



# **Impact Report 2021-22**

**safe  
haven**



# Table of Contents



**Year at a Glance -  
A Year of Community**  
4



**Message from our  
CEO & Board Chair**  
10



**We Belong**  
13



**We Put Our Clients  
& Families at the  
Centre of Our Work**  
31



**Safehaven  
Community**  
35



**Our Generous  
Donors**  
38



**Partner  
Recognition**  
40



**Financial  
Statements**  
41



**Team Values**  
42



## 4

# Year at a Glance - Year of Community

As Safehaven enters a milestone 35th year, our journey continues to deliver high quality, family-centered and community-based residential and respite care for individuals with complex care needs and disabilities. This past year presented many opportunities for Safehaven to embrace challenges within the health and developmental services sectors and continue our work to close gaps and eliminate systemic barriers.

We achieved many accomplishments that we are very proud of, including multiple awards from provincial and national organizations in recognition for our leadership. We were able to lean into our collaborative nature and our work with partners enabled us to live our values. We not only protected our own vulnerable community at Safehaven but we also supported the broader population and sector by taking control of Infection Prevention and Control (IPAC) training in the Toronto Region and offering emergent respite for families who had nowhere else to turn. We also responded to a need in the community for a program that delivered vaccinations to people with medical complexities and disabilities that included developing private rooms, low sensory environments and accessible facilities.

Our focus on education and information sharing has elevated our dedication to learning and commitment to knowledge translation in the community. We embraced a virtual education environment and were able to train more direct care staff with this modified approach. We continued to mentor the health leaders of the future by bringing on nursing and medical students, providing them with valuable experience in the community sector. We accomplished all of this in spite of new COVID-19 waves.



Our 2021-22 Impact Report showcases our commitment to prioritize quality and safety above all else, and to include the client and family at the centre of every important decision. At Safehaven, we thrive on respectful interactions, pride ourselves on accountability and embody team values in everything we do. These promises to our community grounded us this past year as we advocated for our vulnerable population and embraced the #WeBelong message.



# MANIFESTO



Nothing will test you like this will. It tests your patience.  
Your spirit.  
Your 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.



# VISION

Exceptional Lives. Exceptional Care.

# MISSION

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

# 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







Even with all that was thrown our way, we are still here standing in 2022, stronger than ever. Despite staffing challenges, we are proud to say that after two years of managing a global pandemic that rocked the community sector, we managed to maintain the very highest quality standards of care and compassion. The strategies we developed and implemented in 2020 carried us through and helped us keep absolutely everyone safe.

We organized and hosted accessible COVID-19 vaccination clinics, swabbing clinics and mask fitting and we continued our Infection Prevention and Control (IPAC) leadership role for a second year. One of the biggest challenges we faced was managing the health of our incredible, dedicated and exhausted staff. We were inspired by how they continued to show up for clients every single day. They wore multiple layers of PPE,

**“** Reflecting on the past year, we are incredibly proud of all we have accomplished in what was another very challenging year. Wave after wave, our staff showed up and stepped up. They demonstrated determination, dedication and resilience. **”**

masks, face shields and goggles. For many of our clients, this was frightening and stressful. Our staff did everything they could to comfort them and make them feel safe and loved in these very unfamiliar circumstances.

Our relationship with government partners was strengthened. We continued our work with the students from the Ontario College of Art and Design (OCAD) on accessible design. We brought in nursing students and provided them with valuable training experience working with the most vulnerable. Looking back at what we were able to accomplish makes us proud and hopeful. The impact of the last two years has changed how our sector engages with each other. We are now more eager to collaborate and work together. There is strength in numbers and having a stronger voice, and our sector has realized that to be successful we must stand together. We know we could never have gotten through this alone.

We are inspired by the opportunities that lie ahead of us and we have a bold plan to meet the challenges of tomorrow.

Our vision for Safehaven is one of hope and inclusion that goes beyond our community. We will continue to work together with our partners to create collaborative, integrative health care models. We are more determined than ever to transform the system and impact change for vulnerable individuals so they can live a life that is full, from childhood to adulthood, and always feel that they belong.

# 10

## Message from our CEO & Board Chair

Susan Bisailon, CEO Mary Peterson, Board Chair



# 293

## Families Supported With Conditions That Include:

Acquired Brain Injury  
Cerebral Palsy  
Genetic Disorder  
Muscular Dystrophy  
Multiple Complexities  
Seizure Disorder  
Tracheostomy

When #WeBelong was first embraced as part of our message, it had a galvanizing effect for our organization. This statement represents our work to build inclusive communities where individuals with complex care needs and disabilities can feel that they belong regardless of their abilities. It is a universal statement, meaningful to everyone and applicable to everyone's unique circumstances. Our advocacy work enables us to create innovative solutions to significant gaps in our healthcare system and reminds us daily of our purpose. Our commitment to exceptional care continues to break down the barriers facing our most vulnerable every day.

Safehaven's programs and services are all geared towards building a more inclusive community.



### Residential Program

We have five locations across the Greater Toronto Area – homes where our clients are loved, cared for, and can thrive in a residential community. Families can take a much-needed break from the 24-7 365 days a year challenges of caring for a child with medical complexities, knowing that their child is safe and cared for in a loving environment that meets all their needs.

### Emergency Respite Program

Due to the uncertain circumstances of COVID-19, we were mandated to pause our respite program in 2020. When called upon by the government or hospitals, we made exceptions to offer emergency respite services to families in urgent need of temporary respite care. We are proud to have supported families faced with critical situations who had nowhere else to turn for support.

### Recreational Program

Safehaven provides all of our clients with memorable and enjoyable recreational experiences. All of our homes provide movie nights, leisure activities, and where possible, exciting excursions such as a Toronto Raptors game or Toronto Maple Leaf's Game. Our goal is to make our clients feel a sense of belonging and community. We embraced virtual technology and were able to continue our clown program, music therapy and online education for our clients.

**WE BELONG.**

**13**





*Throughout the pandemic, we have adapted to constantly changing circumstances to ensure that our clients and families always received exceptional care.*



With the implementation of provincial COVID-19 restrictions, this led to the difficult decision to pivot our Respite Program to urgent and emergent respite care in order to help minimize the spread of the virus. In partnership with Children's Aid Society (CAS) and SickKids, Safehaven provided short-term support to families in crisis with a quick turn-around response of 24 hours.

Between April 2021 and March 2022, Safehaven provided crisis respite support to 18 families whose crisis situations varied from the hospitalization or illness of primary caregivers, family home displacement, or limited in-home supports. We supported children who needed secure and safe placement in response to the over-capacity crisis in hospitals, including SickKids and Holland Bloorview Kids Rehabilitation Hospital.

These partnerships allowed our team at Safehaven to complete quick assessments and medical examinations to ensure that we could implement the current care directives for these clients entering our care. This provided great relief to caregivers knowing their child was receiving the necessary support while they focused on their own health and recovery.



**WE** are resilient.





“

*At Safehaven, we are advocating for a system of change for vulnerable individuals that enables them to thrive and live a fulfilling life. We are working with system partners and government ministries to rethink what this community needs and how we fund and support programs for medically complex, vulnerable individuals through every stage of their life. Safehaven is committed to leading the way in transforming the system to set our clients up for a bright future.*

”

One of the biggest challenges in the developmental services sector is transitional care. Transitioning from childhood to adulthood and having to find a place where their unique needs can be met continues to be a challenge in the developmental services sector.

We recognize the challenges and the gaps that prevent these vulnerable individuals from receiving timely access to integrated care that they need. The lack of affordable housing and care options further drives us to look at creating housing opportunities where individuals living with medical complexities and disabilities can experience a sense of independence and belonging. Being a leader in creating a close system of care across the age span from childhood into adulthood is a key part of our commitment to those we serve.

Safehaven is proud to be partnering with the Reena Foundation on the Canadian Mortgage and Housing Corporation's (CMHC) Affordable Housing for Social Inclusion project. This project looks at the gaps that currently exist in the siloed system and aims to provide affordable housing options for individuals with medical complexity and disabilities.

Through this project, we will address the stigma and reduce the segregation that clients with these types of complex needs face. This means that in the planning process of these housing developments, stakeholders and organizations will co-design a community where the vulnerable individuals can co-exist in places within the broader community.

With the support of CMHC, we are working together to provide these vulnerable individuals with the support they need to live in and be part of the community. We are confident that these kinds of projects will help to create stronger communities where #WeBelong.



**WE are changemakers.**



## **WE** *are advocates*.

Throughout the last year, Safehaven has continued to work through challenges by examining innovative solutions. As the second year of the pandemic evolved, Safehaven continued to step up for our clients, families, direct care staff, and vulnerable individuals within our sector and beyond. The need for greater preparedness in infection, prevention, and control was apparent and Safehaven championed this important programming to improve health outcomes for vulnerable populations in developmental services, youth justice, violence against women, Indigenous and anti-human trafficking.

### **Infection Prevention and Control (IPAC) Champions**

Infection Prevention and Control (IPAC) protocols help to reduce transmission of communicable diseases and include best practices for masking, handwashing and managing outbreaks. These practices have always been important for congregate care settings like Safehaven but a spotlight has been shone on IPAC practices over the pandemic because of how vitally important they are in reducing transmission of illnesses like COVID-19. After becoming the IPAC lead for Toronto Region in 2021, Safehaven continued in this role into 2022.

We educated hundreds of direct care staff in gold-standard community-based guidelines to protect vulnerable populations across Ontario. This program has leveraged partnerships with academic hospitals, Toronto Public Health and other agencies across sectors to ensure sustainable preparedness to protect clients now and in the future.

In 2021-22, the program evolved along with the needs identified within the sector with a greater emphasis on COVID-19 vaccine equity, accessible education for front-line staff and evidence-based public health prevention initiatives for vulnerable individuals living in congregate care settings.

Responding to many complaints from people with disabilities and medical complexities about the challenges accessing vaccinations, Safehaven was the first to create specialized vaccine clinics modified to the needs of our clients including low sensory environments, drive-through options, private rooms upon request, accessible facilities for individuals with medical devices and other accommodation options to address vaccine hesitancy and ease anxiety.

The Ontario Federation for Cerebral Palsy recognized Safehaven's efforts and awarded a \$100,000 grant to expand the education outreach across Ontario to make Infection Prevention and Control (IPAC) practices more accessible. In addition, the Ministry of Children, Community and Social Services (MCCSS) provided funding to translate the program into French in order to reach even more people.





# Leading the Way

Safehaven offered COVID-19 related services over the 2021-22 year and the second successful year of this program across multiple sectors:

- Provided IPAC Education for direct care staff
- Supported mobile swab testing including PCR testing and Rapid Antigen Testing
- Provided bi-weekly Toronto Region IPAC Leadership Sessions
- Supported N95 mask fit testing for the developmental services sector in Toronto
- Hosted mobile flu immunization clinics
- Held and supported COVID-19 vaccination clinics for vulnerable populations and staff

## Infection Prevention and Control Statistics 2020-2022\*



### Education

6315 IPAC education modules attended  
2421 IPAC champion sessions attended



*Your leadership in the areas of IPAC and prevention strategies has been outstanding. Agencies in Toronto and the York Region are truly benefiting from your efforts.*  
- Clinic Partner

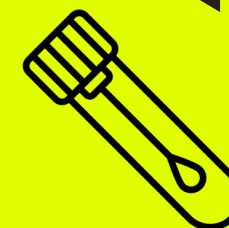


### Flu Immunization

128 sites supported  
919 patients vaccinated

### COVID-19 Vaccine Clinics

16 clinics hosted and supported



### Swabbing

147 sites supported  
1586 individuals swabbed and tested



### N95 Mask Fitting

21 clinics hosted and supported  
411 patients fitted

\*As of March 31 2022.



*The designation of Safehaven as an IPAC hub made a phenomenal difference to the developmental services sector, as Safehaven came with so much expertise already in place.*  
- Executive Director, Participating Organization



*Safehaven is somebody who understands and is well versed in the language of the developmental services. These settings are different from long-term care and homeless shelters and Safehaven understands the language of the people we support. It's a critical piece.*  
- Executive Director, Participating Organization



**97%**

of respondents agreed or strongly agreed that the content was informative.

**77%**

of respondents said they improved their infection-control practices since attending Safehaven's IPAC education.



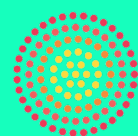
# Awards & Recognition



## Ontario Agencies Supporting Individuals with Special Needs (OASIS) 2021 Member Leadership Award

In June 2021, Safehaven received the Membership Leadership Award from the Ontario Agencies Supporting Individuals with Special Needs (OASIS). This award recognizes an organization that demonstrates partnership, collaboration and innovation, all traits that inspire a community to create change.

Safehaven received this award in recognition of our leadership role in Toronto Region's IPAC program where we provided education and services to fellow agencies and the broader community to better protect children and adults living with complex care needs and developmental disabilities.



## Children's Healthcare Canada 2021 Organizational Leadership Award

In November 2021, Safehaven was recognized by Children's Healthcare Canada for demonstrating leadership and inspiring change and innovation in healthcare for children with medical complexities. The Organizational Leadership Award is given to organizations who exemplify change and innovation where an organization creates a memorable and lasting impact for the pediatric healthcare system and the populations they serve.



## Canadian College of Health Leaders' 2022 Celebrating the Canadian Human Spirit Award

In March 2022, the Canadian College of Health Leaders recognized Safehaven as the Celebrating the Human Spirit Award winner. This award gives recognition to those who have gone above and beyond to create a lasting impact within the healthcare sector and honours the efforts and meaningful contributions of our team.

*We are honoured to have received this recognition from these organizations and it inspires us to continue our work in these areas.*







## Quality and Risk Improvements

In early 2021, Safehaven revamped our risk assessment process and associated framework. Moving towards an Integrated Risk Management Framework offered a standardized interdisciplinary approach in which risks are identified, action plans are developed to mitigate these risks and continuous monitoring and reporting takes place.

Additionally, in 2021, we reassessed our Board Quality Committee and the work that was being done at that level. The membership of this committee was expanded and we reached out to partner organizations to invite individuals to join the committee to further our collaborative work and transparency.

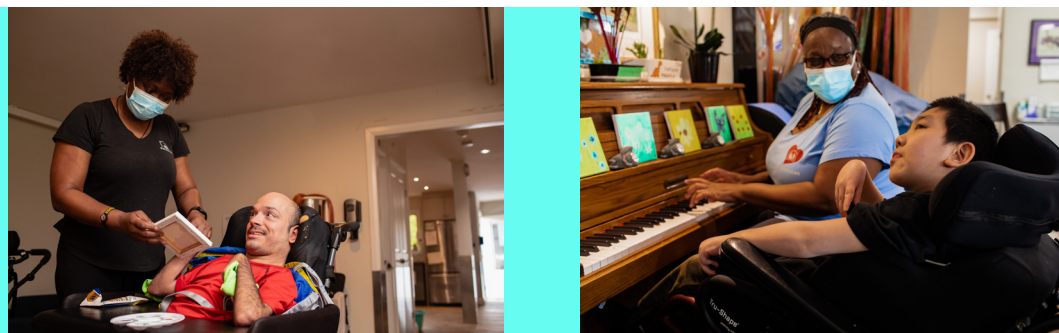
## Educating Future Frontline Care Providers

Over the past year, Safehaven has continued to take a leadership role within the community. We have developed long standing partnerships with our community academic institutions to host nursing and medical students from the University of Toronto to complete community placements. We were pleased to provide leadership and support to five nursing and five medical students during the COVID-19 pandemic.

In 2021-22, the students were given the opportunity to develop IPAC education to support clients and staff across the developmental services sector. With guidance from our education team, the nursing students created an online flu learning module encouraging staff in the sector to receive the flu vaccine, adding further protection while caring for our most vulnerable population. During their three-month placement, the nursing students developed their novice skills working with our experienced IPAC team supporting vaccination clinics in the community. For a community placement, this was a unique experience for the students.

The 2021-22 year marks the fifth year of the Safehaven and University of Toronto Medical Students Health in Community program partnership. Over the course of their eight-month placement, and with the guidance from our education team and epidemiologist, the students developed online modules in response to sector feedback requesting more material related to IPAC. Although Safehaven continued to have a strong focus on leading the sector through the challenges of the COVID-19 pandemic, we remained committed to strengthening our partnerships with colleges and universities to develop the health leaders and educators of the future.





## **WE are innovative.**

As the pandemic limited in-person activities, Safehaven had to find solutions that would improve access to client documentation, communication between clients, families and staff, as well as the delivery of care. In 2021-22, Safehaven initiated advancements to our IT infrastructure that included adoption of modern systems to improve optimal data flow and integration across the organization for operational performance excellence.

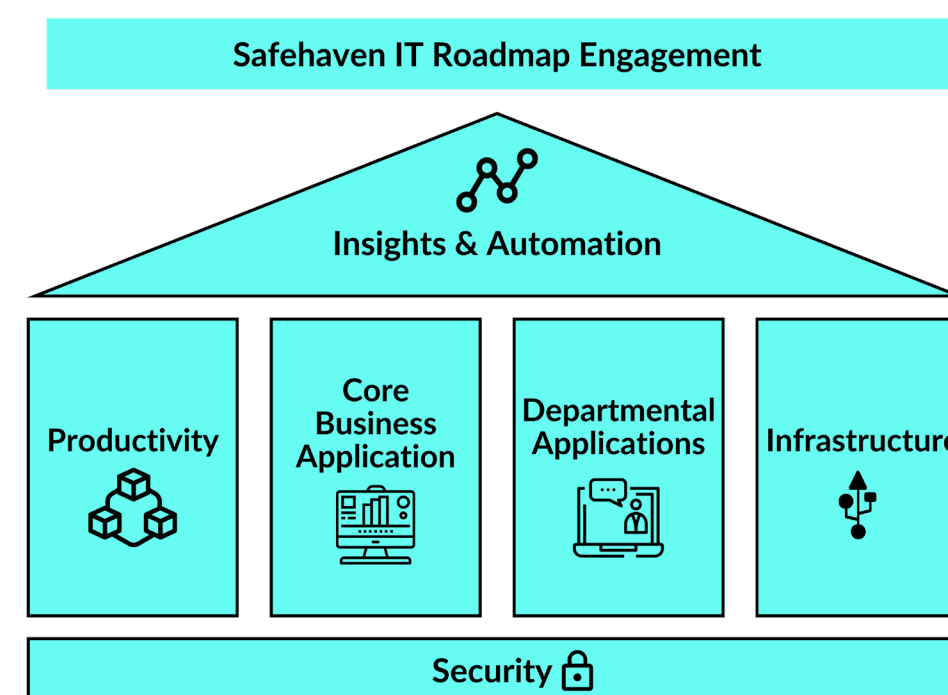
With many technology-dependent clients, we prioritized keeping them connected and supporting them and our staff with their day-to-day needs. In 2021-22, we worked to modernize Safehaven's IT infrastructure through complete overhauls of the wireless internet networks at all five of our locations. This has allowed for better connectivity for clients to attend virtual school as needed and staff to connect to meetings and complete client documentation. Integrating a more advanced IT infrastructure also provided better access to recreational programming and connecting virtually with loved ones and friends when in-person visitation was limited.

In collaboration with our IT managed services provider, a three-year IT plan was developed and approved by our Board of Directors. This plan outlines future innovative approaches Safehaven will be taking to streamline client documentation, incident reporting process, human resources and financial processes, and more.

Some key elements are the implementation and continued exploration of innovative centralized systems, provisions to update and regularly monitor strong data security, and enhance infrastructure for effective reliable connectivity and rapid transmission of data. The investment of IT foundation elements ensures organizational success and high reliability for operations.

Safehaven assessed the current IT environment and identified multiple opportunities for improvement and advancement and the impact they will make within our organization. With an increase in remote work, the reliability of integrating seamless systems became vital to ensuring ongoing operational functionality. Our focus for 2021-22 has been related to major updates in advancement of the infrastructure to phase out stand-alone servers and move towards cloud-based systems and data management to increase flexibility and access to information despite physical location of staff.

The impact of these initiatives will advance our technological capability within the areas of clinical care and patient records, human resources and finance.







## Creating More Accessible Spaces

This year, we continued our partnership with the Ontario College of Art and Design University (OCAD) to educate future leaders on the existing gaps within the developmental services sector and demonstrate how the implementation of certain design models can help revolutionize the system of care for people with complex care needs.

A selection of students spoke with Safehaven's CEO, and with her knowledge and expertise in the healthcare field, she was able to help them map out a project. The students applied their knowledge of Safehaven and human-environment behaviour to develop designs for more accessible spaces to provide care.



Sonia is a single mother, trying to navigate the COVID-19 pandemic and personal medical challenges, all while raising a bright and positive teenager with medical complexities. When Sonia fell ill and required admission to the hospital, she did not have many options to fall back on for her daughter Carisa. Then she stumbled upon Safehaven's Emergency Respite Care Program.

Despite her hesitations with having Carisa staying away from home, Sonia felt that this was the best option to get Carisa the unique care she needed.

Sonia met with the staff and was relieved to hear that she could have regular communication through messaging and video calls so she could still speak with and see Carisa as often as she wanted.

**“** *This was my first experience with respite care. I had no idea what would happen. It was scary. But, I felt relief knowing that Carisa is in the hands of loving, caring and extraordinary staff. I know she's safe, but to know that I can be at home and heal while the Safehaven staff is taking care of her. They are angels on earth.* **”**

When Carisa was rushed to the hospital after having an epileptic episode, Sonia was overwhelmed as she was still recovering from her own medical ailments. While Carisa was being treated at the hospital, Sonia felt relief knowing that Safehaven staff would be with Carisa by her side and were regularly sending Sonia updates about her situation and what the doctors were saying. Knowing that Carisa was in good hands allowed Sonia to focus on her own recovery.

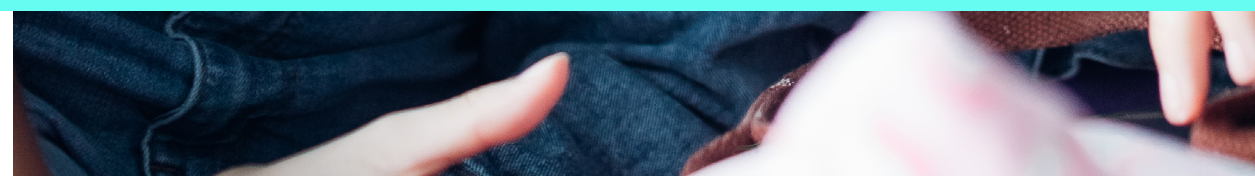
“Safehaven was home for Carisa and I know she's so well taken care of.”



**Safehaven Stories**  
*Carisa*

**We Put Our Clients  
at the Centre of our Work**

**31**





# Safehaven Stories

## Christian



Hi my name is Christian Konstantinidis. I cannot speak, walk or care for myself. I only make noises when I am happy or if I am in discomfort and need assistance immediately. My mom knows me best and is my biggest advocate. She speaks on my behalf to ensure I am safe, loved and cared for with dignity and respect.

In January 2020, I had recently moved into a care home as my mom could not lift me anymore (I am a big boy for my age). She had suffered many injuries due to lifting me up and down the stairs and both of our safeties were in danger. Hard decisions had to be made and I moved into a home where the proper equipment was in place to care for me. My mom and two brothers came to visit me a few times a week as I was close by. I had daily phone calls from my mom so I could hear her voice. I loved our chats and visits.

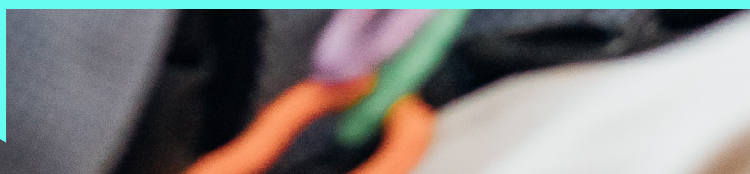
In March 2021 I moved into Safehaven. I was so happy and sad at the same time. I knew my mom was going to be taken away from me again and I could not hold her hand due to restrictions from Covid. My mom worked closely with Safehaven staff to ensure that nothing bad was going to happen to me again. We all developed a beautiful bond. We created a foundation of communication, collaboration and TRUST.

Safehaven staff worked closely with my mom to ensure that I was able to communicate with her and my brothers on a daily basis and that I was never left alone. This made me so happy and I felt so loved and most of all HEARD! They heard my voice and knew what I needed to stay safe, loved, cared for and happy. My mom even taught the staff how to make the funny noises that make me laugh. All of my caregivers love me so much and I cannot thank them enough for the around-the-clock care they gave me to get me to where I am today. I love them all.

Today, I AM SAFE, I AM HEALTHY, I AM LOVED, I AM HAPPY, I AM GRATEFUL and most of all I AM HEARD!!! Thank you Safehaven for everything you have done for me. Thank you for listening to my mom and making sure I am able to see and talk to her as much as I want without any judgment. I look forward to continuing this beautiful relationship and making wonderful memories along the way. I LOVE YOU SAFEHAVEN! You are all HEROES!

Love,  
Christian – Written by my mom Lisa

**We Put Our Clients  
at the Centre of our Work**





# Safehaven Community 35

Year after year our community grows, and our voice only gets louder. The barriers that our vulnerable population face every day are slowly being chipped away because of our ever-growing circle of advocates. With the support of our team and community, we are able to support our clients, their families and the broader community. Together, we are making an impact.

### Thank you to our Board of Directors

When it comes to building a community that is surrounded by care, drive and passion, our Board of Directors\* have stood by our side and have provided incredible support during some very challenging times at Safehaven. This group of talented and generous individuals have offered us their time, skills, advice and support.

They are committed to our shared mission of providing high quality, family-centered and community-based care for individuals with complex care needs and disabilities. We want to thank Gaurav Singh and Jennifer Briscoe for their service to Safehaven’s Board as they complete their terms this year.



Mary Peterson	President
Sacha Kennedy	Vice President, Co-Chair Philanthropy and Communications Committee
Eric Clarke	Treasurer, Chair, Finance and Audit Comittee
Connie Lombardi	Secretary
Renee Blomme	Director, Chair, Quality Safety and Risk Committee
Sandra Smith	Director Chair, Strategy and Capital Planning Committee
Jennifer Briscoe	Director Co-Chair, Governance Committee
Noela Fowler	Director Co-Chair, Governance Committee
Judy Litwack-Goldman	Director Co-Chair, Philanthropy and Communications Committee
Jennifer Lovrics	Director
Gaurav Singh	Director
Khalil Alfar	Director
Dave Dame	Director

\* All of the Board members are also donors to Safehaven.



## Thank You to Our Volunteers

This past year showed us the true meaning of building a community of care, and we have our creative, resilient, and dedicated volunteers to thank for that. Throughout the year, our volunteers showed us the power of staying connected in new ways, reminding us that genuine connection, learning, and empowerment can be fostered even when we are not physically together.

Building off the launch of our virtual volunteer program, our volunteers continued to share their time and talents, and friendship with our clients. From storytelling and playing music, to art tutorials and sensory play, our volunteers showed the true meaning of community. The generosity and creative spirit of our volunteers are a testament to their commitment to showing our clients that they belong — and the strength of a community is built on joy, friendship, and willingness to break down barriers for our clients.



## Catherine Zoe Whittaker Volunteer of the Year

Nicole Naimer

Over the past year, our community showed that now more than ever, there is power in a connected community. Leading the charge is Nicole Naimer, a health sciences student at McMaster University and advocate of children's health and wellness, and one of our most dedicated volunteers. Nicole has been a volunteer at Safehaven for a few years now, and over the pandemic, led us in reimagining new ways of building a connected and empowered community of care for our clients.

Most notable is Nicole's contribution to engaging Safehaven's clients in interactive and sensory play. She hosted a virtual pottery tutorial and play session that brought together the different Safehaven houses. Along with this, Nicole has consistently shared virtual learning and play activities like art and costume-making tutorials that our clients loved, and found joy and friendship in. Nicole's dedication to developing friendship and camaraderie even in virtual spaces remind us that even apart, we are connected and capable of supporting our clients' physical, emotional, and social needs.

We are grateful to Nicole's example of creativity, leadership, friendship in developing fun, new ways to keep our clients entertained and engaged in valuable play and learning. We are honoured to present Nicole with the Catherine Zoe Whittaker Volunteer of the Year Award, and look forward to future collaborations that embody the true spirit of volunteerism, community, and care. Thank you, Nicole, for setting an inspiring and most innovative example of giving back to our community.

# Safehaven Community



# Our Generous Donors

## \$100,000+

Ontario Federation for Cerebral Palsy

## \$40,000+

Gregory Lipton Trust, Estate of Sidney Lipton

## \$20,000+

Angels form Heaven Youth Foundation Inc.  
Scotiabank

## \$10,000+

LiUNA! Local 183

## \$5,000+

Blocktrade Records Inc  
James Forward  
Jean and Susan Bisaillon  
The Perrell Family  
Unilock Ltd.

## \$1,000+

Brigus Learning Inc.  
Canadian Foundation for Physically Disabled Persons  
Dave Dame  
Estate of Marjorie Cochrane  
Gaurav Singh  
Heather Stockton  
Jennifer Lovrics  
John Capozzolo  
Judy Costello  
Judy Litwack-Goldman  
Khalil Alfar  
Mark Bayko  
Michael Eric Clarke  
Nicholas Milum - Bag of Toronto  
Noela and David Fowler  
OASIS  
Ontario REALTORS Care Foundation  
Sacha Kennedy  
Sandra Smith  
Sonderbloom  
Terra Bona

## Up to \$1000

3030 Music Group  
4 Men United  
Adeep Rajesh  
Adefunke Ibironke  
Ahran Cho  
Alex Simonelis  
Andrea Walsh-Tynan  
Anirudh Puri  
Ann Mowat  
Anne Strutt  
Anthony Carella  
B Gallagher  
Betty Tam  
Brevetti Innovations Corporation  
Brian Whittaker  
Bruna Ruggiero  
Cathy Mallove  
Charene Gillies  
Christina Hall  
Connie Lombardi  
David Poley  
Dawn McGoldrick  
Debi Archinoff  
Deborah Fowler  
Dorothy Chan  
Emily Lovrics  
Garima Dhawan  
Giovanni Raccuglia  
Graham Fisher  
Heidy Inqijati  
Hukam Kohli  
Humber Valley United Church Women  
Insurance Brokers of Toronto Marlies  
Ivey Business School  
Ivona Ilic  
Jake Zondag  
Janet Quinn  
Jason Thomas  
Jennifer Briscoe  
John Harris  
JP Tatla  
Julie May

Katherine Lee  
Katy Lovrics  
Kaye & Paul Beeston  
Keith Sequeira  
Keltie Green  
Kim Stelmacovich  
Kyoko Sakamoto  
Kyungmin Kim  
Laurentian Bank  
Linda Hutjens  
Linda Wright  
Ling Search Partners  
Lorraine Pigulski  
Louie Mata  
Luningning Benedicto  
Maggie Dunnett  
Marion Hart  
Mary Peterson  
Mary-Jean Page  
Musa Ali  
Neal & Ashley Murray (Pettifer)  
Omudhohwo OmudhohwoQofH  
Peter & Greg Walker Contracting Inc.  
Queen of the Holy Rosary Shrine  
Renee Blomme  
Rob Lynch  
Rupinder Toor  
Ryelle Strategy Group  
Sandra Tidswell  
Sharon H Wice  
Shashank Sharma  
Shawn Siddiqui  
Song-Fang Ge  
Subway - 1171 Bloor Street West  
Tara Keane  
Valeria Ponis  
Vincenta Cheng  
Vincenzo Carinci

## Gift-In-Kind

Dani Peters - Magnet Strategy Group  
Google  
Systems Group Canada Inc.



## Donor Spotlight: LiUNA! Local 183

When we think of LiUNA! Local 183, the words philanthropic, dependable and generous come to mind. This incredible organization believes in supporting charities who represent and support diverse populations, ensuring that they remain connected with them over the long-term in order to create meaningful impacts.

Safehaven is fortunate to be one of their charitable partners. Over the past 10 years, LiUNA! Local 183 has donated over \$100,000 to our organization, enabling our clients living with complex care needs to have access to critical programming that supports their emotional, physical, mental and spiritual development.

Thank you LiUNA! Local 183 – we are sincerely appreciative for your continued support. Your partnership is helping to break down barriers and change perceptions about what it means to live with complex care needs. Thank you!



# Partner Recognition



SUMMARIZED BALANCE SHEET		
Assets	March 2022	March 2021
Current assets	13,783,227	13,241,274
Capital assets	3,859,725	4,119,023
<b>Total Assets</b>	<b>17,642,952</b>	<b>17,360,297</b>
Liabilities and Fund Balances		
Current liabilities	1,190,258	1,012,941
Deferred revenue related to capital assets	1,068,747	1,180,113
Fund balances	15,383,947	15,167,243
<b>Total Liabilities and Fund Balances</b>	<b>17,642,297</b>	<b>17,360,297</b>
SUMMARIZED STATEMENT OF REVENUE AND EXPENSES FOR THE YEAR ENDED MARCH 31		
REVENUES	2022	2021
MCCSS subsidy	4,765,733	4,556,933
Covid-19 revenue	2,197,099	1,524,920
ODSP, CSA and Agency contributions	1,457,730	1,444,186
Fundraising	292,133	411,610
Gifts in kind	228,376	237,644
Other	679,872	630,262
<b>Total Revenue</b>	<b>9,620,943</b>	<b>8,805,555</b>
EXPENSES		
Staffing	4,497,492	5,036,913
Covid-19 Expenses		
Staffing	1,677,648	1,222,209
Supplies and maintenance	94,518	172,887
Transportation	0	78,768
Professional fees	610,717	51,056
Occupancy	448,409	300,285
Client related supplies and services	431,099	200,912
Office and general	1,105,752	743,297
Fundraising	104,111	119,771
Gifts in kind	228,376	237,644
Amortization	443,616	443,569
<b>Total Expenses</b>	<b>9,641,738</b>	<b>8,607,311</b>
Surplus/(deficit) before undernoted item	(20,795)	198,244
Investment income (loss)	237,499	1,092,214
<b>Surplus (Deficit)</b>	<b>216,704</b>	<b>1,290,458</b>

# Financial Statements



At Safehaven, we invest in our future through recruiting and retaining outstanding staff who are committed to providing our clients with the most fulfilling life. Without the dedication and passion from our staff, we would not be able to provide the services and programs that our clients deserve.

We celebrate our wonderful staff and recognize our most outstanding heroes.

### Team Values

**Individual Winner:** Rose Hue

**Team Winner:** Nursing Team

### Accountability

**Individual Winner:** Nicola Higgs

**Team Winner:** All Locations

### Quality Focus

**Individual Winner:** Kathryn Burbridge

**Team Winner:** BPQRS Committee Group

### Client/Family Centered Care

**Individual Winner:** Briana Moncrieffe

**Team Winner:** IPAC Mobile

### Respectful Interactions

**Individual Winners:** Angel Payawal & Maria Gregoriou

### Safety

**Individual Winner:** Rebecca Freemantle

**Team Winner:** OHS Team

## Team Values



## Milestones

### 5 Years

Kathryn Burbridge

Patricia Chan

Shakeya Hanson

Rong Hu

Melody Mawoko

Elizabeth Pompa

Elizabeth Tinouye

### 10 Years

Parveen Sachdeva

### 15 Years

Bosedede Kuteyi

### 20 Years

Carol Hamilton

### 25+ Years

Opal Mclean

Nancy Sison





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**@safehavento**    

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