz Motion Carried.
6. Appointment of Graham Scott Enns as auditors for the year-end financial statements of March 31, 2016.
Motion: Jacqueline Scott
Seconded: Catherine Sexton Motion Carried.
7. 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.
8. Appointment of the Board of Directors for 2016/2017.

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

Motion: Brian Orr
Seconded: Jacqueline Scott Motion Carried.

Special thanks to Patricia James and Anne Alexander for their years of service on the PHSS Board of Directors.

9. Remarks from the Committee Chairs:
Quality Assurance report summary delivered by Merv Sharpe
Public Relations report summary delivered by Kathy Wallis
Policy and Oversight report summary delivered by Brian Orr
Participation House Foundation report summary delivered by Tina Jamieson
10. There being no further business, the meeting was adjourned at 3:02 p.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

2016-2017 has been another successful year for Participation House Support Services. Our new Community Place in North London became increasingly busy with a range of activities to support people around the London area. We were also busy opening two new locations in London as well as our first home in Owen Sound to serve the Grey/Bruce region.

Over the year, the PHSS Board and senior leaders continued to make progress on strategic initiatives designed to:

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

The Board Committees continue to provide significant leadership, strengthen governance of PHSS, and enhance PHSS' profile externally. The Quality Improvement Committee continues to advance the mini-PAR process that involves meeting with individuals supported by PHSS to better understand their support needs and the individualized support provided. The Finance Committee has been actively supporting PHSS in its management of the growing financial pressures placed on the organization as well as service providers across the province. The Public Relations Committee has been working hard to support the enhancement of the communications and profile of the Foundation and PHSS.

The Board continues to appreciate and support the work of our leaders in providing a strong leadership presence to improve the quality and coordination of care received by individuals with complex developmental disabilities or who are medically fragile. Our Chief Operating Officer, 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 outstanding commitment and dedication to 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 move forward with our Mission and to adapt in an ever-changing environment with a focus on assisting 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

Once each year, the Board of Directors undertakes the task of reflecting on its effectiveness in all areas of performance. These performance areas flow from the directions set out by the strategic plan of the Board.

As a result of this exercise, the Nomination Committee has established to formalize this process and to ensure that Board members are representative of the people we serve. In addition, the Committee endeavors to select individuals who possess the skills required to form an efficient, effectively-functioning Board.

To that end, six areas of competency were identified:

- Personal/Interpersonal Competence (foundational)
- Caregiver Perspective and Experience
- Technical Skills
- Strategic Skills
- Other Considerations

Each of these areas include a sub-set of skills which are considered when new board members are invited to join the Board or a committee of the Board.

The Nomination Committee is refining eligibility criteria and identified skills which are non-negotiable (i.e. integrity, informed judgment, conflict resolution) and those skills which assist and support the Board in making decisions that best represent our mission and values.

The Committee also made recommendations for Board action next year. The action items include flagging areas of low representation as a focus for future Board member recruitment and that this measure be applied if a Board member, who has a specific skill area not provided by anyone else, leaves.

This year, the Committee recommended that the Board member self-assessment be included as part of the work of this committee. Results of this assessment will be a valuable complement to ensuring that PHSS has a Board which functions to support our people, our legal mandate and our vision and mission.

Thank you to Steve Elson and Virginia Rutledge for their participation, dedication and commitment to making out Board of Directors an efficient group which acts with integrity and has the interests of the people we serve at heart.

Respectfully Submitted,



Maria Sinosic

Maria Sinosic
Chair

Annual Report

Quality Assurance Committee

The Quality Improvement Committee is a committee of the Participation House Support Services (PHSS) Board of Directors. Membership consists of representation from the Board, family, and community, an individual supported by PHSS, and PHSS leadership staff.

The committee's mandate is to fulfill the Board's promise and obligations to the individuals receiving support and to oversee the quality of support and care provided across the full range of PHSS services.

In order to fulfill its mandate, the committee uses various methods to accomplish their work:

- a) **Visits** to supported persons in their homes gives committee members first hand knowledge of the person, their family, staff and physical space in which the person makes their home.
- b) **Review of the Person Centred Plan** explains the activities, likes, and dreams the person has and provides the basis for discussions regarding the implementation of the plan. Through these discussions, all present are made aware of the efficacy and the impact it has on the life of the individual. During these visits we want to focus on flexibility, listening, problem solving, creativity, individuality, and engagement of the person, their family and staff team. Information gathered at the home interviews is reviewed by the committee and is used to determine broader themes throughout the agency. These visits continue to be an integral and important part of the working committee.
- c) The committee engages in an agency-wide process of **Participatory Action Research (PAR)**. This review occurs every three years and involves individuals supported by PHSS, their families, staff, community representatives, PHSS Board members and senior leadership staff. Information resulting from this process is collected and forms the basis of the Board's strategic plan.
- d) The committee has also participated in viewing a series of videos entitled "**Conversations That Matter**" and has recommended the videos be used throughout the agency. These videos are short (20 minutes), target various performance areas and help us all to reflect on the quality of our work.

I am proud of the work our committee has done this past year and am grateful for their support and continued quest towards continuous improvement for all.

Respectfully submitted,



Maria Sinosic

Maria Sinosic
Chair

Annual Report

Public Relations Committee

The past few years have seen a complete branding overhaul for Participation House Support Services by the Public Relations Committee, including new online and printed materials, but this past year the committee has been more focused on reviewing and evaluating our current communication needs.

The Public Relations Committee is a committee of the Participation House Support Services Board of Directors, and consists of PHSS Board members Brian Orr, Maria Sinosis and me, Bill Jamieson from the community, and PHSS staff members Barb Tucker, Dave Wighton and Amanda Bartlett. Amanda provides recording support to the committee, and does the majority of communications and event planning for both the Board and Foundation, and we are grateful for all her hard work. We would like to add more members to our committee, and have attempted to recruit people with a communications background through Pillar. Member recruitment remains a goal for the coming year.

We have worked to update our crisis communications binder with up-to-date contacts from the various levels of government and board members. After reviewing the content based on different scenarios, we found that many of the communication recommendations in the binder are still valid, but, with the rise of social media, the committee will be updating the process for handling a social media crisis.

Amanda has drawn up an editorial calendar to give us a better handle on which communications are going out to donors and other recipients at which times. This is an ongoing effort which will assist both the Foundation and Support Services Boards.

Bill is taking the lead in producing a new video for PHSS, which will focus on “needs,” with a clear case for financial support. Our past videos have focused on our success and individual stories of some of the people we serve. We are very grateful that Bill and his company “Streetwise Consulting” will write and storyboard the video for us.

Completion of the video will be our first order of business in the upcoming year, as our committee continues to search for the best way to communicate with existing and potential donors, families, and the general public, and look for opportunities to tell our story.

I am grateful to the committee for their hard work this past year, and look forward to another year of progress and further development.

Respectfully submitted,



Kathy Wallis

Kathy Wallis
Chair

STATEMENT OF OPERATING FUNDS & EXPENDITURES

REVENUES	2017	2016
Ministry of Community & Social Services and Ministry of Children and Youth Services	\$11,717,949	\$11,456,728
South West Local Health Integration Network	\$6,468,479	\$6,061,307
Recoveries & Other Income	\$619,667	\$592,447
Donations & Grants	\$238,438	\$97,467
TOTAL REVENUES	\$19,044,533	\$18,207,949
EXPENDITURES		
Salaries & Benefits	\$16,408,720	\$15,496,414
Building Occupancy	\$1,093,854	\$1,176,631
Consumer Supplies	\$504,871	\$458,876
Purchased Services	\$451,912	\$441,431
Office and Other Operating	\$565,126	\$554,928
TOTAL EXPENDITURES	\$19,024,483	\$18,128,280
EXCESS OF REVENUES OVER EXPENDITURES	\$20,050	\$79,669

200+
people we support



in more than
50
locations
across Southwestern
Ontario

468
EMPLOYEES



326 part-time



142 full-time

STATEMENT OF FINANCIAL POSITION

ASSETS	2017	2016
Current Assets	\$1,221,639	\$1,382,326
Restricted Cash	\$37,184	\$75,158
Tangible Assets	\$2,204,059	\$2,458,297
TOTAL ASSETS	\$3,462,882	\$3,975,781
LIABILITIES & NET ASSETS		
Current Liabilities	\$1,103,395	\$1,462,155
Long-Term Debt	\$185,997	\$20,665
Deferred Contributions	\$469,082	\$723,320
TOTAL LIABILITIES	\$1,758,474	\$2,266,140
NET ASSETS	\$1,704,408	\$1,709,641
TOTAL LIABILITIES & NET ASSETS	\$3,462,882	\$3,975,781

Annual Report

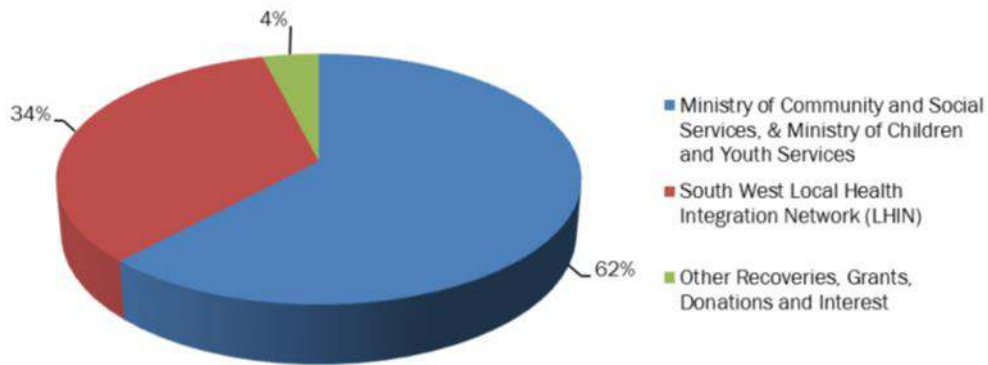
Treasurer's Report

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, 2017.

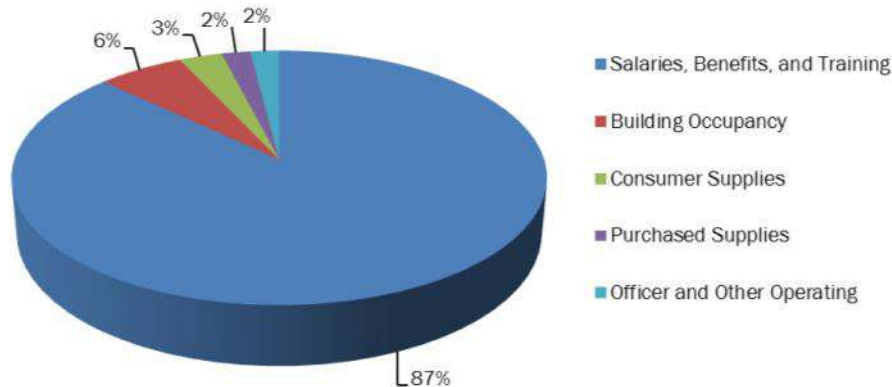
During the year, monthly financial statements and other reports are reviewed and discussed by the Finance Committee. The financial statements were audited by Graham Scott Enns LLP Chartered Accountants, providing the Board of Directors and multiple government ministries with an independent opinion on 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 of Participation House for their hard work, enthusiasm, insight, expertise, and support throughout the year. I would like to thank all the management and staff for their hard work and dedication to help achieve a balanced budget.

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, 2017.

A complete copy of these statements is available upon request.

STRATEGIC PLAN

Our Strategic Directions for 2016-2019

— Preserving What is Sacred —

Maintaining our unwavering commitment to those we support

Since it was founded PHSS has been guided by its Vision, Mission, and Support and Operational Principles. Our first Strategic Direction focuses on maintaining PHSS' ongoing commitment to "Preserving What Is Sacred" to the corporation and staff. At its essence, this involves continually providing excellent support to all the people that PHSS supports, application of continuous quality improvement and evolving the range of services provided to the people who PHSS currently supports and those we support in the future.

— Creating and Influencing Community —

Creating inclusive communities through engagement, education and influence

In order to advance our Vision, Mission, and Support and Operational Principles, PHSS has always recognized the importance of being part of the Community and to influence the various communities and policies that impact the people we support. Our second Strategic Direction focuses on PHSS' commitment to engage, influence and educate community and external stakeholders in order to advance the involvement, inclusion and recognition of diverse persons who live with one or more permanent disabilities.

— Enhancing our Capacity to Serve —

Supporting an increasingly diverse and growing number of people

Our third Strategic Direction recognizes the need for PHSS to continuously enhance the organization's capacity to ongoing support to the people we support, grow a broader regional role, and to fulfill our obligations as a government funded not-for-profit corporation in the province of Ontario. Our capacity refers to all components of the organization necessary to support people and their families, provide needed management and corporate governance and meet our obligations as a government funded organization including the value for money or the services provided by PHSS.

— Leading in Health and Support Services —

Contributing to transforming health and social services through Innovation and collaboration

Our fourth Strategic Direction recognizes the increasing provincial and regional focus on transforming the delivery of health and social services. Since its beginning, PHSS has provided leadership and been innovative in designing and delivering health and social services that respond to the needs of people with challenging and complex medical conditions and developmental disabilities. This strategic direction recognizes PHSS' ongoing innovative role and leadership associated with provincial and regional transformation and our pursuit of opportunities that enhance the provision of community-based health and social services to people with ongoing complex needs.

Tech-Talk

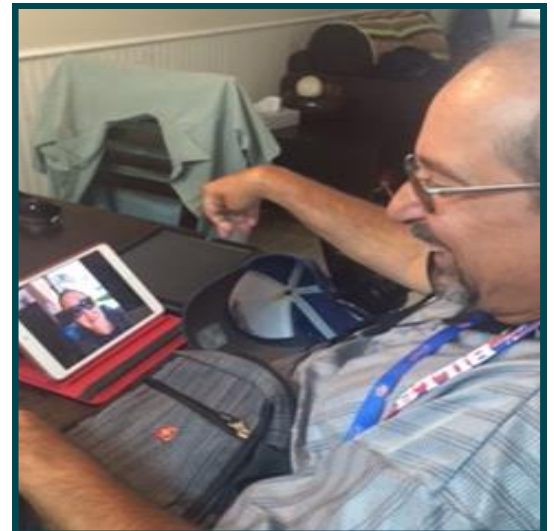
Kailey has recently become a Stampin' Up demonstrator and during the month of June, Kailey hosted "Creative Tuesdays with Kailey" over at the Unitarian Fellowship of London hall. Each week, she came up with a different craft for the group using her Stampin' Up supplies!

As Kailey is non-verbal, she communicated to the group using her Pictello app. Before the workshop, she would make a sample of the craft and take pictures along the way to upload to the app and would write instructions to accompany each picture. Kailey presses the story of that craft and the app reads the instructions to the group!

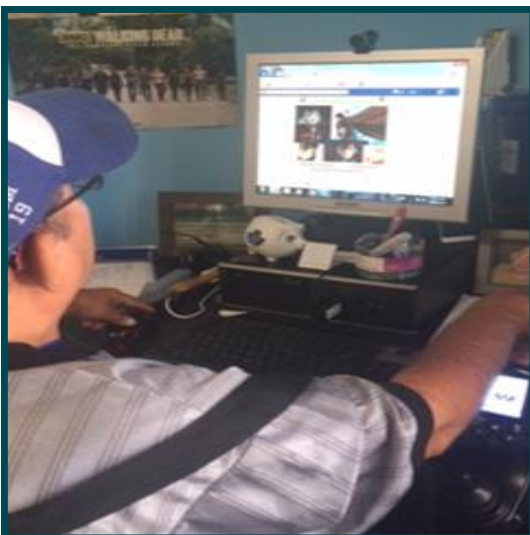


Tom has always had a love for technology. He is always on the “up and up” of all the hot new technology coming out and is the first to understand the product. He has seen the power of technology, how it has changed throughout his lifetime, and how technology has changed his life.

Many years ago Tom never dreamed he'd experience the feeling of full hearing in both ears, that was until technology gave him a very small set of hearing aids that made it happen. This is just one example of a small piece of technology that changed his life. From his power wheelchair with all its amazing features to the countless new gadgets, Tom is always connected. Social media has allowed Tom to stay connected with friends and family through Facebook and other media outlets. With his iPad, he uses FaceTime, allowing him to show and share things with family and friends, even if it's been some



time since he's seen them.



Tom expresses his thoughts, interests and ideas through his own YouTube channel and invites others to join the conversation. Tom is a gamer. He's always playing the newest game console and using it to the fullest, playing games against people around the world using the online function. Tom has mastered how to manipulate the remote controls to fit his ability and compete at a high level. When Participation House saw the need to create a group focused on technology, Tom found his calling. Tom is a member of the technology team at Participation House and loves to share his knowledge of technology with others, as well as how they can use it and adapt it to better their lives as it did his.

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 & CEO.

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

- Monitored the directions being taken by the Ministry of Health and Long-Term Care, Ministry of Community and Social Services and Ministry of Children and Youth Services
- Oversight of PHSS compliance with French Language and PHSS' service agreements, and preparation for Focus Accreditation
- Completion of the PHSS Strategic Direction, Board Retreat and oversight of implementation of strategic initiatives
- Updated Board orientation and commissioned the Nominations Committee to recruit new directors, and to review the Board's directorship capability and future recruiting needs
- Reviewed PHSS significant events, human resources management, staff accident experiences, and the health & safety program
- Preparation for the Board's 2017 self-assessment
- Support to Brian Dunne and Carmell Tait in their leadership of PHSS

The Committee membership includes Brian Orr (Chair), Catherine Sexton (Vice Chair), Maria Sinosic (Past Chair) and Margaret Szilassy. Brian Dunne and Carmell Tait served as ex-officio members. The Nomination Committee includes Maria Sinosic (Chair), Steve Elson and Virginia Rutledge. Thanks to Leslie Giesbrecht for her administrative support and fulfilling the role of Recorder for the Committee.

Respectfully submitted,



Brian Orr
Chair

Annual Report

Participation House Foundation

On behalf of the Participation House Foundation, I am pleased to provide the following report:

- The new Community Place was officially opened on April 29th, 2016 with over 130 attendees taking part in the celebrations
- Dignitaries and speakers in attendance included London Mayor Matt Brown, Karen Chan (MCSS), Michael Barrett (LHIN) and Peter Devlin (Fanshawe College)
- The Foundation followed-up the grand opening of the new Community Place with a direct mail campaign and received donations totalling \$6,094.00
- Future plans for the Community Place include finishing the lower level and installing an elevator. Due to the significant costs of these projects, the Foundation is pursuing various grant opportunities in the London community in hopes of receiving funds to pay for these renovations

The Foundation is now in year 2 of its 3 year Strategic Plan. The Foundation's primary focus is to fundraise, and each year we host three signature events: Salute to Laudable Londoners, Bowl-A-Thon, and the Leo Kirwin Golf Tournament. Another focus of the Foundation has been to raise its community profile through various endeavours:

- In November 2016, Brian Dunne did an on-air interview on CJBK's "Ask the Expert" segment
- Foundation has been purchasing advertising space in SNAPd London, featuring photographs of our three annual signature events
- Yurek Home Healthcare now sells notecards produced by artists from the Participation House Possibilities in Paint Collaborative Art Studio program
- Foundation identified significant donors and plans are underway to hold a donor appreciation event in Fall 2017

In 2016, Foundation welcomed 3 new Board Members: Maryann Moons, who currently works at YOU (Youth Opportunities Unlimited) as Director of Finance; Rob Matic, Manager of Yurek Home Healthcare; and Marian Strom, a Project Manager at Bell Canada.

The Foundation is extremely appreciative of the support it receives for its 3 annual fundraising events. The success of these events after so many years is not possible without the assistance of staff, board members, families, our vendors, our friends in the community, and especially the wonderful individuals that we support. The monies raised at the events ensures that we can continue to bridge the gap between government funding and whatever needs are required by Participation House Support Services. So, on behalf of the Participation House Foundation, we say thank you to all for your help!

Respectfully submitted,



Tina Jamieson

Tina Jamieson
Chair

\$72,330

raised by the
three signature events
in 2015-2016



Salute to Laudable Londoners



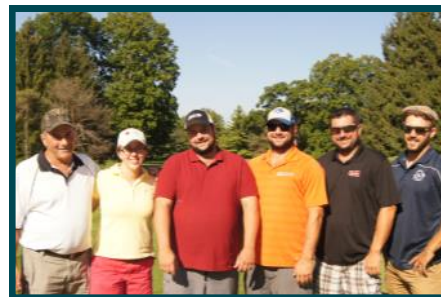
The 17th Annual **Salute to Laudable Londoners** was held on April 21st at the London Hunt and Country Club and raised over \$17,300! More than 100 guests honoured Mr. Murray Faulkner, retired London Police Chief, for his many contributions to the London community.

Participation House Bowl-A-Thon



The 16th Annual **Bowl A Thon** was held on June 7th at Fleetway and raised over \$27,500. Approximately 300 supported individuals, family members, staff, board members, sponsors and friends enjoyed a fun afternoon of bowling, raffle prizes and a delicious pizza lunch.

Leo Kirwin Golf Tournament



The 15th Annual **Leo Kirwin Golf Tournament** was held on August 21st and raised over \$27,400. 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 the
Lori Hicks Vacation Fund

Please direct my donation to the
Fulford Family & Consumer Fund

Please direct my donation to the
Community Place Building 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.*

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.

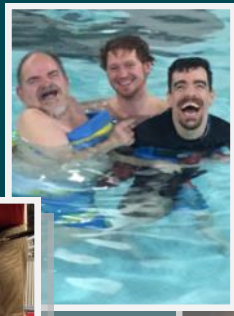
Follow Your HeART



Denise has a passion for working with paint to discover what happens when you follow your heart, and her dream is to become an artist. She is part of the Possibilities of Paint program through Participation House but is keen to branch out and experience more in the community.

Denise attended her first “Art in the Park” in Glencoe on July 22 this year. With assistance from staff, friends and volunteers, Denise was able to set up a display of her own artwork for this event, and her creative art pieces were seen by many people that day. She sold a number of her art pieces and has been offered an opportunity to display pieces of her artwork at a local store on the main street in Glencoe.

Meaningful Moments



Best Buddies!



Chrissy wanted to make a new connection, and she came across the Best Buddies program, which creates friendships between people with and without disabilities. Chrissy got connected with the chapter at King’s University College at Western University, and was matched up with Jessica!

Jessica and Chrissy really connected. Jess has visited Chrissy’s house a few times, and was going drumming with Chrissy on Wednesday mornings. Jess lives out of town and is home now for the summer, but sends Chrissy videos of her farm and all the animals via Facebook messenger. Chrissy loves watching them! They also meet up with the whole Best Buddy crew once a month to do a fun group activity like bowling! Jess will be back in the fall and they are both looking forward to getting together again!





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.

Participation House
SUPPORT SERVICES



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