



ANNUAL REPORT

2022-2023



367 Sutherland Way
P.O. Box 428
Haileybury, ON P0J 1K0

145 Government Road West
Unit #301
Kirkland Lake, ON P2N 2E8

1-877-318-9678

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 Ontario Health
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 1, 2022 to March 31, 2023



This moment in time has proven that when residents of Timiskaming work together, we are able to make a difference. I am inspired by our donors, partners, and staff who have risen to the unprecedented challenges of this past year. They have demonstrated resilience and dedication to the communities we serve.

Despite uncertainty in the face of magnified and exposed social and economic inequalities, there was an unwavering commitment to our mission to lead positive systemic change that strengthens the Timiskaming communities.

The extraordinary generosity of our donors allowed us to meet the needs of Timiskaming's most vulnerable residents. Our most vulnerable residents faced barriers and disparities to access when it came to everything included in the social determinants of health. This year has shown us that Timiskaming residents are resilient. I am proud to say that THS has emerged stronger and remains even more committed to service Timiskaming communities at a time when the need is most.

I invite you to learn more about our commitment to systematic change as we reimagine a more equitable Timiskaming.

Thank you for inspiring us and for joining us in serving Timiskaming together.

Sincerely,

A handwritten signature in black ink that reads "Caroline Morin".

Caroline Morin
Chief Executive Officer

MESSAGE from the BOARD CHAIR

Report from April 1, 2022 to March 31, 2023



Timiskaming Home Support - in fact, in my view, probably all charitable organizations, exists for times like these. Times defined by crisis and great need.

Timiskaming Home Support is determined to move the needle. In tackling some of the most vexing challenges facing our community - social determinants of health - we are firmly committed to improving the lives of residents of Timiskaming, especially those of our most vulnerable clients. That is no small task and it was made considerably harder by a global pandemic that has exacerbated old problems and created plenty of new ones.

Our progress on difficult issues has been made possible, in large part, by the powerful partnerships we have forged over the years. We have joined forces with our generous donors and other nonprofits to magnify our collective impact on THS' leading initiatives. We rely on our many grantees to deliver services to our neediest fellow citizens and advocate for positive change. To all of these valued partners, we express our profound gratitude for all you do.




I have had the privilege of working closely with the THS team. Its senior leadership and staff members are second to none. They are enormously talented, hard-working, and caring. On behalf of an appreciative board of directors, I want to thank everyone on THS' staff for their effort in making Timiskaming a better place for us all.



Thank you,

Sylvain Guilbeault

Sylvain Guilbeault
Board Chair

BOARD MEMBERS 2022-2023

	<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>Robbie Donaldson – Vice Chair</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) - Horse Trainer at Jokers Hill Stables in King City, ON (1975-1980)
	<p>Vimla Menezes – Treasurer</p> <ul style="list-style-type: none"> - THS Board Member since September 2022 - Owner/Operator Haileybury Beach Motel (2021 to present) - Owner/Operator Argosy Variety Shop in Mississauga (2018 to present) - Manager Finance at Sherbourne Health Centre – Toronto (2016-2018)

	<ul style="list-style-type: none"> - Manager Finance at Toronto Artscape Inc – Toronto (2014-2016) - Manager Finance Chron’s and Colitis Canada – Toronto (2011-2013) - Senior Accountant at Canadian Physicians for Aid and Relief – Toronto (2007 -2010) - Accountant CONNECT Strategic Alliances – Toronto (2006 – 2007) - Accountant Paper Depot Inc. – Toronto (2004 – 2006) - General Manager – Finance and Administration at Janani – Patna, Bihar (1997 – 2004) - Volunteer at TRIEC Mentoring Programs since 2010 and Lets Stop AIDS from 2010 – 2016
	<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) - Owner/Operator T&T Live Bait (1982-1983) - Co-Owner/Operator R Montreal House (1973-1976)

	<ul style="list-style-type: none">- Restaurant Assistant Busy Bees (1973-1975)- Farm Labourer (1966-1972)
--	--



Dalas Forget
Finance and Operations Manager

FINANCIALS

While 80% of our funding comes from the Ministry of Health through Ontario Health North East, to receive this funding Timiskaming Home Support is obligated to follow specific expenditure guidelines and each of our programs is handled in a financial silo with very little discretion. The agreement includes a requirement for Service Recipient Revenue, applying for various grants, donations and fundraising efforts to make up 20% for our annual balanced budget.

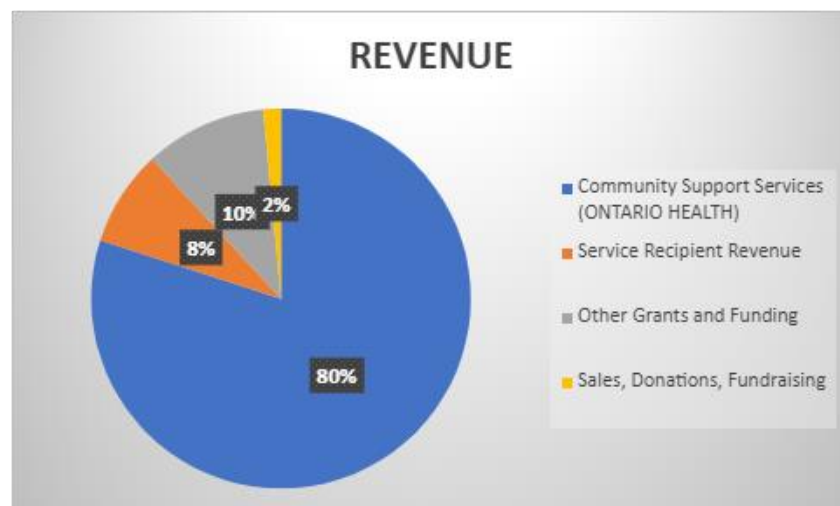
REVENUE

COMMUNITY AND SUPPORT SERVICES: Provided by Ontario Health North East based on a strict budget for approved programs.

SERVICE RECIPIENT REVENUE: Client fees are a required component by Ontario Health for many of the community programs and services to cover the costs of operating.

OTHER GRANTS AND FUNDING: One-time grants and funding applied for by the agency to support technology, equipment, training and other opportunities to support our programs.

SALES, DONATIONS AND FUNDRAISING: Revenue generated by sales like catering, donations from individuals and fundraising like our annual meat pie fundraiser.

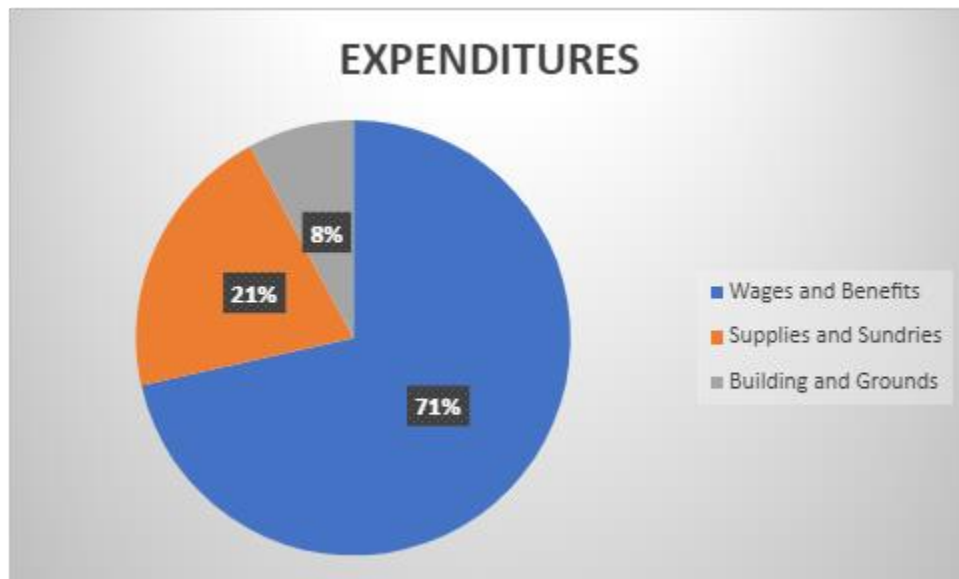


EXPENDITURES

WAGES AND BENEFITS: The majority (71%) of the agency's expenditures are direct costs related to providing services in the form of Wages and Benefits. The employment market for qualified and quality individuals needed to meet our service delivery model is very small and very competitive.

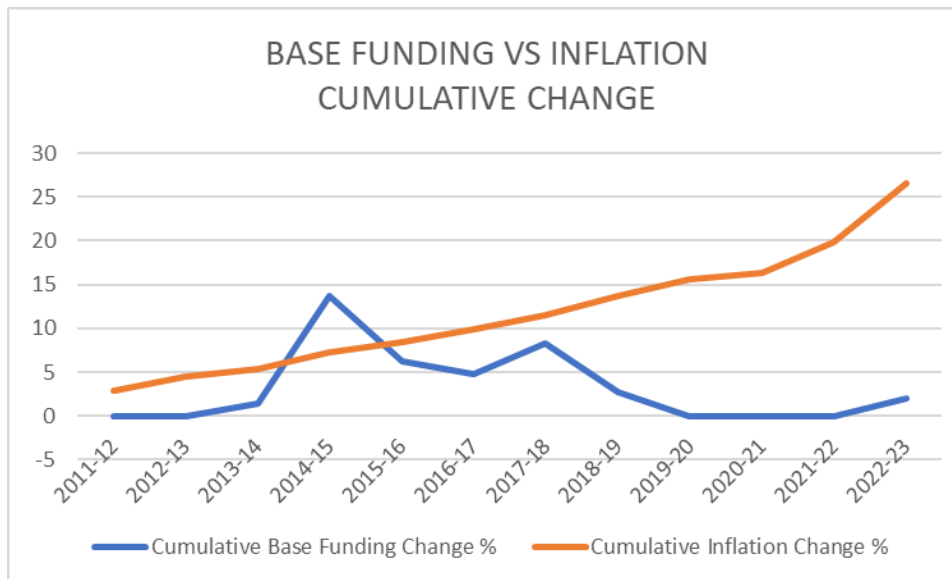
SUPPLIES AND SUNDRIES: Supplies include items such as insurance, training materials, fuel, parts and repair to our transportation vehicles, food for Meals on Wheels, Personal Protective Equipment as well as the technology to communicate, schedule and plan for all service delivery.

BUILDING AND GROUNDS: This includes maintenance, cleaning, waste removal, rent and utilities for our 3 offices (Haileybury, Englehart and Kirkland Lake) where our administration staff are located along with our Adult Day rooms, our kitchen and training areas.



A DECADE OF INADEQUATE FUNDING

Timiskaming Home Support (THS) is trying to keep pace with the rapidly growing needs of our community. However, over the last decade, insufficient funding at the Provincial level has meant that the agency struggles to keep-up with both inflation and the growing demand. The past decade has seen a 27% inflationary increase provincially requiring the imbalance of costs to funding be balanced with fundraising, client fees and waitlists for services. In a region where the workforce is already difficult to attract, the lack of funding means that they are even harder to keep employed. THS is proud of our ability to do more with less every year and is very grateful for the dedicated workers that continue to provide top quality service for the love and health of the clients.



“Caring for our community is what we are passionate about and we are doing more with less every day.”

- Dalas Forget, Finance and Operations Manager

OVERVIEW OF PROGRAMS/SERVICES



Darlene Lemay
Client Services Manager

ADULT DAY

Timiskaming Home Support (THS) 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. THS offers a balance of purposeful and meaningful activities that meet the 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. Nutrition is provided each day, following Canada's Food Guide.



SENIOR CENTRE WITHOUT WALLS (SSWW-Virtual)

Free Telephone-Based Activity Program. A community centre from the comfort of the client's home. Fun activities, educational, and health and wellness programs. A community-creating, loneliness-busting program for isolated seniors and adults with social limitations who find it difficult to leave home. Learning opportunities and more!



	Individuals Served	Total # of Days	Total # of Hours	Total # of Sessions
Adult Day Centre	26	388	1605	n/a
Adult Day Home	4	381	704	n/a
SSWW Virtual	106	5913	3622	6340

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. There are 5 locations of service that include Temagami, Haileybury, New Liskeard, Englehart and Kirkland Lake.



Assisted Living Stats

Clients Served	53
Hours of Care	15,404.25
Number of Days	12,050

Number of client satisfaction surveys sent to clients	39
Number of client satisfaction surveys completed by clients	39
Number of clients reporting "satisfied/very satisfied"	39
% of clients reporting "satisfied/very satisfied"	100 %
Number of clients reporting "satisfied/very satisfied" with the amount of services they received	39
% of clients reporting "satisfied/very satisfied" with the amount of services they receive	100 %
Number of clients reporting "satisfied/very satisfied" with the coordination of their services	39
% of clients reporting "satisfied/very satisfied" with the coordination of their services	100%

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 ADLs. This program includes both PSW and HH services free of charge to the client and requires a referral from HCC. There are clients from all over the entire district.



Attendant Outreach Stats

Clients Served	17
Hours of Care	1996.25

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 and 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 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 apply 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, it is offered to the next client on the waitlist. Full Fee is available at all times.



PERSONAL EMERGENCY RESPONSE

Emergency Response Clients Served *Year Total is unique individuals

April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Year Total
138	142	148	149	151	138	143	151	142	140	131	139	204

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.



Current Certifications:

Admin/Front Line Workers/Volunteers	54
--	-----------

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

Home Help Stats

Clients Served	87
Hours of Care	3411.25

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.

Low Acuity Stats

Clients Served	24
Hours of Care	1054.75

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. THS takes care of planning and preparing fresh, healthy, home-cooked meals which can be delivered directly to a client's doorsteps allowing them to relax and enjoy the rest of the day. The program also offers relief to primary caregivers who, rather than preparing meals, can attend to other tasks or take time for themselves. THS prides itself in providing a sense of well-being in knowing that the community is working together to ensure people are well fed and cared for.



MOW Stats

Clients Served	230
Meals	15,945

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 Stats

Clients Served	48
Meals	67
Trips	156
Km	8527

POST STROKE

Timiskaming Home Support provides a Post Stroke Transitional Care Program to help 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 THS wants to be there to help individuals along the way. THS Post Stroke has many programs clients can access. The Post Stroke Community Navigator will work with clients on building a plan for recovery and connect clients to agencies that can offer the help needed.



Post Stroke stats

Clients Served	Hours of Direct Service	Visits Face-to-Face	Visits Telephone/ Correspondence	Visits Virtual	Visits Teleconference
32	1129	890	766	62	6

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. This service was not offered in this fiscal year.



STAND UP

STAND UP! focuses on building balance, strength and flexibility among older adults who are concerned about their balance or who have had a fall. Increasing the physical activity level and overall balance of the older adult are two key components of Stay On Your Feet. Programs are offered in Haileybury, Cobalt and Kirkland Lake.

Stand Up Stats

Clients Served	Location
21	Haileybury
11	Cobalt
0	Kirkland Lake



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 Stats

Clients Served	10
Hours of Care	3588.75



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 licence or are unable to drive.



Transportation Stats

Clients Served	207
Trips	4551
KM	126,555

HR Report 2022-2023



*Leanne Hennessy
HR Manager*

The fiscal year 2022-2023 was full of successes and some challenges in terms of Human Resources activity. We are hopeful that the return to pre-COVID conditions over the last few months will be helpful in the day-to-day conducting of Human Resources business, now and in the months to come.

Some of our highlights of the past year include:

- Technological advancement in software use by Timiskaming Home Support, introducing some new programs and a more comprehensive and extensive use of others already in place (Navex Policy Tech, Alayacare, ADP, Microsoft Teams). In addition to many clinical benefits, these programs are helping to streamline employee workflow and processes; steadily eliminating the need for paper; improving communication and ease of conducting meetings; creating a more efficient orientation and onboarding procedure for new hires; and automating the annual policies and procedures review.
- Hiring and retention incentives such as signing bonuses; participation in the Health Force Ontario PSW Return of Service Agreement; and PSW Training Fund applications for continuing professional development of workers.
- Strategic identification of gaps in service and hiring into these specific gaps in the schedules where needed; additional training of employees to cover expansion of day programs such as Stand Up and Adult Day.
- Discussions with union to increase scope and training of unionized members to mitigate shortage of qualified PSWs.

Transitioning staff to new software programs has been challenging at times, but we have found success in piloting changes with a smaller group of employees first, helping to identify issues and allowing peers to help each other.

The health care industry continues to experience a shortage of Health Care Human Resources, especially in the North end of the district and in outlying areas such as Temagami and Matachewan. The workforce here in the North East tends to be transient in nature. Turnover rate continues to be high. It is an employees' job market right now, with many people always in search of and ready to follow the next best opportunity as it presents itself; at times, having very little loyalty to an organization.

Despite these challenges, the benefits of working in community health care remain attractive to many. We are fortunate to have numerous dedicated front line and administrative employees who bring their best to work each day. We have made progress in hiring and continue to strive towards service delivery excellence in all of our Human Resources activities. We look ahead with excitement for the coming year and into the future of community health care!

HOW WERE SERVICES IMPROVED?

GRANTS/FUNDING/PROJECTS

July 2022

The Good Companion

\$4,000

Mercuri Teleconferencing (Senior Centre Without Walls)

February 2023

New Horizons for Seniors Program

\$24,167

Generation ABC-Integration of multi-generation (Adult Day Program)

Thank you!

Community Partners

City of Temiskaming Shores

Town of Kirkland Lake

ICAN

Red Cross

Timiskaming Health Unit

Centre de Santé 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

Ontario Health

New Horizons

The Good Companion