



Annual Report 2014—2015

Parents For Community Living

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Report from the Chair

Timothy C. Flannery, Chair

Since the celebration of our 25th Anniversary in 2014, the agency has grown both in size and in service. We have worked through a number of challenges and celebrated our successes. We have addressed some of those challenges and principally human resources being the area that needed more attention and obviously we are now on track in relation to those matters and have a plan. Underlying these matters and addressing these issues again is the fact that we are looking for Board Members who have strength in Human Resources, Finance, and Engineering or Property Development which again is indicative of our growth. We start this next year with a full Board complement of eleven members.

On the technical side we have awaited amendments to the not for profit legislation that the Provincial Government had promised to have available in March

2014, and then December 2014, and we are still awaiting, however, there really are no appreciable consequences in the drafts presented to date that will impact upon us greatly if there are no other amendments.

Our March 2015, Annual Service Contract reflected additional funding that was geared both to specific individual needs such as an additional \$85,000.00 to support one of our programs. There were other smaller additions to our funding, again dealing with individuals and program needs. Needless to say these funds are greatly appreciated and are being put to good use.

We have dealt with various amendments in relation to committees and the terms of reference for our Finance Committee, Fundraising Committee, Governance and Board Process Committee.

We have been able to tackle issues regarding remuneration, with the assistance of an external report that used grids along Provincial lines and otherwise, and not only are we dealing with categories and rates of pay more effectively and with more certainty, but also various methods of evaluation including those associated with the Executive Director who has provided exemplary leadership for the agency to date.

Perhaps our largest goal this year and on an ongoing basis is our hub community project. We are still on course and moving forward with this very exciting idea and now are invited to participate with various municipal and other governmental levels. I would expect that in the coming 12 month period we will have very good news on this exciting front. PCL continues to grow and mature and evolve as an agency in a manner that is consistent with the best interests of serving our clientele and the community at large I am happy to report.

Executive Director's Report

Katherine Loveys Executive Director

PCL continues to grow as we embarked this past year on a new program through an innovative partnership with Core Lifestyle and Recreation Centre in Kitchener. Both those we support in our homes and respite programs, and new recruits through the Passports program, attend this exciting day program. Our program runs from Monday-Friday 9am-3pm, and participants receive qualified instruction in various sports, work out in the weight room and engage in 'brain game' activities meant to maintain and develop important literacy/numeracy skills etc. Currently 30 adults participate in this program.



This year we also supported a small start-up tech company, housed at the Lang Tannery incubator, called Magnus Mode. PCL funded 20 of those we support to try out a new app geared to develop life skills through a game encouraging the collection of cards as each person learns new skills. The Centre in the Square supported this initiative and participants attended three exciting performances over the winter months to try out this app. We also participated in the KPL's implementation of an app designed to help those we support navigate the library.



PCL purchased a new home with the significant bequest left to our organization by Jacques and Lilian Moul. This gift allowed our Casey ladies to move into a bungalow to better suit their needs. The Casey home was repurposed to create a home for 4 children, our second children's home and a wonderful expansion opportunity! PCL was also able to pay off the mortgage on our Monarch home and utilize the mortgage savings to better support our programs. In honour of these significant gifts, our Forestlawn home is now called 'Jacqueline's Home', and our Monarch home called 'Michele's Home'.

We welcome Anna Kuznetsova as Administrative Assistant to support our Senior Management team at our Head Office.

PCL enlisted the support of an external Human Resources consultant to review our salary grid and Pay Equity plan. As a result of the review, a revised pay grid was established and with the funding from MCSS for wages, we will have successfully met our Pay Equity obligations as of 2015-16! This is a significant milestone for our agency and the wage increases allows to provide more competitive wages within the Developmental Services Sector. We are thankful for the governments' commitment to our sector with this investment.

The revised legislation for the Ontario Fire Code has impacted all group homes throughout the Province of Ontario. As a result, PCL has been installing sprinkler systems in each of our homes as funding allows. PCL had installed sprinklers at 5 of our 10 homes as of April 1, 2015. PCL recently received MCSS funding to install sprinklers at 4 additional homes this fiscal year. These systems will provide additional time for those we support to exit in the event of a fire enhancing fire safety in our homes.

We look forward to an exciting year ahead.

Residential Services and Community Supports Report

Brenda Van Houtven, Manager of Residential Services

MaryAnne Linka, Manager of Community Supports



This past year has been a very busy year.

We moved the 5 ladies from the Casey Home into a new bungalow home in Waterloo in March of this year named the Jacqueline Home.

The Casey home in turn became a new children's home and we moved 4 children from the community into this home this past April.

We have increased our Core Day Program to 5 fulltime days a week. Numbers of people who attend this program are 16 from our homes and 14 through the Passports program.

The people supported in our homes continue to have active and meaningful activities and life experiences. Some of the events that happened over the past year included:

- ♦ Trips to New York, Carriage Hill Resort and Collingwood for Elvisfest;
- ♦ Participation in a craft group;
- ♦ PCL Walk Across Canada Challenge and 2015 Annual Fitness Challenge;
- ♦ Blue Jay and Toronto FC soccer games, NHL hockey game in Buffalo;
- ♦ PCL Christmas Family Dinner, monthly picnics;
- ♦ Numerous activities put on by the community such as the Greek Festival, Ribfest and Oktobefest;
- ♦ Grand River Boat Cruise; Toronto Harbour Boat Cruise; Marineland; Toronto Zoo; Ripley's Aquarium;
- ♦ Individuals volunteer or work at a number of places: Costco, The Working Centre, Operation Christmas Child, YMCA, St. Francis Church, Region of Waterloo Foodbank, Waterloo Adult Rec Centre, Tim Hortons, CH2M Hill.



Last year PCL won a Bronze award in the Healthy Workplace Award, this year we are pleased to say we have won Gold.

Once again PCL participated in the Anti-Bullying Campaign with our sister agencies. Several of the people we support were able to participate in a commercial that was aired on CTV and on the radio.

We partnered with MagnusMode to participate in an on-line interactive experience to learn new skills for interacting in the community. As part of this we attended three amazing events at Center in the Square where 20 individuals we support used their apps to learn the skills to find their seats or purchase at the concession stand. Some also attended the KPL Magnus event where they learned through the app how to find and take out books and videos at the library.



We applied for, and received a project grant from the City of Waterloo to initiate our Project Green Thumb for the Waterloo homes. We purchased lawn maintenance supplies with the money from this grant to maintain and beautify our homes. We recruited several volunteers to assist with the program and one team captain to oversee the operations of it. We hope to continue to build upon Project Green Thumb into 2016.

We have completed many repairs, maintenance and renovation projects over the year. Seven of our 10 homes are wheelchair accessible.

As an agency we continue to host student placements from Medix College, Conestoga College, McMaster University and St. Jerome's University. These placements offer the students a chance to learn in a workplace environment and provide us with extra support and new ideas. Student Placements are a win-win situation for all involved.

As Managers, we represent Parents for Community Living on several community committees such as the Regional Service Solutions Network, Passport Working Group, Children's Services Network, Health and Safety Network, Human Resources Network, and Regional Directors Meetings.



Health and Safety Report

Brenda Van Houtven
Manager of Residential Services

The Health and Safety Committee wishes to thank everyone for doing their part to maintain and promote a safe and healthy work environment. The committee meets 4 times annually and committee conducts annual inspections at each worksite with recommendations made as needed. Health and Safety representatives in conjunction with their Senior Support Providers conduct monthly work site inspections and make recommendations for improvement to their managers. The committee also continues to review and make recommendations regarding staff accident/illness reports. In 2014 the committee members reviewed at our December meeting:

- ♦ The Occupational Health and Safety Act;
- ♦ The duties of a Health and Safety Committee;
- ♦ Recognition of Hazards in the Workplace and;
- ♦ Accident/Incident Investigation.

It has been an active year for Health and Safety as all of the Health and Safety Policies were updated and two new policies were introduced, the Wellness Committee Policy and the Water Activity Policy. New employees now complete the Water Safety training upon hire. All employees are trained in WHMIS at the time of hire specific to their work location and are provided with the MOL poster around workplace rights. We will be reviewing the move from WHMIS to GHS (Global Harmonized System) this year and change our policy and training to reflect any changes as necessary. In the 2014-15 year we provided other Health and Safety Training opportunities including Workplace Wellness and Fire Safety for Vulnerable Occupants.

Our Workplace wellness program now has an official committee which is a sub-committee of the Joint Health and Safety Committee. This year the Wellness committee sent out regular emails regarding workplace health, organized and facilitated the Annual Fitness challenges as well as a *Walk Across Canada* challenge. This year we were awarded the Gold Award through the Region of Waterloo Healthy Workplace Campaign. We include physical activity and stretch breaks at all training and workshop events to promote a healthy workplace.

Based on the new Ontario Fire Code Regulations regarding vulnerable occupants, PCL has been working with both Kitchener and Waterloo Fire Departments to ensure that we meet all safety standards. As such all of the Kitchener homes, and the Stanwood home in Waterloo, will have sprinkler systems installed by the end of 2016. We are appreciative of the funding the Ministry provided for the installation of these sprinkler systems. All of the smoke alarms systems in the Kitchener homes are now monitored by Direct Detect.

The Manager of Residential Services continues to work with a representative from the Public Services Health and Safety Association to ensure we are in compliance with all Occupational Health and Safety Standards. We participated in the Ontario Leading Indicators Project. The project was conducted by The Institute for Work and Health in partnership with the Public Services Health and Safety Association. This is used to identify the best organizational and management measures in Occupational Health and Safety. We received a bench marking report outlining our results.

For the 2014/15 Fiscal Year

Staff Accidents:	35
Accident Reports involving supported persons:	26
Needing health care Treatment:	3
Lost time:	3
Long term:	0

Human Resources Report

Brenda Van Houtven Manager of Residential Services

As an organization we continue to benefit from having a strong contingent of long term staff who consistently demonstrate commitment and care to the people we support. We have also attracted many new employees with expertise and valued skills over the past few years.

The Human Resource Policy and Procedure manual is in the final stages of a complete revision, with only two sections left to be completed.

In January 2015 with the announcement of funding from MCSS, we were able to increase wages retroactive April 1, 2014 and provide an additional increase as of April 1, 2015. In advance of the ministry announcement we hired a consultant, Elizabeth Hill of Pesce and Associates, to review our Pay Equity Plan and to make recommendations for changes to our salary grid. The suggested changes were approved by the PCL Board of Directors and this new grid, effective April 1, 2015, allows PCL to finally meet its Pay Equity obligations as of the 2015-16 year. We are thrilled with this accomplishment!

Effective June 1, 2015 we were able to provide an enhancement to the Employee Benefit Plan, increased benefits for dental services, introduced an Employee Assistance Plan, as well as a Health Care Spending Account.

Effective September 1, 2015 we increased our RRSP contribution limits to provide an enhanced retirement saving plan for qualified employees.

Our investment in staff education includes many mandatory courses: First Aid and CPR, WHMIS, Workplace Violence Prevention and Non-Violent Crisis Intervention (CPI) as well as many other non-mandatory workshops and sessions in Lifts and Transfers, Documentation, Dementia training and Abuse Prevention Education training. We also send staff to training events external to PCL such as the annual OADD and OASIS conferences and to attend many one day workshops and training events.

We continue with the process of implementing and embedding “Core Competencies” concepts into our HR practices. This is part of a province wide initiative to improve the level of professionalism within the developmental services sector.

Staff Data – April 1, 2014- March 31 2015

	Number of Active Staff (including those on LOA) as at August 31, 2015
In eligible benefit positions 30+ hours per week	39
In eligible benefit positions 20-29 hours per week	7
Part time < 20 hours per week	55
Casual /Relief only	15
Totals	116

Respite Report

Mary Anne Linka
Manager of Residential Services

Malabar and Evelyn were both busy this past year. Our staff responded to a number of emergency situations at both sites as well as provided planned weekend respite that families really benefit from. The wait list for both programs continues to grow.

Currently, Malabar supports 2 children on a permanent basis as well as maintaining 4 respite beds, while Evelyn supports 2 adults on a permanent basis as well as having 6 respite beds.

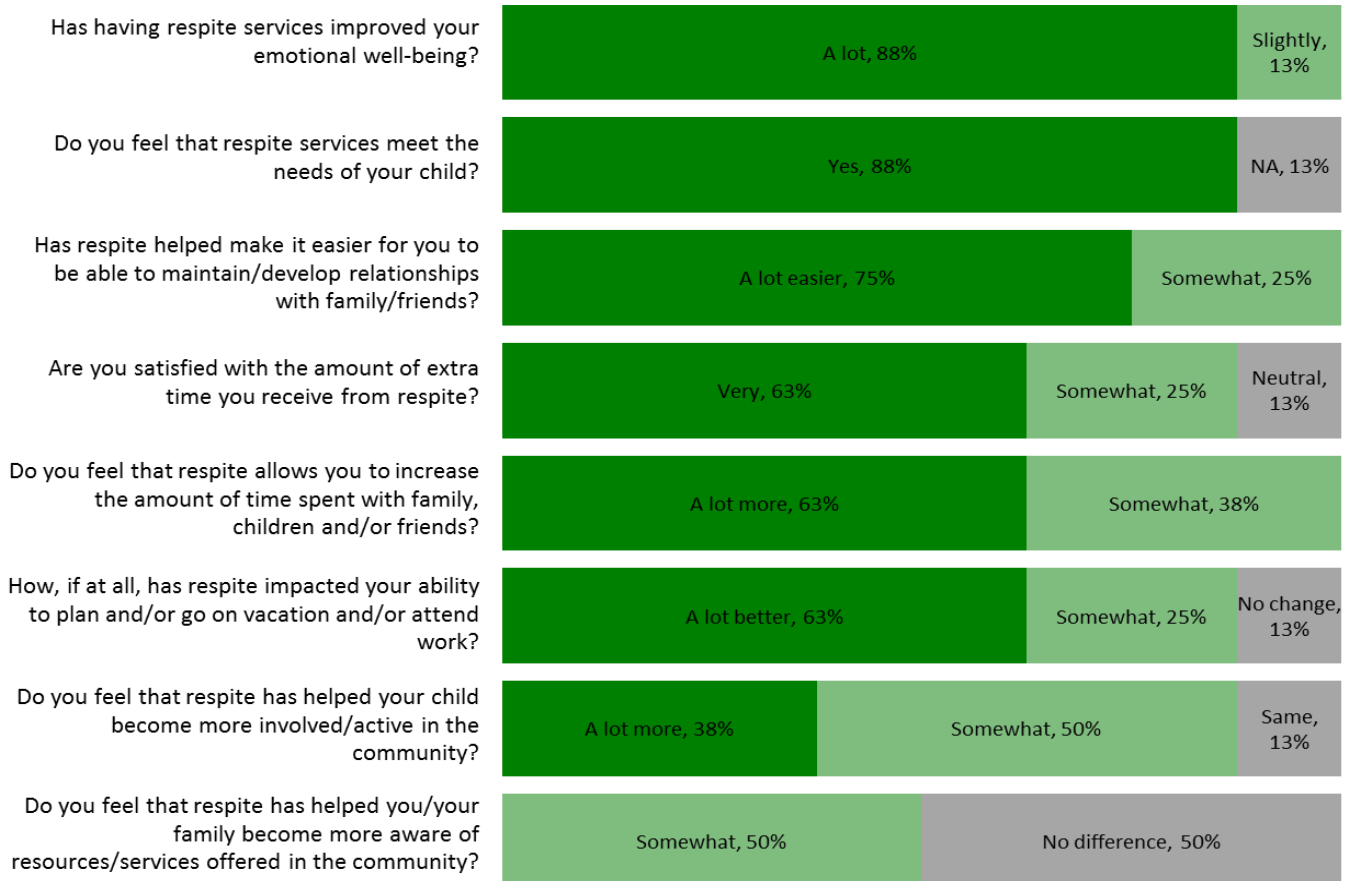
This year Malabar supported 24 children which included 1489 days of support as well as 1239 hours of support. Evelyn supported 39 adults which included 1826 days of support as well as 1403 hours of support.

We also provide assistance to a number of individuals during weekdays as families are purchasing services using their Passport Funding.

Malabar and Evelyn staff continue to help transition individuals who have been placed with us temporarily to permanent beds with other agencies.

The following represents the results of our recent survey of respite families:

Respite survey (n=8)



Finance and Audit Committee Report

Brittany Seigner
Chair, Finance Committee

PURPOSE

The Finance and Audit Committee will regularly evaluate the financial status of the organization in consultation with the Executive Director and the Finance Manager.

RESPONSIBILITIES

Review the annual budget and recommend to the Board of Directors for its consideration.

Monitor the monthly, year-end and projected financial position of the organization in relation to stability, viability and potential financial risk.

Review internal controls and recommend any revisions to the Board of Directors for its consideration.

Review the Audited Financial Statement and Management Letter of the Auditor and recommend to the Board of Directors for its consideration.

Review the performance of the Auditor and make a recommendation regarding appointment for the next fiscal year.

Develop and implement a Request for Proposal for auditing services every five years.

Review, update and make recommendations, as required, to the Finance Policy and Procedures Manual.

Annual review of appropriate insurance.

CURRENT MEMBERS

Chair and Board Treasurer: Brittany Seigner

Chair, Board of Directors: Tim Flannery

Community Member: Farhin Zaman

Community Member (past Board of Directors member): Jeff Harris

Executive Director (ex-officio): Kathy Loveys

Finance Manager (ex-officio): Terry Smith

MEETING FREQUENCY

The Finance and Audit Committee met six times during 2014-2015

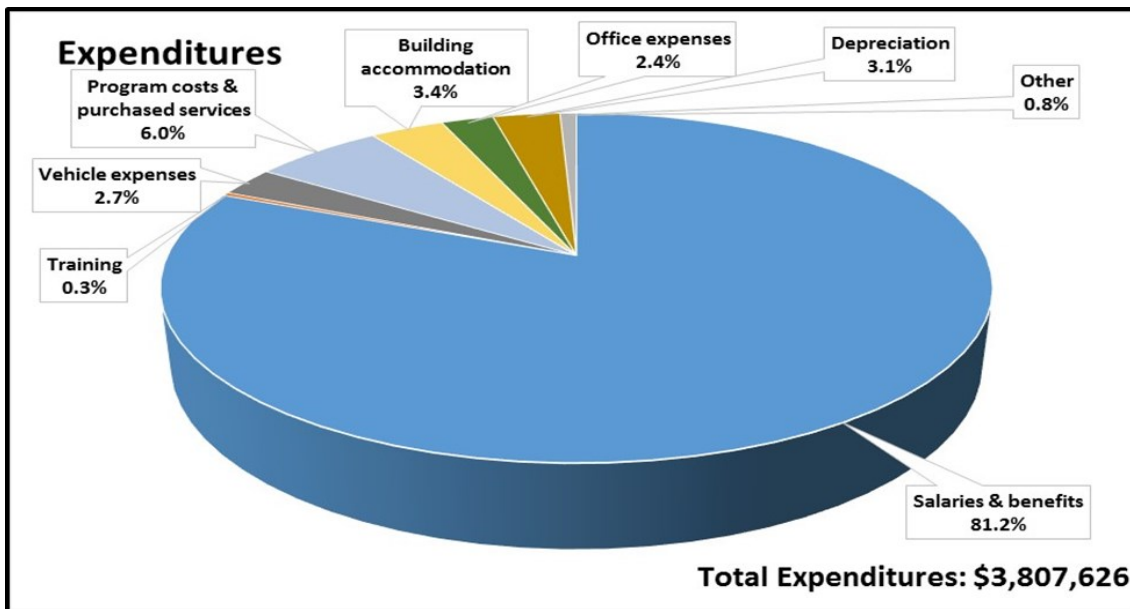
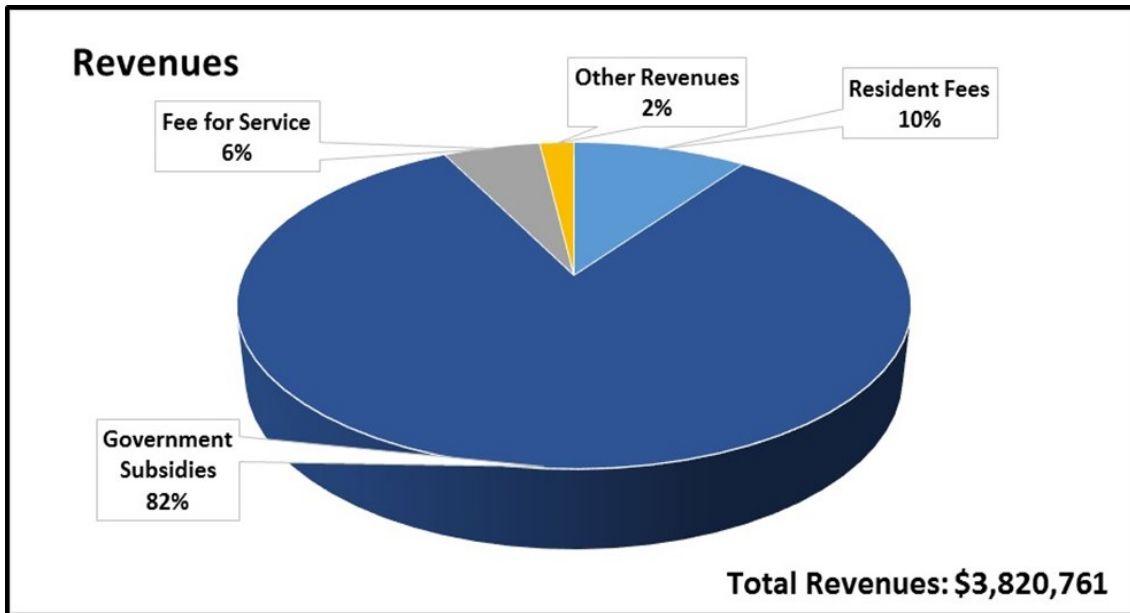
ACTIVITIES

- ♦ Review of proposed 2014-2015 MCSS, MCYS and MOH annual operating budgets and presentation to Board for approval.
- ♦ Review of 2014-2015 audited financial statements and presentation to the Board for approval.
- ♦ Review of annual 2014-2015 Transfer Payment Annual Reconciliation (TPAR) reports and presentation to the Board for approval.
- ♦ Reviewed line of credit and credit agreements with CIBC and CRA Payroll remittances.
- ♦ Made recommendation to the Board for the purchase of Forestlawn and to utilize donation funds for the renovation of Forestlawn.
- ♦ Reviewed the recommendations from Pesce and Associates and made recommendations for the acceptance of the revised salary grid and to provide increases to wages and benefits with available funding.
- ♦ Oversaw the request for proposals from several auditors, reviewed the proposals and made recommendation to engage the services of PwC for the 2015-16 year.
- ♦ Recommended the room and board rate be increased to \$930 monthly effective January 1, 2015 in line with ODSP rate increases.
- ♦ Reviewed the Client Financial report for 2014.
- ♦ Reviewed and revised the mandate of the Finance committee and made recommendation to the Board to revise the terms of reference and rename the committee to the Finance and Audit Committee.

All of the above recommendations were approved by the Board in 2014/15.

Finance Manager Report

Terry Smith
Finance Manager



Fundraising	
Schedule of Fundraising Revenue and Expenditures	
For the year ended March 31, 2015	
Revenue	
Donations	\$53,487
Fundraising	25,405
Other	3,979
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	82,871
Expenditures	
	<hr/>
	21,096
Excess revenue over expenditures for the year	
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	\$61,775

Fund Raising Committee Report

Chris Barker

Chair, Fund Raising Committee

PURPOSE

The Fund Raising Committee is expected to oversee implementation of Board approved fundraising strategies and work with PCL staff to ensure consistency with the PCL mission, vision and strategic and operational directions.

RESPONSIBILITIES

To work with PCL staff to develop annual fundraising plans which are appropriate and have the potential to successfully support organizational requirements and needs.

To ensure that fundraising activities incorporate a range of strategies to reach a variety of target audiences, increase community awareness of PCL and potentially recruit new volunteers.

To oversee the coordination and promotion of activities to reduce competition with other community events, avoid duplication and ensure PCL resources are used cost effectively.

To monitor fundraising efforts and ensure ethical practices are in place.

To develop strategies which acknowledge community support, donor contributions, and volunteers.

To report to the Board of Directors on the implementation and outcomes of the fundraising plans and encourage Board participation in events.

CURRENT MEMBERS

Chair / Board Representative- Chris Barker

Executive Director (ex-officio)-Kathy Loveys

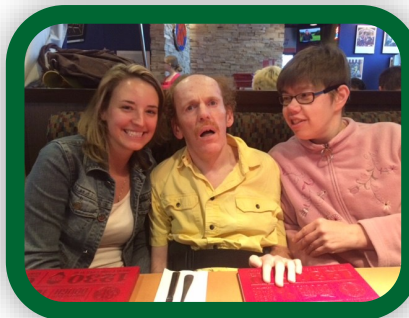
Parent and Membership Committee representative-Denis Turenne

Board Representative- Gary Howell

Board Representative – Marion Kelterborn

Community Representative – Teresa Radford

Administrative Assistant – Anna Kuznetsova



MEETING FREQUENCY

There were approximately twelve meetings held in the 2014-2015 year. These also include sub-committee meetings.

ACTIVITIES

- ♦ Mail out donations: \$11,576
- ♦ General donations: \$13,134
- ♦ City of Waterloo Grant: \$2,200 (Green Thumb Project)
- ♦ Bowlathon: March 2015 - \$1,600
- ♦ Boston Pizza: May 2015 - \$400
- ♦ Annual Golf Tournament: June 2015 \$9,649.47
- ♦ Amazing Race: June 2015 \$5,760



The Fund Raising Committee has endeavoured to form strong community awareness by promoting PCL. The hope is that a higher profile means more fundraising dollars.



Parents and Members Report

Chris Lasovich

Board Representative, Parents and Members

MANDATE

The mandate of the Parents and Members Committee is to act as advocates for individuals of PCL homes and programs, to serve as a resource group for PCL management, support providers and Board of Directors as well as for other parents and members and to act as guardians of the PCL philosophy, vision and mission. The committee will always act in the best interests of the individuals of PCL Homes and programs and PCL in general.

The Parents and Members Committee may appoint "ad hoc" sub-committees from time to time, as required, for the duration of specific projects.

CURRENT MEMBERS

Chair and Board representative: Chris Lasovich

Secretary: Kevin Buko

Family member: Ed Koenig

MEETING FREQUENCY

The Parents and Members Committee met seven times during 2014-2015. St. Francis Church continued to provide a meeting room free of charge for which we thank the congregation.

ACTIVITIES

- ◆ Members were kept informed about issues dealt with at Board meetings.
- ◆ News from PCL homes was shared.
- ◆ Executive staff members attended several meetings to share information about issues that Parents and Members Group members were particularly interested in.
- ◆ Several guest presenters provided information on topics such as financial and legal planning.
- ◆ Members participated in various fund raising events including the Golf Tournament.
- ◆ Members arranged Christmas gifts, birthday recognitions, and a summer BBQ.



Governance and Board Process Committee Report

Shereen Rowe

Chair, Governance and Board Process Committee

PURPOSE

The Governance and Board Process Committee will work with the Board of Directors, Standing Committees and Management to ensure Parents for Community Living's bylaws are consistent with our incorporating documents, that all powers and actions are exercised in compliance with our Letters Patent and any applicable legislation, and oversee the recruitment, orientation and development of Board members.

RESPONSIBILITIES

Review the bylaws of the organization and recommend amendments to the bylaws for consideration by the Board of Directors and for approval by the Membership of the Corporation at the Annual General Meeting.

Review the governance policies and procedures and recommend any revisions to the Board of Directors for its consideration.

Facilitate the recruitment and selection process of potential candidates for the governing body and recommend a slate of potential new board members for consideration by the Board of Directors.

Schedule and facilitate the orientation process for new board members.

Survey board members on topics for board development and finalize any plans for education and/or training activities.

Identify a board self-evaluation tool and arrange for completion by board members.

Summarize information collected from the self-evaluation tool and discuss areas of improvement of the governance process with the Board of Directors.

CURRENT MEMBERS

Shereen Rowe: Chair of Committee

Tim Flannery: Chair, Board of Directors

Kevin Buko: Community Member

Ed Koenig: Community Member (past Board of Directors member)

Kathy Loveys (ex-officio): Executive Director

MEETING FREQUENCY

The Governance and Board Process Committee met five times during 2014-2015



ACTIVITIES

- ◆ A skills matrix to help identify skills currently held by existing Board members and priorities to be addressed in Board recruitment was finalized and completed by all Board members. Board members have self-identified their skills and knowledge in key areas (e.g. finance and investment, risk management, non-profit governance). The results of the skills matrix were used to help identify skill areas for prospective Board members, including human resources, finance and property development.
- ◆ A Board self-evaluation survey was developed and completed by Board members. The survey covered questions on Board effectiveness, the work of Board members and the Board President, Board orientation and information, and the Board's relationship with the Executive Director. The committee is continuing to follow up on items highlighted through the survey to make recommendations.
- ◆ The committee continued its ongoing Board and committee recruitment efforts. Strategies to address the challenges recruiting new Board and committee members were considered. As part of this discussion, the size of Board was considered; the number of board members on boards at other similar organizations was considered. PCL's Board of 11 members is consistent with other organizations, is an appropriate size and no change to the number of directors is recommended.
- ◆ The mandates for the current standing committees were reviewed leading to the recommendations to consolidate some functions with revised mandates and eliminating two committees: Parents and Members and Human Resources (to be considered at the AGM).
- ◆ Candidates to address vacancies on the Board were considered and brought forward for recommendation to the Board and to the membership at the AGM.
- ◆ The Board implemented a recommendation from the committee to set aside time at the end of each Board meeting for strategic discussion on key issues and to address Board education and gaps identified in the Board survey.
- ◆ The current PCL Strategic Plan runs until 2016. The committee has started to explore options for a process to develop a new plan.



MISSION / VISION / VALUES

MISSION

To enhance the quality of life of individuals with developmental disabilities by providing services and family-like homes in our community.

VISION

Every individual with developmental disabilities lives with dignity as a valued member of our community.

VALUES

In the tradition of our founding families, we value:

A Person-Centred Approach – personal growth and independence by respecting individual choice and changing needs.

Community Connection – involving those we support as active members of our community.

Family Involvement – continued connection and meaningful participation

Excellence in Leadership and Staff – caring, compassion, innovation and integrity.

Partnerships – working collaboratively to develop and deliver high quality programs and services.

Parents For Community Living

Board of Directors, 2014– 2015

Timothy Flannery (chair)

Gary Howell (Secretary)

Brittany Seigner (Treasurer)

Chris Barker

Chris Lasovich

Marion Kelterborn

Shereen Rowe

Larry Scanlon