



Leaders Responding to Seniors' Needs



OANHSS

Ontario Association of
Non-Profit
Homes & Services
for Seniors

2004

Our priority is to be a visible, influential and effective voice, advocating for changes that support members and championing the strengths and values of the not-for-profit sector with the public.

Success



- \$110 million in new operating funding for long term care homes with a commitment to increase this to \$116 million in 2005/06. Average per diem increase for OANHSS members was over \$5.50!
- Government took concrete steps to equalize funding between homes within the sector.
- \$29.2 million for community support and supportive housing services.

Action

- Actively involved in MOHLTC's risk framework and program standards review and shaping public reporting directions.
- Assisted members by providing key messages, resources and other support materials on a variety of critical issues including funding, public reporting, long

term care reform, equalization, program standards and others.

- Recommended amendment to placement regulations to support continuum of care settings.
- Secured funding to support members in implementing the federal Personal Information Protection and Electronic Documents Act (PIPEDA) and the provincial Personal Health Information Protection Act (PHIPA).
- Sought clarification that the province's new electricity pricing structure applies to long term care homes on a per unit basis resulting in substantial cost savings for members.
- Represented sector on Provincial Advisory Committee for Seniors' Housing.
- Secured Liberal government's commitment to embed life lease land transfer tax exemption in regulations.
- Co-led provincial initiatives related to aging and the developmentally disabled.
- Assisted members with labour negotiations.
- Continuing Care e-Health Council funding secured for broader community sector.
- Influenced infection control and post-SARS provincial strategies.
- Submitted response to long term care legislation consultation and to MPP Monique Smith's report on long term care homes (Commitment to Care).

Priority Issues

New long term care legislation
Local Health Integration Networks (LHINs)
New MOHLTC program standards and policies
Affordable housing consultation
Risk management framework
Capital renewal strategies for Bs and Cs
Pooled financing initiatives (OMEIFA)
Elder abuse – zero tolerance
Supportive housing funding
Mental health and long term care initiatives
LTC facility occupancy issues
Placement regulations
Violence in the workplace
Resident and family satisfaction tools
Alternate levels of care/supportive care
Redevelopment D rebuild policies and issues
RAI – MDS
Smoking policies
Community service funding
Compliance review
Health care human resource planning
Infection control
Life lease housing
Service agreements
New electricity pricing
Bed utilization and occupancy issues
Reform of residential tenancy legislation
Workplace inspections
Delisting of physiotherapy services
Palliative care/end of life initiatives
Bill 8 – Commitment to the Future of Medicare



Looking Ahead – 2005



The coming year is sure to bring new challenges for our sector. We are already involved in a number of them and we will continue to be there for you – effectively representing your interests!

- Local Health Integration Networks (LHINs)
- New long term care legislation
- Mental health strategies for seniors
- Innovative housing and community-based care options
- Consumer education and awareness of not-for-profit options in long term care
- LTC reform – accountability, compliance, public reporting, risk framework
- Human resource strategies for long term care

Chair's Message



Preparing this message to members is a wonderful opportunity to not only reflect on 2004 but to thank the Association for the opportunity of a personally rewarding tenure as Chair of the OANHSS Board of Directors. I had the pleasure of serving you in this capacity from 2002 to 2004 and during that time I was most impressed with the caliber of people who stepped forward and volunteered a tremendous amount of their time to be stewards of your Association. Their passion and professionalism, experience and expertise, and above all, their commitment to seniors and not-for-profit service delivery, have been second to none.

2004 was a year of hard-won successes. There were the large-scale victories such as \$116 million in new operating funding for long term care homes and \$29.2M for community services and supportive housing, along with government action to equalize funding between homes within the system. And there were the smaller, but equally important successes that were achieved at the negotiating table each time OANHSS representatives took your issues and positions forward and influenced government direction.

You can be confident that your Association is constantly working to ensure that the public, media and government understand the unique challenges, and the tremendous contributions, of the not-for-profit sector. During my time as Chair, I have had the opportunity to observe, first-hand, that OANHSS is a strong, respected and credible voice, and that we are well established as a leading champion of not-for-profit services for seniors.

One of my greatest pleasures as Chair was traveling out to the regions to attend your meetings and engage members in our advocacy campaigns. There were so many of you who agreed to join us in our efforts and volunteered to speak out in your communities about the funding needs in long term care. This is not always an easy thing to do, and for whatever part you were able to play, I want to thank you for your efforts.

We should all be proud of our accomplishments in 2004. Our work plan going forward is ambitious but the Board and OANHSS staff are up for the challenge. I encourage you to consider the role you can play in our advocacy efforts. The next provincial budget is critical for our sector and we need to work together to send a clear, consistent message to government.

I welcome Gail Carlin as your new Chair, and I look forward to my new role on the Board as Past-Chair, and working with such energetic and dedicated colleagues. Our Association has a tremendous leader in Donna Rubin, and I would like to thank her for her support, encouragement, counsel and stewardship.

*Greg Fougère
Chair*

CEO's Message

2004 marked our Association's 85th anniversary of supporting not-for-profit providers delivering care, housing and services to seniors. It was also a year where the spotlight shone on our sector like never before. Public, media and government scrutiny of long term care was at an all time high, and, in many respects, this has continued into 2005.



When consumed with the priorities of the moment, it is very easy to forget the many events and developments of the past year: the Toronto Star's indepth investigation of long term care; surprise inspections and new toll-free complaint and info line; the release of Commitment to Care; stepped up reporting and accountability requirements; new program standards and policies; consultation on new long term care legislation; LTC public reporting website; consultation on affordable housing; and the overall transformation agenda with Local Health Integration Networks (LHINs) playing a significant new role. Major policy issues of critical important to our members, such as mental health and physiotherapy, were also front and centre.

There is no doubt that all of this created many challenges for members, but at the same time, it forced people -- the public, media, residents and family members, political decision-makers -- to really think about how we care for our elderly in Ontario and others in long term care, and how much more we could be doing to improve the lives of our most vulnerable citizens. We welcomed the government's "revolution" as an opportunity to improve care, strengthen the system and build public confidence in long term care.

We made great strides in 2004, securing new operating funding for long term care homes and community support and supportive housing services. With the new dollars for homes we also achieved a tremendous win for members on our single, biggest issue -- equalization. The financial gain for our sector was substantial -- with the \$110 million, long term care homes received per diem increases ranging from \$2.82 to \$7.58. The average increase for OANHSS members was over \$5.50!

At the time of writing this, we already know the 2005/06 Provincial Budget figures for long term care and community services, and the amount that will go directly to increasing care and services has missed the mark by a wide margin. Unfortunately, this lack of significant new funding means little will change for the long term care continuum in the upcoming year, and therefore little improvement for Ontarians. We will be pushing hard between now the next budget for funding that responds to the pressing needs of long term care residents and seniors in the community.

Many thanks to the Board of Directors for your leadership, to our loyal membership for your ongoing support, and to the OANHSS staff for always going the extra mile.

*Donna A. Rubin
Chief Executive Officer*

STATEMENT OF FINANCIAL POSITION (000s)

AS AT

December 31, 2004

December 31, 2003

ASSETS

CURRENT ASSETS		
Cash	\$1	\$75
Short-term investments	360	109
Receivables and prepaids	298	357
RESERVE FUNDS ON DEPOSIT	778	732
CAPITAL ASSETS (NET)	62	9
	<u>\$1,499</u>	<u>\$1,282</u>

LIABILITIES AND NET ASSETS

CURRENT LIABILITIES		
Bank Overdraft	\$269	\$0
Accounts payable and accruals	231	236
Deferred revenue	208	310
NET ASSETS	791	736
	<u>\$1,499</u>	<u>\$1,282</u>

STATEMENT OF OPERATIONS

YEAR ENDED	2004	2003
REVENUE		
Membership Fees	\$1,334	\$1,251
Education	457	426
Project Grants	52	0
Member Services	274	191
Publications, subscriptions and advertising	49	101
Interest and other income	59	47
OANHSS resource development service	308	108
	<u>\$2,533</u>	<u>\$2,124</u>
EXPENSES		
Salaries and Benefits	1,002	884
Consultants	282	302
Education	399	317
Project Grants	50	0
Administration	233	244
Occupancy	142	129
Travel and meetings	85	85
OANHSS resource development service	283	110
Amortization	33	37
	<u>\$2,509</u>	<u>\$2,108</u>
NET EXCESS OF REVENUE OVER EXPENSES	24	16
ALLOCATION TO RESERVE FUND	-15	-15
OPERATING SURPLUS, BEGINNING OF YEAR	3	2
OPERATING SURPLUS, END OF YEAR	<u>\$12</u>	<u>\$3</u>

This report is based on the financial statements audited by the firm of Partridge Iggulden LLP, Chartered Accountants. The audited financial statements are available at the offices of the Ontario Association of Non-Profit Homes and Services for Seniors.

2004-05 OANHSS Board of Directors



Back Row (left to right): Reg Crawford, Peter Barnes, Deborah Hammons, Donna Rubin, Shawn Turner, Sheldon Wolfson, Grant Effer. *Front Row (left to right):* Greg Fougère, Bernita Borgh, Gail Carlin, John Colangeli, Paul O’Krafka, Oris Retallack, Michael Carroll.

Greg Fougère, *Perley & Rideau Veterans’ Health Centre, Ottawa*
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Vice-Chair

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Shawn Turner, *York Region Health Services LTC and Seniors Branch, Newmarket*
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Charitable Sector Representative

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Region 3 Representative

Philippa Welch, *Simcoe Manor Home for the Aged, Beeton*
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Region 5 Representative

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Region 6 Representative

Oris Retallack, *Unitarian House of Ottawa, Ottawa*
Region 7 Representative

Reg Crawford, *Belvedere Heights Home for the Aged, Parry Sound*
Region 8 Representative

Cindy Jarvela, *Pioneer Ridge Home for the Aged, Thunder Bay*
Region 9 Representative

Donna Rubin, *OANHSS*
Chief Executive Officer

2005-06 OANHSS Board of Directors

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Vice-Chair

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Member-at-Large, Treasurer

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Michael Carroll, *Valleyview Home for the Aged, St. Thomas*
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Region 6 Representative

Currently Vacant
Region 7 Representative

Jo-Anne Palkovits, *St. Joseph's Villa of Sudbury, Sudbury*
Region 8 Representative

Cindy Jarvela, *Pioneer Ridge Home for the Aged, Thunder Bay*
Region 9 Representative

Donna Rubin, *OANHSS*
Chief Executive Officer



Gail Carlin, *Board Chair*

OANHSS Staff



Chief Executive Officer
Donna Rubin

Director of Communications
Debbie Humphreys

Director of Member Relations and Professional
Services
Margaret Ringland

Director of Operations
Charlene Lunney

Finance Manager
Leslie Ann Bryan

IT Manager
John Odorico

Manager, Marketing and Member Services
Sharon Clark-Koufis

CEO Executive Assistant
Rose Pace

Operations Executive Assistant
Ann Fuller

Administrative Assistant - Communications
Grace Montagnese

Administrative Assistant - IT and Education
Nina Zivkovic

Administrative Assistant - Finance
Diana Zampolin

Receptionist
Nurjehan Nazir

Volunteers

VITA Community Living Services

Advisors/Consultants

Andrew Buckstein (OANHSS Solicitor)

Paul Dowling (Housing)

Karen Elliott (Conference Planner)

Ellen Maracle-Benton (Marketing)

Douglas Shinobu (ORDS Corporate Finance
Specialist)

Thora Smaller (Education Coordinator)

Special Thanks to *(photo credits)*

Luther Village on the Park, Waterloo

St. Joseph's Health Centre, Guelph

The Elliott Community, Guelph

Who We Are

The Ontario Association of Non-Profit Homes and Services for Seniors is a provincial membership-based organization that has represented not-for-profit providers of care, services and housing for seniors for over 85 years.



Our Mission

OANHSS represents and supports the common goals of its members to provide and advocate for quality not-for-profit long term care, services and seniors' housing.

Our Vision

OANHSS will be the recognized leader of long term care, seniors' services and housing in Ontario and the champion of the not-for-profit delivery model.



OANHSS

Ontario Association of
Non-Profit
Homes & Services
for Seniors

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For information on not-for-profit homes,
housing and services for seniors visit the
OANHSS online resource centre at
www.oanhss.org and click on
"We're here for you."