



Annual Report 2022/23



June 2023

BOARD OF DIRECTORS

Steve Smith	Chair
Stephen Kay	Vice Chair
David Ross	Past Chair
Anne Parsons	Treasurer
Nicholas McDonald	Secretary
Edward Smith	Director
Alan Cavell	Director
Christine Crough	Director
Alyssa Seltzer	Director

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



Funding for our Community Housing has been provided by:



Hot Off the Presses!

KPP is officially changing its name to Thrive Housing and Support. This name change and rebranding goes along with the amalgamation of our organization with Hilliard Park Homes at 800 Hilliard Street. KPP (now Thrive) has provided property management services at Hilliard Park for many years and the Boards merged several years ago. We are proud to have this fantastic site officially become part of our Community Housing portfolio.

The name Kawartha Participation Projects (KPP) comes from a time when the organization was created. The Board of Directors and senior leadership team agreed that it may be time for a refresh. While the name, KPP has a fantastic association for many people, the name doesn't let people know what we do and the terms "participation" and "projects" doesn't mean the same as what it did 35 years ago. When we discussed the Mission, Vision and Values of our organization, the word Thrive came to the forefront because it applied not only to the impact that our agency can have on our clients and tenants but also to our staff. It is also a term that can mean something different based on everyone's unique circumstances.



Thrive was an option that was sent out to all frontline and administrative staff to vote on along with several other options, including keeping KPP. This is the option that had the highest voting score and was officially adopted as our new name this month (June, 2023). To see clients, tenants, board members, frontline and administrative staff speaking about the name and how KPP has (and continues to) help them Thrive, go to our new website at www.thrivehs.ca.



Mission Vision Values Under Review

One of the 2023 Governance goals is that "We will review our Mission, Vision and Value Statements for areas of refreshment and redirection. This will incorporate feedback from frontline staff."

We are proud to say that this goal is almost complete. The Board and leadership team have been working with SHCG Consulting Group to produce dynamic new Mission, Vision and Values that align with the direction and priorities of our agency. Our new vision statement applies not only to our service of clients and tenants, but also to the supportive environment of our offices.

Thanks to all Administrative and Frontline staff as well as the Board of Directors and SHCG who provided feedback and plenty of thought into these foundational statements. They were the basis of our decision to rename KPP to Thrive Housing and Support. Once the final versions have been approved at the AGM in June, 2023, they will be embedded in all future work and communications.

Website Revamp

Big News! With the change of name, KPP also has a new website.

Take a moment to visit www.thrivehs.ca and be sure to check out the brand new online process for applying for KPP services and the Thrive Fund.

Something that has carried over from the old website is a login section for Staff to access their paystubs. New ways to access agency policies will roll out soon.



KPP Logo 2015-2023

Mission Vision Values

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.

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.

Vision Statement

Communities that are caring, inclusive and accessible.

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.

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 right to;

Life Supports Education Work A Home Respect Dignity

Message from the Chair of the Board

The past year for our organization has been one of both significant challenges and immense achievements. Operationally, we have seen the hiring of critical managerial staff who have brought with them a renewed energy, vision and stability. Key issues affecting front line staff retention have been addressed in a collaborative manner, moving our organization from a state of “crisis management” to “managed change”. Both staff and Board members have invested their time and creativity to develop a new vision, mission and values statement that reflects the positive impact that our organization has in the lives of the people we support as well as our community as a whole.

As a Board, we have worked hard over the past year to further consolidate our progress in moving to a high functioning governance model. In September, we welcomed two new members, Christine and Alyssa who enriched our Board with their fresh perspectives and experience. Key policies have been developed by the Governance Committee and reviewed and approved by the Board. Processes to enhance financial accountability and risk management are being developed by the Audit and Finance Committee. New By-Laws were finalized, coinciding with amalgamation of Hilliard Park Homes. A concurrent re-branding exercise that engaged staff, management and Board members resulted in the adoption of a new and exciting name for our organization....” Thrive Housing and Support”.



This past year has been one of significant achievements that everyone in the organization should feel proud of. That said, we recognize that this is not a time to rest on our laurels....there is still much that needs to be done. For example, the upcoming year will see us developing more robust process to evaluate Board performance as well as a recruitment and orientation strategy for new Board members.

In closing, I want to express my appreciation to my fellow Board members and the invaluable contribution and support provided by our CEO and senior staff members. It has been a privilege and a pleasure to have worked with you over the past year. I look forward to tackling the challenges of the upcoming year with the commitment, creativity and humour that you bring to each meeting. Thank you.

Steve Smith,
Board Chair



Message from the Committees

Audit and Finance

Now that the worst of COVID has passed, Ontario Health decided to refresh the Service Accountability Agreements with funded agencies that came into effect on April 1. One of the steps in this process was completion of a Community Accountability and Planning financial submission to Ontario Health in late January. The Committee and Board reviewed and provided feedback regarding the document prior to submission.

KPP began the process of winding up the KPP Foundation. The support previously provided by the Foundation to clients promoting health, safety and wellbeing will now be directly provided by KPP via the new “KPP Cares Fund”. This is a more cost-effective means of financially supporting our clients than through a separate entity which requires expenditures for board insurance and external financial statement assurance.

The Committee continued to review quarterly financial reports prepared by staff. The Committee greatly appreciates the effort by Veronique Hebert, Director of Finance & IT to prepare for these reviews as she is usually able to answer our questions “on the spot” and if not, quickly follows up with the Committee.

Topics for future Committee meetings include assessment of risk management processes and investment management

Respectfully submitted,
Anne Parsons, Treasurer and Committee Chair



Governance

In 2022/23 the Governance Committee focused on the implementing key aspects of the 2022-25 strategic plan These included :

- Developing new corporate bylaws, which reflect the changing environment in which we operate and the changing role of the Board of Directors as it strengthens its governance role.
- Enhancing Board governance processes including more goal-focused agendas, Consent Agendas, and clarification of “in Camera” meeting procedures and greater use of sub committees to develop draft policies.
- Reviewing and revising the Board and Committee terms of reference and policies including Board Code of Conduct, Conflict of Interest and Disclosure of Wrong-Doing .
- Reviewing Board recruitment, screening and training processes and evaluation of Board performance. Supporting the Board of Directors to review and update the organization’s Mission, Vision, and Values to reflect input form clients, employees, volunteers, and community stakeholders. This involves a review of the KPP brand and communication approaches as we proceed.
- Addressing financial sustainability. Finally, the Committee recommended that the board initiate an enhanced fund development strategy to ensure we can work closely in partnership with our donors and the broader community to make life better for our clients. This in its embryonic stages.

I wish to thank members of the committee, our CEO, and her staff for their dedicated and skilled work in the above endeavours.

Alan Cavell, Committee Chair

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

The format of the Annual Report has changed this year. All of the Governance and Department updates follow the goals of the 3-year Strategic and Operating Plans that were approved in September. In reviewing all of the updates for the report it is clear that 2022/23 was a year of a lot growth and change. It also makes me proud to be a part of this incredible organization. What an amazing amount of work that has been accomplished. Change and growth isn't always easy and there were some stormy times. We also still have work that we want to accomplish. I can't tell you how many times people have said "we are getting there" this year as they continue to put their heart and soul into this work that brings such impact into the lives of others.

We have many new faces that have joined both our frontline and administrative teams this year and I want to extend an official welcome to this amazing place. For those who are not new to KPP I want to thank you for your hard work and dedication. There have been many times when I have had the pleasure of speaking or observing our frontline staff in action and I am so grateful that such compassionate and giving people exist in our world and choose to help others. For those who work in the office or on our maintenance team, you continue to make KPP a joy to come to work every day. Your laughter, support and skill are so valuable. In the words of Ted Lasso "I appreciate you."

KPP is incredibly lucky to have a talented and supportive Board of Directors and I am consistently grateful for their expertise and advice. As you will see in many of the sections, the Board took on a lot this year and their work was foundational to the growth of the agency. Newcomers to the board meetings are always impressed by the insightful feedback and frequent bursts of laughter that have come to be trademarks of the meetings.

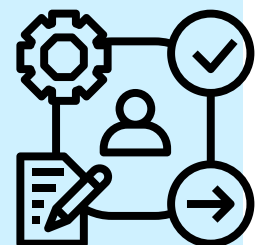
While the annual report technically covers the time period up to March 31, 2023, I would be remiss if I didn't acknowledge the change in name of Kawartha Participation Projects to Thrive Housing and Support. The Board worked hard to review the Mission, Vision and Values of the organization and a new name and rebranding were an important part of the project. Thanks goes out to the Board, the administrative and frontline staff who provided input along the way. The new M,V,V and further changes will continue to roll out in 2023.

As a final note, I would like to highlight the generous donation of \$10,000 from the 100 Men of Peterborough. Some pictures and highlights from the event are included in this report. It's great to know that the fantastic impact of the KPP Foundation continues with the KPP Cares Fund (now the Thrive Fund).

I look forward to continuing to work with everyone in 2023/24 and to make an even bigger impact in the lives of the people we serve and supporting them to THRIVE.

Sandy Woodhouse, CEO

Thrive Housing and Support



The Thrive Fund

When the KPP Foundation ended, all donations and initiatives moved to the KPP Cares fund. With the change in name, this fund has been rebranded to the Thrive Fund.

The Thrive Fund promotes independence, health, safety and well-being and ensures Thrive clients can remain at home by providing financial support where needed and where no other funding option exists. Some of the ways that the Thrive fund has helped clients includes:

- Transportation costs (including bus passes)
- Funeral costs
- A portion of the cost for wheelchairs, including repairs and batteries
- Assistive devices, including walkers, transfer poles and lifts
- Adjustable beds and mattresses
- Adjustable chairs that allow people to get in and out of them safely without assistance
- Outings, lessons and memberships

The Thrive Fund also provides additional money to unfunded Thrive programs and services that align with the Mission, Vision and Values of Thrive Housing and Support and our Strategic Plan.

A brand new way for people to donate to the Thrive Fund or to request funds is through the new website at www.thrivehs.ca.

- Halloween Pumpkins- The Thrive Fund helped to purchase pumpkins and supplies for this fun client event.
- 100 Men of PTBO- Many thanks to the 100 Men of Peterborough where KPP Cares (now the Thrive fund) received a \$10,000 donation. The funds will go a long way to helping clients with much-needed items.



Marilyn, our client of almost 25 years, bravely told her story at the Cork and Bean. In her speech she said ***“The safety, security and compassion that KPP gave me has helped me heal emotionally. Clearly, this is a small part of my story, but it is one that many clients of KPP have lived in some way in the safety and security of the KPP community.”***



Marilyn, Sandy and the 100 Men of Peterborough



The Thrive Fund

HALLOWEEN 2022

This October, KPP Cares (now The Thrive Fund), funded a Halloween Pumpkin Carving Event at both Towerhill Village and St Peter's. We had a total of 29 clients joining us across both locations and they had a blast!

Thank you to the funders for giving our client the opportunity to come together and show off their creativity.



Administrative Team

Chief Executive Officer	Sandy Woodhouse
Finance Director	Veronique Hebert
Finance Manager	Blake Philp
Finance Supervisor	Christine Sargent
Housing and Facilities Director	Bethann Corfe
Housing and Facilities Manager	Leah Buck
Maintenance Supervisor	Chris Reynolds
Maintenance	Steve MacDonald
Maintenance	Rick Hicks
Human Resources Director	Jenn Roche
Human Resources Supervisor	Robyn Cass
Client Services Director	Jenn Ropertz
Client Services Supervisor	Gabrielle Swartzman
Client Services Supervisor	Marylin Moffat
Client Services Coordinator	Charlotte Duchesne
Scheduling Coordinator	Lisa London

Governance Goals Report

Planning

Goal: We will have developed a new model for Board meetings that will include information sharing for effective strategic thinking.



Our Progress :

The model for Board meetings was reviewed and the Governance and Audit and Finance Committees operated efficiently, meeting separately and making recommendations back to the Board. Examples of accomplishments that demonstrate that this goal was met include:

- A SharePoint site for the Board of Directors was created where all current documents and policies are available and updated.
- An efficient consent agenda process was implemented for Board meetings.
- A process for reviewing opportunities for intentional agency growth was explored and developed.
- New Strategic and Operating Plans were finalized and approved in September, 2022.
- New Agency bylaws were finalized that align with the changes to the Not-for-Profit Corporations Act
- The Governance Committee created an electronic workplan with a policy review schedule that is updated at every meeting
- The process for policy review was also established and 4 Governance Policies and the Committee Terms of Reference were updated and approved by the Board.
- The Audit and Finance Committee worked with administrative staff to create financial reports that meet the needs of members.

Amalgamation

Goal: We will have finalized opportunities for amalgamation.

Our Progress :

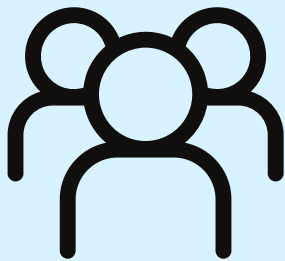
- By March 31, 2023 all documentation for the amalgamation of Hilliard Park Homes and KPP had been gathered and filed including Service Manager consent and the Articles of Amalgamation.



Financial Goals Report

Staffing

Goal: We will have evaluated the staffing needs for current and future agency initiatives and hire them.



Our Progress :

- The Finance Department was supported by an external consulting firm, Part-Time CFO services, until June 30th, 2022 to help the new team transition into their roles. The Finance Manager, Blake Philp, completed his first year at KPP. He has been an integral part of the team and has brought years of experience with him. Blake was able to increase the capacity of the Finance Department and took on the Payroll responsibilities within his role. He also trained and mentored the Finance Coordinator, Justin Hubble, who was hired in April 2022. Justin unfortunately left the agency to pursue a new career path in February 2023.
- In March 2023, Finance had a goal of restructuring the Finance Coordinator position to develop a recruiting strategy better suited to the growing needs of the department. Finance recognized the need to implement a retention strategy to ensure the sustainability and stability of the Finance Team. The strategy going forward is to support KPP staff training and development and offer a new, exciting opportunity to the successful applicant. Christine Sargent, currently a Client Services Supervisor at KPP, was the successful internal applicant hired in March 2023. Finance will support the transition by not only offering training and mentorship by senior Finance staff, but also offer 2 accounting courses from Fleming College. Christine started her new role as a Junior Financial Analyst with the Finance department on June 12th, 2023.
- Finance was really excited to bring on a new property management client into our property management portfolio in July 2022. Transitioning books, banks, and new auditors highlight some of the tasks completed throughout the transition, capping off with a successful year-end audit free of deficiencies present from previous administration. A true success story for KPP Finance!
- Finance will continue our growth strategies into 2023 and beyond, with attainable goals of weekly supervision, monthly checklists, cross-training coverage, and proactive, positive mentalities. Looking forward to a great 2023!

Communication

Goal: We will have implemented new methods for improving department communication and promoting consistency in practice.

Our Progress :

- Finance is utilizing weekly supervision meetings and a Master Checklist to ensure important goals are met in a timely manner in the department
- The IT Department has been and will continue to support all other departments in their Sharepoint/Office 365 endeavours.



Financial Goals Report

Information Technology

Goal: We will have completed a security audit on our information technology systems and train staff.



Our Progress :

- A security audit was completed in May 2022 and KPP received an evaluation and recommendation report.
- Finance did implement most of the recommendations from this audit. We offered cyber security training to our Administrative staff and Board Members in March 2023 provided by Shaw Computers. With the collaboration of the Human Resources department, mandatory training for IT Risk and Cyber Security was also provided to all Frontline and Administrative staff and it is now part of the mandatory training plan for each new hire. Finance also worked with the IT support provider to develop a strategy to meet and implement other safety and security recommendations. Finance is pleased to announce that the major IT concerns from previous years have been rectified and the completion of this project is expected during summer 2023 when the server migration to Office 365 occurs.



Connections

Goal: We will connect with agencies with similar funding and develop relationships with our funder.

Our Progress :

- The Director of Finance connected with the CSS Financial Group.
- KPP is now an active member of the Ontario Community Support Association (OCSA).
- Finance is continuing to build and maintain a good relationship with the City and Ontario Health.



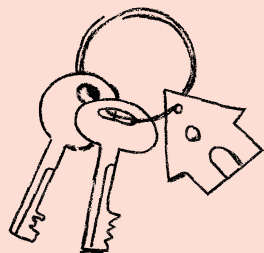
Full OCSA members are not-for-profit organizations which provide home care and community support services, contracted and funded by the 14 Local Health Integration Networks (LHINs) in Ontario. They are organizations of all sizes, providing a wide variety of services across the province.



Housing Goals Report

Collaboration

Goal: We will continue to break down silos within the agency to improve service as a whole.



Goal: We partner with the community to help end homelessness.

Our Progress :

- The Housing and Facilities Team welcomed a new Director. Bethann Corfe has brought valuable expertise and skills into her role.
- A Tenant Selection Committee was created with the Client Services team and it convenes with every unit vacancy
- In partnership with the Client Services team and Finance, the headlease at the St Peter’s site was updated with current units and clients
- Monthly communication meetings with Housing and Finance took place for most of the year.
- The Housing team rejoined the agency Joint Health and Safety Committee
- New Housing and Maintenance staff were onboarded in partnership with the Human Resources department
- Housing and Finance continue to work closely on budgets and reporting related to Towerhill Village and Property Management Clients

Our Progress :

- KPP implemented a homelessness priority for Supportive Housing and market rent units
- A new housing initiative is being explored with several community partners to take an active role in housing and supporting people from the By Name Priority List.

Property Management

Goal: We will have explored and implemented new property management opportunities and evaluated future capacity and scope of the property management program.

Our Progress :

- Kiwanis Scott’s Plains was added in July, 2022 as a new Property Management client with KPP.
- The Property Management program was reviewed with the Board and a decision was made not to pursue further clients at this time except to evaluate opportunities that arise on a case-by-case basis.
- A Maintenance Supervisor position was created and hired. Chris Reynolds has become a valuable member of the maintenance team along with his hardworking crew.



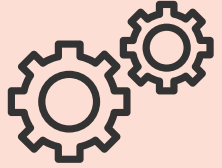
Housing Goals Report

Consistency

Goal: We will have implemented new methods for improving department communication and promoting consistency in practice.

Our Progress :

- A housing manual was created and is consistently being updated with new and existing processes.
- The Housing and Facilities SharePoint site was created with central access for Housing and Facilities staff



Supportive Housing

Goal: We will work with client services to provide additional units with appropriate support in both supportive housing and outreach services.

Our Progress :

- Funding for 2 new accessible units at Hilliard Park Homes was secured, the units completed and tenants identified in partnership with the Client Services Team.
- The Housing Department has acted in an advisory capacity to the Client Services team for housing related inquiries and agreements, including units related to new funding.
- All documents for the amalgamation of Hilliard Park Homes and KPP were approved and filed.



Human Resources Goals Report

Evaluation

Goal: We will complete frontline and client surveys and incorporate feedback into decision-making. We will actively implement quality improvement measures into the department using information gathered from surveys and best-practices in the field.



Our Progress :

Frontline and staff surveys were completed in early 2022 and results evaluated. Feedback received from the surveys (as well as other avenues) resulted in improvements that included:

Staffing Challenges

- Hiring 2 registered nurses on the Admin team
- 2 new full time Floater positions created to address unfilled shifts
- More notice of shift changes

Scheduling Challenges

- No more scheduled 16 hour shifts
- Hired KPMG to review Scheduling process (with frontline involvement). Implemented recommendations including:
 - Reducing service levels for evenings/ weekends
 - Identified minimum staffing levels
 - Updating of client support plans
 - Completed resource/ load leveling exercise
 - Developed and tested new standardized scheduling procedure that included weekends for some full time staff (February 1, 2023)
 - Higher involvement by HR in the hiring process
 - Training of new and existing staff on all locations
 - Establishing progressive disciplinary procedure for excessive late notice call-in's
 - Optimize the use of Alayacare system
 - 2023 overtime costs are projected to be reduced by 50% from 2022 and 100% from 2021 which resulted in 3 FTE frontline positions being added.

Breaking Down Silos

- Completed 9 Fireside Chats with frontline workers and relevant Administrative/ Management staff
 - Gathered more detail on how frontline workers feel appreciated
 - Implemented new ways of acknowledging years of service based on feedback (gift cards with increased amounts) and hand written acknowledgements
 - Updated staff on where the organization is going including Strategic Planning
 - Found out how people would like to receive communication

Additional Input Requested

- All Administrative and Frontline staff and the Board provided input into
 - Renaming the KPP Foundation
 - The Mission, Vision, Values
 - The KPP name and branding
 - The Strategic and Operating Plans

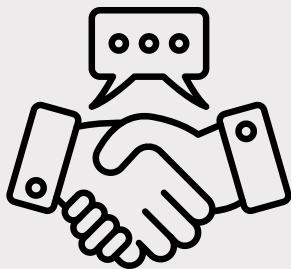
Human Resources Goals Report

Support

Goal: We will support all KPP departments in achieving their goals

Goal: We will update Board administrative processes and work in partnership to create a cohesive support system for the Board

Goal: We will support Client Service in quality improvement initiatives including recruitment, retention, Union negotiations etc



Our Progress :

- The Director of Human Resources became a Steering Committee member for the project with IMPACT Consulting that has over 25 pages of recommendations for quality improvement initiatives that HR will be an important partner in achieving.

Our Progress :

- HR took part in updating the Orientation process for new Board members and now oversees the administrative aspects of Board support such as minute taking for General and Committee meetings and keeping the SharePoint site updated.

Our Progress :

- HR has taken an assertive role in recruitment, retention and hiring of new staff. Key performance indicators include:

Time Period	PSW Staff Hired	PSWs Retained
January 1, 2022 to December 31, 2022	7	6
January 1, 2023 to June 2023	11	11

Time Period	PSWs who left KPP
January 1, 2021 to December 31, 2021	17
January 1, 2022 to December 31, 2022	12
July 1, 2022 to June 2023	0

Communication

Goal: We will have updated and created key human resource policies, resources and guiding documents. We will implement training and resources to support the new policies and procedures.

Goal: We will have successfully negotiated a new Collective Agreement.

Our Progress :

- A training plan was developed and implemented for 2022 that included frontline and administrative staff as well as the Board of Directors.
- 8 Human Resource policies were updated including Hours of Work, On Call, Paid Leave, Working from Home, Training and Development, Attendance Management, Performance Management and Vacation Entitlement.
- Regular communications based on Provincial and local best practices for COVID prevention were shared with all staff and the Board.

Our Progress :

- A new collective agreement was negotiated at the end of March, 2023. As of the date of this report, it is in the process of being ratified.

Client Services Goals Report

Policies and Procedures

Goal: We will have aligned our policies with the new Home and Community Care Support Service legislation



Goal: We will actively implement quality improvement measures into the department using information gathered from surveys, ongoing feedback, reports and best practices in the field.



Partnerships

Goal: We will increase visibility with community partners and Ontario Health and apply for new funding opportunities that meet our mandate if they arise. We will increase our Supportive Housing portfolio as opportunity and funding permits

Our Progress :

- KPP partnered with Trent University and hosted a Public Policy Student in the Winter semester. As part of her placement, Alita reviewed all Client Services policies and reported on any references that were used or needed to be updated, researched new information for updated policies and identified policies that needed updating.
- High priority policies that needed immediate updating were identified and updated such as Handling Client Funds, Controlled Acts, Lifts and Transfers and Medication. Those that haven't been implemented are waiting on final approval from field experts.



Our Progress :

- See scheduling summary in HR Report
- IMPACT Consulting was engaged and Client Services worked (and continue to work) extremely hard in implementing over 25 pages of initiatives related to quality improvement. As well as assessment and care plan goals achieved (detailed above), accomplishments included:
 - A new intake and referral process was developed and KPP joined a community initiative of implementing Caredove referral software
 - The client application form was completely redone to determine client eligibility and improve clarity
 - All Client Service staff received information on how to use Alayacare software and information and support to implement processes consistently
 - Documentation expectations and information were shared and implemented with frontline and administrative staff
 - The department provided input into the Attendance Management policy and started to consistently implement it with frontline staff
 - The incident reporting process was reviewed and consistent processes implemented
 - All lifts and transfers of clients were audited and recorded for safety and consistency of practice
 - The handling of client funds was reviewed and control measures implemented
 - A new medication process was implemented that follows best practices.

Our Progress :

- KPP applied for, and was successful in receiving funding from Ontario Health for 10 new Supportive Housing units. The application was in partnership with the City of Peterborough, the Brain Injury Association, Ashburnham Realty and our local Ontario Health Team. The roll out of these units continues in 2023.
- KPP has been partnering with VON, the City of Peterborough, Ontario Health and FourCAST to establish more supportive housing units with wraparound supports. Roll out continues in 2023.



B.I.A.P.R.
Brain Injury Association
Peterborough Region

Client Services Goals Report

Assessments

Goal: We will have completed assessments for all existing clients and those on the waitlist



Goal: We will complete frontline and client surveys and incorporate feedback into decision-making. We will communicate back to clients and staff on how their feedback has been used to make changes.

Our Progress :

- All Client Services Administrative staff were trained on how to do RaiCHA client assessments.
- Assessment cycles were set on clients' annual anniversary date with admin support entering these as tasks into the software for the supervisors
- The process for booking, completing and inputting assessments for clients into Alayacare was established and the supervisors were trained and provided with admin support
- All client care plans were reviewed and schedules amended as needed
- The Standards of Practice manual was created and updated with the assessment process.



Our Progress :

- See report on similar goal in HR



Years of Service

2018

Ashley Ferguson
Stacey Mogesi
Jane Raaymakers

2013

Shaun Merriam

2008

Tracey Carlton
Kelly Connelly
Sandra Fensom
Jackie Gerrow
James Wagstaff
Marjorie Shaw
Mar Francis De Leon

2003

Jenn Roche
Gabrielle Swartzman
Anne Kyle

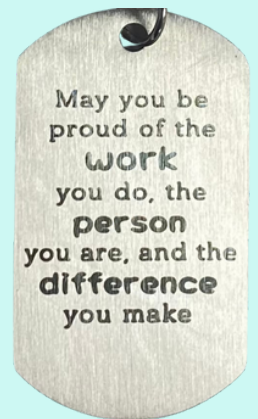
1993

Mark Anderson



Employee Recognition

This year KPP celebrated PSW day by gifting each frontline staff a keychain that will remind them of the impact they have on our clients each day. Moving forward, we will have employee of the month to show recognition more regularly.



Words from Our Clients

- "They talk to me like a person"
- "[They] make me feel safe and secure"
- "They're friendly, kind and funny"
- "They are all so good. Always smiling"
- "[Staff] knows what needs to be done, I don't have to tell [them] what to do, just what I want for dinner. I want to keep [them]."
- "They go the extra mile for me"
- "[They] treat me like a regular person and not someone with a disability"
- "I have so much respect for everyone in this building."

Marcel Peeter's New Home on Hilliard

In late 2021, KPP received Canada Ontario Community Housing Initiative (COCHI) funding from the City of Peterborough to create 2 new accessible units for KPP clients at Hilliard Park Homes. In May, 2023 the units were completed and the tenants were selected.

Marcel Peeters was one of the successful candidate for the brand new Hilliard Park Homes units. Prior to Marcel's stroke, he lived with his brother in Buckhorn. He moved through various unsafe living situations and as much as he wanted to leave, he would have to give away his beloved dog, so he stayed.



Marcel was up late one night and saw an infomercial about a doctor selling a cookbook. Marcel learned how food means fuel. He learned how to eat right and have a balanced meal. These tips helped Marcel to easily lose 130lbs from diet only. This ignited his passion for cooking. Marcel loves playing with food combinations and is committed to the theory that food is medicine. He learned to listen to his body and have more control over his health.



Over the next few years, Marcel's health was unstable, forcing him to live in hospital, while continuing to pay rent. He lived in an RV with his dog for a while before ending up back in hospital. Doctors believed Marcel's condition would worsen in the future and with the great risk of homelessness, Marcel was soon transitioned into living in a Long Term Care (LTC) home and was forced to give his dog to a friend.

Generally, LTC is not an appropriate place for a 50-year-old who continues to be independent and resilient. For three years, Marcel felt confined and restricted in the home, unable to make his own choices or have fun. Being served his meals and told what time to eat made him unhappy. During this time, he took his power chair on a 5-hour trip to Bobcaygeon to visit his dog he missed so much.

Marcel often goes on rides through Peterborough, to pick up items, or visit his family. His new unit is in close proximity to his parents' home, making his commute less than 30 minutes, instead of over an hour. Marcel's mother recently began using an electric wheelchair, so he was able to teach her how to use it and help her be comfortable. They began going on rides together through Jackson Park and look forward to experiencing the trails in the north end through the seasons.

Marcel loves laughing and being with good people. He looks forward to having guests over and entertaining in his new home. He plans to create his own menus and wants to use his energy to prepare meals in his new, fully accessible kitchen. Marcel is delighted to take back control of his health and his life.

Marcel has made it clear that he is very thankful for KPP for helping him, and others in similar situations. He said, "it's wonderful what you guys do. Anything I can do for KPP, you have my 100% support".



Jill McEnaney 24 Years at KPP



Most of us have had the pleasure of working with Jill McEnaney. If you didn't, you probably still know the name. Jill retired this June, and we are so pleased and thankful we had the chance to work with her.



Jill was an employee of 24 years! Throughout that time she wore many hats and she wore each one with pride and dedication. She was an advocate for every employee of KPP. Her years as a union steward representing and supporting staff was commendable. She was a voice that spoke to truth, honestly and fairness and she wasn't afraid to speak up for what she felt was right. She was trusted, and respected by all of us.

Jill was also the co-chair of the Occupational Health & Safety Committee. She took this role just as seriously because she cared, and strived for a safe workplace for us all. She was a straight shooter, often serious in meetings because she wanted answers and ones that she could trust that would prevent any further issues. She wanted to leave the meeting knowing staff could come to work and not just be safe, but feel safe. Although she was serious, when something positive happened her face would light up and you would see that familiar "Jill smile".

As much as she advocated for employees, Jill spent just as much time advocating for clients. Jill was a member of the Foundation Committee devoting her time to enhancing the lives of the clients. Jill barely missed meetings and if she did, it was because she was attending another KPP meeting that was pressing.

Jill cared, about everyone. In the last few years I'm sure she was tired. COVID was not an easy time, and yet, she never let that slow her down. She continued to advocate, support and make recommendations on how we can do things better.

The best way to describe Jill is easy. She was a force. A force that drove positive change through compassion, dedication and advocacy.

Jill, you will be missed so much. Thank you for giving us 24 years with you. It's been a true ride and an absolute pleasure working with you.

From all of us, we hold up a glass and CHEERS YOU for the amazing person that you are.

