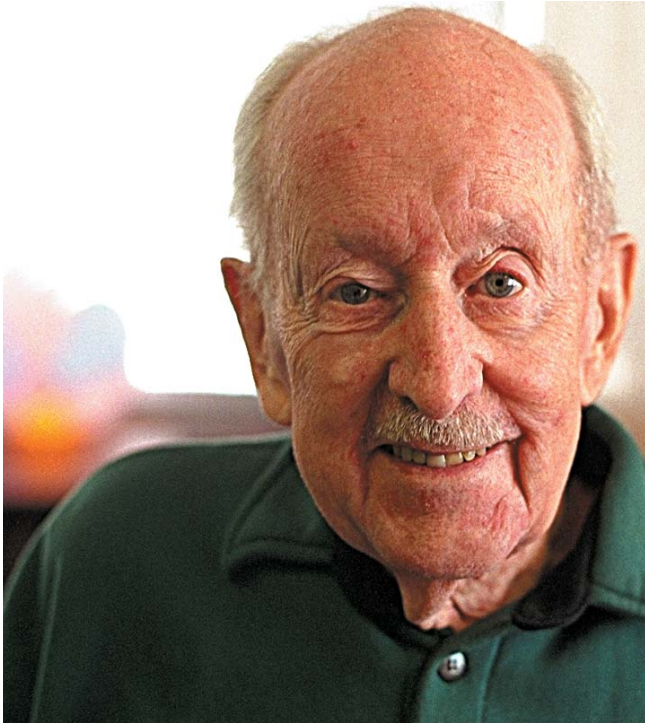


LEADERS IN  
LONG TERM CARE



ONTARIO ASSOCIATION OF NON-PROFIT HOMES AND SERVICES FOR SENIORS



OANHSS 2005 ANNUAL REPORT



# 2005

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.



## TAKING CHARGE OF ISSUES

- \$27.6 million in new operating funding for long term care homes.
- \$23 million for co-payment adjustment.
- \$24.9 million for the community sector.
- Determined efforts ensured that the government's pre-election pledge of an additional \$6,000 in care for every long term care resident stayed at the fore.
- Successfully lobbied for seniors to be included on the list of priority groups for the new Federal-Provincial Affordable Housing Program.
- Secured government commitment to refresh data regularly on LTC homes public reporting website.
- Profiled growing issue of care for older people with mental health issues.
- OANHSS position paper on mental health issues cited as source for several recommendations coming out of the Casa Verde inquest.
- Pursued Ministry commitment to create LTC pandemic planning template.
- Support for members on new Employment Standards Act and workplace inspections.
- Influenced the provision of adequate and appropriate physiotherapy coverage for LTC homes.
- Ongoing representation on work related to long term care reform including program standards, risk management framework, compliance monitoring and public reporting.
- Influenced implementation of LTC Common Assessment System (RAI-MDS) and MIS to increase support to homes.
- Secured government grant to initiate development of human resources management program.
- Secured MOHLTC funding for member resources on privacy legislation and implementing LTC standards.



*I appreciate the heads-up on emerging issues. Good job!*

## LOOKING AHEAD

- Long term care legislation
- Local Health Integration Network (LHIN) legislation
- Mental health
- MDS support for members
- Supportive housing enhancement and expansion
- Information management and electronic referrals (e-Health)
- Strategic Plan 2007- 2009

## PRIORITY ISSUES

- LHINs and transformation agenda
- LTC legislation
- Pandemic planning
- Infection control
- Mental health issues in LTC
- CCAC realignment
- MOHLTC program standards and policies
- Support service funding for affordable housing
- Federal-Provincial Affordable Housing Program
- End of life strategies
- Spousal admissions
- Smoking issues in LTC
- Responsive behaviours
- LTC Common Assessment Project (RAI-MDS)
- Management Information System (MIS) implementation
- Outbreak occupancy protection policy
- Resident lift funding process
- LTC physician issues
- Service agreements
- MOHLTC staffing surveys
- High intensity needs funds
- New public health agency
- Property tax
- LTC homes public reporting
- Elder abuse
- Interim and convalescent care bed programs
- Bed utilization and occupancy issues
- E-health and secure messaging
- PSW education and regulation issues
- Nursing strategies
- Health human resource strategies
- Workplace inspections
- Resident satisfaction measurement tool
- Mandatory retirement
- LTC placement and admission issues
- Non-urgent emergency transfers
- LTC home capital program
- DME funding
- Dementia training
- Family councils
- Oral care for seniors

## CHAIR AND CEO'S MESSAGE



**GAIL CARLIN**  
CHAIR

Reflecting on the past year, it is hard not to focus on the changing landscape of healthcare delivery in Ontario and its impact on long term care.

Transformation, reorganization, devolution, restructuring, realignment and other such terms have become so common that it is easy to forget the enormity of the changes.

We saw the wind-up of district health councils and the emergence of local health integration networks. We started to prepare for the reduction of community care access centres from 42 to 14 and the closing of Ministry of Health and Long-Term Care (MOHLTC) regional offices to make way for the LHINS and their new role. Planning was also in the works to reorganize the MOHLTC and create a new ministry structure based on stewardship, a process expected to roll out over a two-year period.

In addition to these sweeping macro level changes members juggled many important operational and care issues, such as physiotherapy, program standards, pandemic planning, infection control, public reporting, placement and admission issues to name but a few.

All this activity made for another busy year as we worked hard to zero in on what was critical; bringing member issues forward and pushing for effective policy changes that would enhance care and services for those served by the long term care continuum.

Our ability to represent members on all of these fronts comes largely from the willingness of members to join us in our advocacy efforts, volunteering to speak out in your communities and representing the Association on external working groups. We all benefit from the collective efforts of the membership.

In looking back it is important to consider not just what we achieved in 2005, but the significance of these achievements.

In terms of public policy, we were active and engaged, but what stands out is that our key issue, the need for adequate funding for the sector, was front and centre in the media, in the Legislature and with consumers and their families. This groundwork is

critical as we head into a provincial election in 2007. We need to keep building on this momentum to ensure that long term care is established as a priority during the election.

We were steadfast and persistent in holding the government to their 2003 pre-election funding promise of an additional \$6,000 in care for every long term care resident. Our determined efforts have kept this pledge alive.

We put the funding facts on the table at our Queen's Park press conference in the fall and since then media and legislative debates have repeatedly referenced our analysis. The pressure continued to build with one of only four opposition days in the Legislature focused solely on long term care.

This attention spilled out into the media where long term care funding issues tracked in the major dailies and community papers on a regular basis.

The strength of our message and our credibility in representing the interests of seniors has drawn the support of key players. The many municipal and district councils and governing bodies that passed motions supporting our funding position sent a strong message to government. The fact that councils and boards weighed in on long term care and put their strength behind our efforts is a very significant achievement.

We also enlisted consumer groups in our efforts and their support has been invaluable to our cause.

When others publicly line up behind our efforts we start to really see attention being paid to our issues.

We were very pleased to get a strong message from members through the Member Value and Satisfaction Survey that we are on the right track. This feedback helps us to confirm our direction as we move forward with finalizing our 2007-2009 Strategic Plan.

The success of this past year has really been a team effort. Association staff play a critical role and the Board of Directors is committed to keeping OANHSS vibrant and providing the leadership required for the challenges ahead.

*OANHSS membership is extremely helpful and practical.*





*Back Row (left to right):* Donna Rubin, Michael Carroll, Sandra Pitters, Robert Petrushewsky, Deborah Hammons, Greg Fougère, Paul O’Krafka. *Front Row (left to right):* Diane Officer, Cindy Jarvela, Gail Carlin, Jo-Anne Palkovits. Absent: Grant Effer, John Colangeli, Sheldon Wolfson, Brent Martin, Philippa Welch.

## OANHSS STAFF

Chief Executive Officer  
**Donna A. Rubin**

Director of Communications  
**Debbie Humphreys**

Director of Member Relations  
and Professional Services  
**Margaret Ringland**

Director of Operations  
**Charlene Lunney**

Finance Manager  
**Leslie Ann Finlay**

IT Manager  
**John Odorico**

Manager, Marketing and Member Services  
**Sharon Clark-Koufiss**

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 (Tradeshow)

Douglas Shinobu (ORDS Corporate Finance Specialist)

Stuart Sweeney (Education Coordinator)

## 2005-2006 BOARD OF DIRECTORS

### Gail Carlin

Sunnyside Home, Kitchener  
Member-at-Large, Chair

### Sandra Pitters

City of Toronto, Homes for the Aged Division, Toronto  
Municipal Sector Representative, Vice-Chair

### Grant Effer

A.R. Goudie Eventide Home, Kitchener  
Charitable Sector Representative

### John Colangeli

Luther Village on the Park, Waterloo  
Housing Sector Representative

### Sheldon Wolfson

Regional Municipality of Halton  
– Social & Community Services, Oakville  
Member-at-Large, Treasurer

### Greg Fougère

Perley & Rideau Veterans’ Health Centre, Ottawa  
Past Chair

### Michael Carroll

Valleyview Home for the Aged, St. Thomas  
Region 1 Representative

### Paul O’Krafka

St. Joseph’s Villa, Dundas  
Region 2 Representative

### Brent Martin

Nithview Home, New Hamburg  
Region 3 Representative

### Philippa Welch

The Corporation of the County of Simcoe, Midhurst  
Region 4 Representative

### Robert Petrushewsky

Kipling Acres, Etobicoke  
Region 5 Representative

### Deborah Hammons

Fairhaven, Peterborough  
Region 6 Representative

### Diane Officer

City of Ottawa, Homes for the Aged Division, Ottawa  
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 A. Rubin

OANHSS  
Chief Executive Officer



*Without OANHSS  
we would be in the dark.*

## FINANCIAL STATEMENTS

### BALANCE SHEET (000s)

As at December 31

#### ASSETS

##### CURRENT ASSETS

Short-term investments	\$ 892	\$ 782
Accounts receivable	155	234
Prepaid expenses	35	64

##### CAPITAL ASSETS (NET)

##### LONG-TERM INVESTMENTS

	104	61
	247	357
	<b>\$1,433</b>	<b>\$1,498</b>

#### LIABILITIES AND MEMBERS' EQUITY

##### CURRENT LIABILITIES

Bank overdraft	\$ 137	\$ 268
Accounts payable and accrued liabilities	143	231
Funds held in trust	266	180
Deferred membership fees	51	29

##### MEMBERS' EQUITY

Awards program fund	13	13
Reserve fund	600	711
Funds invested in capital assets	104	61
Operating surplus	119	5

	<b>\$1,433</b>	<b>\$1,498</b>
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### STATEMENT OF REVENUE and EXPENSES (000s)

For the year ended December 31

2005 2004

#### REVENUE

Membership fees	\$1,462	\$1,334
Members' services	262	269
Publications, subscriptions and advertising	55	45
Education, meetings and sponsorships	517	467
Project grants	43	62
Interest and other income	80	50
Consulting Fees	89	306

#### EXPENSES

Salaries and benefits	1,097	1,034
Consultants and temporary help	400	612
Occupancy	137	134
Education	365	397
Meetings	79	57
Office and administration	318	242

	<b>\$2,508</b>	<b>\$2,533</b>
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#### EXCESS OF REVENUE OVER EXPENSES

	<b>\$ 112</b>	<b>\$ 57</b>
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THE COMPLETE AUDITED  
FINANCIAL STATEMENTS  
ARE AVAILABLE AT THE  
OFFICES OF THE ONTARIO  
ASSOCIATION OF NON-  
PROFIT HOMES AND  
SERVICES FOR SENIORS





## MEETING MEMBERS' EXPECTATIONS

### 2005 Member Value and Satisfaction Survey

- Members like what we are doing!
- 100% of respondents highly value our advocacy
- Top ratings for our issues management, communications and overall value for membership
- High degree of satisfaction with education and member programs and services

*I have been impressed with the efficiency and timeliness of OANHSS. Excellent value for membership fee!*



ONTARIO ASSOCIATION OF NON-PROFIT HOMES AND SERVICES FOR SENIORS



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 80 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.



**Ontario Association of Non-Profit Homes and Services for Seniors**  
7050 Weston Road, Suite 700, Woodbridge, Ontario, L4L 8G7  
Tel 905 851 8821 | Fax 905 851 0744

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