



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

# Exceptional Lives. Exceptional Care.

2017 - 2018 Safehaven Annual Impact Report

**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.



**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**



*Everyone deserves a space  
where they can thrive.*

## 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 above and beyond 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 provide everything an individual needs to live a bright and fulfilling life.

## Who We Serve

With a mandate to provide a safe and caring place for individuals with complex care needs, we opened our first residential homes in 1990. Since then, we have provided residential and respite care to thousands of families across the GTA. Our programs support individuals with a wide range of care needs, including those living with cerebral palsy, genetic or neurological disorders, and visual or hearing impairments. With five locations across the GTA, we now serve almost 200 families every year.



## Message

It has been an incredible year for Safehaven! We have been so impressed with the energy and passion of our team as we focused on achieving accreditation and striding towards the objectives laid out in our 2017 – 2022 Strategic Plan. We have truly been living our vision: *Exceptional Lives. Exceptional Care.*

Though this has been a year full of new achievements, we are most proud of our team for coming together in our pursuit of accreditation. After years of hard work and community engagement, it is incredibly exciting to be able to announce that we received Accreditation with Commendation from Accreditation Canada in June of 2018. A spectacular achievement in any context, but especially impressive considering this was our first attempt at receiving this certification. It is a wonderful affirmation that our quality and safety initiatives have been a success, and confirms that we are exceeding the highest of national standards.

In 2018, we reached out to many of you for your input and support. Without a doubt, your voices have strengthened and elevated our entire organization. One thing we heard again and again from our families and community partners is that programming for transitional aged youth remains a top priority.

On that note, we have been working tirelessly with our community, our clients, the Ministry of Children and Youth Services, and the Ministry of Community and Social Services to build an adult program here at Safehaven. The most exciting progress on this front is that we officially received approval to be a service provider for adults this year. Having this approval is the first step in our journey to being a provider for individuals with complex care needs who age-out of our services and have nowhere to go for care. We are pleased with our progress to date, and are currently working on securing new facilities and funding to support young adults with complex care needs. More good news is just around the corner!

Those are just a few of the accomplishments that our team has celebrated in the last year. We also completed a final round of renovations to our properties – all five of our locations have now undergone major renovations and upgrades within the last two years. Furthermore, we have made awesome strides in expanding our service offerings, planning for a life-changing opportunity to care for clients requiring



chronic ventilation. Over the next year, we will increase our involvement and activities in the Provincial Pediatric Ventilation Program, working side-by-side with the Toronto LHIN, SickKids, and Holland Bloorview to provide both respite and residential services.

This past year we supported nearly 200 families and, through the generosity of our partners, were able to enrich the lives of our clients through outings to sporting and cultural events. Volunteer groups, students and staff also organized countless creative activities like carnivals, superhero days and cooking classes. It was a wonderful year for recreational programming for our clients.

Last but not least, we continue to make progress in our commitment to create a just culture and align all staff to our values and promises. This important work has been advanced through comprehensive education programs being offered to staff, leadership, and board members. We are especially thankful to our friends at Deloitte Canada for working with our leadership team to develop new and important skills.

The last year for Safehaven has been defined by growth, innovation and incredible teamwork. As a result, we have become a stronger, more responsive and more caring service provider – We are so proud of every team member and community partner who has made this continuing transition a reality. We know 2019 will be an even bigger and better year for Safehaven!

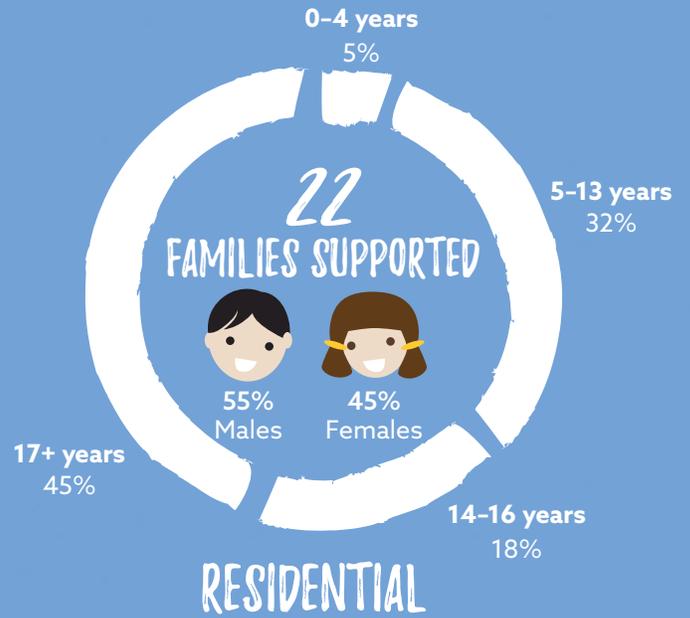
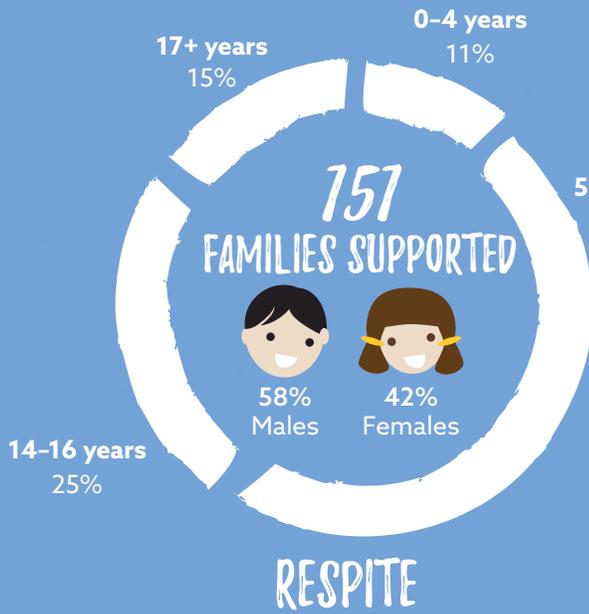
Kindest regards,

  
**Susan Bisailon**  
CEO

  
**Noela Fowler**  
President, Board of Directors

# Who We Serve

## 2017-2018 USER PROFILE



Primary Diagnosis > **CEREBRAL PALSY** | GENETIC DISORDER | SEIZURE DISORDER | TRACHEOSTOMY/ VENTILATION SUPPORT | ACQUIRED BRAIN INJURY



## Staff Milestones

Safehaven recognizes the following staff for their tremendous commitment to our organization, and their passion for providing excellent care:

### 5 Years

**Jovel Davis**  
Clayland

**Maria Gregoriou**  
Bloor Social Work

**Rachel Lund**  
Timber Lane

**Mercy Minimah**  
Timber Lane

**Obinwa Onyemachi**  
Aurora

### 10 Years

**Barbara Mason**  
Glenaden

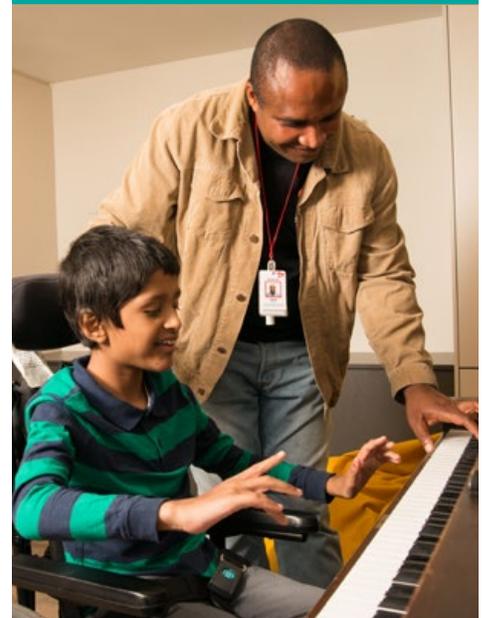
### 15 Years

**Andrea Johnson-Thomas**  
Timber Lane

**Gillian Mootoo**  
Bloor Respite

**Marilyn Tagaban-Udarbe**  
Clayland

**Kadeian Thompson**  
Bloor Respite



## Celebrating our Achievements

The 2017-2018 Quality Service Excellence Awards recognize individuals and teams that have embraced Safehaven's transformation journey and embody our organization's values.

### Quality

Individual Award  
**Mercy Minimah**

Team Award  
**QSR Committee**

### Safety

Individual Award  
**Nancy Alfaro**

Team Award  
**Timber Lane Team**

### Client & Family Centred Care

Individual Award  
**Briana Moncrieffe**

Team Award  
**Aurora Team**

### Respectful Interactions

Individual Award  
**Kaitlyn Church**

Team Award  
**Social Work Team**

### Accountability

Individual Award  
**Vimala Sait**

Team Award  
**CCCs**

### Team Values

Individual Award  
**Ellen Waring**

Team Award  
**Timber Lane Team**

### Youth Leadership Award

**Jade Brown**

**Catherine Zoe Whittaker Award**

**Greg Weller**

# Journey to Accreditation

## What is Accreditation?

Accreditation Canada works with healthcare providers, policy makers, and members of the public to improve the quality of health and social services across the country. Accreditation Canada sets National standards related to quality of care, medication management, leadership, corporate accountability and more, which must be met by any organization seeking certification.

In May 2016, Safehaven started to prepare for our first ever Accreditation Canada survey. We are proud to announce that in June 2018, we received Accreditation with Commendation.

## What is Accreditation with Commendation?

Beyond simple accreditation, organizations can also be given special recognition by Accreditation Canada. Accreditation with Commendation is used to designate organizations that went above and beyond the already high standards Accreditation Canada sets, demonstrating an exemplary commitment to delivering quality care. In particular, the on-site surveyors who assessed Safehaven were impressed with:

- The loving, kind, and caring nature of all our frontline staff
- Our brand-new, comprehensive staff education program
- The renovations and upgrades that have been made to all our locations since 2015



- Our extensive efforts to seek input from clients and families in all matters of care
- The comprehensive quality and safety plan that has been implemented organization wide
- Our Board of Directors, and their commitment to forging strategic partnerships with important community leaders including Holland Bloorview and SickKids

## Why is this an incredible achievement for Safehaven?

That Safehaven achieved Accreditation at our first ever attempt is impressive, but to also receive Commendation is a testament to the incredible hard work of our frontline staff, families, and community partners. We are exceptionally proud to be recognized as a community-based care provider that delivers the highest quality care.

## Where does Safehaven go from here?

Accreditation is a continuous journey. Just because we passed our first survey with flying colours, doesn't mean the hard work stops here. We will continue working with all of our frontline staff, families and community partners to ensure that Safehaven is identifying opportunities for improvement, further strengthening in areas where we already excel, and identifying new service areas where we can become community leaders.



WE ARE EXCEPTIONALLY PROUD TO BE RECOGNIZED AS A COMMUNITY-BASED CARE PROVIDER THAT DELIVERS THE HIGHEST QUALITY CARE.



Maddie and her family at Safehaven's Bloor facility.

## Expanding the Safehaven Mission: **Why Transitional Aged Care Matters**

One mom talks about her daughter's time at Safehaven, and why adult care would be a game-changer.

"Our family has been coming to Safehaven since Maddie was very small. She was only four or five when we first arrived, and now she's nineteen. It's unbelievable to think it's been almost fifteen years. To be entirely honest, when we first arrived I was really nervous and we had a couple hiccups,

but Safehaven quickly became like a second home to us. The staff always took such good care of Maddie, she was happy there.

My favourite thing about Safehaven was that as soon as we got in the parking lot and through the door, Madison started to giggle and show all sorts of happiness. She knew where she was, and was happy to be there. Also, the staff always welcomed her like she was the most important person in the world! The staff were always interested in our family, and would always have friendly chats with us whenever we would pass through. We really quickly felt a special connection here. It was a comfortable place – like part of our extended family.

**The staff always welcomed her like she was the most important person in the world!**

Since she turned eighteen, we have struggled a bit to find the same quality of care. I can't express how much it would mean to our family if Safehaven developed a transitional aged youth program. We were very sad to have finished at Safehaven, especially because it was a place we trusted for so many years. They are so hard to find! The care we rely on now is a bit piecemeal, and it is very hard to get the same kind of time that was offered at Safehaven. The respite we have now is very sporadic and activities that are offered are very limited.

It gives me a lot of hope to know that Safehaven is working hard to develop a transitional aged youth program. It would be a dream if young adults like Maddie could continue accessing the kind of care she enjoyed throughout her childhood."

**"Safehaven gives my husband and I a chance to take a break and relax, all while knowing our son is in a safe and caring environment."**

— Family Testimonial



## Attaining Peace of Mind: Why Respite Care Matters

See how Safehaven respite care has helped one family relax and recharge.

Marlowe has been visiting Safehaven since early 2015, when she was only two years old. Now five, she is a bundle of energy that always puts a smile on the face of our staff. Diagnosed at a young age with a rare and complex genetic disorder called Angelman Syndrome, Marlowe and her family have become frequent users of our respite services. We sat down with Toni, Marlowe's mom, to do a quick Q&A on what Safehaven means to her family.

### Let's start with your first visit to Safehaven...

**Toni:** Marlowe had her first intake visit just after her second birthday, but it took us over six months to finally try Safehaven's respite services. Honestly, it took me awhile to get over the idea that I wasn't the only one that could care for her. My husband Dan and I wanted to attend an Angelman Conference in Chicago, and with three kids, it isn't easy to find care for all of them, so that's when we finally booked Marlowe's first visit. We have continued to use Safehaven ever since and Marlowe still really enjoys her visits!

### What does Safehaven mean to your family after three years of using the service?

**Toni:** Caring for a child with complex needs is exhausting. Safehaven not only gives me a break, but allows her brothers to enjoy a bit of time where they are the centre of attention. It also provides Marlowe with variation in her daily routine, which is really good for her.

### What difference has respite made in your life?

**Toni:** In the last year, Marlowe has changed and my image of her has changed. I thank Safehaven, in part, for that shift. She attends sporting events, skating shows, even the circus! At pick up, I'm told she enjoys the big crowds. I used to think that big crowds could only overstimulate her, and that she'd always end up pulling hair or getting really stressed. Safehaven staff helped me see her differently and I've been able to shift a habitual way of parenting her because of that.



Marlowe with her Dad in the newly renovated Snoezelen room at Bloor facility.

### If you could change one thing about Safehaven, what would it be?

**Toni:** It's a small thing, but I'd love a bit more information about what my child has done during her visit. The staff are usually really good at following-up, but I'd love a whiteboard in her room with a few bullet points about everything she'd done during her stay.

### What would you say to another family considering using respite for the first time?

**Toni:** Just do it and do it early! You cannot be the only caregiver for your child, and the longer you wait the more challenging that transition will become. Your child will likely be upset during drop off, but that's developmentally and emotionally appropriate. A little upset is ok. It doesn't serve our kids to protect them from uncomfortable emotions.



## Partnering with OMERS and TD Securities to deliver happiness

Thanks to the Ontario Municipal Employees Retirement System (OMERS) and the TD Securities Underwriting Hope Fund, we were able to expand our recreation and leisure programs, and deliver even more fun in 2017 and 2018. It is with the deepest gratitude that we recognize OMERS for their gift of \$10,000, and TD Securities for their gift of \$15,000.

This money was vital in ensuring we could offer our kids the chance to participate in a diverse and exciting range of accessible recreational activities. Specifically, this money helped our kids:

- Explore their inner rock star during music therapy
- Relax in our newly renovated Snoezelen multi-sensory room
- Exercise in our accessible outdoor pool
- Unwind during our in-house pet therapy sessions
- Discover the thrill of the open water on a CharterAbility boat cruise
- Enjoy the sights, sounds and action of a Toronto Raptors game
- Learn about dinosaurs and the ancient world at the ROM
- And so much more...

Put simply, our government funding is only sufficient to cover the cost of care and necessities, it is not adequate to support these special programs, which enrich our clients' lives. It is impossible to express how grateful we are to every community and corporate partner who makes these programs a reality.

We are incredibly proud of the ever expanding recreation and leisure program at Safehaven, and are beyond happy to work with OMERS and TD Securities to offer more families more fun.

## Partner with Safehaven and Make a Difference!

Hosting a fundraising event can be a fun and meaningful way for friends and neighbours to raise money for our charity. Safehaven relies on donations to provide recreational programming, various therapies and in-house events for our clients. These activities are a highlight for everyone — many memories and experiences are made possible because people like you, donate. For more information visit: [www.safehaven.to/get-involved/organize-your-event](http://www.safehaven.to/get-involved/organize-your-event)



# Gratitude Report



Greg Weller

## Volunteering at Safehaven

Greg is one of our favourite volunteers. In celebration of his all-star commitment to our team, we thought we'd ask him a little bit about why he loves to volunteer at Safehaven:

"I learned about Safehaven through the Angels from Heaven Youth Foundation, and instantly wanted to get involved with the work Safehaven does everyday. Out of all of my volunteering memories, I would have to say helping to bring the children to their pool day was my favourite! As soon as the kids saw the pool, you could see the happiness just overwhelm them. It was humbling to experience the joy that the water gives to these kids and how much they appreciate all of the support the staff members and volunteers provide.

If you are interested in volunteering with an organization that truly helps better the lives of children, you should get involved with Safehaven. Safehaven provides volunteers with the opportunity to flexibly dedicate their time with administrative duties, one-on-one supervision of clients, as well as assisting with outings into the community. Safehaven is a fantastic organization where volunteers like me are appreciated for all of the help they are able to lend."

**For more information about volunteering visit:**

[www.safehaven.to/get-involved/become-a-volunteer/](http://www.safehaven.to/get-involved/become-a-volunteer/)

"Since living at Safehaven I have seen my child thrive in this community. The multiple activities, therapies and the quality care bring us certainty that we've made the right choice for our family."

— Family Testimonial

## Thank You Kids Up Front Foundation!



Safehaven's partnership with Kids Up Front Toronto has helped our clients and families score incredible accessible seats to some of Toronto's most coveted sporting and cultural events. We can't thank them enough for the joy they have delivered to our respite and residential clients this year!



## Partners 2017 – 2018

Safehaven's success is a direct result of the partnerships we have forged with key community organizations. We would like to thank the following for their continued support:

### Partners in Care:

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

### Partners in Education:

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

### Partners in Recreation and Fun:

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



### GoodLife Kids Foundation

**Donated \$15,000 since 2016 to support the aquatic therapy program at our Clayland location**



The GoodLife Kids Foundation exists to provide children with special needs access to programs and organizations that make it easier for them to be physically active in a fun, safe environment. Just like Safehaven, GoodLife Kids Foundation knows that even children with complex care needs deserve to enjoy the thrills and benefits of being physically active.

For kids with complex care needs, the path to getting active isn't always as simple as signing up for lessons at the local pool or trying out for a team. It is often difficult to find accessible programs with the right adaptations and support to match their needs. Not only that, but the cost is often higher for adaptive programs, or the locations are inaccessible.

That is why GoodLife and Safehaven partnered to provide aquatic therapy opportunities for clients utilizing our respite and residential services – all at no additional cost to families. Funding from the GoodLife Kids Foundation supports our North York swimming program, which allows our clients to experience the incredible physical and mental benefits associated with swimming. Through this partnership with GoodLife, we give kids with complex care needs the environment and the support to thrive through physical activity – something that the GoodLife Kids Foundation strives to achieve in everything they do.

Lisa Burrows, Executive Director of the GoodLife Kids Foundation, reflected on their partnership with Safehaven, "Everything we do at the GoodLife Kids Foundation is dedicated to breaking down barriers, so kids with special needs can have equal access to physical activity programs and resources. That's why we were pleased to have the opportunity to work with Safehaven to support a community-based program that accomplishes this mission and so much more."

We would like to thank everyone at GoodLife for their incredibly generous financial support!

“Safehaven gives our daughter a chance to participate in events and activities we would never be able to access otherwise. From creative field trips to aquatic therapy, the variety of recreational and leisure opportunities is really impressive.”

— Family Testimonial



**Katelyn Matias**

## Walked 5k on behalf of Safehaven, raising \$2,020 to support recreational and leisure programs

“I got involved in the marathon through my work as a frontline care worker at Safehaven. It seemed like a great team building exercise that included both our staff and clients. It was also a great opportunity to get the Safehaven team involved to help raise money and awareness for the organization in order to help support our children with complex needs and disabilities. I knew that raising money would ensure our clients could enjoy a fun-filled summer of recreational activities and outings.

My personal highlight from the marathon was seeing all our locations come together as one. Also, seeing how much our clients enjoyed the run! There were a lot of smiles and good vibes all around. Our Timber Lane team is known for its passionate nature when it comes to the quality and care we provide our clients.

In addition, our competitive side definitely played a role in our successful fundraising — I think our Timber Lane team raised almost \$6,000, which is just incredible!

I thought it was important to raise money not just for the sake of raising money, but because it was also a great opportunity to promote Safehaven as an organization and make people aware of the high-quality care we provide for children with complex medical needs. I would definitely encourage others to get involved in fundraising for Safehaven. It’s such a great cause, and the money you raise really benefits our respite and residential clients.”

Would you like to know more about supporting Safehaven? Visit: [www.safehaven.to/get-involved/sponsorship-opportunities/](http://www.safehaven.to/get-involved/sponsorship-opportunities/)





Taking care of the plants in the garden at the Bloor facility

## Board of Directors

Noela Fowler	President
Connie Lombardi	Past-President
Tony Zingaro	Vice-President
Daniel Ionescu	Treasurer
Shavone Lazarus	Secretary
Eric Clarke	Director
Ana Cristina Marques	Director
Sacha Kennedy	Director
Dina Kulik	Director
Judy Litwack-Goldman	Director
Mary Peterson	Director
Gaurav Singh	Director
Kim Stelmacovich	Director



## Financial Statements

### Summarized Balanced Sheet

	March 2018	March 2017
<b>Assets</b>		
Current assets	11,029,039	11,741,835
Capital assets	4,707,348	3,669,110
<b>Total Assets</b>	<b>15,736,387</b>	<b>15,410,945</b>
<b>Liabilities and Fund Balances</b>		
Current liabilities	464,675	454,803
Deferred revenue related to capital assets	1,642,616	1,540,048
Fund balances	13,629,096	13,416,094
<b>Total Liabilities and Fund Balances</b>	<b>15,736,387</b>	<b>15,410,945</b>

### Summarized statement of Revenue and Expenses for the Year Ended March 31

	2018	2017
<b>Revenues</b>		
MCSS/MCYS subsidy	4,495,905	4,309,434
Fundraising	367,885	284,133
Client contributions	431,405	371,073
Investment income	171,256	483,285
Other	575,199	555,393
<b>Total Revenue</b>	<b>6,041,650</b>	<b>6,003,318</b>
<b>Expenses</b>		
Staffing	4,021,967	3,935,606
Occupancy	417,286	280,506
Client related supplies and services	328,209	318,890
Office and general	416,874	327,307
Investment management fees	55,106	38,678
Fundraising	318,488	146,699
Amortization	270,719	267,550
<b>Total Expenses</b>	<b>5,828,649</b>	<b>5,315,236</b>
<b>Excess of revenue over expenses</b>	<b>213,001</b>	<b>688,082</b>

"Safehaven is great at communicating with my family and accommodating our needs. The respite process, from dropping our son off at Bloor until we pick him up, is so smooth. On top of that, the staff members are so caring. I couldn't ask for anything more!"

— Family Testimonial

# Thank you to all our Donors

## \$20,000+

Angels from Heaven  
Youth Foundation Inc.  
PepsiCo Beverages Canada  
Samuel, Son & Co. Limited

## \$10,000 - \$19,999

Italian Car Day Inc.  
LiUNA LOCAL 183  
Nick Puopolo  
TD Securities  
Underwriting Hope  
Visa Canada Corporation

## \$5,000 - \$9,999

FabricLand Distributors Inc.  
JP Bickell Foundation  
King Coating Roofing Inc.  
Link Charity Canada Inc.  
Omers Foundation  
Terry Fryett  
The Corporation of the  
City of Vaughan  
Woodbridge Soccer Club

## \$2,500 - \$4,999

3M Canada  
Anthony Farnell  
Burnac Produce Ltd  
Corus Entertainment Inc.  
David Sasso  
General Sprinklers Inc.  
GoodLife Kids Foundation  
J.B. Donnelly  
Jean and Susan Bisailon  
Kenaidan Contracting  
Limited  
Lafarge Canada Inc.  
Open Text Corporation  
RBC Foundation

## \$1,500 - \$2,499

4 Men United  
Baird MacGregor Insurance  
Brokers LP  
BLG Foundation  
Canadian Council of  
Construction Unions  
Connie Lombardi  
Dan Mullen  
David and Debbie Perkell  
Distict Tech  
International Union of  
Painters and Allied Trades  
District Council 46  
Knights of Columbus,  
St. Peter's Council  
Noela Fowler  
P.M. Sheet Metal &  
Ventilation Ltd.  
Price Waterhouse Coopers  
PwC Management  
Services LP  
Remoferrigroup  
Reversomatic Manufacturing  
Limited  
Sam Maltese  
Shoppers Drug Mart  
TD Bank Group  
Total Plumbing &  
Mechanical Inc.

## \$500 - \$1,499

ABB Inc.  
Accident Rehab Consultants  
Affinity Global  
Anixter Canada  
Band of Hearts  
Brenda Lopes  
Chubb Insurance  
Crestwood School Parents  
Association  
DanMac Plumbing &  
Drain Service Ltd.  
Frank Pennate  
Gary Prosserman  
Gerlie Aquino  
Gismondi Construction  
Limited  
Gregory Perkell  
HBNG  
IA Clarington  
Jim Nevins  
Jodal Health Care Inc.  
Joseph Telch  
Luxor Collection Inc.  
M & R Bookkeeping  
Services Inc.  
Maple Lodge Farms Ltd  
Mary and Silvano Maiorano  
McCarthy Tetrault

MFIVE Sports  
Pasquale Polidoro  
Peter & Greg Walker  
Contracting Inc.  
Robert Half Canada Inc.  
Russell Investments Canada  
Samsung Electronics  
Canada Inc.  
Unilock Ltd.

## Special Thanks for your contributions to our Home Renewal Project!

Marcon Kitchen &  
Bath Studio  
Marcon Bath Studio  
Caplan's Appliances  
Project Group  
EMA Systems Inc  
Perfect Stainless  
Jack Fratia from Marble Trend  
Narles Construction  
Perconte Group Plumbing  
John and Grace Construction  
TFH Canada

Kimone at the  
Toronto Marathon.





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

**The Safehaven Project for Community Living**

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[www.safehaven.to](http://www.safehaven.to)

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