



Annual Report 2022





Brian Orr
Chair



Brian Dunne
President & CEO

Board Chair & CEO

The fiscal year ending March 31, 2022, marked the second full year of operating through COVID.

Unfortunately, this global pandemic continues to adversely impact everyone PHSS supports, their families, our employees, and our volunteers.

Despite the challenges caused by the pandemic, PHSS successfully:

- Achieved a balanced budget
- Increased the number of individuals we support in Southwestern and Eastern Ontario
- Expanded the number of Ontario Health Teams that PHSS is participating in, which are part of the transformation of Ontario's healthcare services
- Implemented a new organization design
- Enhanced our operational capacity

We are grateful for the incredible work and dedication of PHSS' leaders and staff to continually improve the quality of care received by individuals we support while responding to the pandemic.

You continue to provide high-quality and safe care, despite the stress COVID places on you and your families – while managing the strain associated with working under COVID operational requirements and constraints. Your focus on those we support is appreciated by the people we serve and their families.

Thanks to the PHSS Foundation, funders and vendors for the support we received. This was critical to successfully providing safe care and allowed our organization to continue to pursue our mission while maintaining our services and expanding our capacity to support more individuals.

We look forward to a year of innovation as we work with our partners, funders and stakeholders to expand our community's capacity to address the needs of individuals in need of medical and complex care in community.

**Thank you
again everyone
for all your work
and support!**



Board Slate 2022/2023

Brian Orr
Chair

Catherine Sexton
Vice Chair

Margaret Szilassy
Vice Chair

Maureen Reid
Secretary

Linda Coffin
Treasurer

Dianne Elliott
Member-at-large

Elizabeth Wasko
Member-at-large

Donna Ladouceur
Member-at-large

Laurie Gould
Member-at-large

Helen Connell
Member-at-large

Linda Ballantyne
Member-at-large

Carol Perks
Member-at-large

Lisa Mills
Member-at-large

Suzanne McKenna
Member-at-large

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 addressing matters not covered by either the Finance or Quality Improvement committees.

Over the past year, the Committee met ten times and was active in supporting the Board and the President in the following areas.

- Overseeing changes to PHSS' strategy, policies and practices including Board practices and manual.
- Monitoring of directions received from Provincial ministries and agencies that have oversight of PHSS and oversight of non-financial aspects of PHSS' service agreements, enterprise risk assessment.
- Advising and supporting Brian Dunne representing PHSS with various Ontario Health Teams and the Integrative Partnership with DeafBlind Ontario and Community Living Chatham-Kent
- Overseeing PHSS' administrative programs, human resources, occupational health and safety obligations, and significant events.
- Overseeing the President/CEO's performance
- Recruiting new directors and community representatives and Board succession planning

The Committee membership includes Brian Orr (Chair), Catherine Sexton (Vice Chair), Margaret Szilassy (Vice Chair), Maureen Reid (Secretary) and Linda Coffin (Treasurer). Brian Dunne serves as ex officio member. Thanks to Chantelle Plaine for her administrative support and fulfilling the role of Recorder for the Committee.



We're happy to report the foundation has had another successful year, despite the ongoing challenges facing the organization and individuals from the pandemic.

The following are some highlights.



Leo Kirwin Memorial Golf Tournament

A scaled-back COVID friendly event was held on August 20, 2021, at East Park Gardens in London. The golfers were happy to get back together and are looking forward to the return of a full-scale event on August 19, 2022.



Summer Games

A fun-filled week was held from June 21 to 25, 2021. In keeping with the continued health and safety concerns from the pandemic, the summer games replaced the bowl-a-thon. Activities included a scavenger hunt, Canadian pride day, GAME ON day, sundae fun day and Bowling Bonanza.



Laudable Londoners

On October 20, 2021 we honoured Jill Wilcox. She is the owner of Jill's Table, a multiple award-winning speciality food and kitchen store in London.

Over 100 people attended this virtual event. Our attendees were excited to be gifted an 'event in a bag', which included wine, cheese, crackers and assorted appetizers from Jill's Table.



Marian Strom
Chair, PHSS Foundation

"Thanks to the staff and volunteers whose contributions were instrumental in the success of these events."



Love the World, Experience the World

The Love the World, Experience the World (LWEW) program brings to life the possibility of exploration, fun and excitement for our supported community members.

PHSS Foundation partnered through funds and promotional start-up with the Love the World Experience the World Programme to connect community technology partners, enthusiastic volunteers and individuals supported by PHSS with the common goal of creating engaging opportunities to see and experience the world virtually.

The LWEW team creates 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!

We're looking for volunteers to help be part of this exciting program. Volunteers make connections and curate personalized videos based on individuals' interests. To learn more please contact Jessica Cooper at jessicac@phsscommunity.com.

Quality Improvement Committee

We are a committee of the PHSS Board of Directors. Our membership includes board members, families, community members, a supported individual as well as leadership staff.

The committee's mandate is to ensure PHSS is fulfilling its promise and obligations to individuals receiving support, and oversee the quality of support and care provided across the full range of PHSS services. This is done in the following ways.



Monthly interviews

Each month, two committee members visit a PHSS supported home to conduct a location interview. This provides firsthand knowledge about those we support and their plans. It ensures plans are followed, so people have meaningful and rich lives based on their unique interests and strengths.

Interviews are ongoing, with targeted efforts to catch up on interviews delayed due to the pandemic.



Participatory Action Research (PAR)

We're excited to be restarting this agency-wide process in the fall. Every three years, PAR evaluates PHSS' strengths and looks for areas of opportunity. It involves interviews with supported individuals, their families, feedback from staff, community partners and funding agencies.



Cross Functional Team

Our committee supports the engagement survey results and direction of this team to enhance the staff experience at PHSS. Earlier this year, focus groups were completed, initiatives and the need for action groups identified. The next step is to ask staff to join action groups to design identified initiatives.

Catherine Sexton
*Interim Chair,
Quality Improvement
Committee*





70+
Locations



600+
Staff



300+
People
Supported

Healthcare Heroes



2022

The ongoing challenges of the pandemic reinforced the vital role our healthcare system plays in our community. At PHSS, we are fortunate to work with so many committed healthcare leaders.

As we continue to navigate life in a pandemic, we extend our sincere gratitude to some special healthcare heroes who've gone above and beyond to help the individuals we support and our organization.

On behalf of PHSS, we thank you for your leadership and commitment to improving the lives of individuals who are severely impacted by the pandemic.

Thank you to all of our healthcare heroes for your ongoing support!



Dr. David Leasa, Cathy Mawdsley and Joanne Smith

These incredible healthcare professionals provided guidance and support on how to provide care for chronic mechanical ventilation and medically complex individuals during the pandemic – especially during the early stages when information was limited. They readily made themselves available to answer questions, take part in discussions and provide direction.

Special thanks to Dr. Leasa for arranging for COVID tests to be done in-home through a nurse practitioner.



Dr. Cathy Faulds

Dr. Faulds was instrumental in arranging and administering COVID vaccines in-home for individuals we support. She collaborated with Dr. Hunter-Orange to get vaccines deployed quickly and efficiently. Dr. Faulds also helped PHSS nurse Jeff Brown get approval from the Middlesex London Health Unit to give vaccines and order additional doses.



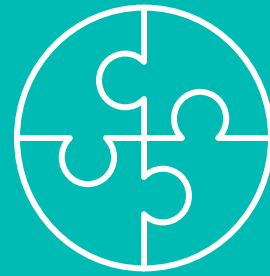
Dr. Faisal Rehman

Dr. Rehman hosted information sessions for staff throughout the pandemic. He made himself available for one-on-one conversations with staff to provide clarity about the COVID vaccine and answer their questions. Dr. Rehman was an incredible resource for our health and safety team on matters related to vaccines and the pandemic.

We thank you!

Partnerships

A key part of the success and growth of PHSS are the partnerships we have developed across Ontario.



Formed in 2019/2020 with DeafBlind Ontario Services and Community Living Chatham-Kent, we've continued working together throughout the pandemic, sharing knowledge and collaborating on initiatives to advocate for the people we support.

In February 2022, the partnership was reviewed by an external consultant. Some key strengths identified include:

- Through their collaboration, the organizations have a greater presence with provincial ministries
- Organizations are able to share the workload on joint initiatives
- Opportunities for cost savings have been identified and utilized

We looking forward to continuing our work together to support the individuals we serve.



Ontario Health Teams

These teams provide a new way of organizing and delivering care that is more connected to people in their local communities, with the goal of healthcare providers working as one coordinated team.

PHSS has worked diligently to be part of the discussion of change within the healthcare system and ensure that our complex population has a voice at the table. We're proud to be official members of Ontario Health Teams in:

- Huron Perth and Area
- Elgin
- Oxford
- Middlesex London
- Grey-Bruce



CCDI Employer Partnership

Our partnership with the Canadian Centre for Diversity and Inclusion (CCDI) provides a number of benefits that supports us on our diversity and inclusion journey.

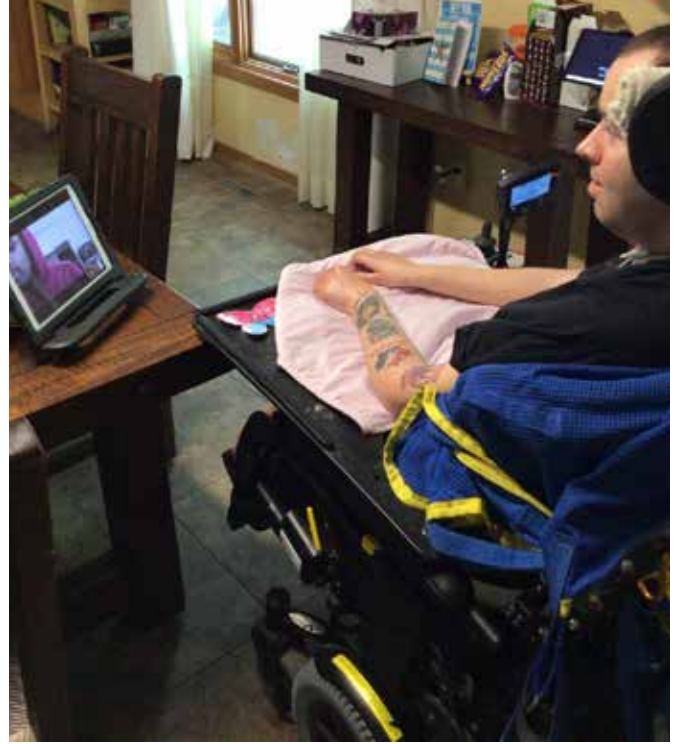
This includes webinars and education opportunities, a monthly newsletter with relevant news, events, and research, as well as an e-library with Canadian research, reports, toolkits, and news.



Collaborations

PHSS is collaborating with Western University and Schulich Medicine and Dentistry to conduct research on PHSS's Person centred approach to medical and complex care in the community. The study is being funded by the Canadian Institutes of Health Research (CIHR) and hope to be a milestone in the journey of personalized care.





Our Impact



8 NEW
Physical
Locations
(2018-2022)



29
Individuals who
received Ministry
Funding
(2018-2022)



NOW
growing in
Ottawa

Serving Ottawa

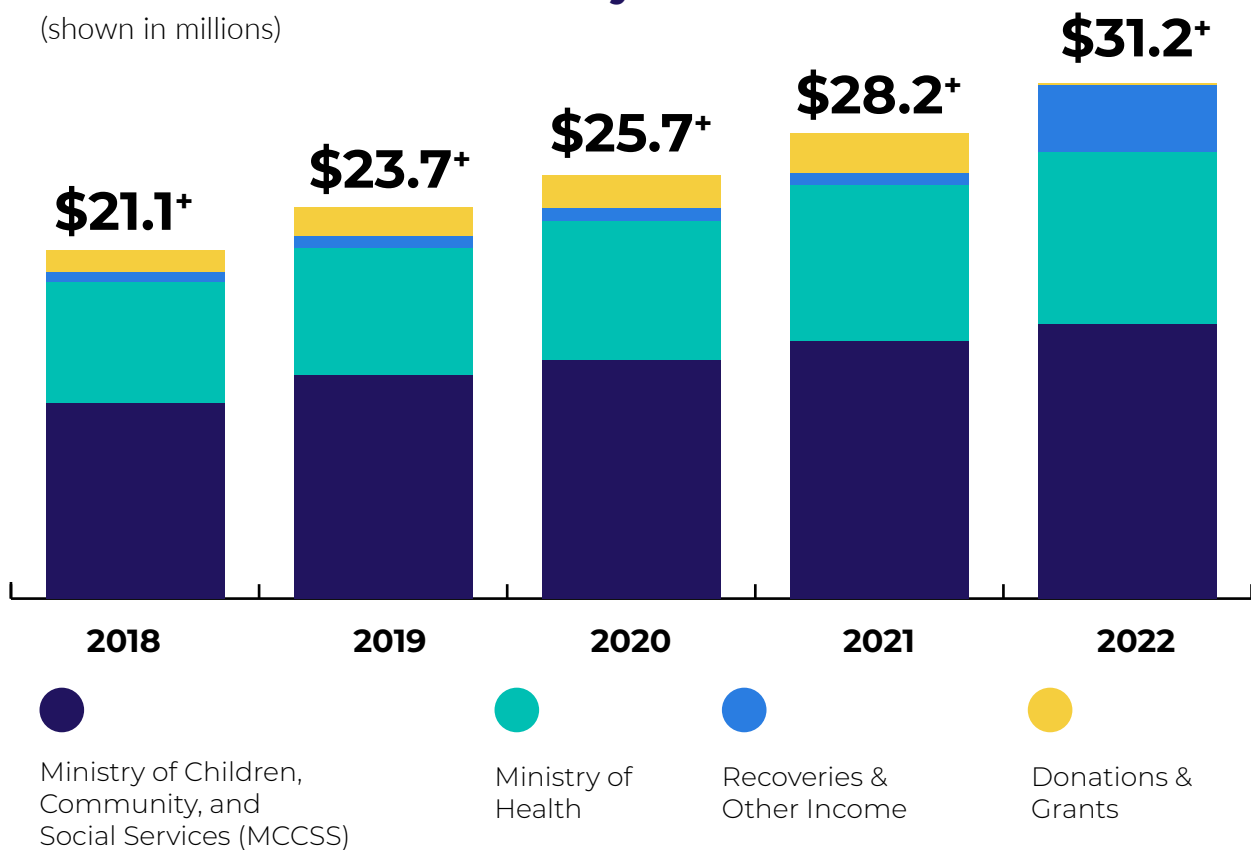
In 2019, we launched our first 2 locations in Ottawa. The growth in the region has been fast and family driven, with 2 new locations currently under development. We look forward to supporting more families as we gain resources.



Our Funding

Revenues from the last 5 years:

(shown in millions)



Financials

The Finance Committee provides oversight of financial practices and systems necessary for the board to fulfill its financial governance obligations. This is done through meetings, review of financial reports and other activities.

The financial statements were audited by Graham Scott Enns LLP Chartered Professional Accountants to provide an independent opinion of PHSS' financial position



\$31+m
Total Budget

2021/22 was a year of growth with the following highlights:



- PHSS successfully reported a balanced position for the 2021/22 fiscal year.



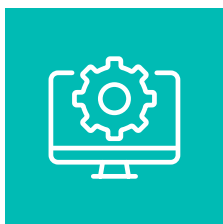
- The operating revenue and expenditures increased by almost 11%, allowing PHSS to serve seven more people, with continued growth in the Ottawa community.



- We completed a request for proposal for auditing services.



- Since 2017, Clarke Road fulfills our vision of an intentional community and continues to be a success with full occupancy and an operating surplus.



- The multi-year project, Digital by Design, envisions to modernize our technology and business processes. It will support our provincial growth and achieve efficiencies for staff and the people we support.

I share my sincere appreciation to the Finance Committee, senior leadership and finance team for their dedication and support throughout the year.

I also acknowledge and thank all PHSS management and staff for their work and commitment to achieve a balanced budget this fiscal year, fulfilling a requirement of funding ministries.

Linda Coffin
Treasurer



Year ending March 31, 2022

	2022	2021
Revenues	\$	\$
Ministry of Children, Community, and Social Services (MCCSS)	16,627,560	15,605,747
Ministry of Health	10,421,704	9,444,216
Recoveries & Other Income	4,083,048	779,661
Donations & Grants	110,752	2,375,253
Total Revenues	31,243,064	28,204,877

Expenditures		
Salaries & Benefits	27,136,451	23,992,836
Building Occupancy	1,345,793	1,341,616
Consumer Supplies	769,789	1,041,294
Purchased Services	1,300,344	1,079,646
Office and Other Operating	613,743	681,805
Total Expenditures	31,166,120	28,137,197
Deficiency/Excess of Revenues over Expenditures	76,944	67,680
Growth	10.77%	9.69%

Statement of Financial Position		
Assets		
Current Assets	4,272,333	4,453,979
Restricted Cash	152,790	114,514
Tangible Assets	4,997,691	4,898,948
Total Assets	9,422,814	9,467,441

Liabilities & Net Assets		
Current Liabilities	4,483,079	4,651,247
Long-Term Debt	1,428,343	1,421,387
Forgivable Loan	1,676,505	1,676,505
Deferred Contributions	2,024,559	1,817,799
Total Liabilities	9,612,486	9,566,938
Net Assets	-189,672	-99,497
Total Liabilities & Net Assets	9,422,814	9,467,441



Contact Info

Main Office

620 Colborne St., Suite 101
London, ON N6B 3R9

t. 519-660-6635

f. 519-660-1654

e. info@PHSScommunity.com



Donate

Your donation matters! Our donors help enhance the ability for individuals we support to achieve independence and be part of our community.

Donating is easy. Donate online at www.phsscommunity.com



phsscommunity.com