



Medical & Complex Care  
in Community

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# 2023

# ANNUAL REPORT

**Celebrating 35 Years of  
Support & Innovation**

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Artwork by Possibilities in Paint



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# A message from the Board Chair & CEO

*The fiscal year ending March 31, 2023, marked a successful year of growth and innovation.*



**Brian Orr**  
*Chair*

With restrictions being lifted, PHSS had a busy year out in the community.

Throughout this year, PHSS successfully:

- Increased our focus on Diversity, Equity, and Inclusion initiatives
- Hit a milestone of providing 35 years of support to people in our community
- Collaborated with Western University and Schulich School of Medicine and Dentistry to conduct research on Examining Individualized Participatory Approaches to Care for Individuals with Intellectual and Developmental Disabilities



**Brian J. Dunne**  
*President & CEO*

We are grateful for the incredible work and dedication of PHSS' leaders and staff to continually improve the quality of care received by people supported.

Thank you to the PHSS Foundation, funders, and donors for your continued support.

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

# Strategy & Policy Committee

The Strategy and Policy 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 aids the Board in addressing matters not covered by another Board Committee.

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

- Implementing a new Board Committee structure that resulted in the formation of the new Communications & Marketing Committee, enhancing the mandates of the Finance and Quality & People Supported Committees, and replacing the previous Policy & Oversight Committee with the Strategy & Policy Committee. This aligns the Board Committees broadly with PHSS' evolving strategic direction as PHSS focuses governance on moving forward from the last three years of living with COVID-19.
- Enhancing the Board's focus on Diversity, Equity, and Inclusion including overseeing PHSS' associated developments.
- Revising PHSS' bylaw and the new corporate name of PHSS Support Services.



- Monitoring of directions received from Provincial Ministries and agencies that have oversight of PHSS and oversight of non-financial aspects of PHSS' service agreements, and enterprise risk assessment.
- Advising and supporting the CEO in representing PHSS with various external developments and responding to the directions and priorities of the Ministry of Children, Community and Social Services, the Ministry of Health, and Home and Community Care Services, including provincial initiatives associated with Ontario Health Teams and Long-Term Ventilation Program.
- Overseeing the CEO's performance as well as significant developments and events that occur during the year.

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 an ex officio member.

*Thank you to Chantelle Plaine for her support as the Committee's Administrator.*





## Celebrating 35 Years of Support & Innovation



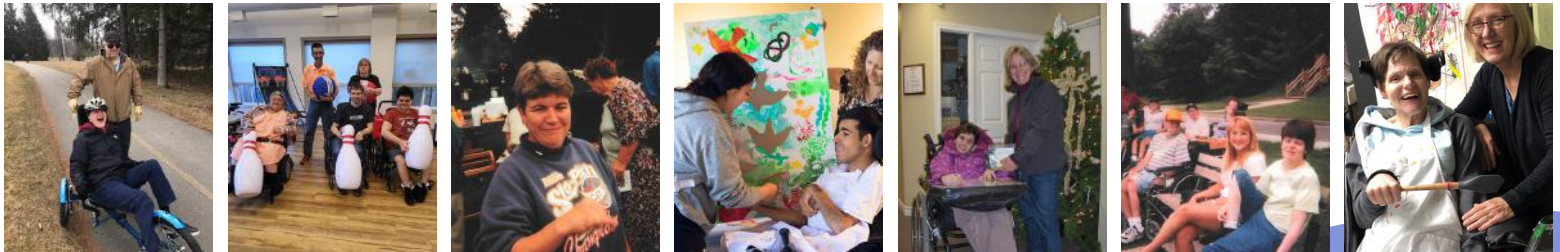
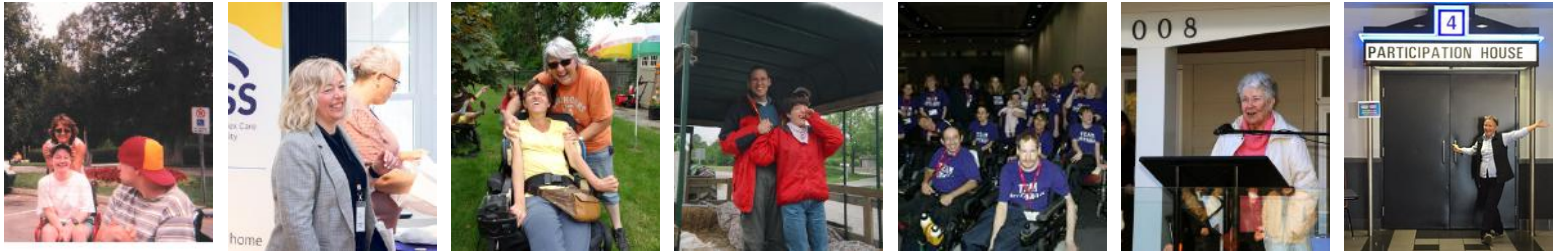
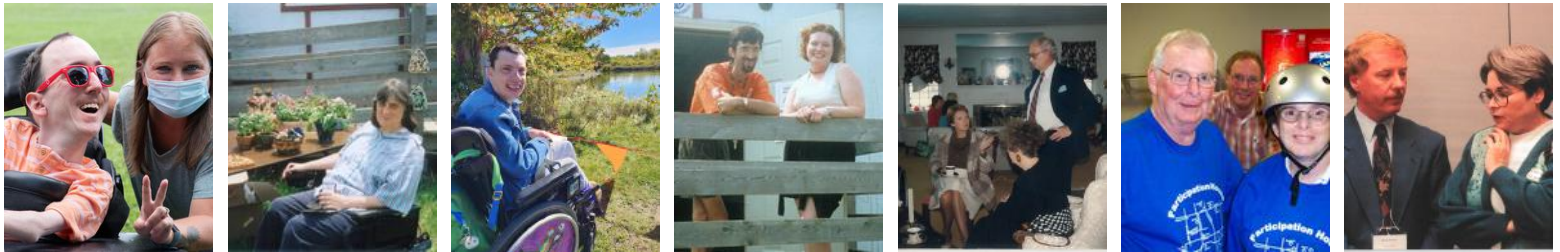
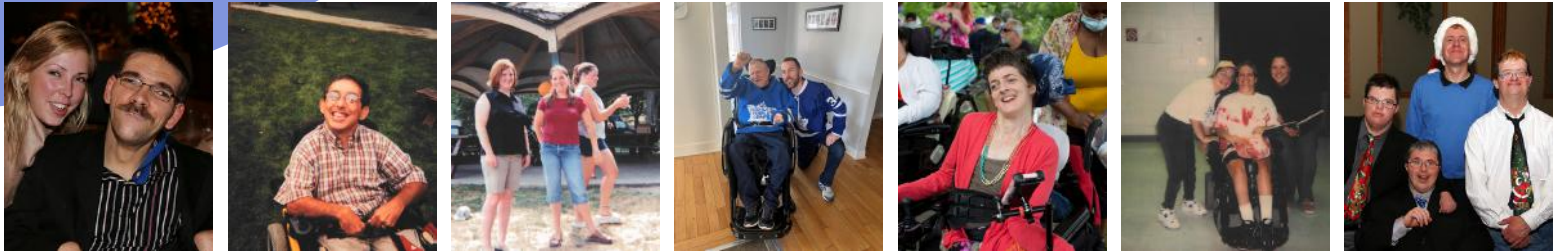
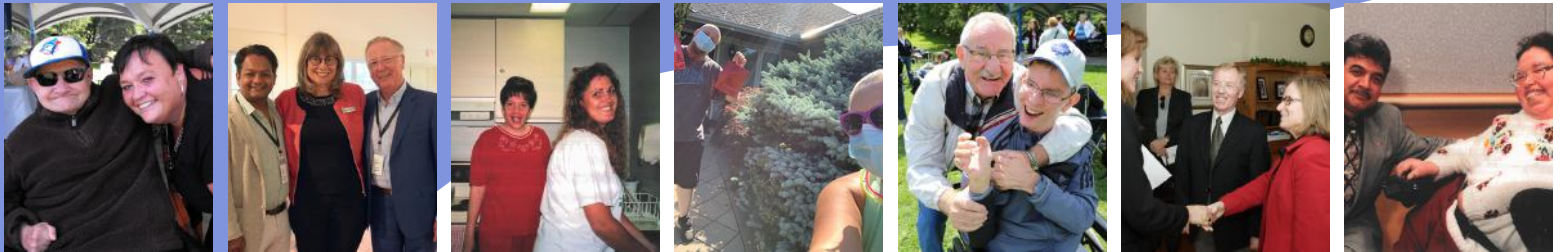
As PHSS celebrates its 35th anniversary, it is a time to reflect on the organization's accomplishments and achievements over the years. Founded with the goal of empowering people with disabilities to live the life they choose as part of the community, PHSS has become a leader in providing unique and flexible support and services for individuals with complex medical, physical, and developmental needs.

Over the past 35 years, PHSS has demonstrated a commitment to innovation and change, constantly evolving to meet the changing needs of the people it supports. The organization's focus on collaboration, co-creation and partnership has helped it to form strong relationships with other organizations and agencies, and this has helped to ensure that people with disabilities receive the best possible care and support.

One of the most inspiring aspects of PHSS' work is the impact it has had on the lives of people supported. The organization has helped countless individuals with disabilities to overcome the obstacles they face and achieve their goals, and it has made a lasting difference in the lives of the people it serves.

As PHSS looks to the future, it does so with confidence and a commitment to continued success. With its focus on quality, innovation, and collaboration, PHSS will continue to play a vital role in helping people with disabilities to live the lives they choose.

***Here's to another 35 years of success and innovation for PHSS!***





# PHSS Foundation Signature Events



## Laudable Londoners

On May 25, 2022, we honoured Emma Donoghue, the award-winning author of *Room*, at the London Hunt Club. Emma graciously signed copies of her newest book, *The Pull of the Stars*, at the event.

Approximately 100 people attended the in-person/virtual event. Virtual attendees were delighted to receive an "event in a bag", which included wine and assorted items from Jill's Table.



## Summer Games

In lieu of the iconic Bowl-A-Thon, we continued with a hybrid virtual/in-person week of activities for 2022. Activities included Scavenger Hunt Bingo, Pizza Party and Fitness, and bowling in small groups at Fleetway40.

Due to the overwhelming heat, the picnic planned for Eco Park was changed to an ice cream party on the lawn at the PHSS office!



## Leo Kirwin Memorial Golf Tournament

We were delighted to hold a full-scale event since COVID at East Park Gardens in London on August 19, 2022.

There was over 100 golfers. Fabulous silent auction prizes were battled for, and the piece de resistance was the raffle for two round-trip tickets anywhere WestJet flies.



**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:



### **Fallin' For Rhythm**

We introduced a new fundraiser that featured local artist Sarina Haggarty in a laid-back 'home concert' vibe at Community Place North.

A wonderful evening of music, including enthusiastic audience participation, was enjoyed by all who attended.



*The Foundation thanks the staff and volunteers for their support of our fundraising activities.*



**Marian Strom**  
*Chair, PHSS Foundation*



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# Quality and People Supported 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 to oversee the quality of support and care provided across the full range of PHSS services. This is done in the following ways:



## Monthly Interviews

- Complete 10 interviews a year
- New: 6-month follow-ups being completed
- New: Developed new interview questions for the different services PHSS provides (You at Home, day and overnight respite, residential supports)



## Participatory Action Research (PAR)

PAR involves voluntary interviews with supported individuals, their families, and feedback from staff and are done to understand more about the life of people supported by PHSS and their extended community.



## Cross Functional Team

Our Committee utilizes the engagement survey results to assist in directing the actions of this team to enhance the staff experience at PHSS.



## Catherine Sexton

*Interim Chair, Quality and People Supported Committee*

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# The 50-30 Challenge

**The 50 – 30 Challenge is an initiative between the Government of Canada, Canadian businesses and diversity organizations.**

The goal of the program is to challenge Canadian organizations to increase the representation and inclusion of diverse groups within their workplaces, while highlighting the benefits of giving all Canadians a seat at the table. The PHSS Board will achieve this goal by:

1. Sustaining gender parity with the number of directors being at least (50% women and/or non-binary people); and
2. Pursue increasing representation of its directors, to at least 30% over time, of members of other equity-deserving groups, including those who identify as Racialized, Black, and/or people of colour ("Visible Minorities"), people with disabilities (including invisible and episodic disabilities), 2SLGBTQ+ and/or gender and sexually diverse individuals, and Aboriginal and/or Indigenous Peoples. The program and participants recognize Indigenous Peoples, including First Nations, Métis, and Inuit, as founding peoples of Canada.



*We are thrilled to begin this transformative journey as we embrace Canada's 50-30 challenge! Our DEI Committee stands by the belief that diversity fuels innovation and inclusion creates excellence.*

*Together, we strive to build a more vibrant, equitable, and united community where every individual thrives and their unique talents shine.*

**- PHSS DEI Committee**





# Services in Support of Inclusiveness

Designed in partnership with Home and Community Care Support Services (HCCSS), You at Home provides support to individuals in their family homes with a schedule that is co-designed with persons supported and their families.

You at Home pairs people supported with PHSS staff for a minimum of 3 hours a day and has the flexibility to support individuals in the community, enhancing the lives of people supported.



## What makes us different,

You at Home promotes the building of inclusive communities. We believe in breaking down barriers and creating opportunities for persons supported to pursue their potential, contribute to their communities, and be valued with dignity and respect.



# 100%

of respondents from the Pilot Program stated that they would recommend the You at Home to a friend or family member

## 25+

Persons Supported

## 5+

Family Care Coordinators

## 50+

Support Staff





“  
 A key part of the success and growth of PHSS is attributed to the partnerships we have cultivated throughout Ontario.  
 ”

# Partnerships

## 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 Grey-Bruce, Oxford, Huron Perth & Area, Middlesex London, and Elgin.



## ***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.

## ***Integrative Partnership***

Formed in the 2019/2020 fiscal year 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.



## ***Bharata Mata School of Social Work, Bharata Mata College, Kochi, Kerala, India***

The partnership between PHSS and BMS was established in the spring of 2023 with the purpose of advanced learning, professional development, and knowledge sharing in the areas of expertise of both PHSS, Bharata Mata School of Social Work, and Bharata Mata College.



# 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 hopes to be a milestone in the journey of personalized care.



Western  
UNIVERSITY - CANADA



Schulich  
MEDICINE & DENTISTRY

# PHSS Community Champion Award 2023

## Graham Porter

This award recognizes not only the outstanding achievements of the recipient but the embodiment of exceptional qualities that inspire and elevate those around them.



We have the privilege of honoring someone whose philanthropic endeavors have exemplified the true essence of community spirit, whose unwavering dedication to making a positive impact on the community has touched countless lives and inspired others to do the same.

This year's recipient, Graham Porter, has not only been a long-time mentor, but a friend to PHSS. Someone with whom we have shared ideas, concerns, and moments of joy with for over 30 years.

Graham's willingness to invest his time and expertise into the development of PHSS has been nothing short of remarkable. As we look back on our journey together, we are filled with pride and gratitude for all that we have achieved. Every milestone reached, and every goal surpassed, is a testament to the strength of our partnership.

His selflessness, enthusiasm, and sage advice have made a profound difference and for that, we are immensely grateful.

## Thank you!



# PHSS Unsung Hero Award 2023

## Wendy McBride



We would like to extend our heartfelt gratitude to an exceptional individual who has gone above and beyond, demonstrating unwavering dedication and creativity, spreading warmth, and making outstanding contributions to the agency and those we support. It is with great joy that we dedicate this year's PHSS Unsung Hero Award to Wendy McBride.

Over the span of an incredible 31 years, Wendy has consistently been a beacon of inspiration to all of us. Her passion for her role, and tireless efforts have left an extraordinary impact on the lives on those we support.

Wendy has been an invaluable mentor to her colleagues, sharing her knowledge and experience generously. Her guidance has helped nurture the potential of many others within our agency, shaping the next generation of support workers.

Your remarkable journey with us has been a testament to the power of hard work and dedication and we are truly grateful for everything you have done and the person you are.

## Thank you!

# Financials

**The Treasurer's Report provides a complete narrative of PHSS for the 2022/23 fiscal year.**

I am honoured to provide the report on the financial position of PHSS for the fiscal year ending March 31, 2023. As chair of the Finance Committee, our work includes providing oversight of financial practices and systems necessary for the Board to fulfill its financial governance obligations and we do this through meetings, review of financial reports, and other activities.

The financial statements were audited by Graham Scott Enns LLP Chartered Professional Accountants. The auditors provide an independent opinion on the fair presentation of the financial position of PHSS.



**\$34+m**  
Total Budget

**For PHSS 2022/23 continued to be a year of growth with the following highlights:**



The operating revenue and expenditures increased by more than 10% allowing PHSS to serve five more people with continued growth in the Ottawa community.



Since 2017, the Clarke Road location has fulfilled the PHSS vision of an intentional community and continues to be a success with full occupancy and an operating surplus.



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



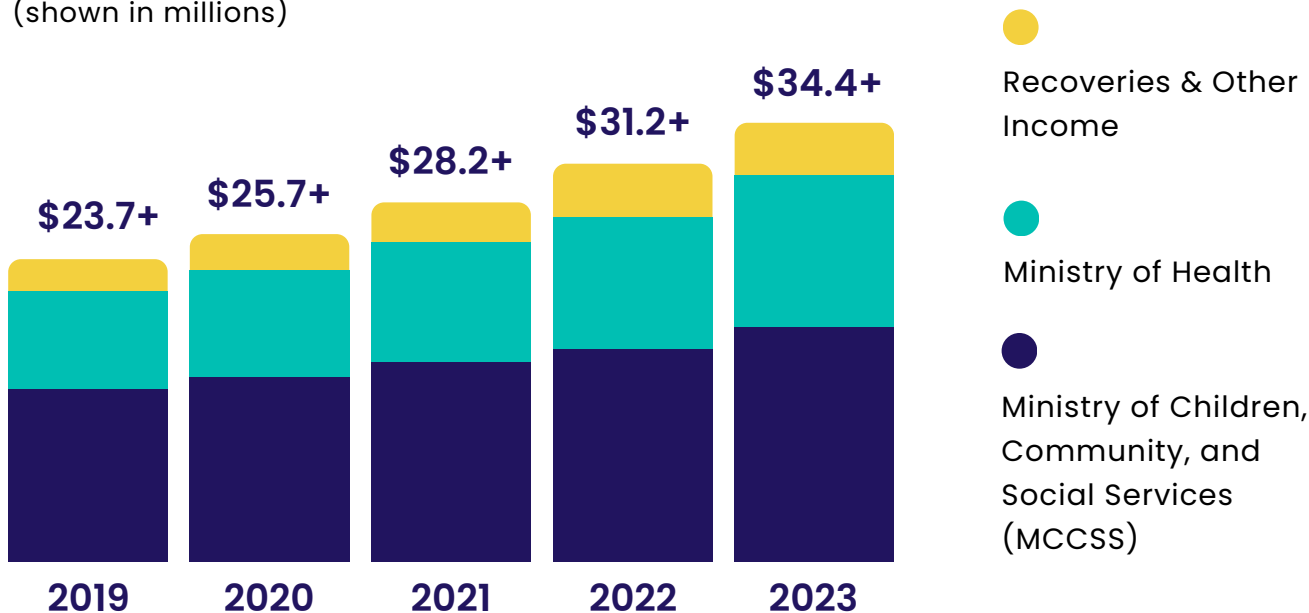
PHSS successfully reported a balanced position for the 2022/23 fiscal year.

## Year ending March 31, 2023

	2023	2022
<b>Revenues</b>	\$	\$
Ministry of Children, Community, and Social Services (MCCSS)	18,366,791	16,627,560
Ministry of Health	11,973,718	10,421,704
Recoveries & Other Income	3,926,840	4,083,048
Donations & Grants	188,320	110,752
<b>Total Revenues</b>	<b>34,455,669</b>	<b>31,243,064</b>
<b>Expenditures</b>		
Salaries & Benefits	29,837,751	27,136,451
Building Occupancy	1,606,441	1,345,793
Consumer Supplies	588,597	769,789
Purchased Services	1,438,430	1,300,344
Office and Other Operating	937,472	613,743
<b>Total Expenditures</b>	<b>34,408,691</b>	<b>31,166,120</b>
<b>Deficiency/Excess of Revenues over Expenditures</b>	<b>46,978</b>	<b>76,944</b>
<b>Growth</b>	<b>10.28%</b>	<b>10.77%</b>
<b>Statement of Financial Position</b>		
<b>Assets</b>		
Current Assets	2,974,081	4,272,333
Restricted Cash	170,451	152,790
Tangible Assets	5,326,407	4,997,691
<b>Total Assets</b>	<b>8,470,939</b>	<b>9,422,814</b>
<b>Liabilities &amp; Net Assets</b>		
Current Liabilities	3,269,275	4,483,079
Long-Term Debt	1,757,331	1,428,343
Forgivable Loan	1,757,331	1,676,505
Deferred Contributions	2,459,346	2,024,559
Total Liabilities	9,162,457	9,612,486
Net Assets	-691,518	-189,672
<b>Total Liabilities &amp; Net Assets</b>	<b>8,470,939</b>	<b>9,442,814</b>

# Our Funding

Revenues from the last 5 years:  
(shown in millions)



*I share my sincere appreciation to the Finance Committee, senior leadership and the 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 our funding Ministries.*



**Linda Coffin**

*Treasurer & Chair of the Finance Committee*





# Our Impact



**300+**  
People Supported



**70+**  
Locations Across Ontario



**700+**  
Support Staff & Volunteers



**25+**  
People Supported through You At Home

**Thank you to our amazing staff & volunteers for all of your hard work in 2022/23! We couldn't have done it without you!**



*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. Connecting community technology partners, enthusiastic volunteers, and persons supported by PHSS with the common goal of creating engaging opportunities to see and experience the world virtually.

What sets us apart is actually what brings us all together; a community of people who are passionate, engaged, and dedicated to providing personalized virtual-reality experiences that uplift and support individuals with complex medical needs through accessible, immersive experiences from around the world, all from the comfort of their home.

Through our team of dedicated volunteers, experiences such as being front row at a concert, swimming with dolphins, skydiving, and trips around the world are made possible!



# Communications & Public Relations Committee

The Communications & Public Relations Committee ensures the quality, effectiveness & performance of PHSS strategic communications.

This newly established committee of the PHSS Board of Directors will drive communications & public relations for the organization in it's achievement of its vision, mission, and guiding principles as we embrace the future



**Catherine Sexton**  
*Chair, Communications & Public Relations Committee*



Medical & Complex Care  
in Community

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🌐 [www.phsscommunity.com](http://www.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](http://www.phsscommunity.com)**

**A special thank you to this year's AGM sponsor  
and valued community partner Mercury  
Blueprinting; London & area's trusted printer  
since 1946.**

We thank you for your continued support, hard work,  
and generosity in supporting PHSS Medical and  
Complex Care in Community throughout the year.

