



ANNUAL REPORT

2021-2022



367 Sutherland Way PO Box 428 Haileybury, ON P0J 1K0
145 Government Road West #301 Kirkland Lake, ON P2N 2E8
Charitable Tax #14043 5892RR0001
www.homesupportservices.ca



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 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 1st, 2021 to March 31st, 2022



THS continued to thrive in 2021. We delivered outstanding results for our clients, our partners and our stakeholders. And we made important strides to help THS clients remain in their home of choice by enhancing programs to support them appropriately and accordingly despite Covid restrictions.

As great as last year was for THS, in many ways 2022 is shaping up to be even better. In the summer 2022, we have decided to “softly” reopen most of THS services; a step toward normal operations. We have learned from this Covid experience and we continue to explore opportunities to become better versions of ourselves. Stay tuned!

Since we announced the reopening initiatives, clients, families, staff, and stakeholders have been working across key integration work streams, have spent countless hours getting THS ready so that we hit the ground running as soon as possible in a safe and responsible way. We made (and continue to make) the best use of the resources THS has at its disposal, and I thank our teams for everything they’ve done to support what has been our most important strategic initiative.

I am also grateful to our Board of Directors. We have a world-class Board. Throughout this process their independent judgment and expert perspectives have been a huge benefit to our company and to our stakeholders.

Sincerely,



Caroline Morin
Chief Executive Officer

MESSAGE from the BOARD CHAIR

Report from April 1st, 2021 to March 31st, 2022



*I am very proud to present to you, in my capacity as Chair of the Board of Directors, the **Annual Meeting of Members (AMM) Report of Timiskaming Home Support**. 2021 was yet another atypical year, one more in which life was lived according to the ups and downs of the COVID-19 pandemic. THS's team – its staff, the Board of Directors and the Board's committees – spared no effort in order to continue to serve the District of Timiskaming, most notably through the development of new partnerships and new ways of doing things. Since 2021, and all throughout the last year, the Foundation has been able to combine reflection, collaboration and action as it responded to the most pressing needs, of course, but also endeavored to better support the community's recovery, which is gradually taking shape. In that way, it has truly been an embodiment of its raison d'être. THS's growth in recent years has been remarkable, but, by definition, that kind of growth does not happen in a vacuum. It is rather the product of multiple encounters, exchanges and partnerships that all contributed to the blossoming of THS' values and mission statement, and above all, to its impact on the well-being and development of the District of Timiskaming and its residents. Naturally, I am thinking of the contributions of the THS' funders and donors, without whom none of what we do would be possible, as well as those of all the organizations we have supported throughout the year, and to which our community as a whole owes a debt of gratitude.*




As a new chapter in THS' history opens with the continued implementation of the Strategic Plan – which is led by our CEO Caroline Morin – the District of Timiskaming can more than ever count on a passionate, diversified and determined team, one that is committed to advancing the agency's values and mission statement on its territory and thus contributing to the clients' present and future well-being. THS is grateful for your ongoing support in this wonderful adventure. Enjoy this report, and speak to you soon!




Thank you,

Sylvain Guilbeault

Sylvain Guilbeault
Board Chair

BOARD MEMBERS 2021-2022

	<p>Sylvain Guilbeault - Chair</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>Lorraine Brazeau – Vice Chair</p> <ul style="list-style-type: none"> - THS Board Member since June 2020 - Former Property Manager for New Liskeard Non-Profit Housing Corporation and Skyline Living Real Estate - Experience working with a Board of Directors - Board knowledge of programs and policies - Capital and Operating Budgeting - Providing assistance for Seniors - Management skills, building requirements to commercial and residential seniors housing
	<p>Robbie Donaldson – Treasurer</p> <ul style="list-style-type: none"> - THS Board Member since June 2020 - Community and Spiritual Care Coordinator at the Salvation Army in Kirkland Lake, ON and Timmins, ON (2019-present) - Community Ministries Coordinator with the Salvation Army Thrift Store in Woodstock, ON (2016-2019) - Sales Manager at Grand River Brewing in Cambridge, ON (2015-2016) - Insurance Broker/Producer at Warren Hill Risk Management and Insurance Broker Services in Mississauga, ON (2014-2015) - Server at Tim Hortons in Palgrave, ON (2013-2014) - Self-Employed at International Show Jumper, horse trainer and breeder in Canada/USA/Europe (2002–2013) - European Human Resources and Recruitment Manager/Sales and Account Leadership at Perot Systems in London, England (1996-2002) - Retail Operations Manager at Jumpers UK Ltd in Henley, ON (1994-1996) - Technical Consultant at Saudi Arabian Equestrian Federation in Riyadh, Kingdom of Saudi Arabia (1982-1994) - Head Instructor at The Equestrian Club in Riyadh, Kingdom of Saudi Arabia (1980-1982)

	<ul style="list-style-type: none"> - Horse Trainer at Jokers Hill Stables in King City, ON (1975-1980)
	<p>Maria McLean – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since September 2020 - Public Health Inspector at Timiskaming Health Unit in New Liskeard, ON (2010-present) - Environmental Health Specialist at Timiskaming Health Unit in New Liskeard, ON (2006-2010) - Riding instructor, coach and trainer at local riding stables in New Liskeard, ON, and Haileybury, ON (2000-2018) - Environmental Consultant at Waste Management Consulting Services in London, ON (2005-2006) - Active volunteer in the community
	<p>Logan Tullett – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since September 2020 - Public Health Nurse at Timiskaming Health Unit in Kirkland Lake (2020-present) - Former Street Outreach Worker with the City of Toronto
	<p>Terri Bradley – Board Member</p> <ul style="list-style-type: none"> - THS Board Member since February 2022 - Acting ED and contracted proposal writer for YWCA in KL (1999-2002) - Organization Member at Ontario Social Safety Network in Toronto (1994-2002) - Facilitator of Student Retreat Seminar, Student Administrative Council of Northern College (1998) - Board Member – YWCA in KL (1993 – 1996) - Director/Coordinator/Chairperson of Woman’s Programming Committee at YWCA in KL (1993 – 1996) - Committee Member (W.I.N.G.S.) at YWCA in KL (1993-1996) - Committee Member – North Timiskaming Coordinating Committee for the Prevention of Violence Against Women and Children (1994 – 1996) - Council Member – Sexual Assault Advisory Council at Pavilion Family Resource Centre in Haileybury (1994-1996) - Council Member Grassroots Advisory Council for Benoit Serre, MP Timiskaming (1994-1996) - Council Member – Ontario Social Development Council, Toronto (1994 – 1995)

	<ul style="list-style-type: none"> - Owner/Operator T&T Live Bait (1982-1983) - Co-Owner/Operator R Montreal House (1973-1976) - Restaurant Assistant Busy Bees (1973-1975) - Farm Labourer (1966-1972)
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THS SERVICES

ADULT DAY

Timiskaming Home Support provides an Adult Day (AD) program to eligible older adults in need of socializing or whose caregiver is in need of respite in the District of Timiskaming. We offer a balance of purposeful and meaningful activities that meet our clients' needs and interests (social, intellectual, cultural, economic, emotional, physical and spiritual). Clients also enjoy exercises led by qualified staff focusing on balance, flexibility and strength. A nutritional meal is provided each day, following Canada's Food Guide. Foot care is provided by health professionals and transportation can be provided for clients based on individual needs or as resources permit.



ATTENDANT OUTREACH

This program is for individuals who are 16 years of age and older who have a permanent disability and require physical assistance to complete their ADL's. This program includes both PSW and HH services free of charge to the client and requires a referral from HCC. We have clients from all over the entire district.



ASSISTED LIVING

Assisted Living is a service offered to high risk seniors to allow them the opportunity to live independently in their own homes. Housekeeping, personal care and emergency response service are the services offered within the Assisted Living program. THS currently has funding to serve 94 clients. We have 5 locations of service that include Temagami, Haileybury, New Liskeard, Englehart and Kirkland Lake.



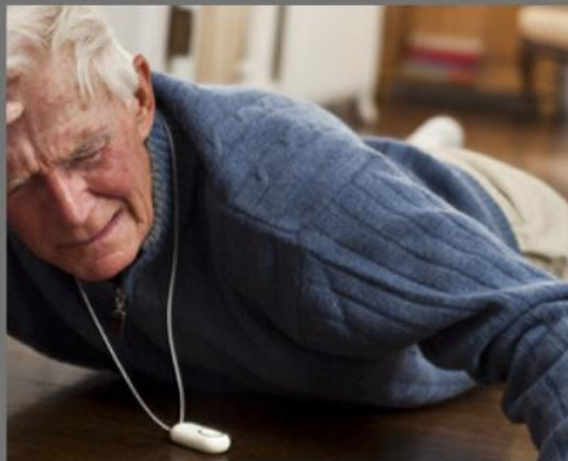
DINERS CLUB

Timiskaming Home Support's Diners' Club is a community service which provides opportunities for continued interactions with family and friends as well as an active participation in a social lifestyle. The hot meals, activities and events help nourish the body and soul, establish connections with the community and maintain personal independence. Locations include Cobalt, Haileybury, New Liskeard and Kirkland Lake.



EMERGENCY RESPONSE

Lifeline is a service offered to clients who are 60 years or older &/ have a physical disability, to allow them prompt and caring service at the push of a button, 24 hours a day, 365 days a year, from a family member/caregiver or EMS. With the Home Safe button, clients can choose between a bracelet or pendant model. The LIFELINE system can be connected through landline or cell phone. Clients can also choose to add additional features, for example, Auto Alert which detects when a client has a fall, without the client having to press the button (please note that certain criteria applies for this to be effective). This service is offered to clients by subsidy or FULL FEE rate. Clients who accept LIFELINE at FULL FEE rate will be waitlisted for a subsidy. The maximum # of clients allowed for the subsidized rate is 148. Services are active at this time. Meaning – when a subsidy becomes available, we offer it to the next client on the waitlist. Full Fee is available at all times.



PERSONAL EMERGENCY RESPONSE



FIRST AID

THS has partnered with Canadian Red Cross as a “Training Partner” to offer 1st Aid/CPR training to all THS employees. Certifications are valid for 3 years. This training is mandatory with THS and is paid for by the agency. THS has 3 Instructors that are Admin Staff.



HOME HELP

Timiskaming Home Support provides the Home Help program to eligible individuals (+60 years or permanent physical disability) that need assistance with essential household activities, such as light housekeeping, grocery shopping, laundry services and meal preparation. Tasks are tailored to meet the needs of each client living in the District of Timiskaming.



HOME HELP

LOW ACUITY

This program provides PSW support to individuals (55+) who have a degree of functional impairment related to a long-term chronic condition or frailty and need assistance with ADLs in order to restore or maintain their independence, in their own home. The referrals are received through the HPG (Health Partner Gateway). On average, the client will require 1-2 visits per week for Personal Support. Hours may be increased to a maximum of 7 hours per week.

MEALS ON WHEELS

Timiskaming Home Support's Meals on Wheels Program offers nutritional meals and daily check-ins to individuals, helping to maintain health and independence at home. We take care of planning and preparing your fresh, healthy, home-cooked meals which can be delivered directly to your doorsteps allowing you to relax and enjoy the rest of the day. Our program also offers relief to primary caregivers who, rather than preparing meals, can attend to other tasks or take time for themselves. We pride ourselves in providing a sense of well-being in knowing that our community is working together to ensure our people are well fed and cared for.



PATH (Priority Assistance to Transition Home)

The NELHIN funds the Path program through the Red Cross in North Bay. THS is contracted by the Red Cross to provide the service across the Timiskaming District.

The program initiative is to try to help avoid a re-admittance to the emergency department after a patient has been transferred home. Some steps incorporated into the transfer are to make sure that the patient has groceries, medications etc. and is settled in safely at home.



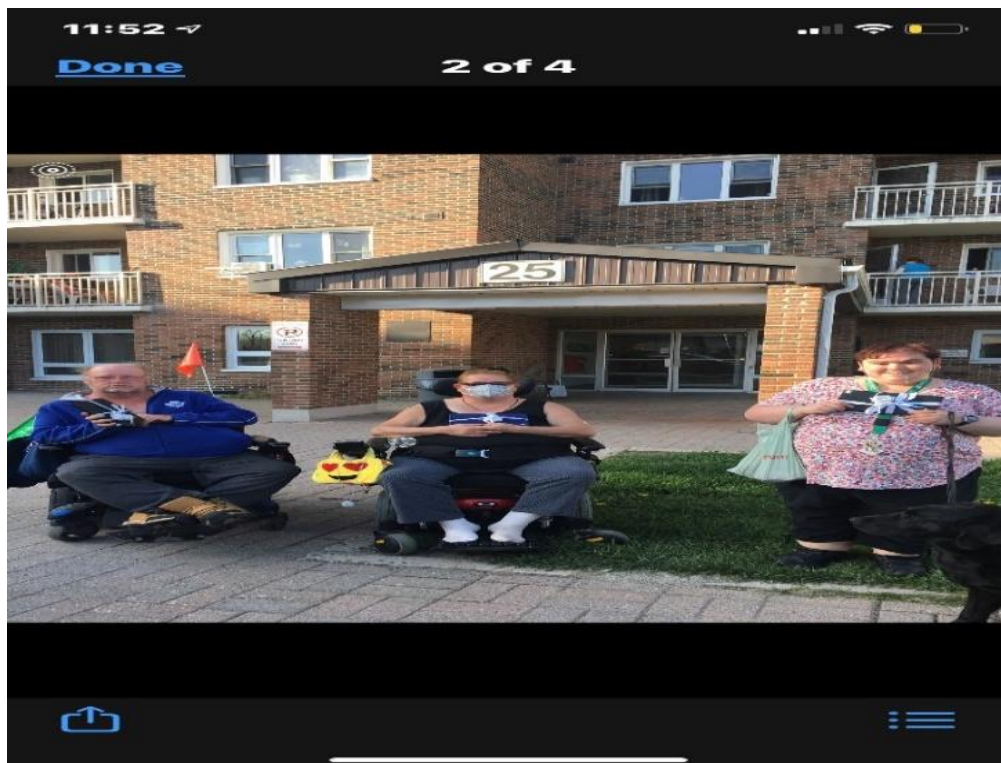
PATH

PRIORITY ASSISTANCE TO TRANSITION HOME

PEER SUPPORT

The Peer Support Model is a pilot project in which THS was able to hire a Peer to support clients with Physical Disabilities, that either reside within a Supportive Housing complex or within the community. Responsibilities of the Peer included: connecting with clients to provide 1:1 support on a regular basis, supporting individuals who feel isolated and/or alone. Support planning and implementation of social activities. Individuals met daily at Community Gardens throughout the summer months. Bird houses were painted and hung in the Community Gardens. Rock painting and other crafts were enjoyed. Chinese dinner, coffee/donuts and exercises in the park were other group activities.





POST STROKE

Timiskaming Home Support provides a Post Stroke Transitional Care Program to helping individuals who have had a stroke to get back to daily activities and live the fullest life possible. Stroke recovery is a lifelong journey with ups and downs and we want to be there to help you along the way. In addition to the service of our Stroke Community Navigator, who will work with you on building a plan for recovery and connect you to agencies that can offer the help you need, we have many programs you can access during your recovery.



PRIVATE SERVICES

Assistance with ADLs to include: personal care, partial or complete bath or shower, bowel and bladder routine, grooming, hair care, approved exercise program, other duties as assigned.



SUPPORTIVE HOUSING

Timiskaming Home Support offers Supportive Housing to eligible adults 16 years of age and older with permanent physical disabilities and who require 24 hours a day, 7 days a week support to live independently in their own homes. The Supportive Housing program allows access to comprehensive and coordinated care. Our non-medical personal support and homemaking services help the client maintain an optimal level of health and well-being while residing at home.



SUPPORTIVE HOUSING

TRANSPORTATION

Timiskaming Home Support Transportation program provides door-to-door local or out-of-town accessible transportation services to eligible individuals across the District of Timiskaming. Our main goal is to offer appropriate transportation to seniors and physically disabled individuals to overcome their limitations, increase their level of mobility, and provide them with the ability to access desired destinations. We believe that transportation is an important social determinant of health and well-being for our residents. We recognize the growing needs and dynamics of seniors who wish to remain independent and engaged in their community, with their friends and family, but no longer have a driver's license or are unable to drive.

SAFE



RELIABLE

ACCESSIBLE



CLIENT SATISFACTION SURVEY RESULTS

ASSISTED LIVING

Number of client satisfaction surveys sent to clients in quarter	
Number of client satisfaction surveys completed by clients	
Number of clients reporting "satisfied/very satisfied"	
% of clients reporting "satisfied/very satisfied"	
Number of clients reporting "satisfied/very satisfied" with the amount of services they receive	
% of clients reporting "satisfied/very satisfied" with the amount of services they receive	
Number of clients reporting "satisfied/very satisfied" with the coordination of their services	
% of clients reporting "satisfied/very satisfied" with the coordination of their services	

HOW WERE SERVICES IMPROVED

PROGRAM HIGHLIGHTS

Digital Divide

Virtual

In Home

Thank you !!

Community Partners

City of Temiskaming Shores

Town of Kirkland Lake

ICAN

Red Cross

Timiskaming Health Unit

Centre de Sante Communautaire du Timiskaming

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

Ontario Community Support Association (OCSA)

Funders

North East LHIN