

**PHSS**

Medical & Complex Care  
in Community



2019-2020  
**ANNUAL  
REPORT**

**Appointment of the  
Board of Directors  
for 2020/2021:**

- Brian Orr  
*Chair*
- Maria Sinosis  
*Past Chair*
- Catherine Sexton  
*Vice Chair*
- Margaret Szilassy  
*Vice Chair*
- Maureen Reid  
*Secretary*
- Linda Coffin  
*Treasurer*
- Linda Ballantyne  
*Member-at-large*
- Dianne Elliott  
*Member-at-large*
- Donna Ladouceur  
*Member-at-large*
- Elizabeth Wasko  
*Member-at-large*
- Helen Connell  
*Member-at-large*
- Laurie Gauld  
*Member-at-large*

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## ***Vision***

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

## ***Mission***

**PHSS supports individuals with developmental, medical, and/or complex physical needs to live in their own homes, and participate in community with family and friends.**

# Minutes of the Annual General Meeting

Fanshawe Conservation Area—August 8, 2019

1. The meeting was called to order at 3:05p.m. 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 8, 2019:  
 Motion: Linda Coffin      Seconded: Dianne Elliott      *Motion Carried.*
4. Treasurer report summary delivered by Linda Coffin
5. Approval of audited financial statements for the fiscal year ending March 31, 2019:  
 Motion: Linda Coffin      Seconded: Catherine Sexton      *Motion Carried.*
6. Appointment of Graham Scott Enns as auditors for the fiscal year ending March 31, 2020:  
 Motion: Linda Coffin      Seconded: Dianne Elliott      *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: Donna Ladouceur      *Motion Carried.*
8. Appointment of the Board of Directors for 2019/2020:
 

<b>Chair:</b>	Brian Orr	<b>Member-at-large:</b>	Dianne Elliott
<b>Past Chair:</b>	Maria Sinosis	<b>Member-at-large:</b>	Merv Sharpe
<b>Vice Chair:</b>	Catherine Sexton	<b>Member-at-large:</b>	Elizabeth Wasko
<b>Vice Chair:</b>	Margaret Szilassy	<b>Member-at-large:</b>	Steve Elson
<b>Secretary:</b>	Maureen Reid	<b>Member-at-large:</b>	Lynda Robinson
<b>Treasurer:</b>	Linda Coffin	<b>Member-at-large:</b>	Donna Ladouceur
		<b>Member-at-large:</b>	Linda Ballantyne

Motion: Catherine Sexton      Seconded: Linda Coffin      *Motion Carried.*
9. Quality Improvement report summary delivered by Brian Orr
10. Policy and Oversight report summary delivered by Brian Orr
11. Participation House Foundation report summary delivered by Marian Strom
12. Other Business:  
 Brian Orr, Board Chair, officially announced the rebranding of PHSS and new logo was revealed.
9. There being no further business, the meeting was adjourned at 3:20 p.m.  
 Motion: Dianne Elliott      Seconded: Brian Orr      *Motion Carried.*

Meeting adjourned.



## ***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.

## ***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 must be involved in the decision making process when a decision effects them.
- in recognizing the efforts and achievements of staff members.



## **Report from the Board Chair and President/Chief Executive Officer**

PHSS had another successful year from April 2019 to March 2020 despite the start of the COVID-19 pandemic during the last quarter.

Thanks to our dedicated staff, volunteers, funders and donors, PHSS

continues to positively impact the lives of the people we support and their families, and PHSS was able to successfully respond to COVID-19 as the province declared a state of emergency in mid-March.

In January, PHSS staff began to prepare for the COVID-19 pandemic and have continually monitored and updated practices to comply with provincial and local directives. Our staff have been able to sustain our mission by adapting to frequently changing developments with a focus on protecting individuals we support and staff, adopting new work practices and focusing on providing excellent care during difficult times. Unfortunately, it is anticipated that the COVID-19 pandemic may well impact PHSS' operations throughout the 2020-2021 fiscal year.

In addition to responding to COVID-19, PHSS had a successful year in achieving a balanced budget and extending our services in both Western and Eastern Ontario, funded by the Ministry of Children, Community and Social Services ("MCCSS") and the Ministry of Health ("MOH"). Highlights of the year included:

- Providing MCCSS funded supportive living services in the Ottawa area for three individuals,
- Expanding services in the London area with 5 additional supportive living placements,
- Expanding Passport support, and
- Operating a full year of PHSS' Supportive Community on Clarke Road with 14 single apartments.

Given the Province's initiatives to transform healthcare services, PHSS participated in initiatives to establish Ontario Health Teams most noticeably in Elgin, Huron/Perth and London/Middlesex areas.

We appreciate the terrific work of our leaders and staff who continually improve the quality of care received by individuals we support. We thank all PHSS staff for their continuing outstanding commitment and dedication to providing excellent care and support to all individuals supported, while responding to the COVID-19 pandemic. Your focus on those we support is acknowledged by the people we serve and their families.

It is with great sadness that we remember the passing of Carmell Tait, our Chief Operating Officer of 32 years, on May 7, 2020. Carmell was incredible friend, advocate, leader and innovator whose passion was an inspiration to many within and outside PHSS. She has left an indelible mark in the world and in the way people with complex needs are valued and supported to have the best life possible. A humble person by nature, rooted in social justice, Carmell was most proud of her work to repatriate people from institution to community.

Respectfully Submitted,

Brian Orr, *Chair*

Brian Dunne, *President and CEO*



**STATEMENT OF OPERATING FUNDS & EXPENDITURES**

REVENUES	2020	2019
Ministry of Community & Social Services and Ministry of Children and Youth Services	\$ 14,471,153	\$ 13,552,392
SW Local Health Integration Network	\$ 8,426,757	\$ 7,687,991
Recoveries & Other Income	\$ 765,115	\$ 720,776
Donations & Grants	\$ 2,051,019	\$ 1,786,558
<b>TOTAL REVENUES</b>	<b>\$ 25,714,044</b>	<b>\$ 23,747,717</b>
EXPENDITURES		
Salaries & Benefits	\$ 21,697,393	\$ 20,067,780
Building Occupancy	\$ 1,363,107	\$ 1,376,657
Consumer Supplies	\$ 944,478	\$ 772,904
Purchased Services	\$ 769,094	\$ 653,921
Office and Other Operating	\$ 855,870	\$ 833,914
<b>TOTAL EXPENDITURES</b>	<b>\$ 25,629,942</b>	<b>\$ 23,705,176</b>
<b>DEFICIENCY/EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>\$ 84,102</b>	<b>\$ 42,541</b>

**250+**  
people we support



in more than  
**60**  
**locations**  
across Ontario

**614**  
EMPLOYEES



435 part-time



179 full-time

**STATEMENT OF FINANCIAL POSITION**

ASSETS	2020	2019
Current Assets	\$ 3,228,958	\$ 2,396,808
Restricted Cash	\$ 78,808	\$ 46,344
Tangible Assets	\$ 4,309,236	\$ 3,815,421
<b>TOTAL ASSETS</b>	<b>\$ 7,617,002</b>	<b>\$ 6,258,573</b>
LIABILITIES & NET ASSETS		
Current Liabilities	\$ 3,657,496	\$ 3,056,447
Long-Term Debt	\$ 1,215,672	\$ 452,149
Forgivable Loan	\$ 1,676,505	\$ 1,676,505
Deferred Contributions	\$ 1,080,801	\$ 1,018,179
<b>TOTAL LIABILITIES</b>	<b>\$ 7,630,474</b>	<b>\$ 6,203,280</b>
<b>NET ASSETS</b>	<b>- \$ 13,472</b>	<b>\$ 55,293</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 7,617,002</b>	<b>\$ 6,258,573</b>



## Report from the Treasurer

On behalf of PHSS, I am pleased to provide you with this report on the financial position and results of our operations for the year ending March 31, 2020.

The purpose of the Finance Committee is to provide oversight of financial practices and systems necessary for the Board to fulfill its financial governance obligations. At each monthly meeting, the Finance Committee reviews financial reports and other information to fulfill this purpose.

The financial statements were audited by Graham Scott Enns and provide the Board of Directors and the government ministries that fund us with an independent opinion on the fair presentation of the financial position of PHSS.

In Fall 2017, PHSS purchased a fourteen-unit affordable housing building to continue our vision and develop an intentional community. All units continue to be occupied and a surplus is reported this fiscal year. A surplus policy was approved by the Board which will guide the use of surplus funds in the future. Our operating revenue and expenditures increased by more than 8%, allowing PHSS to serve eight more people and establish in the Ottawa community. The fiscal year ended with the declaration of a global pandemic and the full impact to PHSS is not known. This continues to be a risk that PHSS has managed well financially and keeps the individuals we serve and our staff safe.

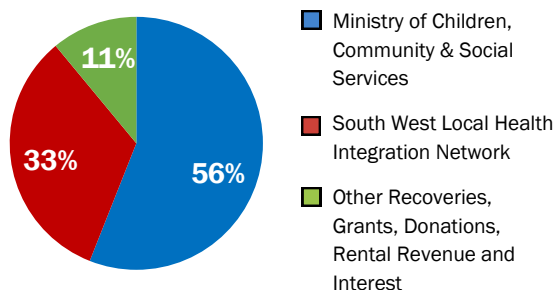
I wish to extend my sincere appreciation to the members of the Finance Committee as well as the senior management and Finance teams for their dedication, enthusiasm, hard work, expertise and support through the year.

I also wish to thank all management and staff for their hard work and commitment to achieve a balanced budget or surplus this fiscal year. A balanced budget is required by our commitment to our funding ministries.

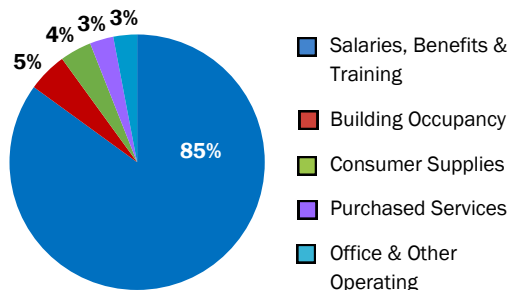
Respectfully submitted,

Linda Coffin, CPA, CGA, *Treasurer*

### PERCENTAGES OF REVENUES



### OUR FUNDING AT WORK



These charts are a summary of financial information taken from the audited financial statements for the year ending March 31, 2020. A complete copy of these statements is available upon request.

# *Integrative Partnership*

“Given significant changes underway in Ontario’s health and social support systems, the partnership will help ensure that the complex needs of those with significant disabilities will continue to be recognized and addressed.”

- Brian Dunne, President and CEO of PHSS.

In the fall of 2019, PHSS and DeafBlind Ontario Services formed an integrative partnership to jointly advocate for and provide high quality, client-centred, and community-based supports to individuals who have highly specialized and unique needs across Ontario. In January 2020, a third agency joined the partnership: Community Living Chatham-Kent.

We are not amalgamating our services, but rather identifying opportunities to improve administrative and financial processes and systems, allowing for more efficient, person-focused services while operating in a more cost-effective manner.

“The combined services of the three agencies provides long-term value through quality, specialized support for individuals with multiple, complex needs.”

- Roxanna Spruyt-Rocks, CEO of DeafBlind Ontario Services

The partnership will enhance the ability of Community Living Chatham-Kent, DeafBlind Ontario Services, and PHSS to share specialized expertise for the benefit of the people who receive support. The agencies will be

working together to promote the unique needs of persons who require access to integrated services, and health care across the province.

“We look forward to joining forces with like-minded, accredited agencies like DeafBlind Ontario Services and PHSS. Our focus will be on sharing knowledge and finding efficiencies, recognizing that the people who place their trust in our organizations are the number one priority.”

- Ron Coristine, Executive Director of Community Living Chatham-Kent.

The combined services of the three organizations provides long-term value through quality, specialized care and support for individuals with multiple complex needs, which helps keep them out of hospitals and reduces strain on the system, preventing inappropriate admissions.



DeafBlind Ontario Services is a not-for-profit organization that provides accessible residential and customized support services in remote communities and urban centres across the province. Their holistic approach to Intervenor Services empowers people with deafblindness to achieve their goals and dreams.



Community Living Chatham-Kent is a non-profit charitable organization enriching the lives of people who have diverse abilities by providing quality services, and meaningful and inclusive opportunities. For 65 years, the agency has ensured that all people live in a state of dignity, share in all elements of living in the community and have the opportunity to participate effectively.





## **Report from the Quality Improvement Committee**

The Quality Improvement Committee is responsible for overseeing the quality of supports and services provided by PHSS. The Committee performs this task through both internal and external processes

The external process Participatory Action Research (PAR) is an external agency-wide process which occurs once every three years. It consists of interviews and visits with persons receiving support and their families. The Committee also seeks feedback from staff, input from community as well as reports from funding Agencies.

Information obtained through these visits and interviews provide a filter by which quality of service is measured. The Quality Improvement Committee (QI) does not and will not censor feedback. As part of the visits the Person- Centered Plan is reviewed. This is to ensure that the goals established by the individual their family and staff are used as areas for growth and continuous improvement. Additionally, a staff group has introduced a QI Initiative which focuses on the themes of choice making, relationships and inclusion.



The information acquired during these visits and interviews is analyzed and used to develop themes for operational response. The response is spearheaded by members of senior leadership and forms the basis of the Strategic Plan of the Board of Directors. The QI Committee assesses and recommends adjustments in services and may propose the establishment of new or additional services.



This year the Committee has been working diligently to meet the challenges presented by the Coronavirus pandemic. Staff is commended for their attention to safety for all and their detailed planning for reopening.

The Committee recognizes and appreciates the dedicated staff and generous participation of volunteers. I want to extend my sincere gratitude to the members of this Committee who, by their participation, make a difference in the lives of the people we support.

Respectfully submitted,

Maria Sinovic, *Chair*

## **PHSS' Strategic Directions 2019-2022**

### **Reach New Heights in Quality, Responsiveness and Performance**

- Enhance existing work to address emerging and evolving workforce challenges, such as recruiting, engaging, developing and retaining a diverse staff team, by further developing leadership at all levels, and strategies to address gaps that will be left as employees leave the workforce.
- Evolve organizational structures and systems that enable PHSS to pursue measured, intentional growth that reflects the organization's values, and to respond to the changing needs of people who currently use services, or may use services in the future.
- Continue to deepen PHSS' culture of quality, creativity, evaluation and recognition.
- Pursue opportunities to further improve organizational efficiency, effectiveness, quality and connectedness through processes, systems, training and technology.

### **Support Evolution and Growth to Sustain and Enhance Organizational Capacity**

- Build on successes learned from working in true partnership with people we support and families, to sustain and enhance the provision of dependable, consistent quality supports that meet their existing and changing needs and preferences, in particular at key life transitions.
- Further develop services and supports that are as diverse as the people who use them, and the communities in which they live.
- Advance the use of creative approaches, such as technology, to enable people to be well and safe, to have strong relationships, and to be included in community.
- Continue to engage and co-design options and supports with people we support and their families, while pursuing and leveraging funding opportunities.

## **Meaningful Moments**



### **Build Recognition and Awareness, Enhance Advocacy & Highlight Successes of Those We Support and Others with Similar Needs**

- Seek resources to support people to tell their stories, share their life lessons, and celebrate successes, both Individually and collectively.
- Use innovative marketing strategies to increase brand awareness of PHSS, so others fully understand the value that PHSS' supports bring to people's lives in community.
- Increase recognition of PHSS as a leader in supporting people with multiple and complex medical and physical needs, by widely sharing knowledge on building community-based capacity and successful practices.
- Pursue further opportunities to build, advocate, influence and be thought of as provincial leaders in sector transformation.
- Support the Foundation's efforts to build recognition and awareness of PHSS.

### **Pursue Further Opportunities and Innovative Support Solutions Through Diverse Connections and Partnerships**

- With people, families, staff, volunteers and community partners, strengthen initiatives to intentionally identify and nurture connections and networks that may enhance a person's life and that build community engagement and inclusive communities.
- Engage new partners, and amplify existing work with public and private partners, to define the unique needs of the people supported by PHSS, and develop innovative new approaches to supports and services.
- Pursue further opportunities to work with municipalities, provincial and federal government, and private partners to address the housing needs of people.





## **A Year in Review**

### **Office Renovation**

The PHSS Main Office got a much-needed facelift in the summer of 2019, including taking over the rest of the second floor! The landlord generously agreed to renovate the entire office, which is more modern, welcoming, and collaborative. This was the first major renovation to the space in 15 years.

### **Ottawa Expansion**

Our first Ottawa location opened in May 2019, supporting three wonderful gentlemen who have lived together for many years. This marked our first expansion outside of Southwestern Ontario, and with our re-branding, became a provincial organization! We anticipate more growth in the Ottawa area in the foreseeable future, and are excited to step up to help families in need.

### **PCIA Finalists**

The collaborative Healing Through the Arts project was selected as a Pillar Community Innovation Awards finalist in the Community Collaboration category! We were truly honoured to be recognized as a Top 3 finalist with our Healing Through the Arts partners: London Arts Council, L'Arche, and Hutton House at an awards ceremony in November 2019.

### **Community Place West/Riverside United Church**

Opportunity knocked when Riverside United Church was looking for a partner to share their available space, and we were ready! At the end of November, our day program on Dundas relocated and is now operating within this shared space, which will be known as Community Place West. It's a fresh, welcoming, accessible space, with a fantastic location!



## **Report from the Policy & Oversight Committee**

The Policy and Oversight Committee's mandate is to ensure that the Board has the capacity, policies and processes in place to effectively govern PHSS as a not-for-profit corporation in the Province of Ontario. The Committee assists the Board in: (i) honouring its mission, vision and values; (ii) 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.

In the past year, the Committee met eight times and was active in leading the Board in the following:

- Monitored the directions taken by the Provincial Government, ministries and agencies that have oversight of PHSS with a focus on the many changes that were announced or implemented during the fiscal year including the COVID-19 pandemic.
- Support to Brian Dunne and oversight of CEO's performance
- Oversight and assisting Brian Dunne in representing PHSS in various initiatives to establish Ontario Health Teams and in establishing the Integrative Partnership with DeafBlind Ontario and Community Living Chatham-Kent.
- Guiding the implementation of PHSS' Strategic Directions and oversight of the expansion of PHSS' services and other initiatives.
- Oversight of PHSS compliance with non-financial aspects of PHSS' service agreements, enterprise risk assessment.
- Updating Board practices, policy and manual. Oversight of the strategic planning process including updating PHSS' mission and vision statements.
- Oversight of PHSS' administrative programs, human resources and occupational health and safety obligations. Reviewed PHSS significant events, human resources management, staff accident experience, and the health & safety program.
- Recruitment of new directors and community representatives, and to review the Board's directorship capability and future recruiting needs.

The Committee membership includes Brian Orr (Chair), Maria Sinosis (Past Chair), Catherine Sexton (Vice Chair), Margaret Szilassy (Vice Chair), Maureen Reid (Secretary) and Linda Coffin (Treasurer). 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,

Brian Orr, *Chair*





## **Report from PHSS Foundation**

Wow! What a difference a year makes! Like everyone else the Foundation Board has had to undergo many changes as we grapple with the pandemic and all it's implications.

The Foundation Board started the year by undergoing a name change, in keeping with PHSS, we are now the PHSS Foundation Board. Our mission, however, has remained the same. We continue to assist and support the aims and objectives of PHSS through funding and awareness. PHSS receives government funding but this does not meet the needs of those we currently support nor those waiting for support. The Foundation strives to bridge the gap.

In September, we were one of the charities receiving funds from the Dave Scatcherd Memorial Golf Tournament. We were able to partner with Budweiser Gardens to receive a portion of ticket sales for the Disney on Ice. In the Fall, we also received the great news that we had been approved for funding the completion of the Community Place basement by the Ontario Trillium Fund. We also continue to pursue funding from various foundations to complete the purchase of accessible vans and accessible transportation. Then the pandemic came and plans ground to a halt with many foundations changing their funding focus or postponing donations in uncertain times.

PHSS Foundation also had to make changes. Due to restrictions on gatherings we have had to cancel the annual golf tournament and reimagine our other fundraising events. The Bowl A Thon was very important to us to ensure the people we serve can still take part in a fun event. I am pleased to say that we are now hosting the PHSS Summer Games with teams competing virtually from Aug. 17-21 with a variety of activities, and also looking into a virtual Laudable Londoners event to be held in October. We look forward to your support for both of these events.

In May, we had to accept the very sad news of Carmell's passing. She was the sort of leader that gave each person she met an opportunity for learning and growth filled with compassion and hope. We are very proud to join PHSS in the establishment of the **Carmell E. Tait Advocacy and Social Justice Fund**.

Last month, we did have the good news that we have been approved by the Harold Ballard Foundation for funding toward more accessible transportation!

The Foundation wants to sincerely thank and commend our staff for the incredible work they do for the people we serve every day. Your commitment and caring in these very difficult times is awe inspiring. Words can never express how deeply grateful we are to you!

Respectfully submitted,  
Elizabeth Wasko, *Chair*

**\$69,556**  
raised by the  
**signature events**  
in 2019-2020





## *Salute to Laudable Londoners*



**Raising over \$16,800**—On April 10, 2019, more than 100 attendees gathered at the London Hunt and Country Club to celebrate a truly remarkable person and this year's honouree, Larry Myny. *"If you have good core values and do the right thing, you will get what you want accomplished."*

## *PHSS Foundation Bowl-A-Thon*



The **19<sup>th</sup> Annual Bowl A Thon** was held on June 2nd at Fleetway and raised over **\$28,700**. Approximately 300 supported individuals, families, staff, board members, sponsors and friends enjoyed a fun afternoon of bowling, raffle prizes and a delicious pizza lunch from Pizza Projekt!

## *Leo Kirwin Memorial Golf Tournament*



Over 100 participants supported the **18<sup>th</sup> Annual Leo Kirwin Memorial Golf Tournament**, held on August 18th, **raising over \$24,000**. Everyone enjoyed coffee from Starbucks, an extensive silent auction, several individual and team prizes, and a relaxing lunch on the patio.

# Highlights from the Last Year





## DID YOU KNOW?

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

Charitable Registration Number: 89172 2043 R0001

# Become a PHSS Foundation Partner!

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.

**Visit our website at [www.PHSScommunity.com](http://www.PHSScommunity.com) and click on "Donate"**

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 250 people we support – **THANK YOU!**

## We also welcome your cheques:

Enclosed is my contribution of \$ \_\_\_\_\_.

Please make your cheque payable to:

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

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

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

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

### **Please direct my donation to the:**

- |  |   |
|--|---|
| <input type="checkbox"/> Highest Priority Needs of PHSS                  | <input type="checkbox"/> Lori Hicks Vacation Fund                   |
| <input type="checkbox"/> Brian J. Dunne Housing & Accessibility Fund*    | <input type="checkbox"/> Community Place Building Fund              |
| <input type="checkbox"/> Carmell E. Tait Advocacy & Social Justice Fund* | <input type="checkbox"/> Staff Support During Hospitalizations Fund |
| <input type="checkbox"/> Liz Leighton Training & Education Fund*         | <input type="checkbox"/> Other: _____                               |
| <input type="checkbox"/> Fulford Family & Consumer 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 PHSS.*

PHSS Foundation respects your privacy. We use your personal information to provide services and keep you informed and up-to-date on the activities of PHSS Foundation and PHSS, including programs, services, special events, funding needs, opportunities to volunteer or to give, open houses and more through periodic contacts from PHSS Foundation. If at any time you wish to be removed from our contact list, simply contact us by email at [info@phsscommunity.com](mailto:info@phsscommunity.com) and we will gladly accommodate your request.



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. To meet the ongoing and future requirements of the people we support and those who could benefit from our services, PHSS 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

PHSS 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. PHSS 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.

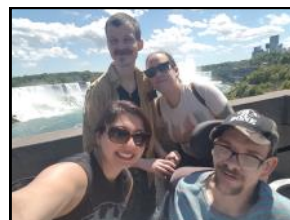
## Education, Training and Therapy

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 enrich the lives of the people we support by making a financial contribution to PHSS Foundation.  
Thank you!***



# PHSS 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**





# Thank you for helping us *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.

## Contact Us

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