

Exceptional
Lives.
Exceptional
Care.



Annual
Impact Report
2018-2019



The Safehaven Project
for Community Living

MISSION

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

VISION

Exceptional Lives.
Exceptional Care.



VALUES

- We are Quality Focused
- We Embrace a Safety Culture
- We 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



WHY WE EXIST WHO WE SERVE

Safehaven Plays a Significant Role in the Community

Serving one of the most vulnerable populations in Canada, the Safehaven Project for Community Living provides exactly that – a safe haven for children and young adults with multiple disabilities and complex care needs. With over 14,000 individuals living with medical complexities on the Developmental Services waitlist¹, and parents of these children and young adults paying between 2.5 and 20 times the amount in medical costs alone², the situation is alarming. These daunting medical needs, social isolation and increasingly scarce resources can be debilitating for exceptional children, young adults, families and caregivers, especially for those with complex medical care needs.

At Safehaven, we believe every individual has the right to experience life to the fullest. For more than 25 years, our inclusive and high quality client and family centred care has supported the physical, emotional, psychological well-being of the people we serve. We encourage healing, exploration and empowerment through an array of recreational programming such as art therapy, music therapy and community connection in a non-institutional and fun environment.

Our goal is to build and expand a system of care by offering programming, respite and residential supports and a home for children and young adults unable to be cared for at home. We believe that regardless of your age or medical complexities, every individual has the right to seamlessly integrated care that will ensure they can lead an exceptional life - right where they are. Our committed staff has the privilege of working with these exceptional clients and their families on a daily basis – all working together to ensure every individual can experience life to the fullest.

At Safehaven, we see miracles happen every day.

“Moving my son into residential care was both difficult and a relief. Safehaven has energetic staff, music therapy, pet therapy, Jacuzzis, and other programs. What he loses by not being at home he more than gains at Safehaven. It made things easier at home for our other kids as well.” -

Parent



¹Ombudsman Ontario. Nowhere to Turn, 2016.

²Ontario Association of Community Care Access Centres. Health Comes Home: A Conversation About Children with Complex Care Needs, 2013.

MESSAGE FROM OUR CHAIR & CEO

It's been an exciting year at Safehaven, filled with accomplishments that are contributing towards changing the course of community-based care for children and young adults with medically complex care needs. The annual report is an opportunity to pause, celebrate the strides we made and reflect on the work yet to be done.

As we look to grow and expand our imprint, strong relationships and collaborations that are aligned to our work and able to support our vision are critical. This year we focused on strengthening partnerships in many areas that directly impact our model for care delivery, family involvement, government relations and philanthropy. We made new clinical and academic partnerships; developed a strategy to support transition aged young adults; and refreshed our stakeholder relations strategy.

This year we advanced our services and expertise in many important ways including expanded programming to serve more medically complex clients. Our commitment to improving care has been further enhanced through our partnerships with our academic and community-based hospitals, Children's Aid Societies, the Ministry of Children, Community and Social Services (MCCSS) and other community agencies. As a result of these partnerships, we have been able to transition technology dependent individuals into the community after years of living in hospitals. This is a significant achievement and a direct result of Safehaven's efforts to continually review our criteria for care to ensure that individuals receive seamless care that is aligned with best practices.

Safehaven participated in the Connected Care pilot project funded by the Ministry of Health and Long-Term Care (MOHLTC) with SickKids. This program ensures that our staff has access to a Registered Pediatric Nurse for advice and consultation 24/7 through virtual outreach. These cross-continuum partnerships are enabling care to be delivered in the right location thereby impacting and reducing the stress on our health system. Our goal is to be a partner in the community that enhances integrated care.

We completed several of our own research projects with academic partners such as Rotman School of Management, OCADU's Design for Healthcare Master Program and Humber College – Faculty of Business to garner more insights into the transitions of children into adulthood. The findings from these studies indicate that our young adults with

medical complexities and their families struggle with the transition into adulthood and describe this phenomenon as “falling off a cliff” with respect to the changes and lack of options for care and support currently available.



We are proud of our achievements but are just getting started. Our transformation is happening within a larger system transformation of health care in Ontario. We believe our organization is well positioned to succeed and grow with these changes. We have been actively engaging with all levels of government to help shape support for our population. Our strategic plan is geared to address critical gaps that currently exist in the system for children and their families as they turn 18 and become young adults. Safehaven with the support of our Board of Directors and partners is committed to:

- Growing our footprint by building state-of-the-art facilities in the GTA that is capable of caring for 100+ exceptional people from children into adulthood.
- Building facilities that are inclusive and intentional in design at an affordable rate, ensuring our clients live with dignity alongside other members in the community.
- Developing solutions where care is integrated and delivered in the community rather than in hospitals, thereby providing holistic support to clients and reducing pressure on the system.

As a care focused organization, the most important thing we do is to lead with compassion and listen to those we serve. Together we can create a better world where our clients experience joy and live to their full potential.

We couldn't do what we do without the many volunteers, donors, supporters, families and special individuals who identify Safehaven as an organization of choice, giving time, energy and resources to improve the lives of our clients and residents. Thank you. Your commitment elevates all of us and enables our clients to have a better quality of life.

We look forward to continuing this journey with you.

Susan Bisailon
CEO

Noela Fowler
Board President

OUR CLIENTS

2018-2019

USER PROFILE



PRIMARY DIAGNOSIS

- Cerebral palsy
- Genetic disorder
- Seizure disorder
- Tracheostomy/ventilator support
- Acquired brain injury
- Ullrich Muscular Dystrophy
- Spinal Muscular atrophy
- Developmental delay

RESPITE CLIENTS

200
CLIENTS

GENDER

40%
69 Females

59%
103 Males



AGE BREAKDOWN



RESIDENTIAL CLIENTS



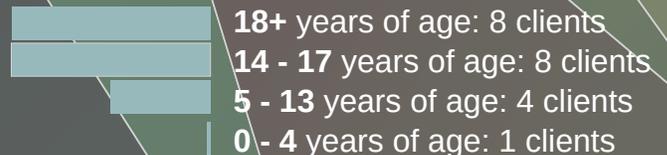
21
CLIENTS

GENDER

45%
10 Females

59%
12 Males

AGE BREAKDOWN



2019 VALUES AWARDS

The 2018-2019 Quality Service Excellence Awards recognizes individuals and teams that have truly embraced Safehaven's transformation journey and embody our organization's values.

Quality Award

Team Award

Ventilation - Tracheostomy Project Team - Safehaven, Holland Bloorview Rehabilitation Hospital and SickKids Hospital

Individual Award

Ellen Waring

Team Values Award

Team Award

Team Glenaden

Individual Award

Marliser Regis

Accountability Award

Team Award

Operations and Clinical Services

Individual Award

Kanchana Wickrama
Briana Moncrieffe

Zoe Whitaker Award

Knights of Columbus (Cardinal Carter Assembly Woodbridge)

Client-Family Centred Care Award

Team Award

Team Aurora

Individual Award

Sheena Malto

Safety Award

Team Award

Ventilation - Tracheostomy Project Team - Safehaven, Holland Bloorview Rehabilitation Hospital and SickKids Hospital

Individual Award

Rachel Lund

Respectful Interactions Award

Team Award

Family Partnership Council

Individual Award

Nancy Alfaro

Young Leadership Award

Luke Gregg

In Memory of our Dear Friend and Colleague Barbara Mason

Fiercely loyal, a strong advocate, and compassionate.

These are only some of the wonderful attributes of our friend and colleague, Barbara Mason. Barbara had dedicated her life to caring for others. One could say that her true passion was bringing a smile to someone else's face.

Barbara's unbridled passion for our clients was evident in everything she was involved in. During her 10-year career with Safehaven, Barbara worked as a primary caregiver to clients, acted as the Glenaden OHS representative, helped create new policies during the accreditation process, and held several different house roles. She always had the best interests of our clients in mind. Barbara was one of our clients' strongest advocates.

Working with Barbara was an absolute honour and joy. She had a way of instantly making her colleagues feel like a part of the Glenaden gang. Without her, our team is incomplete. With her humour, quick wit, and laid-back personality, Barbara was a cherished team member.

We all miss her and hope she is enjoying a front-row seat to all the Blue Jays' games up in heaven.



THE FUTURE OF SAFEHAVEN

Our clients have multiple disabilities and complex care needs – needs so multifaceted that their families and caregivers are unable to fully support them at home. However, there is little community support for children and young adults who require life-sustaining technology, forcing them to live their lives at home with limited supports or in the hospital, which can create feelings of isolation. The system of support for these families is sparse and fractured. Safehaven is the only help they can count on day after day. For those individuals who are 18 years of age or older, they simply have nowhere to turn and Safehaven is limited in providing the needed services.

“They don’t want to go, and there is nowhere to go.”

- Safehaven Staff Member

Clearly the needs of our exceptional clients do not end the moment they legally become adults. In fact, an individual’s complex conditions and care needs can become even greater in their adulthood – particularly when they are not living in an environment that can provide essential clinical interventions and available services are even more difficult to find.

We Believe

As a system, we can do better to support individuals with medically complex needs and their families. We are committed to providing a client and family centred, seamless and coordinated transition of care from childhood through to adulthood.

We Commit

Safehaven is focused on championing a “Thriving in Place” strategy based on our experience and knowledge of this demographic’s critical need for services. To do so, adequate respite services and transitional programming must be available so that our clients, regardless of their age, can live an exceptional

life and their families can do the same. Through effective partnerships and mobilization, Safehaven is aiming to increase its reach and support an additional 100+ exceptional individuals to thrive; providing a seamless strategy from childhood into adulthood.

This Year

We have been working diligently to build and cultivate new and ongoing partnerships with clients and families as well as with external organizations such as acute care and rehabilitation hospitals, community service providers, post-secondary institutions and government partners at all levels. We are happy to share two major milestones on our journey:

1. Safehaven has received approval from the Ministry of Children, Community and Social Services to serve adults in our residential program. This allows us to continue to support our exceptional clients after they turn 18. Our focus in 2019-2020 is achieving Quality Assurance Measures (QAM) compliance.
2. Our relationships with our hospital partners, community agencies and families are evolving. After extensive discussion and planning, we are strengthening our partnerships across the continuum as we carry on with our enhanced programming for children and young adults with complex care needs in the community including chronic ventilation and technology dependent needs.



“Transitioning is really frightening, I have no clue what’s coming ... There is going to be a lot of change coming up, and it’s not just the [changes with] school, or the government, but also the health issues. It’s so much at once. It’s all at once.” - Parent

OUR CLIENTS' JOURNEYS:

DESHAE'S STORY



Imagine having an energetic, engaging and enthusiastic 11-year-old daughter with her whole life ahead of her. Suddenly...unexpectedly...that vibrant young girl acquires a traumatic brain injury, leaving her unable to speak, walk and no longer able to recognize her family -- for the rest of her life.

This is Deshae's story.

It was an experience that Deshae's mother, Denise, described as "a shock to the family and a shock to our world." This new path meant the start of a long and traumatic journey as Deshae's family came to understand what the future would look like. After spending

six months in hospital, Deshae moved from SickKids to Holland Bloorview and finally, settling into Safehaven where she has since lived for four years. Safehaven was the light at the end of the tunnel.

"One of the hardest things I've had to do as a parent was hand my child over to people I didn't know. I would visit residential facilities and leave in tears – until I found Safehaven. The children were smiling, some laughing – I wanted to see Deshae smile like that," Denise shared. "From the beginning, Safehaven has been so accommodating and provided comfort from the moment Deshae moved in. Safehaven has been a home away from home."

Children like Deshae often experience many transitions when living with complex care needs. This is why Safehaven is so committed to working with acute care partners like SickKids and Holland Bloorview, making every transition a seamless one.

The staff at Safehaven has become part of Deshae's family, making sure she is in a safe, supportive and loving environment each and every day. And when Denise arrives at Safehaven, they take a step back so she can care for her child, just as if they were at home together.

Denise's ultimate goal is to bring Deshae home permanently, but there are so many challenges to overcome such as accessibility requirements and home renovations. Navigating the system and tapping into the right funding to support Deshae's needs is difficult, but Denise and her family aren't in it alone.

Safehaven is always here to provide advice and guidance, answer any questions and ensure that every exceptional individual and their family members receive the support needed to live happy and healthy lives. After all, that is what every exceptional person deserves.

"One of the hardest things I've had to do as a parent was hand my child over to people I didn't know. I would visit residential facilities and leave in tears – until I found Safehaven. The children were smiling, some laughing – I wanted to see Deshae smile like that."

TYSON'S STORY



Tyson was born 18 months ago with a very rare condition. Doctors shared with his mother, Christa, that he will never be able to see, hear, walk or talk. Imagine being told your child will never hear your voice. Imagine he will never hear the words: "I love you."

The first six months of Tyson's life were spent in acute care and rehab facilities as he required a ventilator to breathe and round-the-clock care. Many first-time parents experience anxiety when they bring their baby home. In Tyson's case, his parents needed to plan how to provide for Tyson's complex care needs without the security of a clinical setting. Christa and her husband knew they were going to need help.

Respite support for families like Tyson's are a lifeline, but can be challenging to access for children with complex needs, particularly when they are technology-dependent. However, Safehaven didn't hesitate and welcomed Tyson with open arms. During his respite sessions, Tyson receives one-on-one specialized care from Safehaven staff supporting his physiotherapy, making sure they are doing their part to help Tyson reach his milestones. These are milestones his parents were told he would never achieve.

STORIES OF HOPE

Leaving the house as a family is a huge endeavour when factoring in Tyson's life-supporting technology. His parents rarely leave the house at the same time. While Tyson is at Safehaven, Christa and her husband can take time to manage the millions of things that life throws at us – moving, car repairs, taking your spouse to the doctor or simply resting. "A lot of times, respite means you have a funeral to go to or an unexpected situation where you can't physically take your child. You use those days so they have a safe place to go so you can take care of what you need or just take care of yourself."

When asked what they would like to see for the future, Christa shared that increased respite days would be a life saver. As a result of changes to provincial supports, Tyson's family context has shifted and they will only have five individual days at Safehaven this year.

As for Tyson, he is thriving. Despite his original diagnosis, he can see, hear and is starting to pull himself to a standing position. Full-on cruising is expected imminently. Tyson is an exceptional child and as Christa says,

"He's our little miracle."

"A lot of times, respite means you have a funeral to go to or an unexpected situation where you can't physically take your child. You use those days so they have a safe place to go so you can take care of what you need or just take care of yourself."

CAMERON'S STORY



When Corinna received the exciting news that she was pregnant, she knew right then that her world was going to change. She experienced all the joys of an expectant mother, however, never imagined that her son Cameron would make his arrival seven weeks early and have complex care needs for the rest of his life.

From the moment he was born, Cameron showed the world that he was a fighter, spending the first seven weeks of his life in the intensive care unit at Mount Sinai Hospital, getting stronger every day.

Despite putting on weight and showing signs of progress, Corinna quickly noticed that Cameron wasn't hitting any of his milestones. She had a sinking feeling that something bigger was happening. And she was right. Cameron was diagnosed with cerebral palsy.

As Cameron entered his teenage years, the need for respite support grew. Corinna travels frequently for work and pleasure, and she wanted to ensure that Cameron was well taken care of while she was gone. Safehaven became their safety net.

Cameron loves everything about Safehaven – it's a safe, supportive environment where he has made friends and feels at home. Taking Cameron to Safehaven for respite is never a problem; it's when Cameron has to leave that he gets upset. He just loves Safehaven so much!

Your 18th birthday marks your official status as an adult, but for Cameron it also meant that he had "aged out of the system" and had nowhere to go. These exceptional young adults and their families still require supports but have access to little resources. As Corinna puts it, "it's very difficult to find respite supports for Cameron. The main option is a nursing home, which is not the right place for him."

"It's very difficult to find respite supports for Cameron. The main option is a nursing home, which is not the right place for him."

Safehaven is working diligently to ensure that young adults like Cameron can continue to build friendships, have a safe place to go and to live the exceptional lives that they so rightly deserve; that they can thrive in place right here, at Safehaven.

In the meantime, Cameron is focused on big plans for his future. He will be volunteering at Safehaven and after that, he plans to attend college – nothing is going to stop Cameron from living his exceptional life.

THERE IS STRENGTH IN **PARTNERSHIP**

Safehaven has been fortunate to partner with three incredible organizations this past year. These partnerships have helped us research and assess system gaps as well as further our understanding of the barriers our children face as they transition into adulthood. Thank you to everyone who made these partnerships happen.

The Rotman School of Business

As part of an independent project, Anjana Dattani conducted a research study that focused on the challenges of transitioning complex care youth into the adult-funding systems. Through extensive research, identification of key issues and development of concrete recommendations, Safehaven is better positioned to advocate for change to expand support for this vulnerable population.



“Transitioning from the pediatric care system to the adult care system is like falling off a cliff.” - Parent



Ontario College of Arts and Design - Masters in Health System Design

Safehaven and OCADU partnered together to research the needs and experiences of children with complex care needs and the families that support them. Throughout this work, we learned that these families feel as if they are “falling off the cliff” due to the lack of resources available to adults living with medical complexities. This partnership has allowed for a deeper understanding of the families’ experiences as well as the systemic challenges that exist.

Humber College - Faculty of Business

Nine students in their final semester of the Bachelor of Commerce (Management Studies) degree program spent four months working on their Capstone Project with Safehaven staff on two separate research projects:

The first team conducted a mapping of services provided by Ministry of Health and Long-Term Care (MOHLTC) to families of patients with complex medical needs – hospital, specialist, home and community care services – all of which was used to develop a GAP analysis of the missing factors and the related impact on the economy, in order to propose strategies to consider for the future.

The second team conducted a pre-feasibility analysis for the creation of a new facility for clients with complex

medical and technology dependent needs to both under and over the age of 18, and developed a business plan that included costing, equipment requirements, funding requirements/opportunities, capital needs, provision of care requirements and more. This work will go a long way in aiding Safehaven to embark in this important endeavour.



VOLUNTEER RECOGNITION: RBC ROYAL BANK OF CANADA

RBC Gives Back at Safehaven

We are so thankful for the volunteers who come to Safehaven to spend time with our clients and provide vital support to our organization. The amazing team at RBC is no exception.

RBC never ceases to amaze when they walk through the door. They are always so engaging with the kids and forever putting smiles on their faces. With 39 RBC employees volunteering with us since 2017, our exceptional clients have had the opportunity to paint flowerpots, play with clay, make picture frames and more. You can feel the excitement in our hallways when RBC is on the scene.

These incredible volunteers really do go above and beyond, even donating their time to help out at our inaugural Illumination event this year. We cannot thank everyone at RBC enough for your generosity, engagement and time - you are truly making an impact on all of our clients.

Thank you!



“Safehaven is a beautiful environment filled with the joy and laughter of children who are surrounded by people who truly care about their well-being. To be a small part of this place as a volunteer, I have the privilege to interact with these amazing children who teach me something new every time I visit.

From painting bird houses, to building gingerbread mansions or making Mother’s Day cards, I will never forget the happiness I feel when I’m with each and every one of those kids. Safehaven is a magical place that everyone should experience as it gives you an appreciation on how to live life to its fullest!”

- Barry Peters, RBC Volunteer



CORPORATE RECOGNITION: ECCLESIASTICAL INSURANCE

Our community partners play an integral role in the lives of our clients. In honour of Ecclesiastical Insurance and their grant of \$25,000 to our Therapeutic Environments program, our Bloor Respite Snoezelen room will be getting a new name.

As part of Ecclesiastical Insurance's 2018 Community Impact Grant Program, this grant is given to projects that make a positive and sustained impact on the community by benefiting youth, vulnerable and under-represented people.

"We were thrilled to support the Snoezelen room at Safehaven. We had an opportunity to visit Safehaven and learn about their mission of supporting children and young adults living with complex care needs.

We felt that this project truly benefited the vulnerable in our community."

- Joe McKeown, Vice President of Underwriting, Ecclesiastical Insurance

The Snoezelen room is a multi-sensory environment that provides a relaxed space to calm and reduce agitation with soothing sounds, gentle light and touch, while also allowing for stimulation through exciting visuals and textures to explore.

We cannot thank Ecclesiastical Insurance enough for this tremendous contribution that will go a long way in helping our clients to lead exceptional lives.

Ecclesiastical Insurance is owned by Allchurches Trust Limited (ATL), one of the largest registered charities in the United Kingdom. All of their income, with the exception of operating costs, is re-distributed to charitable initiatives.

Thank you for your generous support!



"It was great to see the tremendous addition that the Snoezelen room makes at the Safehaven facility. I can see how the features of this room really add to the experience for the children and young adults who are able to spend time at this complex.

This room builds on the great atmosphere that the staff at Safehaven have worked so hard to create in support of the community they are serving."

- Karen Braithwaite
Vice President of Business Solutions
Ecclesiastical Insurance

COMMUNITY SUPPORT: KNIGHTS OF COLUMBUS



Knights of Columbus make the holidays something to remember

For the past 14 years, the Knights of Columbus Cardinal Carter Assembly have been hosting its “Christmas For Kids” event, a wonderful evening for the community featuring a festive celebration, magical entertainment, and more.

This year, Safehaven partnered with Knights of Columbus to bring this wonderful event to our exceptional clients.

On December 16th, 2018, the annual “Holiday Brunch” was born! At our Bloor location, the Knights of Columbus treated more than

200 clients and their families to pancakes, clowns, face-painting and a special visit from Santa Claus himself! Our clients were also thrilled to get the chance to choose their own Christmas presents. We are thankful for the unforgettable evening provided to our clients and for the long-lasting memories our clients will have of the holiday season.

We would like to thank everyone at the Knights of Columbus Cardinal Carter Assembly for their incredible generosity! We look forward to this year’s “Holiday Brunch”.



FINANCIALS

Summarized Balance Sheet

	March 31, 2019	March 31, 2018
Assets		
Current assets	11,242,687	11,029,039
Capital assets	4,663,720	4,707,348
Total Assets	15,906,407	15,736,387
Liabilities and Fund Balances		
Current liabilities	300,679	464,675
Deferred revenue related to capital assets	1,475,926	1,642,616
Fund balances	14,129,802	13,629,096
Total Liabilities and Fund	15,906,407	15,736,387

Summarized Statement of Revenue and Expenses for the Year Ended March 31, 2019

	2019	2018
Revenues		
MCCSS subsidy	4,541,505	4,495,905
Fundraising	305,204	314,003
Gifts in Kind	76,516	53,882
Client contributions	629,033	431,405
Investment Income	428,104	171,256
Other	576,085	575,199
Total Revenue	6,556,447	6,041,650
Expenses		
Staffing	4,213,406	4,021,967
Occupancy	465,914	443,531
Client related supplies and services	322,939	328,209
Office and general	404,548	416,874
Investment management fees	58,134	55,106
Fundraising	126,669	238,361
Gifts in kind	76,516	53,882
Amortization	387,615	270,719
Total Expenses	6,055,741	5,828,649
Excess of revenue over expenses	500,706	213,001

Note: Certain comparative figures have been reclassified to conform with the presentation adopted in the current year

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A BIG THANK YOU TO ALL OUR DONORS!

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\$500 - \$1,499

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The Safehaven Project for Community Living

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