



ANNUAL REPORT

2018-2019



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MISSION AND VALUES

VISION

Living at home – your choice, our goal

To enable individuals to remain in their home environment of choice by providing services that are accessible, quality driven and innovative.

PURPOSE

To provide services that support the well-being of the elderly and adults with physical disabilities in Timiskaming enabling them to remain at home as per:

- Accountability agreement with
NE LHIN
- Other funders and programs



VALUES: GUIDING PRINCIPLES

Dignity and Compassion

THS believes that all people deserve to be treated with compassion and dignity with consideration for each person's individuality and cultural diversity.

Autonomy and Empowerment

THS believes that clients and their caregivers have the right to make their own decisions and direct their own care.

Professionalism and High Ethical Standards

THS will demonstrate the highest level of professionalism based on ethical standards of care that builds public trust in the organization as a whole.

Innovation through Collaboration and Teamwork

THS is committed to supporting ~~ongoing~~ ~~on-going~~ innovation through internal teamwork and collaboration with stakeholders.

Responsibility and Accountability

THS is committed to demonstrating responsibility and accountability for maintaining the highest level of care. THS will demonstrate fiscal responsibility in its operations.

Openness and Transparency

THS will maintain transparent processes and open communications.

MESSAGE from the CHIEF EXECUTIVE OFFICER

Report from April 1~~st~~, 2018, to March 31~~st~~, 2019



The unwavering commitment for continued optimal service delivery during 2018-2019 positioned Timiskaming Home Support as an important leader in ~~Home-home~~ and ~~Community-community Care-care~~ in the District of Timiskaming. The agency's holistic program delivery, coupled with our investments in innovative program enhancements and expansions to support seniors and physically disabled adults in the District of Timiskaming drove positive 2018-2019 Timiskaming Home Support results. This past year, we continued to take a long-term view of Timiskaming Home Support service delivery models. I am proud of what THS employees, partners, management team and Board have accomplished over the past year, and I look forward to another year of growth and expansion as our 2018-2019 momentum pushes into 2019-2020.

During 2018-2019, we continued to accelerate our investment in proven quality-based best practices for optimal client services and support. Timiskaming Home Support's strong financial performance in 2018-2019 is the result of this commitment and our ability to respond to the client demand. New programs emerged from innovation which continued throughout 2018-2019, resulting in exciting new ways to approach the needs of seniors and physically disabled adults in the District of Timiskaming. The Seniors' Centre Without Walls program (for example) was introduced in November 2018 and claims huge success. This highlights our capacity to leverage our optimal services across all THS programs to offer holistic services to our clients.

In addition to the successful launch of new programs, we continued to expand existing programs and target new potential services. I am particularly pleased with our progress in the Transportation, Meals on Wheels and Adult Day programs (just to name a few). We have proudly exceeded our expected benchmarks in 2018-2019 and will continue to monitor our progress in 2019-2020. We have and will continue to build resources, processes and tools to support program expansions capabilities. We have dedicated staff with momentum to deliver optimal services as well as enhanced due diligence and integration planning tools. We will continue to evaluate progress and implement opportunities for improvement to ensure better care and support for the clients.

I am optimistic about Timiskaming Home Support's short-term and long-term opportunities as the health care model in Ontario continues to change and improve. My confidence in the capabilities and accomplishments of THS employees, partners, management team and Board fuel this optimism. I'd like to extend my personal thanks to those Timiskaming Home Support stakeholders who shared this confidence and maintained their trust in us. We once again affirm our commitment to you to develop superior service delivery, enter a new health care platform, increase and support our client base and ensure operational excellence.

Thank you.



Caroline Morin
Chief Executive Officer

MESSAGE from the BOARD CHAIR

Report from April 1st, 2018, to March 31st, 2019

I think the best way to encapsulate the 2018/19 campaign is to quote Charles Dickens: ***"It was the best of times and it was the worst of times..."***



This, my second term as the Chair of Timiskaming Home Support (THS), was a year of many successes and surprises.

In 2018, we proudly celebrated 25 years of service to our clients in the Timiskaming District; THS was incorporated on August 19, 1993 by a group of visionary individuals. Celebrations were held at our Haileybury and Kirkland Lake offices on October 25, 2018, and we were thrilled to have two of the founding members attend the Haileybury event, along with several representatives from our local governments and other health partners.

I believe the overriding theme for the 2018/19 would be **CHANGE**; someone once said that change is constant and now, I believe it. We had many changes to our board membership this past year and I want to thank Jan Edwards, Bonny Koistinen and Ellen Ibey for their dedication and hard work during their tenure with the THS Board of Directors.

The Board continues to take defining steps within our roles as **d**irectors in terms of **g**overnance and bringing more structure to our Committees, Board Recruitment and Orientation processes for our current and potential new board members in 2019/20.

By definition, the Board's overarching governance purpose is to guide the organization in meeting its objectives. Our goal is to have a high-functioning board, with clear knowledge of its proper role and sound governance structures and processes.

Our organization participated in an **o**perational **r**eview in 2018 that was commissioned by the North East Local Health Integrated Network (NELHIN) and the review was conducted by KPMG. The review provided recommendations and these are currently being explored further by the THS leadership team. The goal is to position THS well strategically and to be a major voice on the local collaborative Ontario Health Team initiative in shaping the ongoing changes to health care.

Our Chief Executive Officer, Caroline Morin, is leading an Operational Performance Improvement Plan which will equip and organize THS in a way to better serve the valued clients within the District of Timiskaming. The performance improvement exercises are set to position THS strategically in finances, operations, resources and fundraising in a way to be focussed on client-centered care.

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As always, I also want to recognize and thank all of our employees and volunteers whose dedication and hard work continues to put the smiles on our clients' faces on a daily basis.

In closing, despite all the changes and reorganizations that are being contemplated and implemented in 2019/20, we cannot and will not lose sight of our clear objective: *“to provide services that support the well-being of the elderly and adults with physical disabilities in Timiskaming to enable them to remain at home.”*

Thank you,



Wayne Stratton
Board Chair

BOARD MEMBERS 2018-2019

	<p>Wayne Stratton - Chair</p> <ul style="list-style-type: none"> - THS Board Member since April 2016 - Elected as Vice-Chair in September 2016 and in February 2017 was elected as Board Chair - Owner/operator of Boreal Human Resources Consulting - Worked at Canada Post from 1979 to 2007 in various positions, ending his career as National Director Human Resources for the Sales and Services Group - Toronto - Worked as a real estate agent in the Temiskaming area for a few years - Employed as a Human Resources Generalist at Englehart, Temiskaming and Kirkland Lake Hospitals
	<p>Bonny Koistinen - Vice-Chair</p> <ul style="list-style-type: none"> - THS Board Member from September 2016 - May 2019 - Elected as Vice-Chair in June 2017 - Employed at Temiskaming Hospital since 1971 in various positions including HR, Physician Recruitment, Employee Health, Radiology, Purchasing, Executive Assistant to CEO - Sits on various committees - Active volunteer in the community
	<p>Liz Robitaille - Treasurer</p> <ul style="list-style-type: none"> - THS Board Member since September 2016 - Elected as Treasurer in June 2017 - Retired from ONR in 2011 after 29 years of service in various roles - Employed at the Englehart Public Library from 2012-2015 - Active volunteer in the community
	<p>Ellen Ibey - Board Member</p> <ul style="list-style-type: none"> - THS Board Member from September 2016 - June 2019 - Executive Director of the Temagami Family Health Team since 2010 - Employed at Temiskaming Hospital from 2004 to 2010 in various positions including CIO/Manager of Health Records/Registration, Chief Privacy Officer, Public Relations Coordinator, DocRoster Administrator, WTIS Project Manager, OTN Telehealth Coordinator, also employed at Timiskaming Health Unit, CCAC, Temiskaming Medical Arts Centre, Temiskaming Printing during the period of 1986 to 2004

	<p>Jan Edwards - Board Member</p> <ul style="list-style-type: none"> - THS Board Member from September 2016 to March 2019 - Property Manager RCL Zone K-1 & Area Veterans Home Corporation since 2014 - Co-owner Petals Flowers Inc 2009-2012 - Administrator at Northdale Manor from 1999-2006 and 2009-2010 - Administrative Assistant at Ontario 4-H Council 1995-1999 - Teaching Assistant 1993-1995 and 1986-1989 - Municipal Clerk Treasurer and Welfare Administrator for the Village of Thornloe 1981-1986
	<p>Sylvain Guilbeault - Board Member</p> <ul style="list-style-type: none"> - THS Board Member since May 2017 - Executive Director of Centre pour enfants Timiskaming Child Care in Haileybury since 2001 - Previous employments consisted of Residential Youth Worker, Adolescent Youth Worker, Funeral Director Assistant and Security Guard - Active volunteer in the community
	<p>René Boudreault - Board Member</p> <ul style="list-style-type: none"> - THS Board Member since October 2017 - Self-employed in the insurance and investment industry since 1999 and designated as a Certified Financial Planner since 2003. Since then has obtained designations as Certified Health Insurance Specialist, Elder Planning Counsellor and Master Financial Planner - Affiliated with the firm of St-Cyr and Associates since 2004 - Active volunteer in the community

Timiskaming Home Support/Soutien à domicile has had some changes to its board membership during 2018-2019.

Timiskaming Home Support/Soutien à domicile would like to thank the following individuals for giving their time, knowledge and expertise as Board Members:

Jan Edwards
Bonny Koistinen
Ellen Ibey

Community Support Services Department Report

It has been a very exciting year for us, not only did our dedicated teams serve more seniors and physically disabled adults in 2018-2019 than ever, we have grown with the following highlights:

We were chosen to be the lead agency for the new Seniors' Centre Without Walls program - a first in the District of Timiskaming. This program was launched in partnership with the Timiskaming Health Unit in November 2018 and we started serving our first clients on February 4, 2019. Seniors' Centre Without Walls (SCWW) is a program that targets adults and seniors that, for health, financial, weather or any other reason, do not have access to the level of socialization they desire. Through the use of multi-person phone calls with a tailored conference call system, SCWW provides a free opportunity for participants to interact with presenters in health and wellness seminars, educational lectures and brain-stimulating -activities. Participants listen to and discuss music and entertainment, join in on general conversations, and make new and meaningful friendships – all from the comforts of home! It works just the same as attending a class or a lecture at a seniors' centre, but instead it is facilitated over the telephone. Participation is encouraged and some participants even host programs to share their passion for a subject or a story with the group. There is no technology required to participate, any telephone will work to connect. The moderator is able to adjust the speaking (in) and hearing (out) volumes for each individual caller to accommodate almost all participants and is also able to see when an individual is speaking. Planning meetings are held once per quarter where the participants give direction to the moderator with regard to past and present programming as well as suggest potential future programming ideas. Participants can join the program at any time by calling the THS office and need to pre-register for programs to gain access and maintain confidentiality. For those unable to navigate the activity call-in procedure, the moderator is able to call the participant and add them to the activity remotely. Seniors' Centre Without Walls is offered in English and in French with choices of up to two programs per day, four days per week.





We successfully organized our second annual *Meals on Wheels* fundraiser - raising \$10,000 with our Christmas Meat Pie sales.

We offer a range of programs and services for seniors and physically disabled adults living in the District of Timiskaming. This year, we helped over 1,500 seniors and physically disabled adults through one or a combination of the following programs:

Meals on Wheels
Adult Day
Assisted Living
Attendant Outreach

Diners' Club
Stand Up
Emergency Response
Supportive Housing

Transportation
Home Help
Social Visiting

Post Stroke Recovery Program - in partnership with ICAN

Patient Assisted Transfer to Home (P.A.T.H) - in partnership with Red Cross

Seniors Centre Without Walls - in partnership with Timiskaming Health Unit

The 2018-2019 year has been a time of consolidation and growth for our key programs. Dorothy Malinowski, Meals on Wheels Team Lead along with a committed team of workers and volunteers continue to provide nutritious and well-balanced hot meals to our seniors and physically disabled adults all made from the Timiskaming Home Support Meals on Wheels kitchen. A big thank you to the City of Temiskaming Shores for giving us exclusive rights to utilize the "Lion's Den" in the Haileybury Community Centre and make this a reality. Our partnership with the Kirkland Lake Hospital makes it possible for Timiskaming Home Support to continue to increase the number of seniors and physically disabled adults receiving hot meals three (3) times per week in the North region of the District. We served **20,000 meals** this year, **an increase of 44%** over the last year.





Our Transportation Program drivers delivered **12,411 trips** to seniors and physically disabled adults within the district in 2018-2019; a **20% increase** over the last year. Many of the clients are taken by the same driver and we are pleased to see social connections develop. This is something that rarely occurs with public transportation or taxis. Our drivers, who logged **131,265 kms (a 59% increase from the previous year)** express that this program gives them a great deal of satisfaction. Crystal Paige, Transportation Team Lead, continues to bring her enthusiasm and resilience to the program which translates to increased logged kilometers.

Jennifer Scalise, Adult Day Team Lead, continues to promote the Adult Day program across the District of Timiskaming and enhances the program based on client feedback. The program has increased its roster of individuals served by **46%** over the last year. We have enhanced and increased the variety of activities in the program to include more out & about trips to various local events and entertainment venues. The clients enjoy them immensely.





Volunteer Services Report

Over the last year, our volunteers have donated a tremendous amount of time, energy, and kindness to our senior and physically disabled clients through Meals on Wheels, Transportation, Support Calls, Office Support, and more. Our programs could not operate without the commitment and devotion of our amazing team of volunteers.

This Year:

150 Active Volunteers

12 New Volunteers

The Meals on Wheels Program is a great example of their efforts. It has grown leaps and bounds this year and thanks to the team of volunteers, we are able to fulfill this growing demand with success. For example, last year, volunteers delivered **20,000 meals** and gave **over 2,000 hours of service**. In addition to the delivery of a hot, nutritious meal, the volunteers also provide clients with a brief social visit and safety check.

Opportunities for Volunteering:

Volunteer recruitment is ongoing for “Meals on Wheels” and “Drivers for Transportation” (just to name a few). Please connect with our **Volunteer Planner** for details about all of our volunteer opportunities.

Finally, we would like to thank our devoted team of volunteers, donors, funders and staff for their time, efforts and resources in supporting our programs to serve seniors and physically disabled adults.

THANK YOU!!!

Key Donors - 2019 NILA Conference

Hélène Jennings
City of Temiskaming Shores
Food Basics
Temiskaming Printing
A&B Digital Printing
Findlay's Drug Store
Smallman's Pharmacy
Walmart
Tim Hortons
Flannigan's Food Service
McKnight's Men's Wear
Rock Paper Scissors
Moe's Unisex Hairstyling
Miranda Lacroix-Belanger, Independent Scentsy Consultant

Community Partners

City of Temiskaming Shores
Town of Kirkland Lake
ICAN
Red Cross
Timiskaming Health Unit
Temiskaming Hospital
Kirkland & District Hospital
Englehart & District Hospital
Temiskaming Shores and Area Chamber of Commerce
Kirkland Lake Chamber of Commerce
North East Specialized Geriatric Centre
Alzheimer's Society Timmins-Porcupine-Serving Temiskaming
Northern College
Collège Boréal

Funders

North East LHIN
Centre for Aging+Brain Health Innovation-Spark Funding