

2009 ANNUAL REPORT



Celebrate Every-body!



THE PARTICIPATION HOUSE PROJECT (DURHAM REGION)



President Message

I am pleased, on behalf of the Board of Directors of Participation House Durham, to introduce the Annual Report and comment on the highlights of a very successful year at PH Durham.

I am delighted to report that our principal mandate in delivering adult residential and adult day living services to clients across the Region of Durham, has been our dedicated and caring focus throughout the year. Participation House Durham operated at capacity for both residential and ADL services throughout the year, and received an excellent assessment rating as “low risk” by the Ministry of Community and Social Services for our agency.

While maintaining high quality delivery of a broad range of services to physically and developmentally challenged adults within our community, our senior staff and front line employees have managed our budgets prudently, and achieved new growth targets set out by MCSS. The Board is highly grateful to the entire PH team for an outstanding job in 2008/09.

We also experienced significant changes in the Board, with the retirement of our President, Ted Aldridge, and two other long term board members. We thank them for their services to the clients and families of PH.

In the last year, we have recruited 6 new board members, and have initiated many priorities focused on renewing and refreshing the governance affairs of the Board. While we have many goals ahead of us, I am very pleased with the progress and achievements of PH in the last year:

1) Ontario Trillium Foundation Grant:
PH was successful in securing a grant from the OTF to fund a fulltime Fundraising Manager for PH. We have hired our new Manager, Sandra Aldcroft, and are now working on programs and initiatives to achieve our fund raising goals.

2) Campbell Court Social Housing Project:
The Board has fully integrated the Campbell Court Social Housing project into the full purview of the Board, and we have initiated steps to identify and access available wheelchair accessible units for future PH client

residencies, in collaboration with our property manager partner, Durham Non Profit Housing.

3) Accreditation:
The Board has enthusiastically endorsed a recommendation by PH Senior Staff to invest in and achieve the quality standards for full accreditation certification.

This process will take us on an 18 month journey, to examine, update and refresh PH procedures, practices, documentation and metrics. Our focus on quality assurance and a best practices agency will be unwavering.

4) Board Committees:
The Board has endorsed the implementation of several standing committees as we execute on governance, oversight and leadership for PH.

The Board, plus staff and community participants, will meet regularly in our Governance, Strategy & Visioning, Quality Assurance, Campbell Court and Finance/HR Standing Committees.

5) Strategic Plan and Governance Bylaws:
The PH Team have worked tirelessly to achieve significant progress in creating the first Participation House Strategic Plan. This Plan does set out clearly, the Vision, Guiding Principles and Strategic Directions for PH – and it will serve as our roadmap to remain focused on and measure our progress to our strategic goals.

The PH Team have also updated the Board Bylaws, as a key step in assuring a sound governance structure that is current, transparent and accountable.

The 2009/2010 fiscal year for PH promises to be a progressive, and challenging for our Board and employees. Our efforts every day will reflect our commitment to our most important responsibility...our Vision:

“To be a community leader in providing responsive services that inspires individuals to realize their dreams.”



Bob Biffin
President

Board of Directors as of June 2009

Title	Name
President	Bob Biffin
Vice-President	Graeme McKay
Vice-President	Ann McGeown
Secretary & Treasurer	Marilynn Dow
Director	Grant Hedges
Director	Julie Hobson
Director	Marten VanHarmelen
Director	Susan Manahan
Director	Cindy Nielissen

Committees of the Board

Title	Name
Bowmanville Committee Chair	Bob Biffin
Finance & Human Relations Chair	Ann McGeown
Quality Assurance Committee Chair	Grant Hedges
Governance Committee Chair	Susan Manahan
Strategy & Visioning Committee Chair	Julie Hobson

Administrative Team

Michelle Marshall	Executive Director
Patty Reid	Director of Finance
Catherine Pink Vandervoort	Director of Quality Assurance, Organizational Development
Sue Pereira	Director of Operations
Izabela Wielgosz	Manager, Human Resources
Susan Brooks Frank	Service Manager
Andrea Garnett	Service Manager
Sandra Aldcroft	Manager of Fund Development and Volunteers
Cathy Dong	Information and Data Coordinator
Maria Upton	Board Secretary

FINANCE REPORT

Participation House Project (Durham Region) recognizes another successful year. Our overall budget surplus for the fiscal year of March 2008 to April 2009 is \$10,345. This surplus comes from brokered funds we distribute and will be returned to the Ministry. Participation House Project programs had a deficit of \$18 for the year. The organization is primarily funded through the Ministry of Community & Social Services, with the balance of revenue made up of the following: Durham Regional Housing subsidies for five of our apartments, ODSP from our individuals, rental of our office space, interest earned on investments, donations and GST rebates on purchases.

Participation House Project opened another Residential location in Bowmanville, and two of our individuals will be moving into a unit in the near future.

This fiscal year we received approximately 2% increase to our base budget based on last year's budget and Wage Enhancement funding for front-line staff.

Wages and benefits account for the majority of our budget. The Ministry set the goal of front line staff wages to increase \$2.40 over a three-year period from the March 31, 2007 wage rate. This increase includes any negotiated settlement. All front line wages increased \$1.40 for the fiscal year 2007-2008. For the 2008-2009 fiscal year, front line staff wages increased \$0.57 for Direct Care and \$0.63 for Unit Co-ordinators & A.D.L. Instructors. The Ministry has announced it will fund the balance of their 3-year commitment to increase the March 31, 2009 wage rate by \$0.50.

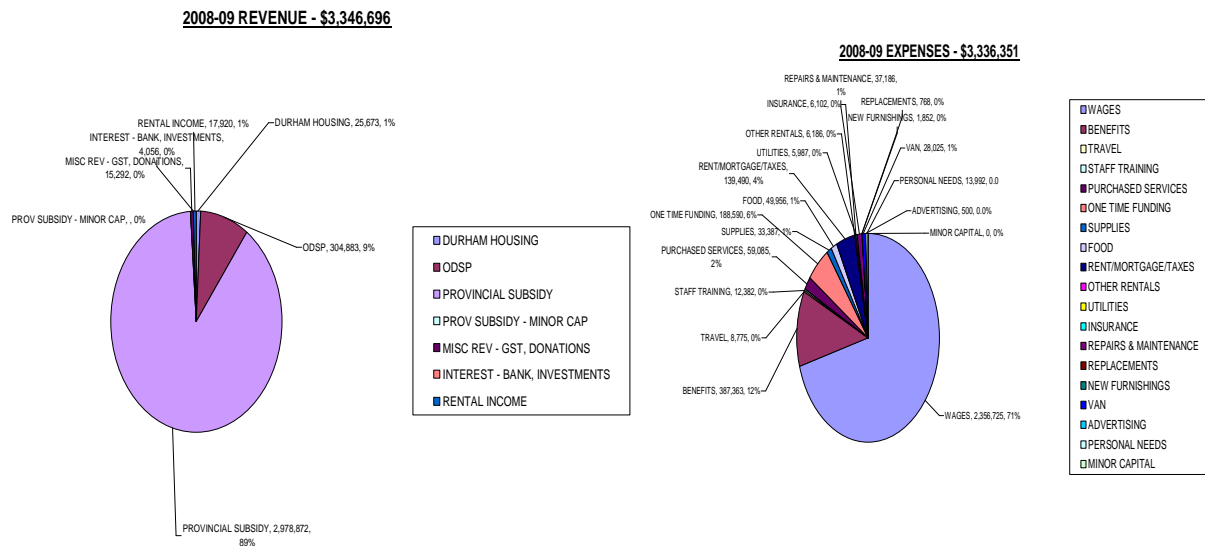
Careful budgeting, planning and staff co-operation has enabled Participation House Project to fulfill its organizational goal to provide quality service and support to the individuals we service in Durham Region. Congratulations to the Management team and all front-line staff for maintaining their program expenses.

We thank the Board of Directors, Finance Committee members, Management team and front-line staff for their commitment to another successful year financially. Thank you to our Auditor, Doug Freeman, for his help this year.



Patty Reid
Director of Finance

FINANCE GRAPH



HUMAN RESOURCES REPORT

Policies and Procedures

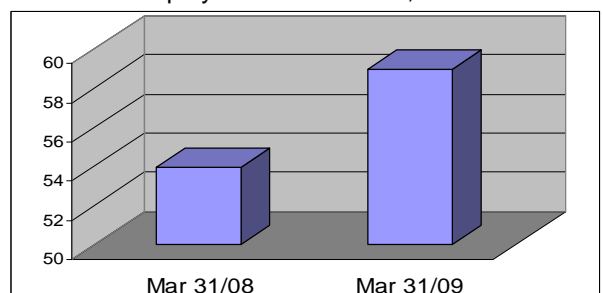
Personnel Policies and Procedures are being updated to incorporate new organizational practices and capture updated government legislative changes. Several new policies and procedures are in the final stages of development and will be implemented upon final approval.

Employee Recruitment and Retention

We are very excited that our staff numbers are steadily growing as we continuously strive to be the employer of choice. We employed 48 front line employees on March 31, 2007; 54 on March 31, 2008 and 59 on March 31, 2009. Through the creation of supports for individuals leaving the provincial facilities, enabled us to create new positions and attract new employees.

FRONTLINE STAFF NUMBERS March 31/08 and March 31/09

Number of employees on March 31, 2007 48
 Number of employees on March 31, 2008 54
 Number of employees on March 31, 2009 59



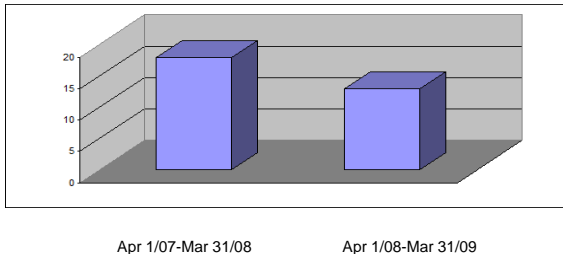
During the fiscal year 2008-09 five staff left employment with us, at the same time we hired 13 new employees. At the end of this fiscal year we

were employing 26 full time and 33 part time employees.

HIRINGS AND TERMINATIONS 2007/2008 and 2008-2009

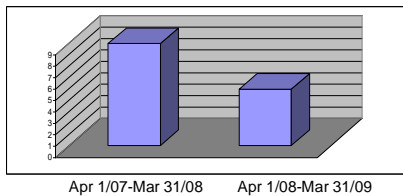
HIRINGS

April 1, 2007 - March 31, 2008 **hired: 18**
 April 1, 2008 - March 31, 2009 **hired: 13**



TERMINATIONS

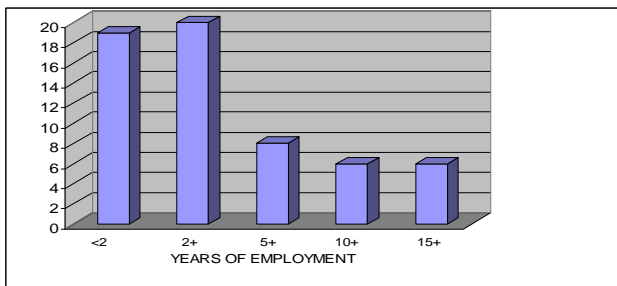
April 1, 2007 - March 31, 2008 **terminated: 9**
 April 1, 2008 - March 31, 2009 **terminated: 5**



Currently The Participation House Project (Durham Region) proudly employs 19 employee who are have been with us for less than 2 years, 20 employees between 2 and 5 years, 8 employees between 5 and 10 years, 6 employees with 10 –15 years of service and 6 employees who have more than 15 years of employment with our Agency.

On March 31, 2008 our Agency was employing:

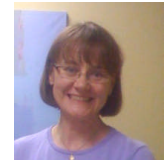
54 Frontline staff on March 31, 2008 were employed



One key area that The Participation House Project (Durham Region) will be focusing on in 2009 is the development and Implementation of a new orientation process. A committee comprised of staff and management have begun to meet and develop ideas on how to best support our newly hired employees.

Performance Evaluations

A new job performance evaluation process was established. Employees had a chance to take part in its implementation in the fall of 2008. This process incorporates self-evaluation, evaluation from a Unit Coordinator and a meeting and review with the staff's immediate Manager. We are hopeful that this process will provide employees with greater awareness of self and input into their own professional development.



Izabela Wielgosz
Manager, Human Resources

OPERATIONS REPORT

This past year has been a time of change growth and opportunity for the services that are provided through The Participation House Project (Durham Region). Throughout this year the individuals, staff, volunteers and stakeholders have risen to the occasion and embraced the exciting new direction that this path is leading our services.

One of the biggest changes introduced this year was the restructuring of the Senior Management Model. Through our staff it was clearly identified that they felt the need for a more direct connection to the Management team to be able to continue providing exemplary supports and opportunities to the clients. In November of 2008 we were excited to introduce the restructuring of the Management Team that provided for two Service Managers, Director of Operations, Director of Quality Assurance and Organizational Development.

To be more responsive and enhance the service the participants receive at PH, the Leadership Team reviewed and accepted changes to the Plans of Care to increase the measurable outcomes and individuality of goals and objectives. The individuals, support staff and Service Managers have moved forward with successfully implementing this new format at the Plan of Care Meetings.

Growth has been seen in all facets of our services at PH. We have increased our number of individuals in service with the final two individuals moving into our Bowmanville Home from the facility closures initiative.

We have also seen growth of our physical structures. On June 12, 2009 two of our individuals were able to realize their dream of living in a home with a

backyard, through their move into a town home in Bowmanville. Through the support of staff, management and our Board we were able to renovate this unit to increase accessibility and provide them a living arrangement that they had identified as a priority.

There have been many opportunities opened up to everyone in PH over the past year. Through the department of Quality Assurance and Organizational Development many training opportunities have been afforded to staff to increase their knowledge and skill that will only further enhance our services. Through our Residential and Day Services individuals we support have had opportunity to participate in many new and exciting programs including, Music and Art Therapy, Pet Therapy, Culinary Program, Mission Possible Self Advocacy Group, Swimming Program, Accessible Ice Skating, accessing public transit to access community resources.

Within Day Services we have been able to connect and contribute to our community, through volunteer opportunities with the Canadian Cancer Society, Durham Region Humane Society, City of Oshawa, Canadian Epilepsy Association and the PH Silent Auction. As well through our Mission Possible Group we have partnered with Self Advocacy groups throughout Durham Region, developing and strengthening relationships with community partners and agencies.

Fortunately we were able to continue to provide the summer respite opportunity, The Life Readiness Program, to individuals with a disability living at home with their parents or caregivers. This program continues to grow and offer many opportunities to community members to build independent living skills, increase community awareness and social networks.



Sue Pereria
Director of Operations

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QUALITY ASSURANCE AND ORGANIZATIONAL DEVELOPMENT REPORT

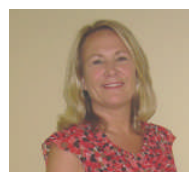
It has been an exciting year and The Participation House Project staff have accomplished a great deal in the area of training and development. A survey of training needs and requests was conducted with staff early in the year. This survey provided comprehensive feedback with specific request that identified: medication administration, augmentative communication, professional documentation and Supporting Individual Rights, as the most requested training. The response to this feedback was immediate and ongoing as we continued to foster the development of an organization culture that promotes improving quality, accountability and continuous improvement.

Residential Services was highly successful in Compliance Review and Risk Assessment conducted by the Ministry of Community and Social Services during this period. Our Incident Management Data Base System has proven invaluable for tracking trends and themes of Incidents Reports, Medication Errors, all compliance related requirements and other relevant data. Reports were create with ease and provided useful information to management and staff.

The Participation House Project (Durham Region) has engaged in the process of accreditation and has initiated a partnership with FOCUS Accreditation Services. We have gained further insight and understanding about the 15 Domains and supporting standards outlined in the accreditation tool. Some immediate and related work includes; review and revision to our policies and procedures, development of an Accessibility Plan, and an Emergency Preparedness Plan to name a few. The development of the Quality Assurance Committee, the Rights Review Committee and Strategy and Visioning Committees will further benefit the organization and ultimately the people who receive services.

Our new website (www.phdurham.com) is fresh and exciting and most importantly user-friendly. It is our intention to utilize our website for recruitment of staff and volunteers, post notices of meetings and training events, and to share information about upcoming community events.

Recently, we received a grant from the Ontario Trillium Foundation to support fundraising, volunteer recruitment and to help raise the profile of the organization in the community.



Catherine Pink Vandervoort
Director, Quality Assurance and Organizational Development

MESSAGE FROM EXECUTIVE DIRECTOR

As we end another year, we have many reasons to pause and celebrate. It is with great pride that I share with you the 2008-2009 Annual report.

Through the efforts of many great people we have continued to inspire individuals to realize their dreams and strive to be the best that they can be. I am proud of our staff and volunteers for their daily commitments and unwavering compassion in being there to help make a difference for today and tomorrow. Through their efforts we were able to assist 9 individuals, formerly residing within the Provincial Facilities, to return to their home community and be closer to their families. Their stories and successes have been truly inspirational and reinforce the value of the services we provide.

In efforts to maintain our service excellence and be responsive to the needs of the organization, the people and the community, the Administration and Board of Directors underwent a restructuring of positions and committees in October 2008. These changes brought challenges and successes that we have all grown from and as a result allowed us to develop our Strategic Plan for 2009-2011. The establishment of the new Board of Director Committees will help us ensure that the aspirations are upheld and the goals met while monitoring the execution of our work plans.

We are thrilled that after years of dedicated Board efforts and with the support of our partners, Durham Non-Profit Housing (DNPH), 2 individuals were able to relocate their primary residence to 1 of our 39 units at our Campbell Court location. We are hopeful that our continued partnering with DNPH and the improvement to our Governance model will lend to more individuals being able to take advantage of these accessible housing units.

Our enthusiasm to be creative and our dedication to be responsive to community needs have been unbound by the awarding of our Ontario Trillium Foundation Grant for a Fund Development and Volunteer Coordinator position. This three year dedication of funding will allow our organization to address some of the ever growing community demands that can not be met through current funding allotments. We are dedicated to developing long term plans to maintain this position so that our ability to continue to be responsive, creative and responsible is not hampered by the sometimes restrictive financial allotments.

Being reflective on the goals of this past year there has been a reoccurring theme of being driven by individual and community need and our commitment in meeting it. Our ability to be successful in our responsiveness has largely been due to our ability to reach out to and partner with people in our community and to bridge resources rather than recreate. I have been privileged to have served as Chair of the Durham Systems Management Committee for Adult Developmental Services for the past two years and look forward to the third and final year of this appointment. This appointment has allowed me to continue this commitment beyond Participation House Project Durham Region and to lead the community through the changes and developments put forth by The Ministry of Community and Social Services. Further, PH representation at various community tables locally, regionally and provincially has allowed our involvement to be diverse and far reaching.

In looking forward to our next year and all it has to offer I would like to pause and thank the many people who help us do what we do with vitality and quality: Our Board of Directors, the individuals we support and their families, community partners, friends and supporters, staff members and funders. It has been a great delight in having Linda Littell, Program Supervisor from the Ministry of Community and Social Services join our repertoire of dynamic resources in Durham Region. I am excited by the opportunities and growth that will be realized this year and in future years as we move forward through the Transformation of Services.



Michelle Marshall
Executive Director

THE PARTICIPATION HOUSE PROJECT (DURHAM REGION)

A non-profit organization supporting people with developmental and physical disabilities since 1975

OUR VISION

To be a community leader in providing responsive services that inspires individuals to realize their dreams

OUR MISSION

To enrich lives through advocating community presence and facilitating meaningful life experiences

OUR PARTNERS

The Participation House Project maintains strong local and provincial partnerships with the Ministry of Community and Social Services (MCSS), the Ontario Trillium Foundation (OTF), Ontario Agencies Supporting Individuals with Special Needs (OASIS), Canadian Council on Rehabilitation and Work (CCRW) and Focus Accreditation.



The Participation House Project (Durham Region)
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