



The Safehaven Project for Community Living
Exceptional Lives. Exceptional Care.

Exceptional Lives. Exceptional Care.



2016 - 2017 Safehaven Annual Impact Report

Why we exist

Everyone deserves a space where they can thrive. An environment that is safe, loving and allows them to develop to the best of their abilities. At Safehaven, we go the extra mile to deliver high-quality respite and residential care that is non-institutional and fun. With inclusive recreational programming, highly trained staff and modern home-like facilities, we deliver everything an individual needs to live a bright and rewarding life.

Who we serve

With a mandate to provide a safe and loving place for individuals with complex care needs, we opened our first residential homes in 1990. Our residential and respite care programs provide round-the-clock care, 365 days a year, for children newborn to eighteen years. They may be living with cerebral palsy, have a genetic or neurological/seizure disorder, or a visual or hearing impairment. With five locations across the GTA, we serve over 190 families every year.



Values



We are **QUALITY FOCUSED**



We embrace a **SAFETY CULTURE**



We will put **CLIENTS AND FAMILIES AT THE CENTRE OF OUR WORK**



We thrive on **RESPECTFUL INTERACTIONS**



We pride ourselves on **ACCOUNTABILITY**



We believe in **TEAM VALUES**

Vision

**Exceptional Lives.
Exceptional Care.**

Mission

To provide high-quality, family-centred and community-based residential and respite care for individuals with complex care needs.



Message

In February 2017, after extensive consultation with families, partner organizations and key stakeholders, Safehaven launched our new Strategic Plan for 2017–2022. During those consultations, we heard your voices and your concerns. Namely, that the options for children who are transitioning into adulthood are too limited, and that existing community services for individuals with complex care needs are severely lacking.



That is why we are currently exploring opportunities to expand our service offerings to adult aged individuals, developing programs and services to care for more medically fragile individuals, and implementing innovative therapy and recreational programs for our existing and future clients.

In brief, our strategic objectives over the next 5 years are to:

- Ensure quality and safety
- Expand our service offerings to adult aged individuals
- Create a highly effective organization
- Implement innovative care programs for our existing and future clients
- Strengthen bonds with clients, families and partners

We are enhancing existing partnerships and developing new ones with hospitals, community agencies and government ministries to deliver the services our community needs today, tomorrow, and for years to come. To ensure we continue providing the highest quality of care, we have started the process of completing our inaugural accreditation

cycle with Accreditation Canada. This process has been bolstered by the creation of multiple new roles, major renovations to all our properties, and investments in programs and training that reflect our commitment to quality, safety, team values and fun!

We want to take this opportunity to thank all our families for trusting Safehaven with the care of your exceptional children, our volunteers and donors for your ongoing support and collaboration, and our inspiring staff—some of whom have been with us for over 25 years—for their tireless dedication. We also thank Safehaven's Board of Directors for their leadership and stewardship.

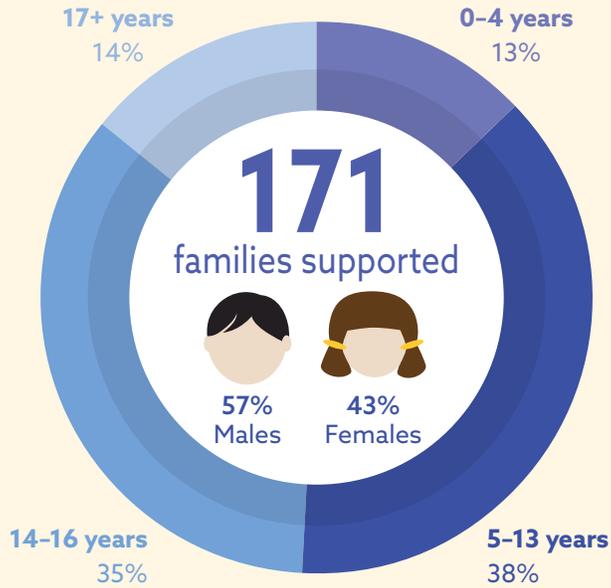
Thank you all for standing with Safehaven and championing our vision of *Exceptional Lives. Exceptional Care*. You have made this a transformative year!

Susan Bisailon
CEO

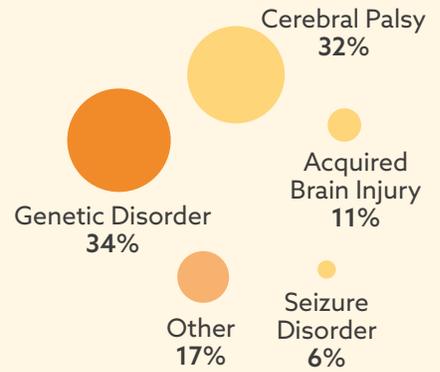
Connie Lombardi
Chair, Board of Directors

2016 - 2017 User profile

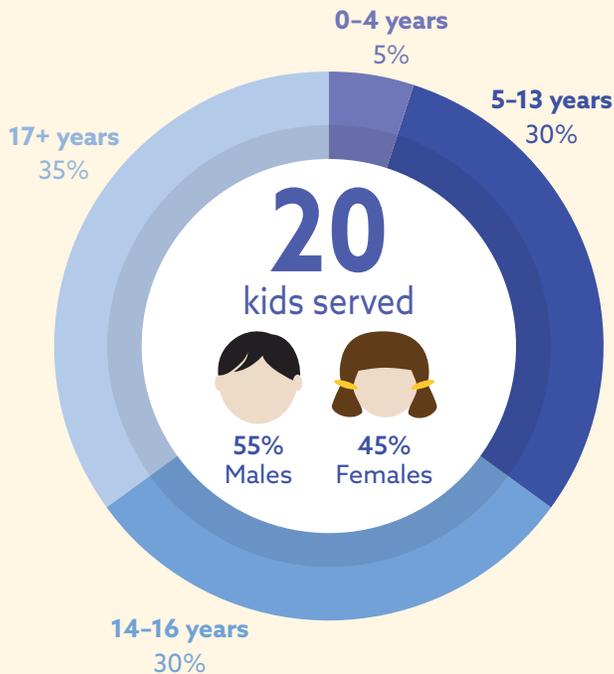
Respite



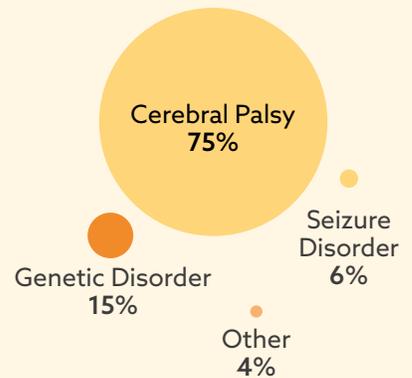
Primary diagnosis



Residential



Primary diagnosis





Team Values & Accountability

Safehaven's human resources team completed our new Talent Management Plan in 2017, a key step in our strategic planning. This plan will act as the roadmap for human resources initiatives for the next five years.

We have also introduced changes to our leadership and organizational structure to support quality, client safety and operations from front-line to senior leadership.

The following new roles were introduced in 2016-2017:

Director, Programs & Professional Practice – merges the Director of Operations and RN Educator positions to create a role overseeing education, operations and nursing for Safehaven.

Manager, Client Quality & Safety – responsible for the administration and oversight of all new programs aimed at improving quality of care and client safety.

Lead, Quality, Safety, & Strategic Direction – oversees governance, quality and Safehaven's process for successfully completing Accreditation.

Client Care Coordinators (CCC) – replacing the three residential supervisor roles, the site-specific CCC roles are designed to act as location supervisors and to provide direct care to the clients.

Client Care Educator – responsible for coordinating training, education and new initiatives across all of Safehaven's locations.

Recreation & Volunteer Coordinator – oversees the expansion of Safehaven's volunteer and recreation programs.

Development Officer – responsible for grant writing, corporate sponsorships, community outreach and donor stewardship.

Staff Recognition

Safehaven's dedicated staff work tirelessly every day to inspire positive change in the lives of the clients we support. Our strength is our staff and we celebrate the following service milestones:

10 years

Nancy Alfaro

Client Care Coordinator, Glenaden

Erin Chernoff

Residential Support Worker, Clayland

Fazia Guyadeen

Residential Support Worker, Bloor

Terry Patton-Markser

Residential Support Worker, Aurora

Manjit Randhawa

Residential Support Worker, Timber Lane

Isha Savory

Residential Support Worker, Clayland

15 years

Carol Hamilton

Residential Support Worker, Clayland

Olja Lavriv

Residential Support Worker, Glenaden

Narine Singh

Residential Support Worker, Clayland

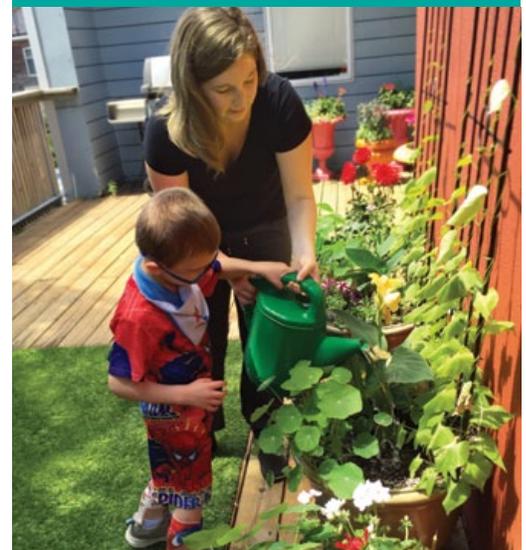
25 years

Opal Mclean

Residential Support Worker, Glenaden

Nancy Sison

Residential Support Worker, Clayland





Lucas and his caregiver playing in the new Smilezone room at Safehaven's Bloor Location.

Exceptional Lives. Safety Culture.

Lucas has been visiting Safehaven since early 2017. Just 18 months old, Lucas is a bundle of energy with a glowing smile and the cutest little laugh. A favourite of all our staff, he always enjoys cuddles, games and lots of personal attention.

"Safehaven staff devote careful attention to all aspects of his care."

Lucas is immunocompromised and can rapidly become ill. His guardians were looking for a place that could attend to his growing needs and provide a quick response to any change in his health. Safehaven was happy to rise to that challenge.

Lucas came to Safehaven at a time when his needs were becoming more complex, which necessitated

frequent trips to the hospital. In order to ensure Lucas' health and safety, Safehaven staff devote careful attention to all aspects of his care. This includes direct supervision by our Registered Practical Nurses, all our staff following strict handwashing procedures, and attentive cleaning of all his equipment and belongings.

With every passing day, Lucas is getting stronger and meeting more and more of his milestones. In the time that he has lived at Safehaven, he has even started to crawl and stand up. Lucas happily participates in most activities and in the last 30 days has enjoyed: playing with staff, watching cartoons, finger painting, exploring the backyard, listening to music, jumping in his exersaucer and visits from his mom.

Without a doubt, Lucas is loved by many and has a strong support system.



Exceptional Lives. Family Centred Care.

Oakley is one of Safehaven's newest respite visitors. At just two years old, he loves to make noise, meet new people and explore his environment. He and his family were referred to Safehaven by their coordination services worker, who identified that Oakley's mom would benefit from respite.

Oakley is diagnosed with life threatening events where his heart rhythm becomes either too fast or too slow and emergency intervention is required - there is no formal diagnosis for Oakley. Due to the severity of

his condition, he has spent a large portion of his first two years going in-and-out of hospital while his mom searched for the proper community supports. The family has only recently started to access out of home respite supports for Oakley, as he requires care from a Registered Practical Nurse (RPN) who is specially trained to react to his complex medical needs.

"... we have made expanding our service and program offerings a top strategic priority. In the last year, Safehaven created multiple new roles focused on nursing, education and safety."

Though these services are currently few and far between in Ontario, Safehaven is looking to become a leader in providing care to children with especially complex medical needs. Indeed, it is because kids like Oakley are underserved by the current system that we have made expanding our service and program offerings a top strategic priority.

In the last year, Safehaven created multiple new roles focused on nursing, education and safety. Our new Client Care Educator and Director of Programs and Professional Practice were directly involved in creating Oakley's care plan, and were able to take all the necessary steps to train our RPN staff to provide for his needs. After extensive online learning and hands on experience, these RPNs are now able to confidently deliver the specialized support Oakley requires.



Thank You MLSE Foundation!

Safehaven's partnership with Maple Leaf Sports and Entertainment has been successful in providing coveted recreational opportunities for our residents. Since July 2016, we have offered 33 sporting and concert outings to our respite and residential families.



Making meaningful connections and exploring the community.

Exceptional Lives. Inclusive Recreation.

What Safehaven means to me

Anita

I've been coming to Safehaven since 2012, so I guess it's been almost five years! Honestly, I knew right away that there were going to be fun times here, but I also felt some separation anxiety. On my first visit, I especially felt separation anxiety from my mom. Then I met some of the staff, like Marvia, and I instantly felt a connection and a feeling of safety. I knew that if there was an issue I could go to the staff for help and they would treat me with respect and kindness. On top of all that, I knew I could always call my mom – she was always just a call away.

“Then I met some of the staff, like Marvia, and I instantly felt a connection and a feeling of safety. I knew that if there was an issue I could go to the staff for help and they would treat me with respect and kindness.”

Over the last five years, I've had so many great experiences here – the staff always go the extra mile to make me feel comfortable and at home. One of my favourite memories was when the staff surprised me with tickets to see Jason Derulo in concert. The staff knew how much I love him and they reached out to the concert venue to get tickets. The staff staged it to make it seem like I got a note from

school and was in trouble, but when I opened the envelope, it contained a photo of Jason Derulo. I was so shocked! I was super excited at the concert and so happy. It really proved that the staff had taken the time to get to know me, and it was so incredible that they came together to make that experience happen for me.

I'll also never forget celebrating my 13th birthday at Safehaven. The staff made me feel totally at home, and spent the whole day celebrating with me. And just this year, they helped me get ready for my prom night. It was like a big family affair with the staff – getting ready and taking lots of pictures.

In addition to the great memories I've created here, Safehaven has really helped my family. It has given my aunt time for herself where she can do whatever she wants. I sometimes felt like I was an inconvenience to her when I was at home all the time – I always felt her love, but sometimes I would feel like I was holding her back. That's not the case anymore!

Safehaven has meant so much to me, and I really hope they can continue to grow and give their support to even more kids! I'm also excited about the possibility of Safehaven providing services to adult aged individuals. I have made some friends here at Safehaven over the years that can no longer come here because they aged out. I miss them and it would be nice to see them again at Safehaven!

Quality Focused Redevelopment

Partnering with the James Rutley Grand Memorial Fund and The Harold E. Ballard Foundation to deliver high-quality care

Thanks to the James Rutley Grand Memorial Fund at the Toronto Foundation and The Harold E. Ballard Foundation, Safehaven was able to transform our Glenaden home into a modern, accessible and home-like facility. Our largest construction project of 2016/17, the Glenaden renovation allowed us to update the entrance way, kitchen, main living area, laundry room, bathrooms and bedrooms at the home.

Specifically, the Glenaden renovation allowed us to improve accessibility and quality by:

- Rearranging the layout of counters and large appliances to create efficiency in space for staff and clients
- Increasing storage, which eliminated fall risks created by unused equipment and toys
- Allowing us to install durable, non-slip flooring throughout
- Creating desk space where staff can keep client health files confidential and organized.
- Upgrading technology throughout so residents can enjoy the latest entertainment

On July 6, 2017, our kids moved back in to their new and improved home. This was the culmination of months of careful planning, family consultations and stakeholder engagement – and our families, staff and partners couldn't be happier with the results.

The Glenaden renovation was a large part of an incredibly successful year at Safehaven. We are truly proud of what we have accomplished and hope that every community partner who supported us shares in that pride.



Partnering with the Smilezone Foundation to brighten up Bloor

Safehaven was selected by the Smilezone Foundation to reimagine our Bloor respite facility with the primary objective of creating a smile-friendly zone. The possibility of play and community engagement was created with a soft play area, sensory stations and an accessible community table. The Toronto Rock, our renovation partner, produced a one-minute video documenting their time with our kids, which was played on the jumbotron at the Air Canada Center during their charity game.

It is innovative and fun collaborations like these that are critical to the future success of Safehaven, and we are so grateful to the Smilezone Foundation and the Toronto Rock for stepping-up to support us in 2016.



“Respite gave us the opportunity to take a family vacation with our other children for the first time in over six years. We didn't realize how badly we all needed time away with each other.”

– Family Testimonial

Financial Statement

The Safehaven Project for Community Living Financial Statement Summary for the year ended March 31, 2017

As at March 31, 2017 | With comparative figures for 2016

SUMMARIZED BALANCED SHEET

	March 2017	March 2016
Assets		
Current assets	11,741,835	10,928,880
Capital assets	3,669,110	3,523,137
Total Assets	15,410,945	14,452,017
Liabilities and Fund Balances		
Current liabilities	454,803	391,813
Deferred revenue related to capital assets	1,540,048	1,332,192
Fund balances	13,416,094	12,728,012
Total Liabilities and Fund Balances	15,410,945	14,452,017

SUMMARIZED STATEMENT OF REVENUE AND EXPENSES FOR THE YEAR ENDED MARCH 31,

	March 2017	March 2016
Revenues		
MCSS/MCYS subsidy	4,309,434	4,354,057
Fundraising	284,133	259,333
Client contributions	371,073	244,191
Investments and other	483,285	169,993
Other	555,393	564,501
Total Revenue	6,003,318	5,592,075
Expenses		
Staffing	3,974,969	3,858,018
Occupancy	344,608	302,047
Client related fees and services	296,264	305,061
Office and general	362,741	322,290
Fundraising	69,104	86,587
Amortization	267,550	264,219
Total Expenses	5,315,236	5,138,222
Excess/(deficiency) of revenue over expenses	688,082	453,853

This information was summarized from the audited financial statements for the year ended March 31, 2017. The complete audited financial statements are available upon request.

Board of Directors

Safehaven's Board of Directors is comprised of experts in their respective fields, drawn from both the public and private sectors. Their expertise and guidance has helped us to continue our work supporting children and families with complex care needs.

Our directors serve as volunteers because they believe in our vision and our service. We're deeply indebted to their support and the invaluable gifts of their time and knowledge.

Connie Lombardi	Chair
Noela Fowler	Vice Chair
Shavone Lazarus	Secretary
Daniel Ionescu	Treasurer
Christie Blatchford	Director
Howard Borenstein	Director
Dr. Dina M. Kulik	Director
Ana Cristina Marques	Director
Mary Peterson	Director
Gaurav Singh	Director
Tony Zingaro	Director

Enoch and his mom visit Safehaven's Bloor facility for the first time.



Partners 2016 – 2017

Safehaven's accomplishments are the result of partnerships and successful collaborations with other organizations. Some of our key collaborations include the following:

Partners in Care:

Ministry of Children and Youth Services
Ministry of Community and Social Services
Children's Aid Society of Toronto and York Regions
Catholic Children's Aid Society
Toronto Central and Central LHIN
CCAC – Toronto, Toronto Central and Central East
Skylark Youth Services
Emily's House
Catulpa
SickKids
Holland Bloorview
Children's Treatment Network
Developmental Services – Toronto and Central East Regions
Canadian Association of Pediatric Health Centres
Remedy

Partners in Education:

York Region District School Board
George Brown College
McMaster University
Sheridan College
University of Toronto
Ryerson University
University of Guelph Humber
Seneca College
Toronto District School Board

Partners in Recreation and Fun:

RBC
Deloitte
Merck
PWC
Project Sunshine
Smilezone Foundation
Ontario Science Centre
Ripley's Aquarium
Toronto Rock
Jays Care Foundation
MLSE Foundation
St. John Ambulance
West Toronto KEYS to INclusion



Gratitude Report

Every donation, no matter how large or small, helps Safehaven deliver exceptional care to those most in need. Here are a few stories from donors of all ages and backgrounds about why they give.



Emily Yang,

Age 14, Hosted a charity piano recital
Raised \$320 in support of music therapy

Emily's piano teacher introduced her to Safehaven when she was looking for organizations that could benefit from the proceeds of her piano recital. After reviewing the website, she agreed it was a perfect charity to support. "I'm glad that I was able to help Safehaven," said Emily, "next year I hope to do it again, and that children from Safehaven can come to the recital."

"I personally really enjoy music and thought the kids at Safehaven would enjoy music as well."

Charlie Mullen

Age 7, Lemonade stand organizer

Raised \$11.75 in support of Safehaven's wheelchair swing campaign

When Charlie heard that Safehaven was fundraising for wheelchair accessible swings, he knew he could help. This was Charlie's 3rd fundraiser. When he was 5 years old, he sold over 100 cups of hot chocolate to raise money and awareness for his little sister with Angelman Syndrome who is supported with respite at Safehaven. Charlie will be organizing another stand next year because, "fundraising is fun!"



"Squeezing lemons was hard work, but the juice was good and it was a fun day with my friends."



"We are committed to promoting inclusive environments where children and young adults with disabilities can mature with their peers and reach their full potential."

Angels from Heaven Youth Foundation

Transformational Donor

Founders: Connie and Gino Lombardi

Donated over \$225,000 in support of community outings and renovation projects

The Angels From Heaven Youth Foundation was quick to respond to the call for donations in support of Safehaven's accessible swings fundraiser. Dedicated to integration, inclusion and recreation, the Foundation has been a transformational donor for years. "Our lives are shaped by experiences and I'm committed to ensuring that individuals with special needs have the opportunity to participate in community outings and inclusive programming," said Angels From Heaven founder Connie Lombardi.

Italian Car Day

Third-party event in support of Safehaven

Organizers: Nick Puopolo, Domenic Lavalle, Frank Cupido, Sadi Arbid, Charlie Alaimo, Chris Langley and Tony Zingaro

Raised over \$300,000 in support of recreational programming

The idea of Italian Car Day was conceived by Nick Puopolo and Domenic Lavalle during a weekly Thursday meeting with Italian car enthusiasts. The objective was to celebrate and connect with other car lovers, while celebrating the culture of Italian heritage, food, and music. Tony Zingaro, a Safehaven volunteer and Board member for over 15 years, suggested a charity partner and the collaboration was born. Widely considered the largest gathering of Italian cars in Canada, this year the organizing committee celebrated their 7th Annual Italian Car Day. "It doesn't seem like work when you're having so much fun with friends," according to committee member Frank Cupido.



"The reason we all volunteer our time is to bring joy to children and parents that need a helping hand."

"Respite affords us the ability to let our guard down emotionally and physically. We can sleep-in, plan our days in a less structured manner, and do simple things like going to dinner, a movie and talking on the phone. When our son comes home, everything just seems manageable again."

- Family Testimonial



Thank you to all our Donors

\$20,000+

Angels from Heaven Youth Foundation Inc.
Italian Car Day Inc.
James Rutley Grand Memorial Fund via the Toronto Foundation
PepsiCo Beverages Canada
Samuel, Son & Co. Limited

\$10,000 – \$19,999

GoodLife Kids Foundation
Hub International
IA Clarington
Kenaidan Contracting Limited
Lafarge Canada Inc.
LCJ Construction
LiUNA LOCAL 183
Nick Puopolo
Rexall Foundation
TD Bank Group
TD Securities Underwriting Hope
The Corporation of the City of Vaughan
The Harold E. Ballard Foundation
United Way Toronto & York Region

\$5,000 – \$9,999

Aurora Mayor's Charity Golf Classic
CanMar Contracting Ltd.
Clearway Construction
Corus Entertainment Inc.
Entertaining Affairs
Purolator Inc.
Royal & Sun Alliance
Jean & Susan Bisailon

\$2,500 – \$4,999

Anthony Farnell
Canadian Council of Construction Unions
Debbie & David Perrell
Ellis Don Corporation
Gazzola Paving Limited
Interior Care Ltd.
Jodal Health Care Inc.
Lorvin Steel Ltd.
P.M. Sheet Metal & Ventilation Ltd.
RBC
Tricia Scott

\$1,000 – \$2,499

3M Canada
4 Men United
Atlas-Apex Roofing Inc.
Bear Electrical Contracting
BLG Foundation
BLM Group
Burnac Produce Ltd.
Cadillac Fairview Toronto
Eaton Centre
Canada Helps
Canstay Immigration & Business Consulting Services Ltd.
CGI Information Systems
Dan Mullen
Dominion
Dorpal Investments Inc.
Ericsson
Exterior Railings Inc.
FabricLand Distributors Inc.
Ferma Food Products
Gary Prosserman
General Sprinklers Inc.
Gregory Perrell
Italia Arci
King Koating Roofing Inc.
Knights of Columbus,
St. Peter's Council
Marant Construction Limited
Marina's Interiors
McCarthy Tétrault Foundation
Meridion
MIC Financial
Nu-Trend
Open Text Corporation
Optimum Talent
Ozz Electric Inc.
Peter & Greg Walker Contracting Inc.
Pomer & Boccia Barrister & Solicitor
Pricewaterhouse Coopers PWC Management Services LP
Rocks Auto Restoration
Russell Investments Canada
Seacore Seafood Inc.
Shaw Media
The Benevity Community Impact Fund
The WB Family Foundation
Ticketmaster
Unilock Ltd.

Uxbridge Manor & Spa
Variation Music Artistic Sound & Lighting Inc.
Volturno Club
West Fire & Safety Inc.

"Safehaven has allowed me to get back to me. I felt lost and alone before Safehaven – now you're my second family. I appreciate everything the staff has done for my son and my family."

- Family Testimonial





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The Safehaven Project for Community Living

1173 Bloor Street West, Toronto, Ontario M6H 1M9

Tel: 416 535 8525 | Fax: 416 335-9782

www.safehaven.to

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