



**PHSS**  
Medical & Complex Care  
in Community

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# ANNUAL REPORT

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2020-2021

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**Appointment of the  
Board of Directors  
for 2021/2022:**

- Brian Orr  
*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 Gould  
*Member-at-large*
- Carol Perks  
*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

Virtual (Zoom)—August 13, 2020

1. The meeting was called to order at 3:00 p.m. by Brian Orr, Chair
  2. Board Chair, Brian Orr, welcomed and thanked everyone for attending the meeting. CEO Brian Dunne and PHSS staff were thanked for their incredible work and response to COVID-19 over the last year.
  3. Approval of minutes of the Annual General Meeting of August 8, 2019:  
 Motion: Maria Sinosic      Seconded: Catherine Sexton      *Motion Carried.*
  4. Treasurer report summary delivered by Linda Coffin
  5. Approval of audited financial statements for the fiscal year ending March 31, 2020:  
 Motion: Linda Coffin      Seconded: Maria Sinosic      *Motion Carried.*
  6. Appointment of Graham Scott Enns as auditors for the fiscal year ending March 31, 2021:  
 Motion: Linda Coffin      Seconded: Elizabeth Wasko      *Motion Carried.*
  7. Approval of all acts, contracts, and actions of the Board of Directors since the last Annual Meeting in accordance with the Corporation's Act:  
 Motion: Margaret Szilassy      Seconded: Catherine Sexton      *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 Sinosic	<b>Member-at-large:</b>	Elizabeth Wasko
<b>Vice Chair:</b>	Catherine Sexton	<b>Member-at-large:</b>	Donna Ladouceur
<b>Vice Chair:</b>	Margaret Szilassy	<b>Member-at-large:</b>	Linda Ballantyne
<b>Secretary:</b>	Maureen Reid	<b>Member-at-large:</b>	Laurie Gould
<b>Treasurer:</b>	Linda Coffin	<b>Member-at-large:</b>	Helen Connell

Motion: Maria Sinosic      Seconded: Linda Coffin      *Motion Carried.*
  9. Quality Improvement report summary delivered by Maria Sinosic
  10. Policy and Oversight report summary delivered by Brian Orr
  11. PHSS Foundation report summary delivered by Elizabeth Wasko
  12. Other Business:  
 Brian Orr, Chair welcomed Helen Connell and Laurie Gould as new members to the Board of Directors, and thanked retiring directors, Steve Elson, Lynda Robinson and Merv Sharpe for their contributions during their tenure.
- There being no further business, the meeting was adjourned at 3:27 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**

**Submitted by: Brian Orr & Brian Dunne**

The period from the 1st of April 2020 to the 31st of March 2021 marked the most challenging year in PHSS' history because of the global COVID-19 pandemic that impacted everyone supported by, working for, or volunteering with PHSS, as well as all of PHSS' service providers and the communities within which PHSS delivers services. Unfortunately, the challenges of living with and adapting to changing COVID-19 conditions continue to impact everyone beyond the end of our fiscal year.

Our thanks to dedication and work of PHSS staff who every day provided high quality and safe care to everyone supported by PHSS, despite the stress that COVID-19 place on the people PHSS supports, their families, our staff and volunteers and their families.

We also want to thank the PHSS Foundation, our vendors and funders for the support that PHSS received that was critical to successfully providing safe care and allowed PHSS to continue to pursue our mission and maintain services that could safely be provided in compliance with changing COVID-19 regulations and directives.

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

Given the Province's initiative to transform healthcare services, PHSS continued to participate in the Huron Perth & Area, and Western Ontario Health Teams, and in the creation of the Elgin Ontario Health Team.

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

We look forward to a year when hopefully the COVID-19 pandemic will gradually lesson and we look forward to a year of innovation as we continue to work with our partners, funders and stakeholders to expand our community's capacity to address the needs of individuals in need of medically and complex care in community.



**STATEMENT OF OPERATING FUNDS & EXPENDITURES**

REVENUES	2021	2020
Ministry of Community & Social Services and Ministry of Children and Youth Services	\$15,605,747	\$ 14,471,153
SW Local Health Integration Network	\$9,444,216	\$ 8,426,757
Recoveries & Other Income	\$779,661	\$ 765,115
Donations & Grants	\$2,375,253	\$ 2,051,019
<b>TOTAL REVENUES</b>	<b>\$ 28,204,877</b>	<b>\$ 25,714,044</b>
EXPENDITURES		
Salaries & Benefits	\$23,992,836	\$ 21,697,393
Building Occupancy	\$1,341,616	\$ 1,363,107
Consumer Supplies	\$1,041,294	\$ 944,478
Purchased Services	\$1,079,646	\$ 769,094
Office and Other Operating	\$681,805	\$ 855,870
<b>TOTAL EXPENDITURES</b>	<b>\$ 28,137,197</b>	<b>\$ 25,629,942</b>
<b>DEFICIENCY/EXCESS OF REVENUES OVER EXPENDITURES</b>	<b>\$67,680</b>	<b>\$ 84,102</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	2021	2020
Current Assets	\$4,453,979	\$ 3,228,958
Restricted Cash	\$114,514	\$ 78,808
Tangible Assets	\$4,898,948	\$ 4,309,236
<b>TOTAL ASSETS</b>	<b>\$ 9,467,441</b>	<b>\$ 7,617,002</b>
LIABILITIES & NET ASSETS		
Current Liabilities	\$4,651,247	\$ 3,657,496
Long-Term Debt	\$1,421,387	\$ 1,215,672
Forgivable Loan	\$1,676,505	\$ 1,676,505
Deferred Contributions	\$1,817,799	\$ 1,080,801
<b>TOTAL LIABILITIES</b>	<b>\$9,566,938</b>	<b>\$ 7,630,474</b>
<b>NET ASSETS</b>	<b>- \$ 99,497</b>	<b>- \$ 13,472</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>\$ 9,467,441</b>	<b>\$ 7,617,002</b>



## **Report from the Treasurer**

**Submitted by: Linda Coffin, CPA, CGA**

On behalf of PHSS, I am pleased to provide you with this report on the financial position and results of our operations for the fiscal year ending March 31, 2021.

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 LLP Chartered Professional Accountants and provide an independent opinion on the fair presentation of the financial position of PHSS.

In the fall of 2017, PHSS purchased a fourteen-unit affordable housing building to continue our vision as an organization and develop an intentional community. The intentional community continues to be a success with full occupancy and a surplus this fiscal year.

The operating revenue and expenditures increased by almost 10% allowing PHSS to serve seven more people and continue to grow in the Ottawa community.

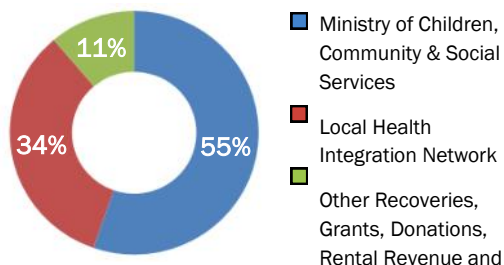
The global pandemic continued for the full fiscal year and the future economic impact to PHSS is not known. PHSS successfully managed to report a balanced position for 2020/21 and kept all individuals we serve and our staff safe.

PHSS also initiated PHSS Client-Centred Care Digital by Design, which is a multi-year project with a vision to modernize our technology and business processes. The Digital by Design project will support our provincial growth and achieve efficiencies for staff and the people we support.

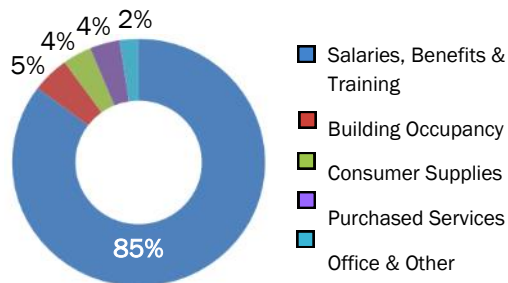
My sincere appreciation is extended to the members of the Finance Committee as well as the senior leadership and the Finance team for their dedication, enthusiasm, expertise, and support through the year.

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

### 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, 2021. A complete copy of these statements is available upon request.

## **Inclusive Instruments**



PHSS has connected with Ryan McCaul—a past staff member and a Western Music Program Master’s graduate who is passionate about helping people with disabilities to create music and connections! Ryan and his business partner, Ian, have been adapting instruments to make them work for the people using them.

Music is an impactful form of expression and people with physical and developmental disabilities are often unable to play traditional instruments, so playing music has not typically been an accessible and inclusive activity—until now.

As a natural performer, Justin has always had a passion for music and entertainment. With the help of PHSS and Inclusive Instruments, he has explored that passion by developing an accessible instrument specifically for his needs, bringing him closer to the community than ever before. With his “One Man Band” setup of drum pads and a microphone, people can share Justin’s love of music on a weekly basis through Jammin with Justin!

Megan’s parents are former music teachers and department heads at Sir Wilfred Laurier Secondary School, and have lead El Sistema groups in London. Music is their life and they are thrilled that Megan can join in with them with her custom vocoder!

*“The instrument they developed for Megan is not only brilliant, it is the first tool we have ever had to truly allow Megan to develop—not just exist.” - Stephen and Marg Wolseley*



## **Love the World, Experience the World**

LWEW is a PHSS project that creates individually personalized virtual experiences for people with disabilities to fulfill lifelong dreams that otherwise may not be possible.



Each experience includes a curated YouTube playlist and the use of virtual reality technology to fully immerse the participant in their selected experience: skydiving, travelling to Rome, swimming with sharks, and more!

Volunteers get matched up with a participant to learn more about them and the experience(s) they want to have. They then research and find different videos to curate a custom YouTube playlist so that their partner can fulfill their dream experience!

Learn more about this opportunity on our website: [www.PHSScommunity.com](http://www.PHSScommunity.com)





## **Report from the QI Committee**

**Submitted by: Catherine Sexton, Interim Chair**

The Quality Improvement (QI) 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.

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 in order to inform PHSS of strengths and areas of improvement. Information obtained through the PAR process provides a filter by which quality of service is measured. The Quality Improvement Committee (QI) does not and will not censor feedback.

Part of the internal processes consist of monthly meetings with individuals, their families, and staff to review Person-Centered Plans and talk about their life and goals. 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.

The Committee has been working diligently to meet the challenges presented by the COVID-19 pandemic, and would like to recognize the significant work the staff have done and continue to do to develop and arrange virtual events to address the health and wellbeing of those we support and staff. There was a lot of out-of-the-box thinking and actions that lend to the improvement of QI during the pandemic.

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.



## **LEADING THE WAY**

### ***Strategic Directions 2019-2023***

The priorities set out in our strategic directions reflect the feedback we received from the people we support, their families, and partner organizations and agencies. We thank everyone who took the time to meet with us and to share their perspectives and insights on what PHSS does well, where we could improve, and our future directions.

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

**Fundamental to our commitment to the people we support is the duty to provide high quality, individualized, responsive and innovative support, covering the full spectrum of human needs. This core responsibility of the organization is referred to as “preserving what is sacred.”**

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

**Our focus has always been to continually improve our capacity to respond to the changing needs of the people and communities we support; to provide the work culture, infrastructure and staff required to support an increasing number of people who benefit from the services we provide, in keeping with increasing public expectation and regulatory requirements.**

The full *Leading The Way* document is available on our website:

<https://www.phsscommunity.com/resources/links/>

## **Build Recognition and Awareness, Highlight Successes, and Enhance Advocacy**

Historically we have focused on advocating for the people we support or could be supporting, in partnership with the PHSS Foundation. With the changing socioeconomic climate, it is recognized that the stories of the people we support and the successes of the organization are not well understood across the communities in which we provide services.

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

PHSS has been a leader in pursuing opportunities and creating supportive care solutions through a wide range of connections and partnerships. Given the increasing regional and provincial focus on providing integrated care, it is recognized that continuing to provide the quality integrated care to the people we support, or who would benefit from our services, will require even more focus on the pursuit of more extensive connections and partnerships.

## *A Year in Review*



### **Community Coming Together**

We are grateful to our community for the support they have given us throughout the pandemic. Individuals and businesses stepped up to help secure PPE, make donations, drop off treats to express thanks to our essential workers, and more. We are overwhelmed by the support of our community shown over the last year! Thank you!



### **Remembering Carmell Tait**

After losing our long-time COO, Carmell Tait, we held a virtual planting ceremony where each location planted a tree, bush, or shrub in her memory. Carmell's number one priority was helping the people we support and their families, so we established the Carmell E. Tait Memorial Fund for Advocacy and Social Justice to celebrate and continue Carmell's vision, work, and legacy.



### **Creativity Shines**

Throughout the numerous lockdowns and restrictions, many activities were cancelled. Staff and individuals found creative ways to connect with friends and family, such as driveway and window visits, mailing cards to each other, and hosting virtual activities. They embraced the idea of sharing the love as people “ninja-ed” one another with kindness!

## *Integrative Partnership*

In 2019, we formed an integrative partnership with DeafBlind Ontario Services and Community Living Chatham-Kent to focus on strengthening the collective abilities of all three organizations and share specialized expertise to benefit the people we each support, and we have continued to meet with our partners to explore various opportunities.

Together, we have advocated for transparency regarding the government's COVID-19 triage protocol, launched a joint recruitment campaign to attract candidates to the sector, and have been hosting our very first online 50/50 raffle, where our three organizations will share the proceeds evenly.

The next draw is on August 27th—Tickets can be purchased online at [www.winwinwin5050.ca!](http://www.winwinwin5050.ca!)





## **Report from the P&O Committee**

**Submitted by: Brian Orr, Chair**

The Policy and Oversight (P&O) 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.

Over the past year, the Committee was active in leading the Board in the following activities:

- Overseeing PHSS' strategy, policies & practices associated with responding to the COVID-19 pandemic.
- Monitoring the directions taken by the Provincial Government, ministries and agencies that have oversight of PHSS with a focus on COVID-19 developments throughout the fiscal year.
- Supporting CEO Brian Dunne and oversight of CEO's performance.
- Overseeing and assisting Brian Dunne in representing PHSS in various initiatives to establish Ontario Health Teams and in establishing the Integrative Partnership with DeafBlind Ontario Services and Community Living Chatham-Kent.
- Guiding the implementation of PHSS' Strategic Directions and oversight of the expansion of PHSS' services and other initiatives.
- Overseeing compliance with non-financial aspects of PHSS' service agreements, enterprise risk assessment.
- Updating Board practices, policies and manual. Oversight of the strategic planning process including updating PHSS' mission and vision statements.
- Overseeing 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 Sinosic (Past Chair), Catherine Sexton (Vice Chair), Margaret Szilassy (Vice Chair), Maureen Reid (Secretary) and Linda Coffin (Treasurer). Brian Dunne serves as ex officio members. Thanks to Leslie Giesbrecht for her administrative support and fulfilling the role of Recorder for the Committee.





## **Report from PHSS Foundation**

***Submitted by: Elizabeth Wasko, Chair***

Who would have thought a year ago that we would still be experiencing the impact of the pandemic this far into 2021! There are many hopeful signs with reopening but we still have to be so careful and like all of us, the PHSS Foundation is making those adjustments to our fundraising.

PHSS Foundation assists and supports the aims and objectives of PHSS through fundraising and awareness. Although PHSS receives government funding it does not meet all the needs of the people we support, nor those waiting for support, the Foundation's work tries to bridge that gap.

We hosted our first virtual Laudable Londoners event last October with great success. It was very well received and the feedback we got was very gratifying! Our guests really enjoyed the "Event in a Box" to be used while taking part on Zoom. We are exploring possibilities for Laudables to be held this Fall.

Once again, Bowl A Thon was replaced with the Second Annual Summer Games complete with opening ceremonies that included the Summer Games torch relay and lots of fun activities for our participants to take part in over the week in June. Seeing the updates on Facebook was so much fun! Many thanks to our staff for making sure our participants could take part and enjoy the events. Your care is outstanding!

After having to cancel the Leo Kirwin Golf Tournament last year, we are so pleased to be able to host it this year on August 20, following all the necessary safety protocols but still allowing for fun.

All of our events would not be possible without the tremendous work of the committees.

### **Thank you to all of you!**

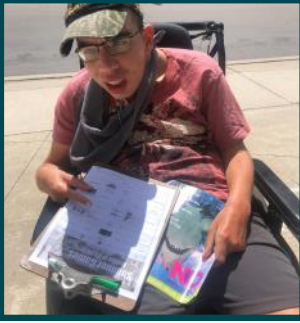
We continue to seek funding from various foundations and organizations for replacement of our aging vans to provide accessible transportation for the people we serve.

We look forward to the challenges the return to the "new" normal brings as we work our way through.

**\$52,571**  
raised by the  
signature events  
in 2020-2021



## 2020 Summer Games



In the midst of planning for Bowl-a-thon in 2020, COVID changed our plans. In place of Bowl-a-thon, we decided to host the 2020 Summer Games during the week of August 17-21: a week long event featuring different virtual challenges each day: create your own bowling lane, walk/run/roll 3K, scavenger hunt BINGO, Zoom-ba, and try a new recipe!

Teams registered to compete for prizes, got extremely creative, and it turned out to be a lot of fun! **Because of your support, we were able to raise over \$12,400!**

## Salute to Laudable Londoners

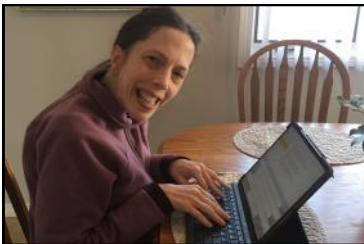
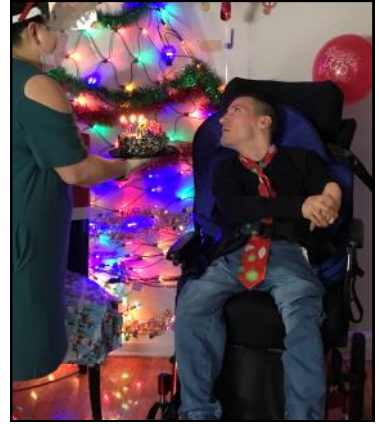
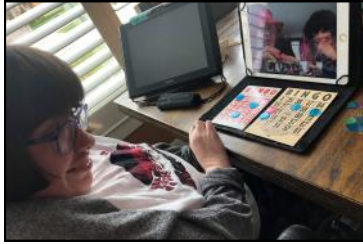


With a small gathering in-person, we were thrilled to honour **Graham Porter and Marlene McGrath** for their contributions to the London community. On **Wednesday, October 28**, we held our annual Laudable Londoners event virtually, and broadcast the ceremony over Zoom with 125 attendees!

Attendees received a package prior to the event filled with items to enhance their virtual event experience: a small bottle of prosecco, chocolate from a local chocolatier, brie and crackers.

**Thank you to all who supported this event—we were able to raise over \$40,000 through event registrations and donations!**

# 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!

**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. Online donations can also be designated in honour or memory.

Your donations help individuals with severe physical, developmental and/or multiple disabilities to achieve their full potential in the community. On behalf of 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"/> Staff Support During Hospitalizations Fund |
| <input type="checkbox"/> Carmell E. Tait Advocacy & Social Justice Fund* | <input type="checkbox"/> Enriching Lives 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.

AGM2021



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.

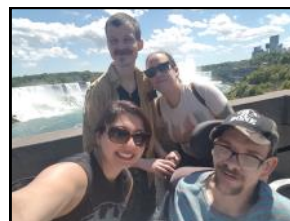
## Education, Training and Therapy

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

**PRIVACY**

Right to say

**NO**

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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