



LIVING AT HOME
your choice, our goal.

June 2022

**2021/22
Annual
Report**



KPP BOARD OF DIRECTORS

DAVID ROSS	CHAIR
STEVE SMITH	VICE CHAIR
ANNE PARSONS	TREASURER
EDWARD SMITH	SECRETARY
STEPHEN KAY	DIRECTOR
GABRIELITO GARCIA	DIRECTOR
ALAN CAVELL	DIRECTOR
NICHOLAS MCDONALD	DIRECTOR

Funding for Attendant Care and Supportive Housing has been provided by:



Ontario Health

Funding for our Community Housing has been provided by:



KPP'S MISSION



Mission Statement

KPP provides self-directed support, complex care, and affordable housing for people with diverse needs to live independently in their homes and achieve their goals. Specializing in the activities of daily living for people with physical disabilities.

Serving the counties of Haliburton, Northumberland, Peterborough and the City of Kawartha Lakes.

Vision Statement

Communities that are caring, inclusive and accessible

Values Statement

We believe each and every person is unique and has their own distinct values and personal goals. We believe that all persons have the same fundamental rights- the right to life, to support, to education, to work, to a home, to respect and to dignity. We believe that people also have the right to make real choices in self-defined terms, to take informed risks, to enjoy real friendships and other naturally supportive relationships and to experience the security of unquestioned inclusion in communities that embrace the right of people to live as independently as possible, supported to the extent that is necessary and desirable to meet individual needs. These rights are basic to human dignity and security.

We believe that disability must never be equated with sickness or illness, and as such we strive to ensure non-intrusive support for people to enjoy a participatory life.

KPP is committed to:

- encouraging the establishment & security of housing for persons supported by KPP. This housing will be safe, stable, affordable and accessible, where participation in a life of quality can be a reality for every resident. The establishment of homes where people can live as inclusive a life as they wish is our priority.
- ensuring that support workers provide sensitive, consistent and flexible support, whether through Supportive Housing or Attendant Outreach Services, to assist people to perform the activities of daily living. Efforts will be made to facilitate opportunities for worthwhile career options and for fair recognition of accomplishments to which people with disabilities can aspire and achieve.

We believe that real strength can come from shared abilities.

Continues

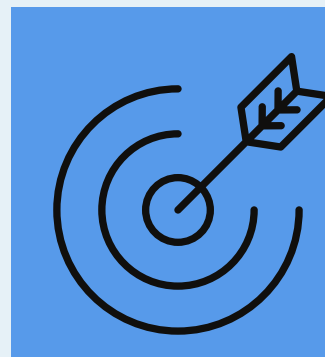
KPP'S MISSION Continued



KPP is about people, their homes and supports. We believe that the state of belonging to which we all aspire can be reached from our acceptance that the uniqueness of each person is to be celebrated, supported and acknowledged as essential to the well-being of our communities. Mutual respect and mutual growth will ensure a sense of self worth and equality for all people.

KPP believes that all persons have the same fundamental rights:

- The right to life
- The right to supports
- The right to education
- The right to work
- The right to a home
- The right to respect
- The right to dignity



MESSAGE FROM THE CHAIR OF THE BOARD

The global pandemic caused by Covid-19 presented challenges to every aspect of our lives. We all experienced dramatic changes in how we interacted with family, visited friends, went to work, attended school or even shopped for groceries. The pandemic put additional stress on our health care system and in particular the frontline staff. The Board of Directors are proud of how our staff continued to work supporting individuals notwithstanding the additional risks the pandemic presented to themselves and their families. The maintenance and custodial staff kept our buildings clean and safe for our community. The supervisors and administrative staff ensured that services continued and that we met all of the required standards. The Board of Directors understands the additional stress that this placed on every staff member and we appreciate the effort and creativity that allowed us to continue to meet the needs of our clients and tenants.

The past year also saw changes in the leadership at KPP. We went through a lengthy review and recruitment process. The Board would like to acknowledge the work of the senior team who had to adjust their workload and assumed new responsibilities through this period. I would like to say a special thank you to Jennifer Roche, who did an amazing job as the interim CEO. Her dedication and professionalism guided the agency through this process and resulted in the hiring of our new CEO.

We are pleased to announce the hiring of Sandy Woodhouse as our new CEO. Sandy has extensive experience in community development in both Health and Housing services. We are excited that Sandy has joined the KPP team and look forward to working with her in the future.

We have also seen some changes at the Board level as we continue to transition to a Governance Model. We created an Audit and Finance Committee, chaired by Anne Parsons and a new Governance Committee chaired by Steve Smith. These two committees will streamline the oversight functions provided by the Board.

In 2021 we welcomed Alan Cavell and Nicholas McDonald as new members to the Board of Directors. Alan has extensive experience in Health and Social Services, while Nicholas is a member of Curve Lake First Nation and a lawyer with a specialty on issues affecting the Indigenous community. Both have brought to the table new ways of looking at the issues impacting on our services.

This year also saw Kevin Curran and Gabrielito Garcia leave the Board. We want to acknowledge their contribution for their years of service to both KPP and Hilliard Park Homes. Their insights helped to guide us through the successful merger of KPP and Hilliard Park.

We are excited about our future. There will be new challenges and opportunities in the year ahead and we are confident that we have the team in place to ensure our success.

David Ross

MESSAGES FROM THE COMMITTEES

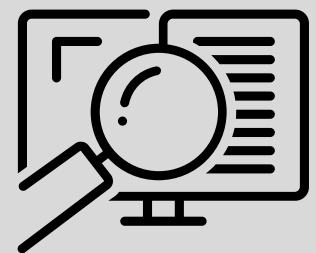
Audit and Finance

The Committee monitors the financial health of KPP through various lenses including statutory compliance such as reports filed with funders and the audited financial statements, risk factors such as insurance coverage and internal reports assessing financial performance.

This was a year of change for both the Committee and the KPP staff who support its work, with the resignation of two Board members who served on the Committee and the retirement of long-time Director of Finance & IT, Sharon Kaye.

KPP's very capable new Director of Finance & IT, Veronique Hebert, has worked with an external firm to develop new internal financial reports. A major focus of the Committee this year was reviewing and providing feedback on the reports to ensure they provide the information the Committee requires to monitor the financial health of KPP, not an easy task in light of the agency's multi-faceted and interrelated Housing and Attendant Care operations.

Anne Parsons
Chair



MESSAGES FROM THE COMMITTEES

Governance

As the Board moves to a more accountable, high-functioning governance model, the Governance Committee has been actively engaged over the past year in developing and improving policies and procedures to support this outcome. Many of these are a work in progress and are targeted for completion over the next year. As identified in the Strategic Plan, some are outcomes to be achieved over several years.

The following is an overview of the work that has been accomplished over the past year:

- Review of KPP By-Laws. This document is outdated and requires significant revision. The Committee has identified the sections that need attention and has developed recommendations for consideration by the Board in some of these areas such as term of office, board size, quorum and attendance requirements. The work on By-Laws was temporarily suspended pending the outcome of discussions of amalgamation with Hilliard Park Homes due to the possible need to incorporate elements of their By-Laws.
- Completed the six-month performance evaluation of the Chief Executive Officer (CEO)
- Provided support to the CEO in completing the Governance Section of the 2022-2025 KPP Strategic Plan
- Initiated the development of a Board Evaluation tool. Several possible evaluation questionnaires were researched and reviewed and a final product is near completion.
- Completed a Board Recruitment advertisement with input from the Board and CEO.
- Reviewed biographical information provided by two potential candidates for the Board and completed an in-person interview to orient them to the work of the Board, expectations and to answer any questions, prior to presenting a recommendation to the AGM.
- Completed a draft version of a Board Roles and Responsibilities policy.
- Met with CEO to identify operational policies that are outdated and need to be either revised or rescinded. This process was initiated recently and will continue over the next year.

I want to extend my thanks to the members of the Committee for the humorous, insightful and collaborative discussions that we have enjoyed during our committee meetings. It has been a rewarding experience working with each of you.

Respectfully submitted,

Steve Smith
Chair

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER



In August 2021, I joined KPP as the new Chief Executive Officer. The KPP Staff, Clients and Board have been incredibly welcoming and I am privileged to be part of such an incredible organization.

The last seven months have been busy with many challenges and successes. Just as we were starting to open up again another wave of COVID-19 hit and we locked back down. The staff response and dedication were inspiring. They stayed informed and observed all precautions and we had no client outbreaks of concern. Both frontline and administrative staff worked long hours to make sure that the schedule was filled and clients received the support that they needed.

In the Fall of 2021, KPP was successful in securing Canada Ontario Community Housing Initiative (COCHI) funding from the City to create two new accessible units at Hilliard Park Homes. We look forward to offering two new accessible units with supports to our clients in 2022.

Since I started at KPP, revitalizing the Strategic Plan has been a priority. The Board and Staff have been working diligently to refresh this important document with agency goals and directions for 2022. As part of this process, we completed surveys with all of the Frontline Staff and KPP Clients. Their valuable feedback will be embedded in goals for our agency.

KPP has been an important partner in community initiatives for a long time; a tradition I am pleased to continue. The last year has included many interesting and productive meetings with local agencies. We also continue to be a Formal Alliance Partner with the local Ontario Health Team and work closely with Ontario Health as they transition from the Local Health Integrated Network (LHIN).

2021/ 2022 has been a rewarding year of learning about all aspects of KPP and building a foundation of knowledge. The future is bright and the next few years promise to be exciting ones for KPP and our community. I can't wait to be a part of it.

Sandy Woodhouse
Chief Executive Officer

KPP FOUNDATION



The KPP Foundation was incorporated in 1999 and registered as a charitable organization in 2000. There are countless examples of the valuable and dedicated work of the Foundation and the impact it had on KPP clients.

Unfortunately, the Foundation has struggled with membership over the last several years. In December 2021, the remaining board members passed a motion to end the KPP Foundation as a separate entity and roll it into the agency of KPP (also a charitable organization). As a result of the motion, all funds that are in the Foundation account will be transferred to a reserve account where they will continue to be used for the direct needs of clients.

Ongoing, the KPP Board of Directors has a goal of examining the role of volunteers and developing a fundraising strategy. This goal will be included in the Strategic Plan. This strategy will incorporate all the lessons learned from the positive and impactful work of the KPP Foundation.



ADMINISTRATIVE TEAM

Chief Executive Officer
Finance Director
Finance Manager
Finance/Housing Coordinator
Housing and Facilities Director
Housing and Facilities Manager
Maintenance Coordinator
Human Resources Director
Human Resources Coordinator
Client Services Director
Client Services Supervisor
Client Services Supervisor
Client Services Supervisor
Client Services Coordinator
Scheduling Coordinator

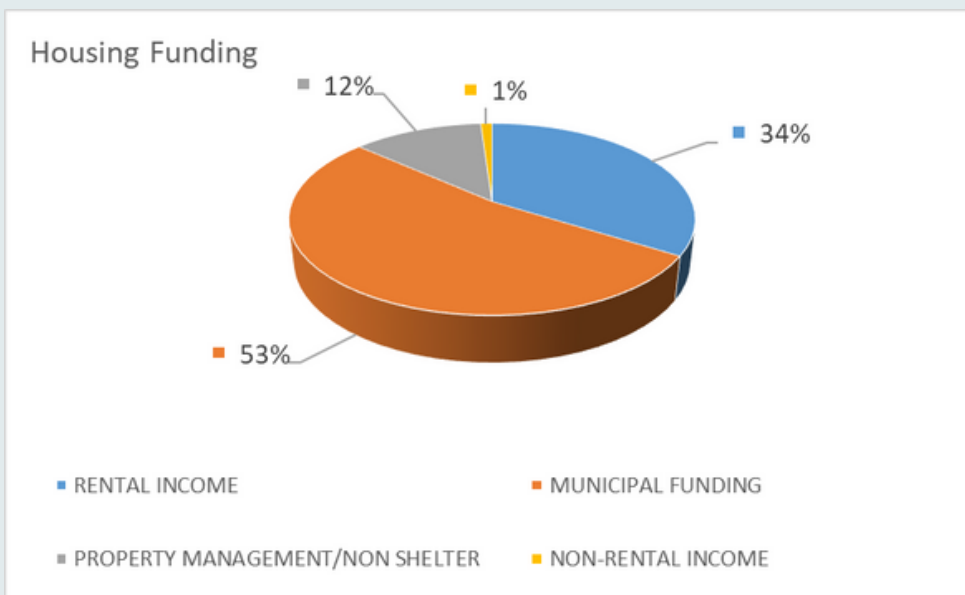
Sandy Woodhouse
Veronique Hebert
Blake Philp
Justin Hubble
Katherine Blackwood
Leah Buck
Rick Hicks
Jenn Roche
Samantha Feldman
Cori Bainton
Gabrielle Swartzman
Marylin Moffat
Christine Sargent
Charlotte Duchesne
Robyn Cass



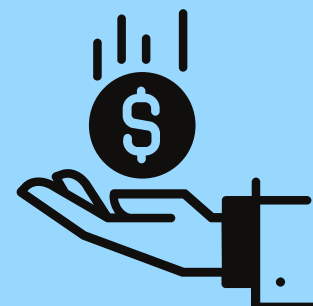
FINANCIAL REPORT

Finance Team Update

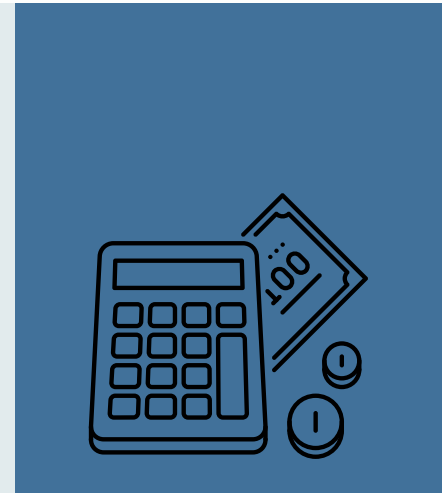
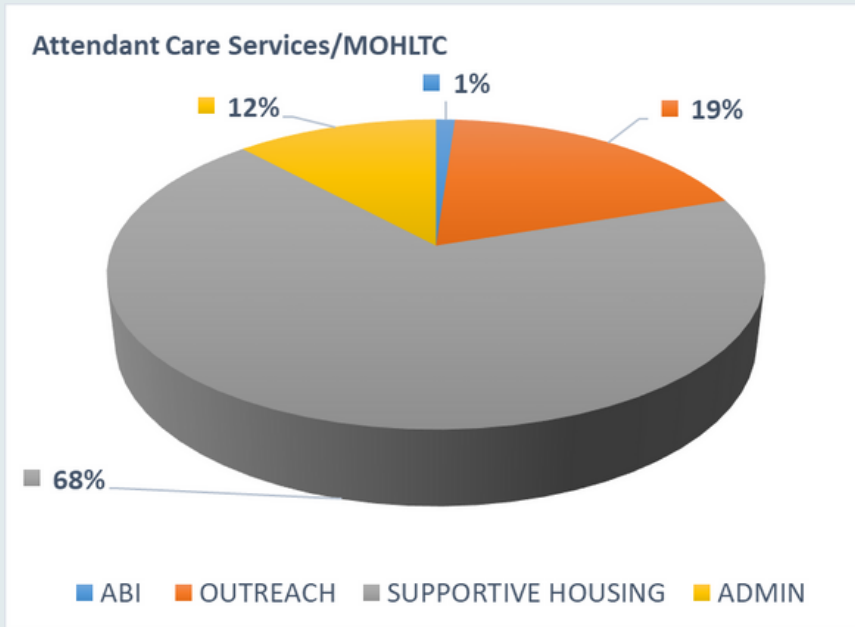
The Finance Department has experienced significant staff turnover throughout 2021-2022 fiscal year. An external consultant firm, Part-Time CFO services, were hired in the fall to help the new team in a seamless transition into their appropriate roles. Part-Time CFO also had the mandate to review the Finance team capacity, processes, and controls in place along with streamlining internal reporting. They collaborated with the Finance team in implementing efficiencies in regards to the general day to day operations which impact the capacity of the Finance Department to support the organizational growth.



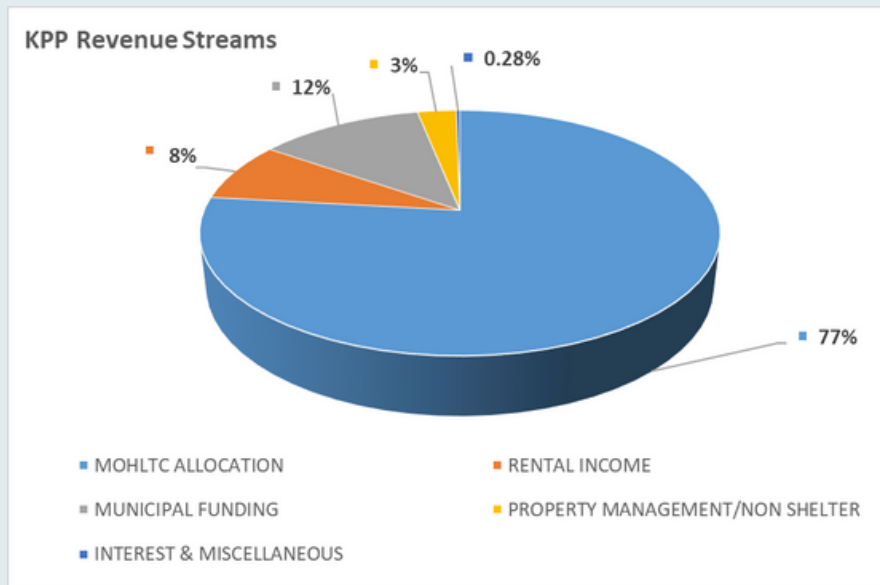
This chart describes the allocation of the Housing annual funding.



FINANCIAL REPORT



This chart describes the allocation of the MOHLTC (OH) annual funding distributed by services.



This chart identifies KPP's sources of revenue in 2021-2022 fiscal period



FINANCIAL REPORT

KAWARTHA PARTICIPATION PROJECTS

STATEMENT OF FINANCIAL POSITION As at March 31, 2022

	Operating Fund 2022 \$	Reserve Fund 2022 \$	Total 2022 \$	Total 2021 \$
ASSETS				
Current assets				
Cash	1,089,018	34,006	1,123,024	600,820
Short term investments (note 3)	-	19,755	19,755	61,968
Accounts receivable	309,948	-	309,948	244,240
Prepaid expenses	43,261	-	43,261	50,563
Interfund receivable (payable)	(56,942)	56,942	-	-
	1,385,285	110,703	1,495,988	957,591
Long term investments (note 3)	85,313	1,050,518	1,135,831	1,260,759
Tangible capital assets (note 4)	2,668,845	-	2,668,845	3,012,532
	4,139,443	1,161,221	5,300,664	5,230,882
LIABILITIES AND FUND BALANCES				
Current liabilities				
Accounts payable and accrued liabilities	555,755	-	555,755	797,471
Government remittances payable	47,724	-	47,724	81,168
Due to government agencies	848,918	-	848,918	54,736
Current portion of mortgage payable (note 5)	386,952	-	386,952	363,010
Deferred capital contributions (note 6)	19,013	-	19,013	-
	1,858,362	-	1,858,362	1,296,385
Mortgage payable (note 5)	2,262,469	-	2,262,469	2,649,381
	4,120,831	-	4,120,831	3,945,766
Fund balances				
Unrestricted	(57,161)	-	(57,161)	(84,741)
Externally restricted	-	1,161,221	1,161,221	1,296,596
Internally restricted (note 7)	75,773	-	75,773	73,261
	18,612	1,161,221	1,179,833	1,285,116
	4,139,443	1,161,221	5,300,664	5,230,882

FINANCIAL REPORT

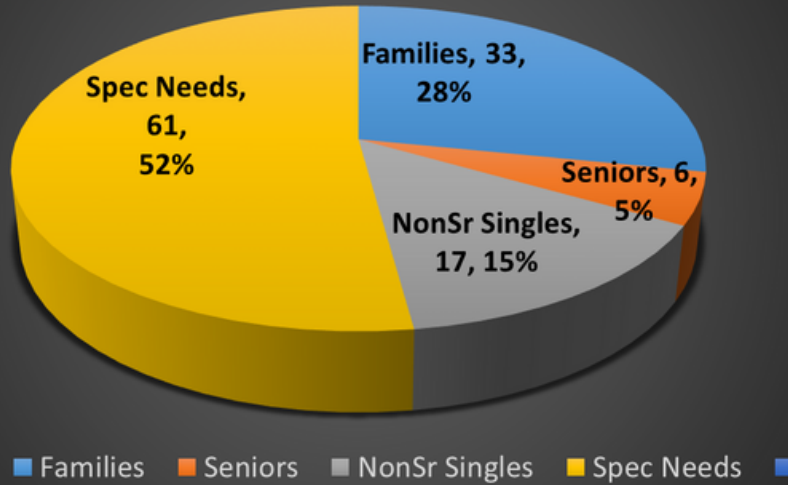
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES For the Year Ended March 31, 2022

	Operating Fund 2022 \$	Reserve Fund 2022 \$	Total 2022 \$	Total 2021 \$
Revenue				
Government grants (note 8)	6,015,962	51,036	6,066,998	6,669,198
Rentals	622,947	-	622,947	611,276
Interest and miscellaneous	213,636	131,298	344,934	303,510
Purchased services	20,202	-	20,202	20,397
Total revenue	6,872,747	182,334	7,055,081	7,604,381
Expenditures				
Salaries and wages	3,884,207	-	3,884,207	4,393,483
Benefits	671,878	-	671,878	804,304
Mortgage interest	180,675	-	180,675	203,096
Municipal taxes	159,868	-	159,868	155,881
Amortization of tangible capital assets	367,453	-	367,453	340,550
Building maintenance	85,219	233,452	318,671	97,799
Staff travel	31,616	-	31,616	28,939
Staff training	14,808	-	14,808	15,848
Occupancy	566,424	-	566,424	563,147
Office	150,175	3	150,178	178,067
Professional fees	112,299	-	112,299	239,088
Insurance	45,839	-	45,839	41,803
Advertising and promotion	1,339	-	1,339	1,012
Purchased client services	508,085	-	508,085	436,068
Bad debts	12,515	-	12,515	2,724
Office furnishings	50,255	-	50,255	35,570
Total expenditures	6,842,655	233,455	7,076,110	7,537,379
Excess (deficiency) of revenue over expenditures for the year before the following	30,092	(51,121)	(21,029)	67,002
Unrealized gain (loss) on investments	-	(84,254)	(84,254)	137,910
Excess (deficiency) of revenue over expenditures for the year	30,092	(135,375)	(105,283)	204,912
Fund balances - beginning of year	(11,480)	1,296,596	1,285,116	1,080,204
Fund balances - end of year	18,612	1,161,221	1,179,833	1,285,116

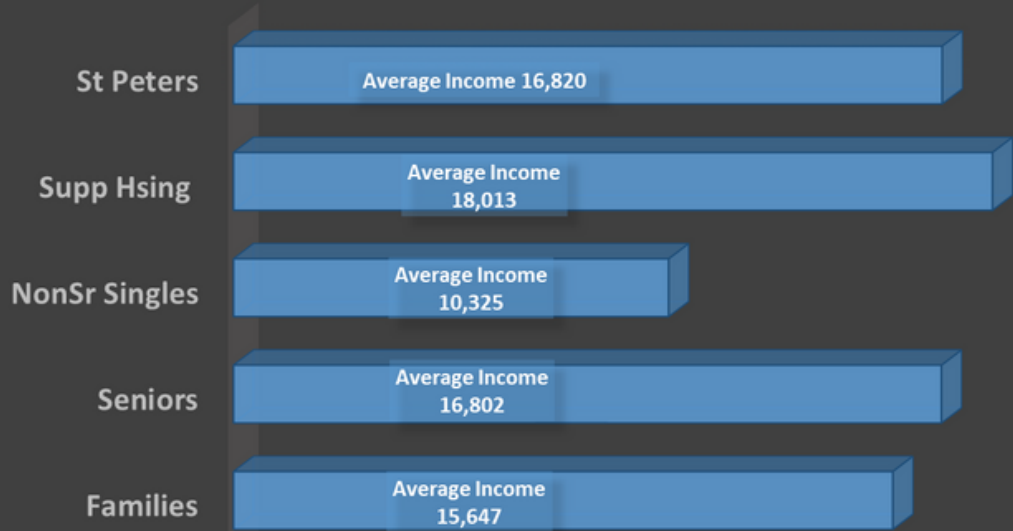
The financial statements above have been audited by our external accountant, Baker Tilly KDN LLP and by our Board of Directors. The Statement of Financial Position and Statement of Operations and Changes in Fund Balances were extracted from the annual financial statements for the year ended March 31, 2022

HOUSING REPORT

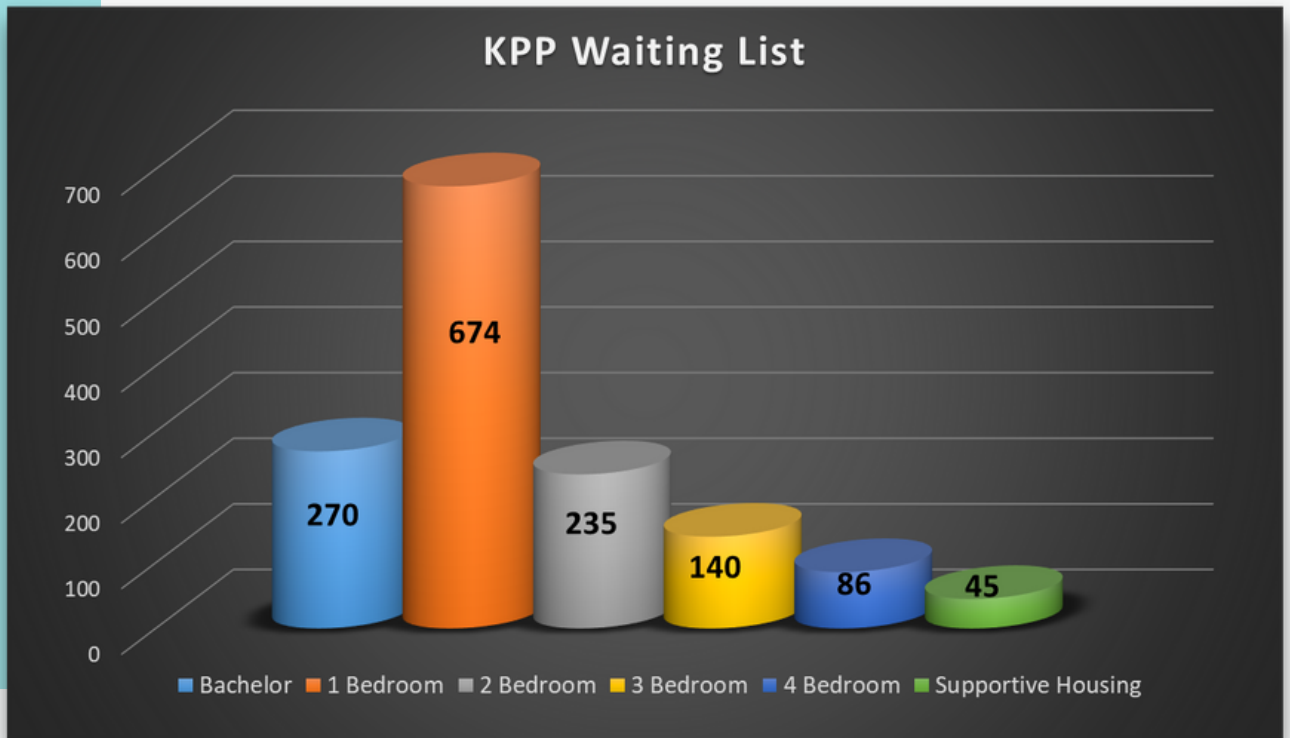
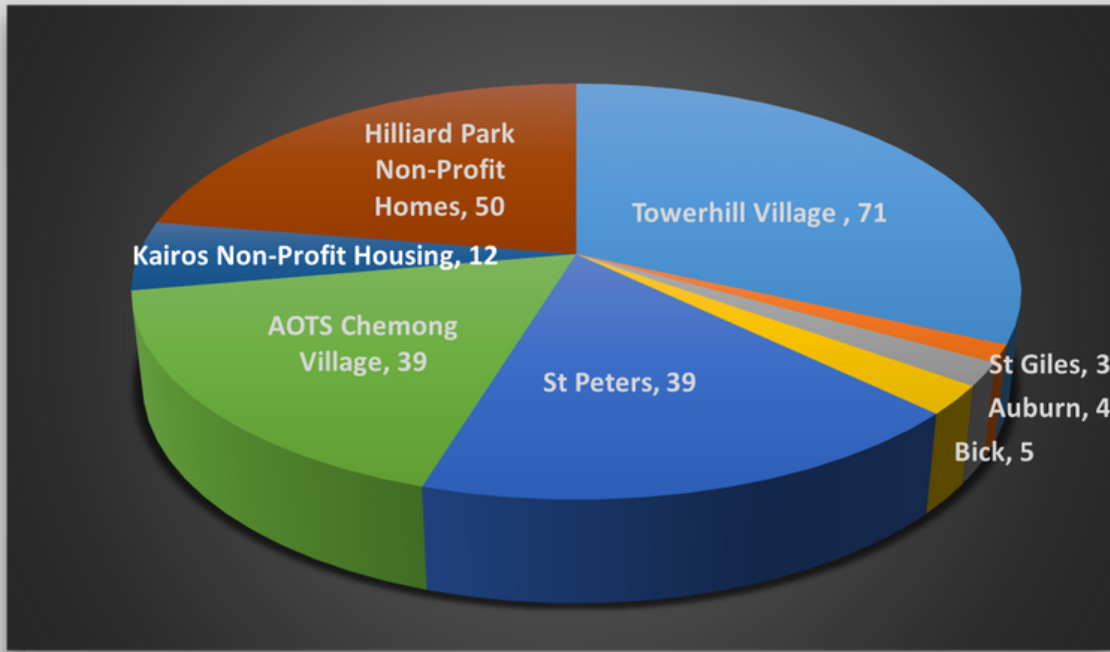
Types of Households KPP Houses



AVERAGE INCOME BY HOUSEHOLD TYPE



HOUSING REPORT



HOUSING REPORT

2021/22 Towerhill Village Capital Projects



KPP Going Green Initiatives

LED Conversion Project

- KPP received a small grant to help fund the replacement of all lights in all public and office spaces and the exterior of the property with LED lighting. The cost will be paid back in 5 years in energy savings.

Appliance Replacements

- Replacement of all ranges, cook tops, wall ovens and hood vents to aid in energy efficiency and savings for tenants

Accessibility modifications

- Funding has been approved by the city for the renovation of two spaces at Hilliard Park Homes to turn them into 2 wheelchair accessible apartments.
- Installation of grab bars and tub cut outs to ensure units meet the needs of people living in them

Other Work

- Refurbished 3 units on turn over as per the building condition audit
- Asphalt and catch basin repairs



HUMAN RESOURCES REPORT

As we begin to transition out of the pandemic and into a “new” normal as an organization, COVID-19 provided many challenges but, it also provided the Human Resources Department insights into KPP’s strengths, our uniqueness and our determination to seek out creative, strategic solutions in a very challenging time. Below is a snapshot of key areas of Human Resources for the fiscal period ending March 31, 2022.

COVID-19

Working collaboratively with Sandy (our CEO), Client Services, the administrative team and the Joint Health and Safety Committee, we were successful in maintaining a safe workplace. At the top of the list is our amazing frontline staff. Since March 2020, new directives continually came out from the ministry and Public Health. This meant safety plans and policies were communicated and updated constantly. Staffing challenges pushed us to the brink, but our frontline staff always persevered. They stayed updated on directives, policy changes, and followed protocols. They gave us feedback to help understand how the pandemic affected them, their families and the clients. They used PPE diligently; Masks were worn on the hottest of days knowing that some clients they supported were immunocompromised and needed every safeguard to be protected. Our staff were heroes in March of 2020 when COVID-19 instilled fear and uncertainty into our lives and workplaces and they are still heroes today.

The Client Services team did an outstanding job of acting quickly to ensure all those affected by COVID were tested, reported, self- isolated and followed the directives in place. Looking back, it was a time of uncertainty but we built strength among the KPP team. We needed “team” to address the staffing and recruitment challenges KPP faced.

Training & Development

Many training sessions were put on hold in the last two years due to Covid, however, we were able to secure online training for First Aid/CPR and some site-specific training to address some safety issues staff were experiencing. Throughout 2021-2022, it became clear that training and development opportunities have evolved since the onset of COVID-19 and as such, KPP will provide a hybrid model of training with some being virtual and some in person, dependent on the type of training required.

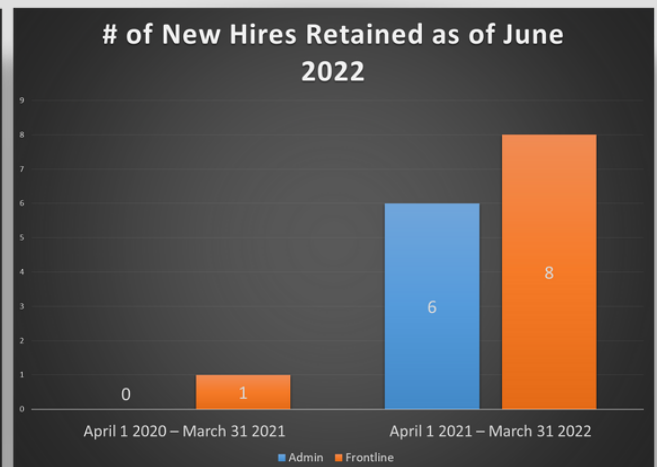
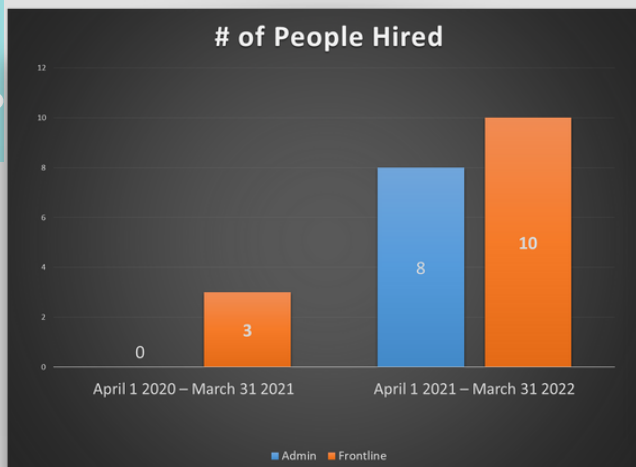
Policies & Procedures

One of the goals of the Human Resources Department was a full policy review. We have reviewed and updated numerous policies based on priority this past year which have been communicated and applied consistently across the organization. This process would not have taken on such a speedy and efficient timeline without the assistance of Sandy, our CEO who provided her support and expertise.

HUMAN RESOURCES REPORT

Recruitment & Retention

As you can see from the graph below, KPP recruited only 3 frontline staff from April 1st, 2020 – March 31st, 2021. Many staff chose to take a leave when COVID-19 cases soared. This drastically affected our staffing levels. Recruitment was extremely difficult and many times advertisements for employment opportunities yielded no applicants at all. Luckily, as we moved into 2022, things are improving and we are seeing more PSWs apply again. Our connection to the local college continues to be our main source of qualified PSWs.



On the retention side, KPP has retained the majority of new hires. Of the 13 new frontline staff, KPP has retained 9 and of the 8 administrative new hires, 6 remain. Additionally, KPP saw 2 administrative resignations and 20 frontline resignations – the majority due to COVID. One administrative staff member retired and 6 staff from frontline also retired.

Over the last year, HR has been working hard on revamping our onboarding and retention process. As we continue our work, we will align these with the Strategic Goals of the organization. Here is a highlight of some key areas addressed;

- The Orientation process is specific to the needs of each department
- Training and Development programs reviewed and ongoing
- Full Policy review developed along with an effective communication method
- Providing feedback forms to all new employees about the onboarding process for continuous quality improvement.
- Conducting exit interviews
- Building strong community partnerships e.g. Sir Sanford Fleming College, PSW program
- Working with and creating a pathway between departments, creating inclusiveness and clarity



HUMAN RESOURCES REPORT

Health & Safety



Human Resources, in collaboration with the Joint Health & Safety Committee, dedicated a great deal of time working on specific challenges related to COVID-19. The committee is comprised of four frontline representatives and four administrative staff. Usually the Committee meets quarterly as outlined in the terms of reference. For the period of April 2020 - March 2021, the Committee met almost monthly to review the rapidly changing COVID directives. The committee also conducted an audit to review and identify priority training needs for the coming fiscal period of April 1st, 2022 to March 31st, 2023.

Years of Service Recognition

Despite the ongoing challenges with COVID, KPP continued to ensure that our heroic frontline staff received the praise and recognition they well-deserved. While COVID altered how we recognized our staff, it did not prevent us from celebrating our staff's accomplishments. Client Services committed to sending out a congratulatory email when staff reached a Years of Service milestone, and provided gift cards as a 'thank you'. KPP also celebrated PSW Day with a special gift of candy boxes and individualized thank you notes for every frontline staff.

Although the heat of summer is now upon us, we also provide KPP hats as a sign of support, celebration and recognition.



CLIENT SERVICES REPORT



The Impact of COVID

KPP's client Service Department has been hit hard by COVID 19. From the loss of employees to full time employment elsewhere, to staff becoming ill and needing time off, to the legislated restrictions on multiple places of work, employees have borne the brunt of the pandemic. Frontline employees have taken on long shifts, and extra hours while Administrative employees worked hard to provide equipment, supplies and guidelines to manage the Pandemic in the safest way possible. The Pandemic has impacted the department's ability to find and hire new staff & also bring on new clients to supports.

Through the struggles of COVID 19 our staff have been working long hours, sometimes short staffed. We have successfully ended almost all shifts longer than 12 hours, and are committed to decreasing overtime over the remainder of the year.

The Changing Landscape of Client needs

Our clients' needs are changing! We know that the pandemic has been hard for many people and has led to declining mental health and the increase of addictions. Many KPP clients experienced this, adding to the growing trend of greater needs that workers have been noticing over the last 10 years. As a result KPP is forming & renewing partnerships with BIAPR, CMHA, Spinal Cord Injury Ontario and FourCast to offer connections and support for our clients' complex needs.

We are also relying on these partnerships to offer training opportunities for employee growth. It is important that our staff gain in their knowledge and experience as our clients' needs change.

Crisis Prevention Intervention training has been offered to some of our staff, with plans to continue with this training in the future.

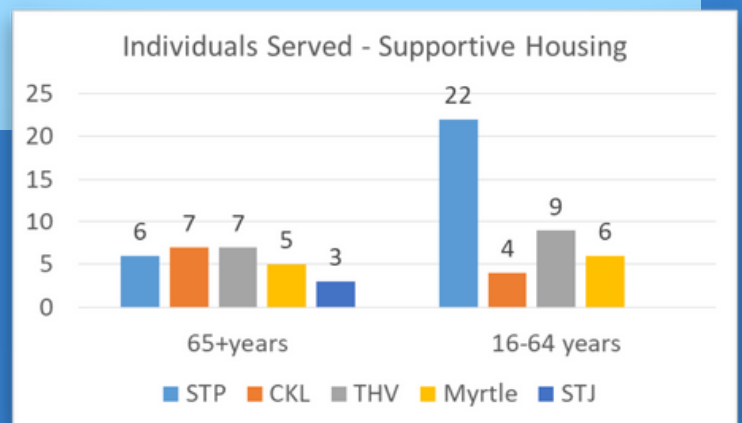
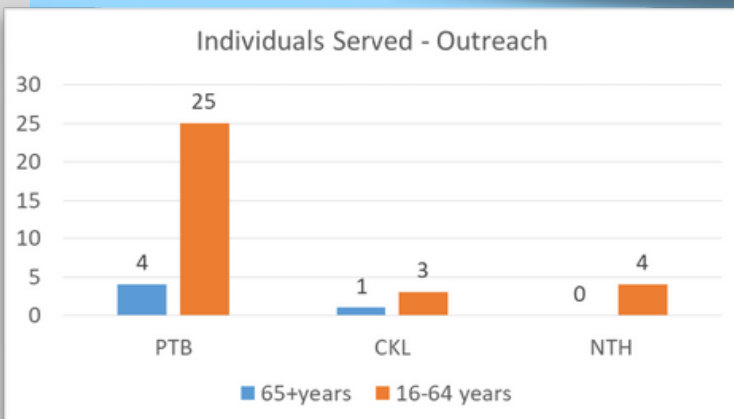
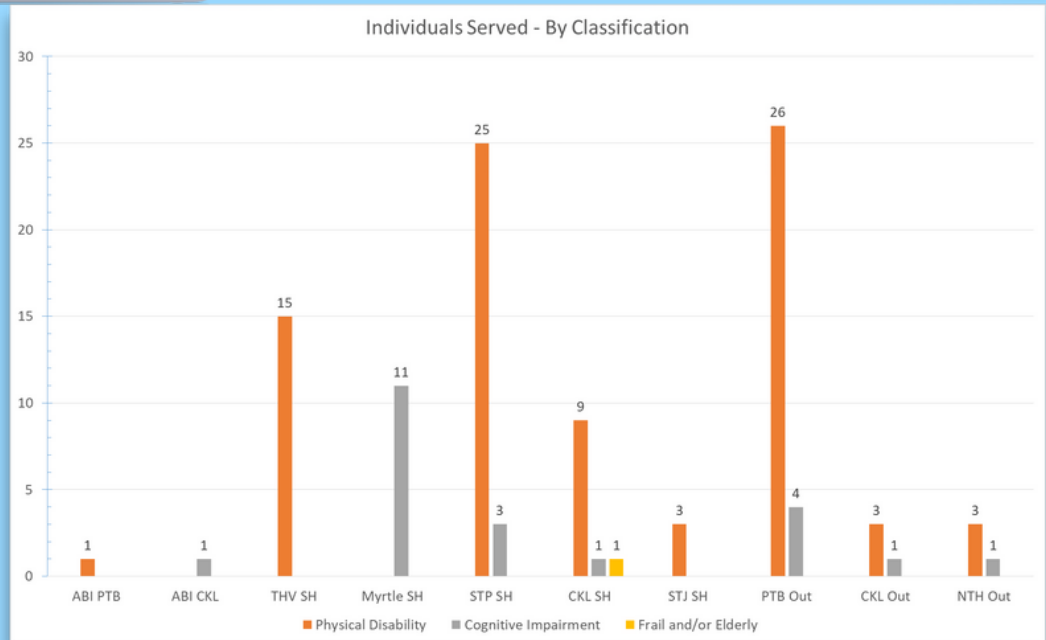
Snapshot of client action 2021-2022

	Outreach	ABI	Supportive Housing
Clients Supported	38	2	68
New Clients	2		4
Discharged Clients	7	1	10

CLIENT SERVICES REPORT

Individuals Served

Acronym	Description
PTB	Peterborough
CKL	City of Kawartha Lakes
THV	Towerhill Village
SH	Supportive Housing
STP	St. Peter's
Out	Outreach
NTH	Northumberland
STJ	St. John's
ABI	Acquired Brain Injury



CLIENT SERVICES REPORT

Kawartha Participation Projects show support for front-line workers with yard cards this weekend

NEWS May 15, 2020 by CLIFFORD SKARSTEDT *Peterborough Examiner*

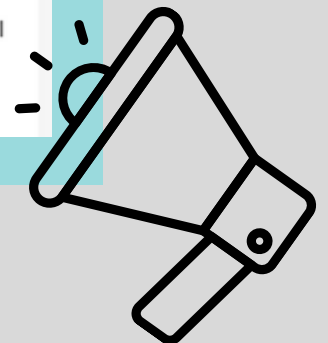


Kawartha Participation Projects staff Sandy Fenson, from left, Tammy Carter, Sue Elson, Cheyenne Manitowaba, Heather Cochrane and Corinne Cack show appreciation for front-line workers during the COVID-19 pandemic with a giant yard card provided by Card the Yard, a local small business celebrating special events, on Friday at KPP's apartments on Towerhill Road. - CLIFFORD SKARSTEDT, EXAMINER

Kawartha Participation Projects staff staged a celebration Friday at KPP's Towerhill Road apartments to show appreciation for front-line workers during the COVID-19 pandemic.

The non-profit organization provides housing and supports to people with physical disabilities in Peterborough, City of Kawartha Lakes and Northumberland County and employs about 100 personal support workers to help clients with health care needs in their own homes.

The "Heroes Work Here" sign, provided by Card the Yard, a local small business that provides special event celebrations, will be rotated each day over the Victoria Day long weekend to the yards of KPP locations including Myrtle Terrace on St. Luke's Avenue, the former St. Peter School on Reid Street and the City of Kawartha Lakes locations in Lindsay.



CLIENT SERVICES REPORT

Successes

As we gradually exit the restrictions of the COVID-19 Pandemic, we are looking to grow. Initial efforts have been made to renew Home Visit and Client Handbook information and Supervisors are actively completing home visits with each of our current and incoming clients. As the Home Visit and the scheduling review are completed, we will be looking at areas of imbalance in workloads to see where changes can be made to increase efficiencies.

At the same time, we are in the middle stages of a full scheduling process review, with the consulting firm, KPMG. With the completion of frontline and client surveys, we have received valuable information to take initial steps to address immediate scheduling concerns, such as the creation of 2 floater positions and on-call midnight positions to cover pressure points.

Our staff have begun increasing their Accompaniment Support for our clients. From going to concerts, shopping at the mall, building volcanos, and arts and crafts, our staff and clients are enjoying the freedom to get out and be active in the community once again!

The creation of a Priority Ranking System & the updating of all client applications has allowed us to select clients based on the greatest need, in line with the Mission, Vision, and Values of KPP. In the first 2 months of our new year, we have successfully onboarded four new clients, with plans to increase these numbers over the upcoming year.

We have begun to collect data on Success Stories to share with the board and our frontline employees. It is critical that we share the good work we are doing on a daily basis in order to share the impact KPP has on clients' lives and the community.



Client Creations



EMPLOYEE RECOGNITION

Years of Service

It is with great pride that KPP recognizes and celebrates the milestones of loyal employees who have worked with the agency for extended periods.

The employees listed below reached 5, 10, 15, 20, 25 and 30 years of service this year! We wish to honour them as experts in their areas and mentors to the up-and-coming future employees of KPP. People are and always will be our greatest asset. These employees should know that they are important members of our team and their abilities and contributions are a critical part of our continued success.



2017

Natasha Dart
Katrina Dowe
Steve Macdonald
Samantha Mcnaught
Julie Wannamaker
Juliet Delacruz
Jessie-Lynn Snoddon
Lauren Smith
Shaun Ramkissoon



2012

Melissa Ewing
Jennifer Dupuis



2007

Jeannie Labelle
Margaret Nyboer
Candace Jewell



2002

Jessica Henwood
Deborah Armstrong



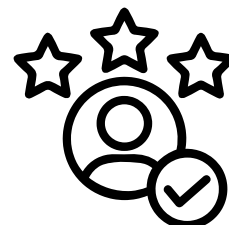
1997

Tammy Carter
Cindy Gualtieri

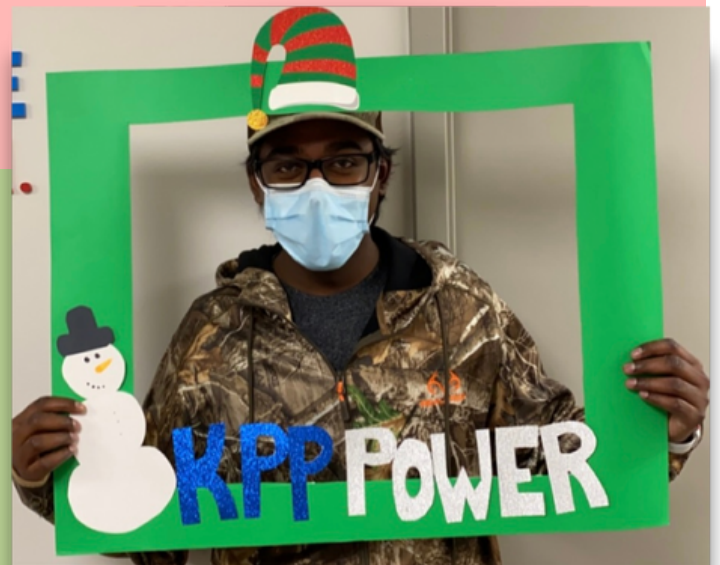
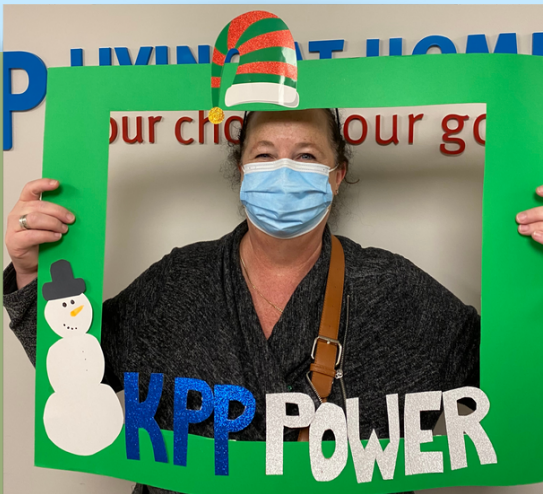


1992

Katherine Blackwood



CHRISTMAS 2021



CHRISTMAS 2021

Door Decorating Contest



DRAGON BOAT RACES



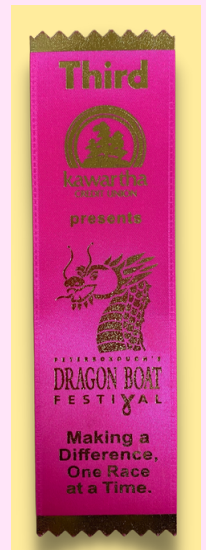
PETERBOROUGH'S
DRAGON BOAT
FESTIVAL

Message from the Team Captain

It has been a wild three years, through this Pandemic for everyone. The Dragon Boats, were well rested and were back on the water June 11th ,2022. "The Young and The Rest of Us", you should be proud of yourselves! For a mixed team, we did great. We placed 4th in our first race and 3rd in our second race. The rest of the day was rained out so we left with our 3rd place ribbons. Next year we plan to include some additional practices and we will be even better than this year!

Let's go make memories, laugh, and have fun!

Your Captain,
Cheyenne M.



Sporting our KPP masks made by Kathy Blackwood

DRAGON BOAT RACES



PETERBOROUGH'S
DRAGON BOAT
FESTIVAL



WE DID IT!

