



WE BELONG

Impact Report 2019-2020

safe
haven

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WE BELONG



Safehaven exists to change perceptions around what it means to live with medically complex care needs. We believe that everyone is an exceptional human being who deserves independence and belonging.

Safehaven is a home where care is boundless. A place that lifts the load and bridges the gap between home care and healthcare. The environment we create with our clients is a place where everyone's voice is heard; where potential is unleashed.



We are honoured to be a part of the exceptional lives of our clients.

It takes a community to care for an exceptional individual with complex care needs. Safehaven is that community.

This is where **WE BELONG.**

WHO IS

safe haven





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.

PROMISES

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

OUR MANIFESTO

Born out of these unprecedented times, is a new moment for Safehaven. We have solidified our purpose in the following manifesto:

Nothing will test you like this will.

It tests your patience.

Your spirit.

Strength.

It changes what you care about.

Who you care about.

What you appreciate.

It impacts your goals.

Your dreams.

It's one of the biggest hardships you'll ever endure.

But finding life in difference. That's rewarding.

Rise above perception

Rise up to resilience.

We all belong.



MESSAGE FROM OUR CEO & BOARD PRESIDENT



Susan Bisailon, CEO

Firstly, as our fiscal year came to a close, we'd be remiss not to acknowledge the COVID-19 global pandemic that has changed the way the entire world works... **We want to thank our Safehaven heroes who have gone above and beyond to care for our clients over these past months.**

We are proud of the progress made in 2019-2020 to achieve our ongoing goals – providing care, fostering a sense of belonging and inclusion, that will make life more equitable and inclusive for those with medically complex care needs. In fact this year is unforgettable for many reasons. We are honoured to take a moment to celebrate some of our achievements accomplished in our 2019-2020 Annual Impact Report.

Firstly, as our fiscal year came to a close, we'd be remiss not to acknowledge the COVID-19 global pandemic that has changed the way the entire world works. The pandemic significantly impacted our organizational operations and our clients, families, and employees. We really were better together. We want to thank our Safehaven heroes who have gone above and beyond to

care for our clients over these past months. We've also been astounded and grateful for our community that has supported our employees amidst the unprecedented uncertainty. Thank you.

Our 2017-2022 strategic plan gave Safehaven the foundation we needed to support the organization during these challenging times. We have reviewed the plan continuously and elevated our care in accordance with national standards. Programs like Accreditation Canada, the Studer Group leadership development, and Quality Assurance Measures (QAM) compliance have positioned us well with confidence, tools, and an exceptional team to rely on throughout the pandemic.

Our collaborative partnerships have enabled Safehaven to synchronize our internal and external successes. One example is our onboarding of an Advanced Practice Nurse

Educator on secondment from SickKids to increase our education levels and ensure our employees have been able to cope and carry out all the necessary practices during COVID-19. A broader example is Safehaven's leadership role in the Developmental Sector. We have created an Infection Prevention and Control program that provides site inspections and learning modules intended to support organizations throughout the pandemic and afterwards.

We've also assembled an interdisciplinary roster of partners, united around the exceptional clients at Safehaven. This includes local hospitals, care agencies, educational institutions, and respective governments so we can address and remediate sectoral gaps in service delivery and develop a collaborative response so that all of our clients can thrive in place.

All of these efforts have contributed to better enabling the delivery of high-quality, community-based care for children and youth living with medically complex care needs in our community. We are eager to continue our work with the provincial government and our external partners. As they say: "it takes a village."

As part of our road to excellence, we also continue to foster the development of our employees who inspire innovation and growth at every turn. Our recent implementation of the Studer Group leadership model has helped to develop communication,



Noela Fowler, Board President

accountability, and team unity within our organization and the future leaders who are passionate about the clients we serve. We are proud to boast about our highly skilled employees who not only practice our core values of quality and safety but live them in their everyday routines. They are precise and compassionate, and we could not deliver exceptional care without them!

Solidifying the future for transitional age youth and adult clients has been the driving force behind our innovative housing vision.

We've spent much of the last year redefining what it means to create socially inclusive living spaces, and as we look to the future, we know the foundation we built will bring our vision to life.

Outside of our central tenets of quality and safety, Safehaven is as strong, spirited, and unified as ever; the high standards we've set for ourselves and our sector have been instrumental in our recent successes. Taking these extra steps toward additional certification has been beneficial for us as an organization and ultimately increased the quality of care and

overall experiences that the clients who need our services most are able to receive. Whether it is through infrastructure, logistics, or with a focus on client care, we continue to advance strategically, fulfilling our mission promises.

We look forward to continuing our journey to ensure that each and every one of our clients and their families receives the quality care and life experiences they deserve.

We are changemakers.
We are advocates.
We are community.
We Belong.

A handwritten signature in black ink that reads "Susan Bisailon".

Susan Bisailon, CEO

A handwritten signature in black ink that reads "Noela Fowler".

Noela Fowler, Board President

OUR FUTURE - SWEET 18

Most kids look forward to their eighteenth birthday as they enter a new stage of life – adulthood. But for kids living with medical complexities, turning eighteen means something entirely different.

Our current system is fractured. The number of programs and services available for people over the age of eighteen with complex care needs and their families are essentially non-existent. Families and caregivers have nowhere to turn as they try to figure out what the future will hold in store for their children.

Safehaven is on a mission to change the landscape and provide safe, high quality care from childhood through to adulthood.

Safehaven is working towards a unique housing model that will benefit our clients as they grow into adulthood so they can thrive in place. We will know we have succeeded when we have proactive, and smooth transition of respite, residential and programming supports available to clients and families in their communities, when they need them.

With approval to serve adult clients achieved, we are ready to begin our next steps. Our focus is on co-creating a service design with our clients, families and community partners that will ensure everything from infrastructure and service programming, to digital engagement and community dialogue, will meet our clients' unique needs. From there, we will launch a digital solutions strategy to strengthen awareness, understanding and capacity of the community by supporting continual engagement, education and system navigation through a two-way platform.

One manifestation of our vision, will be new infrastructure in Toronto and Vaughan that will enable Safehaven to support over 100 additional individuals.

Research already conducted on international innovations in service design will be leveraged to ensure our programs and facilities provide safe and high quality care and support mechanisms.

The relentless pursuit of our goals will continue as we maintain our focus on advocating on behalf of our clients and the sector, building and executing a successful philanthropy program and engaging our community to work alongside Safehaven to achieve our mission. Better still, by breaking down barriers and changing perceptions, we will live our vision of being resilient, being inclusive and ensuring that we all belong.

THE CLIENTS WE SUPPORT

192

clients

41%



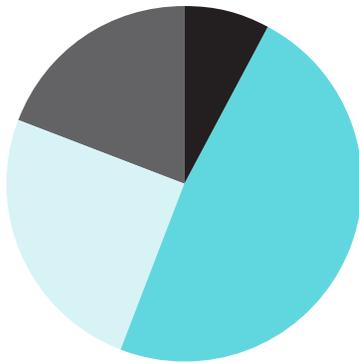
79 female clients

59%



113 male clients

AGE BREAKDOWN



- 0-4 years , **8%** (16 clients)
- 5-13 years, **48%** (91 clients)
- 14-16 years, **25%** (48 clients)
- 17+ years, **19%** (37 clients)

REFERRAL SOURCES



- Hospital/Healthcare **30%**
- Self Referral/ Family Friend **22%**
- Local Health Integration Network **19%**
- Community Service Providers **10%**
- Children's Aid Society **5%**
- Other **14%**

TOP PRIMARY DIAGNOSES

- Cerebral palsy
- Developmental delay
- Muscular dystrophy
- Genetic disorder
- Down syndrome
- Seizure disorder

OUR COMMITMENT TO HIGH QUALITY AND SAFE CARE

Exceptional Lives. Exceptional Care. Providing best in class care is the heart of our Vision, and at the core of building and delivering the highest level of service and programming to our clients and their caregivers.

MEETING AND EXCEEDING STANDARDS

Building on our work with Accreditation Canada on the quality of care, we further enhanced our performance in hand hygiene and medication reconciliation practices this year. In 2019, we achieved Quality Assurance Measures (QAM) compliance, which enables us to provide adult clients with an exceptional care experience in alignment with Ministry standards.

A big part of providing care that is safe and high quality is continuing to challenge ourselves to improve. In 2019, we entered into a collaborative partnership with the Canadian Patient Safety Institute (CPSI) through a Safety Improvement Project in the area of Teamwork and Communication. An inter-professional team from Safehaven attended the May 2019 CPSI Congress and is now implementing resultant best-in-class frameworks. Strategies for improvement include a focus on the handover of client

information during shift change for front-line employees, and other practices to ensure seamless and successful communication amongst employees, clients and their families at our Bloor location.

EDUCATION

Education is a part of the quality improvement journey. This year, we continued our semi-annual education days built around demonstrations of new policies and practices for front-line employees across all five locations. We strengthened our partnership with SickKids by onboarding an Advanced Practice Nurse Educator who continues to work with us to modernize our client care practices.

Safehaven believes that a team is only as good as its leaders. In 2019, we hosted a variety of opportunities for all employees to improve their ability to lead. We joined forces with leadership development consultants, Studer Group, to increase engagement and collaboration across our team and track progress so we can celebrate everyone's victories.

One of our Client Care Coordinators (CCC), Nancy Alfaro, shared the significant impact that this education has had on Safehaven's ability to deliver exceptional care: "Employees with a positive outlook bring harmony to the workplace which brings unity to a team."

These educational opportunities have created an atmosphere where employees have begun to encourage, acknowledge, and celebrate one another and the team. Safehaven is dedicated to creating a culture of safety, quality improvement and continuous learning, where we can reflect and openly discuss how we can do better within our team, and in partnership with our clients and families.

2020 VALUES AWARDS



The **2019-2020 Values Awards** recognizes individuals and teams that have truly embraced Safehaven's transformational journey and embody our organization's values.

AWARD: QUALITY FOCUS

Individual Winner: Sarah Seergobin
Team Winner: Glenaden House

AWARD: SAFETY

Individual Winner: Rachel Lund
Team Winner: Occupational Health and Safety (OHS) Team

AWARD: CLIENT AND FAMILY CENTERED CARE

Individual Award: Vimala Sait and Brenda Kielley
Team Winner: Aurora House

AWARD: RESPECTFUL INTERACTIONS

Individual Winner: Sheena Malto
Team Winner: Clayland House

AWARD: ACCOUNTABILITY

Individual Winner: Angel Payawal
Team Winner: Leadership Team

AWARD: TEAM VALUES

Individual Winner: Nichola Higgs
Team Winner: Achieving QAM Team

CATHERINE ZOE WHITTAKER AWARD

Maggie Mills

YOUNG LEADERSHIP AWARD

Sonia Sandhu

MILESTONE YEARS OF SERVICE

20 YEARS: Mary Lafond

15 YEARS: Brenda Kielley

5 YEARS: Tochi Onbinwa-Onyemachi
Korede Olufemi
Verna Tyrell

WE BELONG: CLIENT STORIES

THE IMPORTANCE OF RESPIRE: RHY'S STORY

Rhys, now 11, is the youngest of two boys. On his second day of life, he started having intractable seizures and after two weeks at Mount Sinai Hospital, he was diagnosed with a global developmental delay, epileptic encephalopathy and cortical blindness.

At 18 months old, Rhys was the 118th person in the world to be diagnosed with a genetic disorder consisting of a mutation on the KCNQ2 gene. As Rhys got older, it became harder to find caregivers who could work with him because he was too heavy and difficult to move around. This is when Rhys' mum, Natalie, came across Safehaven.

Rhys is now a regular client at Safehaven and his parents use the respite program to not only support Rhys but allow them to take care of some of their other needs as well. "Safehaven starts to feel like your home away from home. It deserves more recognition and more community support. I think if they had more funding, they could have more support for more kids to live a fuller life."

Natalie expressed that managing the care of a special needs child can be like a full time job. "Mums have to be champions for our kids. We have to be the one to navigate a system that's brand-new to us. We have to ask questions over and over until we uncover what we need and make sure we've exhausted every avenue. Each child is unique and it's up to us to give our very special kids the best chance at life. This can be overwhelming, and lonely." Her dream is to have consistent in-home care on a regular basis for Rhys while using Safehaven for situations like vacations and weekends away.

"It wasn't until three years ago that I accepted Rhys fully for who he was. When I accepted the change, that's when things got better for both me and my family. I'm glad that a service like Safehaven is there. Safehaven

allows you to feel normal on the weekends. To be a regular person who doesn't have to worry about things like moving a wheelchair in and out of your car. To feel free for a change. The stress that people are feeling in quarantine right now is a lot like everyday life for a family with kids with special needs."

"When we drop Rhys off at Safehaven it feels like an extended family to us. You get what you give and if you treat Safehaven like family, you get treated like family."

Individuals with medically complex needs and their families can often feel invisible as they struggle to get the supports they need and deserve. Community-based respite care is a critical support that provides immense benefits to both the individual and their family.



For individuals, respite care facilities give them the opportunity to simply enjoy themselves while temporarily getting a break from treatments and therapies. It also gives them a chance to socialize, express themselves and develop important skills through different recreational and leisure activities. For families,

respite provides a short break and relief from the physical, emotional and financial stress 24/7 caregiving can cause. Safehaven supports these needs by providing top-quality care to children with medically complex needs while their families take some well-deserved time to rest and recharge.

RESIDENTIAL CARE PROVIDES SECURITY: TIA'S STORY

Tia was born in Japan and has lived all over the world with her family including places like Singapore, Australia, the USA and Canada. On a trip back to Australia, it became increasingly apparent that Tia had health issues. After taking Tia to healthcare professionals, she was ultimately diagnosed with Cerebral Palsy, Autism, Developmental Delay, Cytomegalovirus and seizure disorder. Finding high quality and trustworthy care for Tia was extremely difficult but necessary because her father, Brett, travels frequently for work. The family went through eight nannies before learning about Safehaven through some internet research.

“It was incredible to find Safehaven and to have her be a part of the program. You have no idea how it’s impacted my life,” says Brett.

When Tia’s family arrived in Canada seven years ago, she wasn’t going to school which meant as a young teenager, she was often home all day, bored and unstimulated. Tia is all about routine and the biggest struggle in the beginning was that there wasn’t a great deal of routine in her life.

Brett is grateful to Safehaven for being sensitive and responsive to Tia’s needs. “Safehaven brought to us a sense of stability, a sense of routine.” While helping to provide a stable and secure environment for her, Safehaven has also helped Tia explore new territories and further her development by getting her accustomed to new experiences.

Her progress and evolution since starting her journey at Safehaven have been extraordinary to witness. For



example, in her early days at Safehaven, she was a very picky eater and now, she eats everything she’s given. She also used to dislike being in a group setting but by participating in many of the outings Safehaven organizes for its clients, she has started changing her perspective and has become more open to novel experiences.

For Brett and his family, the safety and accessibility that Safehaven offers has been a gamechanger.

He feels at peace knowing that Tia is in great hands and loves how he can pick up the phone at any time and get an update on Tia from anyone at the home. Having access to Safehaven’s residential program has been life changing for Tia and Brett.

Safehaven’s residential program is critical to the lives of so many families with children living with medical complexities. An individual’s complex care needs do not change the moment they turn eighteen which is why Safehaven is working relentlessly to provide care from childhood through to adulthood so that our clients can thrive in place.

THE NEED FOR CARE AFTER 18: JOSEPH'S STORY

Joseph was born in November 2000 and spent his first two years of life in and out of hospitals after being diagnosed with agenesis of the corpus callosum shortly after birth.

About 10 years ago, Joseph's family wanted to go on a trip but needed support for Joseph because up until then, they were his only care provider. The family's CCA worker at SickKids introduced them to Safehaven and that marked the start of Joseph's beautiful journey with us.

One of the biggest things that stuck out to April, Joseph's mother, about Safehaven was the staff. "I feel so much at ease with Safehaven. They love all the kids. All the kids are special there. It's like a second family for him."

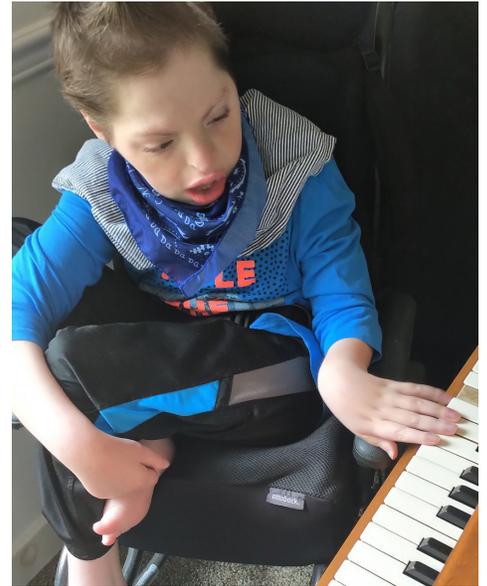
The variety of activities and outings has been another major highlight for Joseph who is very sociable. "We found it a lot of fun for Joseph to go out in the community in Toronto." For a long time, Joseph was only around family and so watching him connect with others has been extraordinary for April to witness. "They can have a place where

they are loved and cared for. There's fun times, crafts and music. It's not like a hospital, it's like they're extended family – a little family away from family."

Since starting at Safehaven, Joseph has grown tremendously. "I'm thrilled to see him grow; to see him develop more and more. As moms, we just want to see them learning things and enjoying life in a world that they can enjoy." Since aging out of the system, accessing respite care has been challenging for Joseph's family.

April expressed that saying goodbye to Safehaven was very difficult and she hopes that one day the organization can provide supports for older teens and adults.

"They need time with other children. Emergencies come up like weddings, events and funerals where you need somebody and can say – hey I can watch him for four days – and know that he's in a safe place. It would mean the world to us to be able to have a little break and have this place that is like his second home where there's friends that remember him and a staff that knows everything about him. A safe place. I love the name because it's truly safe and it's a haven."



Individuals over 18 with medically complex needs and their families often feel like they are falling off a cliff due to the lack of supports available to them. Safehaven is working tirelessly to advocate for these individuals so they can continue to live life to the fullest while their families get well-deserved time to rest and recharge.

PARTNER RECOGNITION

MIAMI AD SCHOOL

Our work with the Miami Ad School has centered on the design and launch of our exciting new public education campaign that boasts a fresh new look and messaging. Miami Ad School listened to Safehaven’s needs, future goals and objectives, and created messaging, imagery and a digital presence. The result is a refreshed look that’s all about inclusion, as represented by our new tag: #WeBelong.

MIAMI AD SCHOOL

HUMBER COLLEGE

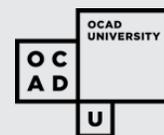
Building on the work completed by Humber College students last year, Safehaven worked with three new groups of business and marketing school students to review the social and economic impact of our services within the community. This work will be used to help position Safehaven for the future as our new facility in Vaughan seeks partnerships, including social enterprises, who look to such social impact analysis when committing to shared goals.

We would also like to offer our congratulations to one of the students, Taryn Schepens, whose work on this project landed her a job with SonderBloom.



THE ONTARIO COLLEGE OF ART AND DESIGN (OCAD)

Industrial design students from OCAD looked at four potential new sites across Toronto for Safehaven this year, and completed an environmental scan of existing businesses and organizations we could partner with. This scan identified opportunities for reverse social inclusion – bringing the community in – to our future site. Some ideas for increasing social inclusion in these communities include: building a swimming pool, a community accessible garden, and partnering with local veterinarians to host animal visits. SHS, a local inclusive housing consulting group, is working with our OCAD partners and Safehaven staff, to bring these reverse social inclusion ideas to life in their Solutions Lab.



RYERSON UNIVERSITY – NURSING PROGRAM

Third-year nursing students from Ryerson University completed their community placements at Safehaven this year, focusing on a needs assessment to identify gaps around accessible community services and supports. The students developed tools for Safehaven that will help our clients, families and employees, navigate day to day needs within the community for services and supports.



HOLLAND BLOORVIEW KIDS REHABILITATION HOSPITAL

For over four years, Holland Bloorview and Safehaven have been working together to support children living with complex care needs. Our partnership began with building a program for technology-dependent individuals and has evolved into fully supported transitional care from hospital to community. Holland Bloorview is now delivering enhanced ventilator education for Safehaven’s RPNs and RSWs, as well as support to Safehaven’s Acute Level Care kids who transitioned out of their facility into our community.



THE HOSPITAL FOR SICK CHILDREN (SICKKIDS)

SickKids has provided education for Safehaven employees, further building our capacity to deliver high quality care for our clients. Focused on Connected Care, this community-based partnership provides our RPNs with the education and resources they need to care for our pediatric clients living with medical complexities.



KIDS COME FIRST HEALTH TEAM

Safehaven is 1 of 62 partners of the Kids Come First Health Team, a collaborative comprised of 62 organizations focused in its first year on delivering care for children and youth with complex medical needs and those with mental health and addictions. During the COVID-19 pandemic, one of the strategic priorities of Kids Come First has been focused on supporting families who require respite care by exploring ways to build capacity for organizations to deliver this service, allowing caregivers to take a much needed break. Safehaven is pleased to partner in this initiative by providing insights and resources to support this work.



VOLUNTEER RECOGNITION

MAGGIE MILLS

When you hear the name Maggie Mills, there are a few words that immediately come to mind – caring, thoughtful, selfless, loving and kind. Now a volunteer with Safehaven for over a year, Maggie has truly gone above and beyond to help our clients feel like they belong, connecting with them one-to-one and helping them to explore the world around them.

Maggie is the type of volunteer who marks our clients' birthdays in her calendar, making sure to bring them a gift on their big day. She is also the first to raise her hand to take our clients on outings, to support in-house activities and even help out at our community events like the Scotiabank Marathon and Illumination.

Even throughout COVID-19, Maggie continued to stay connected with our clients, writing letters to our Safehaven superheroes, motivating and inspiring them throughout the pandemic – knowing things can only get better. Thank you Maggie for all you have done and will continue to do for Safehaven.

In the words of Maggie, “As a long-time volunteer and retired teacher, I was looking to further my interest in working with young people while giving back to my community. Volunteering at Safehaven provides me with a real sense of happiness, knowing that I’m helping to brighten these young people’s day and lending support to the exemplary staff.”



DONOR RECOGNITION

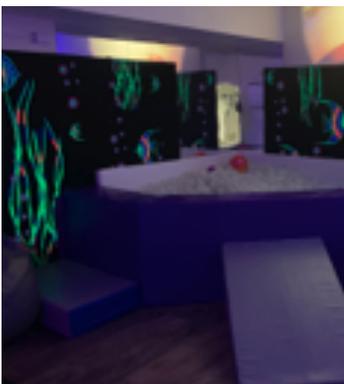
AIR CANADA FOUNDATION



The mission of the Air Canada Foundation is to help kids reach new heights. It is safe to say that they deliver on this mission. Safehaven was honoured to receive a gift of over \$20,000 this year to be invested in our Snoezelen program, that will enable Safehaven to purchase vital equipment that will support the growth and development of our clients.

The Snoezelen room at Safehaven is a multi-sensory environment intended to reduce stress and anxiety. Our clients hear soothing sounds, interact with different textures and see exciting visuals designed to give them a calming experience.

“The Air Canada Foundation is committed to improving the health and wellbeing of children and youth. We are proud to support Safehaven, and ultimately help individuals with disabilities reach their full potential, through the purchase of Snoezelen equipment for occupational therapy sessions.” – Valérie Durand, Spokesperson for the Air Canada Foundation



THE PERKELL FAMILY

Aidan Perkell was both a respite and residential client with Safehaven until his passing in February 2017. One of his biggest joys at Safehaven was having the opportunity to participate in our music therapy program.



Aidan’s parents, David and Debbie, and brother Austin, have given generously to Safehaven not only to honour their son Aidan but to bring the joy and benefits of music to other clients at Safehaven’s Clayland location, by making a generous donation to its music program. As a result of this gift, our exceptional clients will be able to participate in vital programming that supports them mentally, emotionally, physically and spiritually.

The Clayland therapeutic music program, ‘Spirit of Aidan’s Music’, lovingly named by his brother Austin, will be delivered for the next three years thanks to the contribution The Perkell Family has made.

**“Music brought so much joy to Aidan’s life. We are hoping that same joy will benefit everyone.”
Debbie Perkell, Aidan’s mom**

ADVOCATING FOR CHANGE



Safehaven is proud to support a network of resilient individuals. We watch in awe as our clients overcome medical, physical, and attitudinal barriers: their courage and tenacity inspires our advocacy. **We will continue to work tirelessly to address inclusivity barriers, and support our clients on their journeys toward individual fulfillment and belonging.**

WE BELONG: RESILIENCE IN THE COMMUNITY

In the past year, we have taken great strides to make ourselves increasingly visible within our communities. Safehaven has worked with industry leaders to advance policy priorities. Our advocacy work engaged Members of Parliament (MP), Members of Provincial Parliament (MPP), several provincial Ministries, as well as Mayors and City Councillors from three different cities in Southern Ontario. Our work included researching and developing a strategic plan to address three major topics: resilience in our community, seamless transitions for youth who “age out” of our current system, and, creating affordable housing for adults with medical complexities.

SEAMLESS TRANSITION

Safehaven families have watched their loved ones defy the odds – double their life expectancy, experience their first smile or get into college. Many of these ‘firsts’ were nurtured by the

support of Safehaven. We celebrate these victories with our clients and their families.

Through sharing both vulnerable moments and celebrations, our clients and their families develop a bond with Safehaven that centres on trust and reliability. This stability is disrupted when our clients turn 18, and reach the legal age of adulthood. We want to reintroduce stability in the lives of our clients and families, by creating a seamless transition for them into adult care so they can thrive in place.

As leaders in providing care for medically complex children and youth, we are confident in our ability to develop an equally exceptional program for medically complex adult care. Over the past year, Safehaven continued to advocate for adult housing services, financial support, and community engagement. We are collaborating with provincial ministries, community partners and our Safehaven families, to address these and other concerns around the transition into adult care for our clients.

ADULT HOUSING

Safehaven has built strong relationships with every level of government. We are proud of the progress we have made to support adults with medically complex care needs, especially in regards to affordable and inclusive housing. Our affordable housing model centres on the concept of ‘reverse social inclusion’ which involves actively inviting community members into our location, ensuring our clients are at the centre of transportation and collective society.

Safehaven has been working with stakeholders to develop a list of ideal conditions for each building site. We have drafted a model of what a typical unit would look and feel like: compact, but with all the necessary assets to support an adult with medically complex care needs.

Many of our partners – politicians, construction leaders, care community, and surrounding community – are just as excited as we are to see how this project further develops in the coming year!

FINANCIAL STATEMENTS

SUMMARIZED BALANCE SHEET

Assets	March 2020	March 2019
Current assets	11,328,338	11,242,687
Capital assets	4,383,512	4,663,720
Total Assets	15,711,850	15,906,407
Liabilities and Fund Balances		
Current liabilities	497,728	300,679
Deferred revenue related to capital assets	1,337,337	1,475,926
Fund balances	13,876,785	14,129,802
Total Liabilities and Fund Balances	15,711,850	15,906,407

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

Revenues	2020	2019
MCSS/MCYS subsidy	4,538,558	4,541,505
Fundraising	232,563	305,204
Gifts in kind	77,570	76,516
Client contributions	888,048	629,033
Other	640,312	576,085
Total Revenue	6,377,051	6,128,343
Expenses		
Staffing	4,515,035	4,213,406
Occupancy	428,999	465,914
Client related supplies and services	256,196	322,939
Office and general	521,924	404,548
Fundraising	263,958	126,669
Gifts in kind	77,570	76,516
Amortization	420,163	387,615
Total Expenses	6,483,845	5,997,607
Excess of Revenue over Expenses before undernoted item	(106,794)	130,736
Investment (loss) income	(146,223)	369,970
(Deficit) surplus	(253,017)	500,706

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

2019-2020 BOARD OF DIRECTORS

Safehaven is grateful for the tremendous leadership of our Board. They have gone above and beyond this year, particularly as our organization navigates through the COVID-19 pandemic – thank you!

We would like to extend a special thank you to Mary Peterson, Vice President of the Board, who will be stepping down this year as she has reached the end of her 6 year term.

We would also like to thank Ron Jenkins who is stepping down this year as well. Ron has been a longstanding member of our Finance Committee.

Mary and Ron, thank you for your dedication to Safehaven. The work you have done will have a lasting impact on our organization – thank you!

Noela Fowler, *President*

Mary Peterson, *Vice President*

Eric Clarke, *Treasurer*

Connie Lombardi, *Secretary*

Khalil Alfar

Jennifer Briscoe

Dave Dame

Sacha Kennedy

Judy Litwack-Goldman

Gaurav Singh

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You have made a difference.

Thanks to you, our generous donors, children, youth and adults with complex needs participated in critical programming to support their growth and development. Thanks to you, families and guardians were given the relief and support they needed to continue their courageous journeys. **You have made it possible for Safehaven to do this, you have helped our clients feel like they belong.**

To our Board of Directors: Your leadership knows no bounds. Thank you for your 100% participation in Safehaven's giving campaign this year.

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