



MAKING CONNECTIONS FOR LIFE

# 2013/2014 ANNUAL REPORT



**TOTAL COMMUNICATION ENVIRONMENT**

2013/2014 ANNUAL REPORT

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## **TCE MISSION STATEMENT**

TCE believes that all people, including those with disabilities and augmented communication needs, have the right to live as active members of their community.

TCE facilitates and assists each person by providing supports and opportunities to become involved as full community members and to actualize their potential.

TCE envisions a community which welcomes its members, not in spite of their differences, but to celebrate these and to appreciate the contributions of all its citizenship.

## **TCE BOARD OF DIRECTORS**

**2013/2014**

Janice Barclay, Chairperson  
Carol Ann Banks, Treasurer  
Coreen Blackburn, FSN Representative  
Christine Wilson  
Peter Monty  
Candice Presley  
Clark Lindsay  
Rainuka Oberoi  
Elizabeth Coolen  
Moriah Shemer  
Henry Sum

## **TCE CHAIRPERSON REPORT: JUNE 23, 2014**

TCE has had a very busy and successful year. We have updated our logo, where the red colour signifies warmth and the heart is the centre of our organization. The tagline, "Making connections for life" summarizes TCE's philosophy. This certainly is a perfect sentiment for Total Communication Environment as the staff care for the residents and families on every level and support them through good times and bad. We are always proud of the way staff handle very difficult situations and give the utmost care in a very professional and compassionate manner.

The move to this new office space has gone smoothly and it seems it will be a good fit for TCE. The launch of the new website, facebook, and twitter feed will be unveiled tonight. I am sure you will agree it looks fantastic and represents our interests very clearly and professionally. You can now stay in touch very easily with TCE from home.

In the Fall, the Board reviewed their Board Governance Policies and our strategic plan, with Clark Lindsay and the Board Governance Committee, and found that the elements are up to date and the Board is in good working shape.

There was a "Timeraiser" event held in November where local artists auctioned off paintings in return for volunteer services in non-profit organizations like TCE.

The Board of Directors met with our Ontario Ministry of Community and Social Services (MCSS) Program Supervisor, Mary Jelinic, in December. She informed us that the regional Ministry offices are restructuring and nine offices are being reduced to five regional offices. There is a new French Language Service Plan where all organizations have to give information about services offered in French. Respite care will be increased for each planning table and the Ministry is focused on person directed care. Mary also noted that they are encouraging agencies to plan creatively and consider options that are truly innovative. If you are interested in learning more about Ministry initiatives, you can check out "Spotlight" newsletter, which is on the Ministry website.

TCE Christmas parties at the homes were a huge success again this year. Each party had its own "flavour" and the needs of the residents were foremost in the minds of staff as they planned the party that would suit the attendees. Santa made an appearance at each party and residents enjoyed opening a special present from him. The food was delicious and everyone who attended enjoyed a special time together. Thanks to our wonderful staff for ensuring an enjoyable party to celebrate the holiday season!

The Annual TCE Newsletter underwent a facelift this year. It had a fresh new look with the logo and the layout. The Newsletter Committee worked very hard to provide a snapshot of life at the TCE homes for our invested followers and the result was amazing. We received a lot of positive feedback about the new format and the thoughtful content (as usual). We are trying to do more digital sharing in order to save cost of a paper mail out.

TCE participated in our provincial network called OASIS, which is lobbying for financial support from the government for pay equity. There was a conference held in April which Karen and DJ attended and found many interesting and relevant learning opportunities.

The Board recently completed online training for the Accessibility for Ontario Disabilities Act. This provided an awareness of the broad definition of accessibility and how to ensure fair and equitable access for all.

TCE just received an excellent Risk Assessment from the Ministry. TCE scored at the lowest possible risk level on the Ministry's Risk Assessment and we received some positive comments from our Program Supervisor. Thanks to the efforts of the leadership team here at TCE.

There should be an Ombudsman report released this summer addressing the needs of families who are in need of support from services like ours. It is hoped that the many issues brought up by many desperate families will be addressed.

In closing, TCE has had an eventful and productive year overall. The Board is very fortunate to work with hard working and dedicated staff at TCE. We are proud of the organization TCE has become. We will be planning for TCE's 35th Anniversary in the coming year. If you would like to help out in the planning in any way, please let us know. We are looking forward to celebrating this milestone with all of you soon!

Janice Barclay  
Chairperson

## **TREASURER'S REPORT**

***YEAR ENDED 2014***

As the Treasurer for TCE It is my privilege to present the **Audited Financial Statements for 2013-2014**

As is customary, the audited statements have been provided to you for your information

The firm of chartered accountants *Parker, Prins and Lebano* was approved at the AGM in June 2013 as TCE's auditors for the fiscal year ending March 31, 2014.

The audit was conducted in accordance with Canadian generally accepted auditing standards and I'm pleased to announce that the auditor's report does not identify any issues or concerns.

Over the past year the Finance Committee met with Karen Belyea and Don Davidson prior to each Board meeting to review the financial statements and worked with the management team to minimize budget shortfalls and resolve ongoing financial issues. The statements were presented at the monthly meeting of the Board of Directors for their review and approval. The result of these discussions and effort on the part of the management team is that the auditor was presented with reconciled accounts and there were no significant adjustments required to the statements.

The Statement of Financial position has two significant items that I would like to draw your attention to. First, you will note that the amount of mortgages payable has decreased from 977,353 to 558,212 do, in large part, to the unexpected receipt of \$364,784 from the Ontario Ministry of Community and Social Services (MCSS) in March which paid off the mortgages of both the Wyman and Rosebella residences. Secondly, please note the positive outcome from operations has decreased our deficit from over \$176,000 to \$ 109,481. This is still a significant deficit that requires constant monitoring from Management and the Board. With no new funding from the Ministry again for this year and the foreseeable future both the Board and Management continue to look for creative ways to both minimize expenses and find additional revenue streams.

On the Statement of Operations we can see that other than the one time gift from the Ministry the most significant change in revenues was a drop in fundraising income from almost \$15,000 in 2013 to less than \$1,000 this year. Many of our supporters are designating their support to specific items or activities throughout the year which is appreciated but we continue to look to unspecified donations to assist us with activities and purchases that will benefit all of our residents.

On the Expense side the management team kept our operating expenses in line with our funding and managed to reduce spending to ensure that we have a positive outcome to reduce our deficit – no small task given the unanticipated health issues of some of our residents that have required a significant shift in resources.

It should be noted at this time that we are in the fifth year of effectively zero increases to our base Ministry funding. Our operating funding from the Ministry this year was approximately \$ 6,700 more than last year or an increase of .05 of 1%. As you can appreciate, the pressure of the increased cost of operating our homes with no additional financial support from the Ministry has been, and continues to be, a significant focus for the Finance Committee and the Board.

Finally, as this is my last year with TCE, I would like to take this time to say how much I have enjoyed working with Karen, DJ, Don, Carol and all of the Board members and comment on something I have observed sitting at the TCE Board table.

There is little difference in people, but that little difference makes a big difference. The little difference is attitude. The big difference is whether it is positive or negative, and at this Board table the attitude has always been positive. Not that there haven't been issues or controversies to discuss and make decisions on - there have been a few. The difference is that they have always been made with a generosity of spirit that has had positive results and reflected the dedication of the people who made them.

It has been a very busy and interesting 12 years and I leave with the knowledge and expectation that this will not change. The strength of TCE lies in its ability to adapt, to be creative, to have compassion and to always look for better ways to meet residents' needs. This is a very dedicated group and it has been an honour and my pleasure to contribute in some small way to the ongoing work of TCE.

I wish you all continue success.

Respectfully submitted  
Carol Ann Banks, CPA, CMA  
June 23, 2014



## **EXECUTIVE DIRECTOR'S ANNUAL REPORT**

**APRIL 1, 2013 – MARCH 31, 2014**

The past year has been very active both internally at TCE and externally within the community as we strive to maintain an excellent quality of life for the people we support while balancing the pressures of the economic reality in Ontario and the incredible need of those in our community who are waiting for services.

The past number of years have been challenging for Developmental Service Agencies in Ontario who, like TCE, are wholly dependent on the provincial government for their funding. For the past five years there has been no increase in base funding despite ever-increasing costs. Innovation and cost savings have been the goal each year so we are able to maintain services and ensure our residents receive the supports they require.

A positive outcome from all of this has been an increase in donations to support the establishment of a '**Special Fund**'. Its Motto is to support '*Life Enhancing and Joy Inducing*' experiences, projects and purchases and there are already many great examples. Just check out our facebook page to read the stories and see the pictures. We also have received an increase in donations to support summer vacations and activities, which helps immensely in replacing what TCE no longer can afford to pay through its own budget.

At the beginning of last fiscal year we were planning our move to our new Administration and Community & Day Support space but a fire in the summer delayed us by almost ten months. As this year came to an end, we were once again planning for the move and through the hard work of many, did so on June 1<sup>st</sup>. You will have noticed our new sign and logo on your way in. It's been a wonderful process of discovering our 'brand' and truly what is at the heart of TCE. We love our new logo and hope that you will too. Please check us out on Facebook at TCE-Total Communication Environment, Twitter @tceottawa and on our new website which will launch live on July 3, 2014.

Once again this year, TCE received Minor Capital funding from the Ministry of Community and Social Services (MCSS) for much needed upgrades and repairs at: Eleanor House for foundation repairs and basement flooring; at Wilson House to renovate the basement area and prepare for a new sprinkler system; and for Wyman House for the replacement of their roof and to construct an additional room.

We also received additional funding from MCSS at year-end to assist with the extraordinary costs incurred when a resident becomes ill or injured. Treatment and/or surgery in hospital and during convalescence require extra staffing support for comfort, communication and advocacy with the medical system. Hospitalizations this year were costly and we are thankful for the Ministry's financial assistance in offsetting this financial pressure.

In January we received some exciting news that TCE and Families Matter Co-op's (FMC) proposal was one of only two in Eastern Ontario approved by the Ontario Government's 'Employment and Inclusion Fund'. This grant is for the expansion of the Laundry Matters Co-op Social Enterprise, a project TCE and FMC have partnered on over the past number of years.

There were some very sad and difficult times this past year as we said goodbye to some dearly loved residents including: Jackie Carpenter of Hillmount Residence, Diane Vidito of Eleanor House, Doug Fahey of Baxter Place, John Chadwick of Carleton Lodge, Paul Grenier of Forest Hill, June Thero of Laurier Manor and very recently Chris Bradshaw of Kirkwood Apts. and Wilson House. They were all such incredible people in their own right and have left this world and all the people whose lives they touched better for it. We'll always remember them.

We had a number of new admissions this year both to our residential program and Long Term Care Outreach. We welcomed Sherisse to Hillmount, Irene to Grace Manor, Dawn at Forest Hill and Suzanne at Medex LTC.

We began our year on April 1, 2013 with 181 employees and we ended this fiscal year with 63 full-time, 87 part-time and 21 call-in staff. During the year, 9 new employees joined TCE and 19 left the organization. Our overall turn-over rate for 2013-14 was 11.11% which was a slight increase from the previous year's rate of 9.39%. We ended the year with 171 staff employed at TCE, a decrease of 10 employees.

In November we had a wonderful time with our Employees at a Staff Appreciation 'Glow in the Dark' Bowling Party with food, friendship and long-term service awards to those celebrating 5, 10, 15, 20 and 25 years of service.

TCE plays an active role within the community on the Community Services Planning Table and the Ottawa Resolution Services Committee in its efforts to plan, coordinate and develop services for people with developmental disabilities as well as respond to crises. The need is ever growing for families who struggle at home with very few resources to support their family member with a developmental disability. It is hoped that the much anticipated Ombudsman's Report and the previous commitment of the current Government will provide some relief to these families.

A class action lawsuit was settled by the Ontario government this year and an agreement reached on a compensation package for individuals who were abused while living at the Rideau, South Western or South Eastern Regional Centres. Packages of information have been distributed to individuals and their substitute decision makers about the process and how to make a claim for damages.

Similar to last year, our plan remains to partner with Nepean Non-Profit housing when the City of Ottawa releases the land on Longfields Drive in Barrhaven for tender and development. The

overall plan would be to sell the house on Eleanor drive and have residents move into more appropriate, accessible smaller housing arrangements. The timetable for this is unknown.

TCE has been approved to purchase and develop a new home which will increase capacity for the community and meet the changing needs of one of our existing residents. The house will support three men and our goal is to have it open and operational this Fall. Together with the vacancies and the three new spaces we will create, you will see some new faces at TCE over the coming year.

Karen Belyea  
Executive Director



## **FAMILY SUPPORT NETWORK (FSN)**

### **REPORT TO THE JUNE 23, 2014 ANNUAL GENERAL MEETING**

This report covers activities which have taken place since our last Annual General Meeting on June 24<sup>th</sup>, 2013.

#### August Picnic/Barbeque

A beautiful day at Andrew Haydon Park on Saturday, August 24<sup>th</sup> 2013, with entertainment by Arlene Quinn and the best hamburgers of the summer, made for another wonderful barbeque. The Terry Fahey family again donated the food and drink, for which we are always grateful, and did all the cooking as well. Lynda & Larry Jackson provided cakes for dessert. Thank you to the Fahey and Jackson families and to all who assisted with set up and clean up. Lots of happy faces and full tummies!

This year's event will take place at Andrew Haydon Park on Saturday, August 23<sup>rd</sup> at 11am. Bring your lawn chairs.

#### November 4, 2013 FSN Meeting

Fifteen people attended the FSN meeting in November where Karen Belyea outlined the TCE Special Fund, which has been established for residents to apply for funding for items not covered by budget. This fund supports joy inducing and life enhancing activities, events, purchases or outings for an individual or group of individuals residing at TCE.. Several applications were approved this year, with very creative ideas coming forth. FSN approved a donation to purchase a Christmas gift for each resident.

#### Christmas Parties

The 2013 Christmas parties were again held in each home with entertainment and food and drink enjoyed by the residents and families. Thanks to the Santas who distributed gifts and hugs, and to the staff who purchased and wrapped the gifts. Lots of Christmas spirit in evidence at these parties!

#### April 8, 2014 FSN Meeting and Pot Luck

A delicious Pot Luck supper was enjoyed by the 16 members attending and feedback indicated that it was a lovely get-together where people got to know each other better and lots of good discussion took place. Karen Belyea gave a comprehensive report which generated discussion regarding the court case. Charges as per the court proceedings were read and many comments were made expressing sympathy and support for Karen and the staff and for what they have gone through during this time.

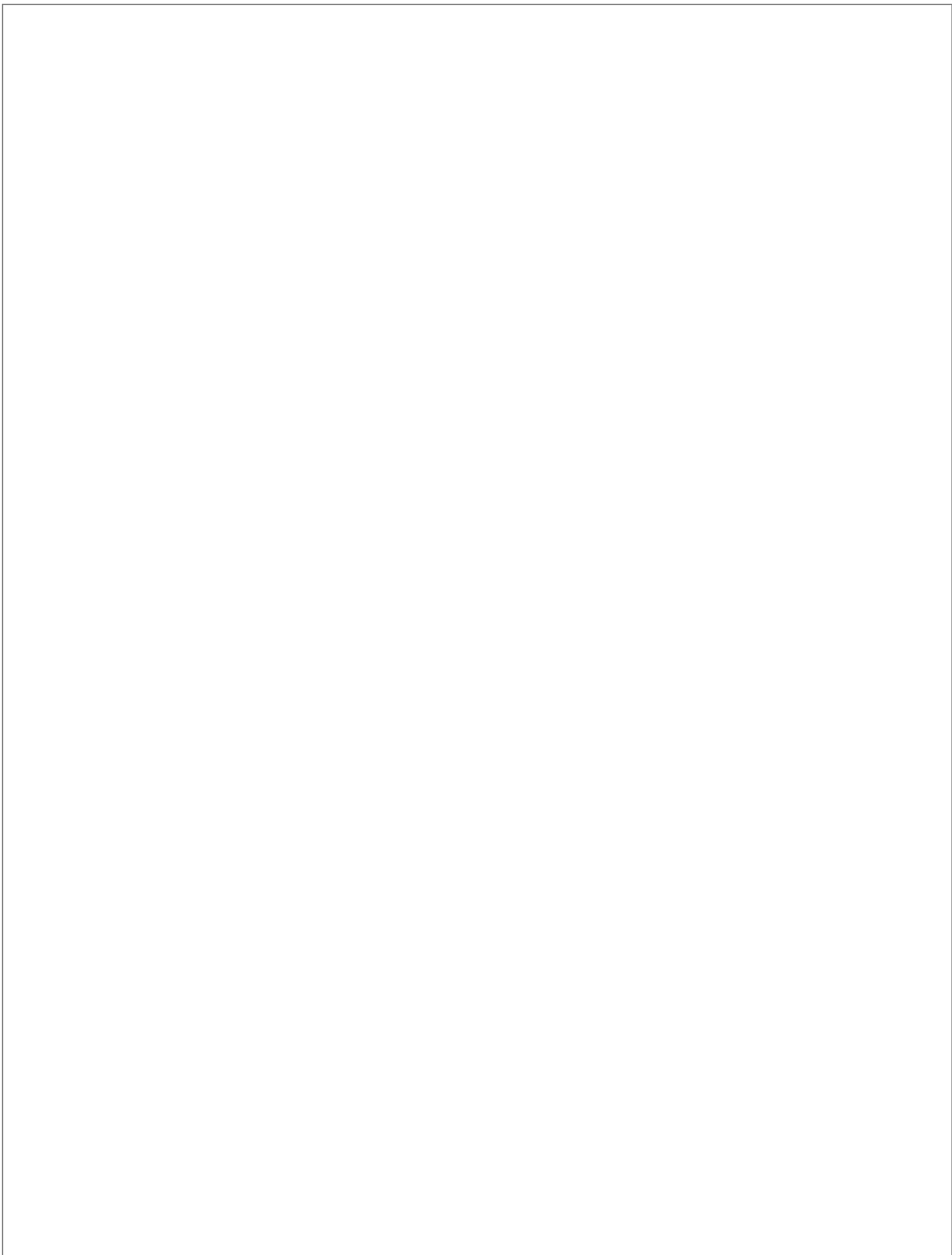
Another exciting topic generated by Karen's report was the upcoming celebration in 2015 of the 35<sup>th</sup> Anniversary of TCE. A committee has been formed and volunteers and ideas are welcome. Christine Wilson suggested that each person in attendance could personally invite the family members from their relative's residence in hopes of increasing attendance at these very enjoyable and productive meetings.

Coreen Blackburn, FSN Representative to the TCE Board



**TCE'S AUDITED FINANCIAL STATEMENTS**

**FISCAL YEAR 2013/2014**







**Total Communication  
Environment**

**Homes for individuals who have multiple disabilities and special communication needs**

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