



Redefining Independent Living

ANNUAL REPORT 2013/2014

Mission

Nucleus enables adults who require assistance in their daily activities to live independently in their own homes.

Vision

Advancing consumer care and compassionate service delivery.

Values

Quality and Safety

Collaboration

Respect

Responsibility

Strategic Priorities

Collaborative system leadership to influence change

Accountability and transparency in use of resources

Inspiring service design through adaptive thinking

Skilled workforce driving a quality culture

Leveraging technology to elevate our performance

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Message from the Board President and Chief Executive Officer/Executive Director

Nucleus Independent Living is more than simply the name of our organization. It's a reflection of the fundamental role we play in helping high risk seniors and those living with physical disabilities to enjoy a good quality of life as independently as possible.

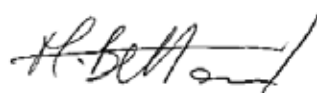
At the heart of independent living is having the ability to choose – to have some say in the development of the care plan and the scheduling of services based on one's personal lifestyle. Providing consumers with choice is one of the defining features of the services we provide and a driving force behind everything we do.

As we completed the first year in our three-year strategic plan, our efforts to deliver services of the highest quality were rewarded with a three year accreditation from CARF (formerly the Commission on Accreditation of Rehabilitation Facilities) – the highest level that can be awarded to an organization. Our participation in this voluntary, internationally recognized accreditation process is a testament to the commitment of the Board, leadership and staff to deliver services that place a strong emphasis on person-centred care and not only meet, but in many cases, exceed expectations.

Growth continued to be a key theme this year as we expanded the number of consumers being served through the Supports for Daily Living program and the number of caregivers receiving support through the Caregiver ReCharge service. Both these services are now coordinated through the Central Registry, which we host on behalf of other service providers at Nucleus' head office. In our efforts to support further efficiencies within the health system, we also started providing back office support for two other community support services as well as peer support for an organization in transition.

We are incredibly proud of the way our Board, leadership and staff stepped up to the plate this year to participate in the rigorous accreditation process, support continued growth in our programs and services, and above all, maintain the highest of standards in the delivery of care to consumers and caregivers.

As we hosted our 30th anniversary celebrations, it gave us pause to reflect on the past and to set our sights on the future. Moving forward, we will continue to push the boundaries in developing new methodologies and new models of community-based care that redefine what it means to live an independent life from the perspective of the consumers we serve. Our thanks to our Board, leadership, staff and Consumer Advisory Council members for sharing our passion for helping people live their lives to the fullest possible extent.



Manny Bettencourt
President,
Board of Directors



Beverley John
Chief Executive Officer/
Executive Director



CENTRAL REGISTRY

Bringing consumers and services together

Although the Central Registry is not a Nucleus program, it provides an invaluable service, coordinating referrals for the Supports for Daily Living program and Caregiver ReCharge service on behalf of health system partners. Housed in Nucleus' head office, the centralized service helps determine consumer eligibility for these programs and connects consumers and/or caregivers with the support they need or refers them to alternative resources that may better meet an individual's needs. Initially set up to manage referrals to the Supports for Daily Living program, the service expanded this year to include Caregiver ReCharge.

ACCREDITATION

Meeting the highest standards in the delivery of care

Following a rigorous peer review process, Nucleus Independent Living was awarded a three-year accreditation this year from CARF (Commission on Accreditation of Rehabilitation) - the highest level of accreditation that can be awarded to an organization.

Upon completing its review, the team of onsite surveyors noted that Nucleus enjoys strengths in many areas including a governing board and senior management team that work smoothly and efficiently together, in-depth training and ongoing education of both staff and persons served, a Community Advisory Council that believes in and supports Nucleus' mission, thorough and comprehensive business practices including risk management, performance improvement and information measurement and management, and financial planning and budgeting that are soundly managed and effectively communicated.

This significant milestone in Nucleus' history was the result of a committed team of Board members, senior leaders, staff and consumers who worked tirelessly to ensure our policies, procedures and practices were of the highest standards for community-based care.



“The Consumer Advisory Council includes many committed people who believe in and support the mission of Nucleus. Each member expressed that the organization is truly focused on care and services.”

CARF



SUPPORTS FOR DAILY LIVING AWARD

Receiving top provincial honours for Supports for Daily Living

Nucleus Independent Living was one of eight Supports for Daily Living service providers to be recognized by Ontario's Minister of Health and Long-Term Care with the inaugural Minister's Medal Honouring Excellence in Health Quality and Safety. The award recognized providers for helping high risk seniors access the care they need to continue living independently in their own homes.

The medal was awarded to teams of organizations and/or individuals who put patients in the centre of the circle of care and incorporate a focus on quality and safety into everything they do. The Supports for Daily Living program is so successful it has been replicated in many communities across the province.

“The Supports for Daily Living program has proven to be a pioneering force for our health system, changing the way we care for our seniors to help them live better at home.”

Deb Matthews, Minister of Health and Long-Term Care

CARE COORDINATORS

Leading by example through compassionate care

Behind every great program is a great team of staff. Sabeen Alam, one of Nucleus' four Supports for Daily Living (SDL) Care Coordinators, takes tremendous pride in her job as a primary point of contact for consumers and their families and says she and her colleagues are reminded every day what impact this program has on their lives.

“One elderly woman summed it up nicely when she told me that SDL didn't just help her maintain her life, it transformed it by allowing her to focus on her recovery instead of worrying about daily tasks like bathing, dressing, meal preparation and light housekeeping.”

Sabeen says working with the program has changed her life too. “I have learned the importance of 'living in the moment', and never taking anything for granted. I may need a service like this one day myself, so it's important to me to make every experience for consumers a great one.”

Once a consumer is deemed eligible for the program, an SDL Care Coordinator works closely with the consumer and their family to coordinate the in-home services that will best meet their needs. The coordinators work with hospitals and with other SDL service providers to ensure the transition for consumers is smooth and seamless and support consumers with any questions or concerns.



SUPPORTS FOR DAILY LIVING

Supports for Daily Living is a model for community-based assisted living that provides high risk seniors with access to pre-scheduled and/or urgent/on-call personal support, essential homemaking services and safety and reassurance checks seven days a week, 365 days a year.

A return to independent living

Ernest Booth lives in his own apartment and enjoys keeping up-to-date with world news and spending time with family. Earlier this year, however, the 88 year old's life was interrupted when he fell and broke his hip. Following surgery, and a five and a half week stay in hospital, he was determined to return to the lifestyle he'd previously enjoyed. Thanks to a referral to Nucleus Independent Living's Mobile Supports for Daily Living program, he has been able to do just that.

"I'm very lucky to have caring children who make a difference in my life, but two of my sons live out of town and my other son and daughter lead busy lives, so knowing someone is coming in each day to help me out with my basic needs in life makes me feel good," says Ernest. "Without this service, I don't know how I would cope."

Staff from the Mobile Supports for Daily Living program visit Ernest three times a day - in the morning, late afternoon and evening - seven days a week to help him with meal preparation, dressing, light housekeeping, bathing, and bowel and bladder management.

"If I didn't have this service I would probably be in a home. We're very lucky to have a service like this available."



"Having a program like this is a blessing. To see Dad living in his own home surrounded by his own things is incredibly important and provides us with peace of mind knowing his care is in good hands."

**Colleen Braunstein
Daughter**

SUPPORTIVE HOUSING

Supportive Housing provides Attendant Services in permanent community residential settings to consumers living with a physical disability when their support services needs require the availability of 24-hour, on-site assistance.



The freedom to live with independence

In 2008, life for Daryl Dettman changed in an instant. An assault from behind left the 35 year old father of two young children a C3 quadriplegic. Airlifted to Sunnybrook Health Sciences Centre from his home in Lindsay, Daryl underwent surgery, spent a month in hospital, and was then transferred to Toronto's Lyndhurst Centre where he spent five and a half months in rehabilitation.

After developing pressure sores on his heels, Daryl had to discontinue his physiotherapy and returned home to Lindsay for nine months. However, accessibility and access to the type of support services he needed proved to be a challenge. When his pressure sores healed, Daryl returned to Lyndhurst for three months, then moved into Bellwoods Centre for Community Living.

While receiving outpatient care at Lyndhurst, Daryl learned about Nucleus Independent Living's Supportive Housing Program through the Canadian Paraplegic Association. He moved into an available unit in February 2011.

"Being able to live in my own apartment with personal support services that fit with my schedule has made a substantial difference in my life," says Daryl, who receives support with bathing, dressing, bowel and bladder management, housekeeping and food preparation. "With Supportive Housing, I have choices in how I live my life and that's a great feeling to have."



"Nucleus truly understands what 'independent living' means. They put me in the driver's seat by scheduling services as best they can to fit with my schedule, not their own."

**Daryl Dettman
Consumer, Supportive
Housing**

ATTENDANT OUTREACH

Attendant Outreach acts as a physical extension of a person with a permanent physical disability by enabling an individual's full participation and integration into their community through flexible services, a range of housing and lifestyle choices, consistent staff, and an opportunity to socialize with existing and future relationships.

Getting on with life in your own home

What started out as a simple task in November 2011 changed Rene Ferri's life forever. While filling his backyard birdfeeder, the father of two slipped on a thin layer of snow and fell, fracturing several vertebrae in his back as the result of a rare form of arthritis he developed in his early 20s. Today, at 52 years of age, Rene is a quadriplegic.

Following seven months in hospital, he was ready to return home to live with his wife and two daughters, now aged 18 and 22. But he needed frequent daily support. Through the hospital, Rene learned about and applied to Nucleus Independent Living's Attendant Outreach program. He says the program was a 'godsend'.

"The staff visits me three times a day, seven days a week," says Rene. "I suspect that if I didn't have the support of this program, I would probably be living in a long-term care home."

Rene receives support with transfers into his wheelchair, meal preparation, bathing, and bowel and bladder management. "These people support me with daily living activities that many people wouldn't want to help with, and I admire them immensely for that. They are wonderfully caring."



"This program helped save my family by making it possible for us to continue living together under the same roof. The staff are caring and wonderful people who go the extra mile to help me and do so with great care."

**Rene Ferri
Consumer, Attendant Outreach**

CAREGIVER RECHARGE

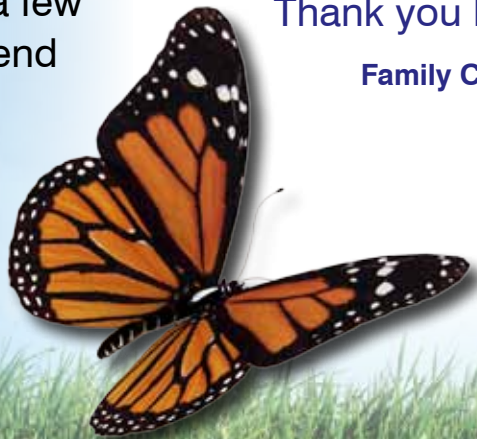
The Caregiver ReCharge service provides flexible, worry-free, in-home relief for caregivers in the Mississauga Halton LHIN who can use a much-needed break from caring for the day-to-day needs of a loved one with high needs. Care is provided by trained staff who temporarily assumes care giving responsibilities in the home so the caregiver can take a break for a few hours, a day, a weekend or a week.



*Sallie Morrison, Director,
AbleLiving Services*

“Caregiver ReCharge has been a lifesaver for us. We have been able to have a break from caregiving for the first time since she became unable to look after herself four years ago. Thank you ReCharge!”

Family Caregiver



Providing respite when needed most

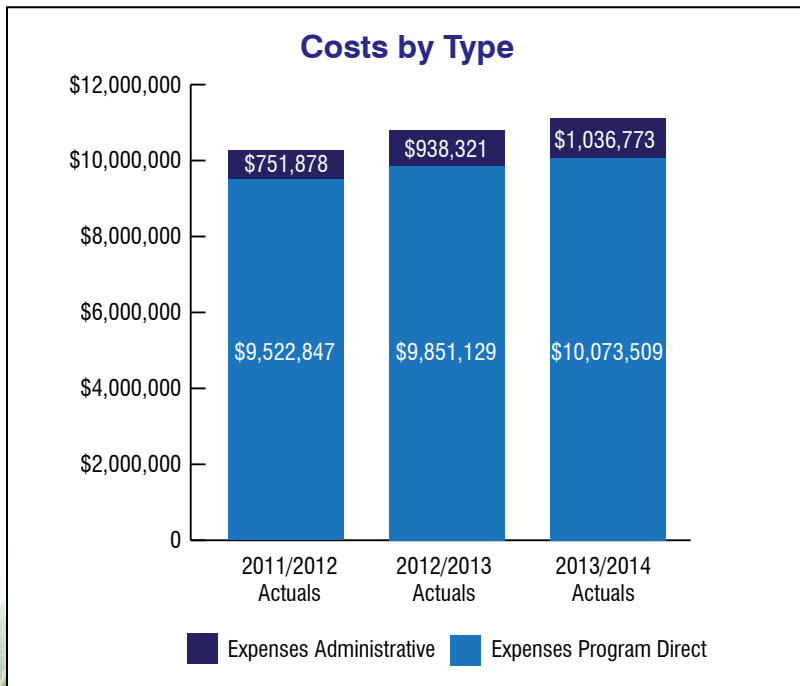
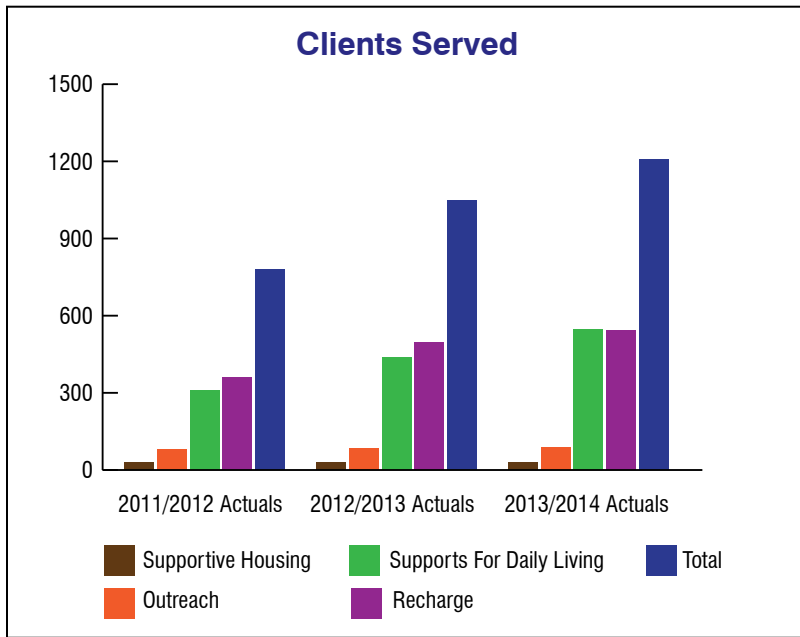
The person most instrumental in helping to support high risk seniors and those living with disabilities to remain living independently at home is the informal caregiver. These unsung heroes are often responsible for helping people to remain living at home until end-of-life and long past when others might think independent living is possible.

“In-home caregiving can be an intensive activity and one that can lead to high stress and burnout,” says Sallie Morrison, Director, AbleLiving Services, Thrive Group, the organization Nucleus has partnered with to deliver an innovative caregiver respite program called Caregiver ReCharge. “We recognize that and make it possible for informal caregivers to leave home for some respite with peace of mind knowing that we will care for their loved ones with the highest respect and dignity in the comfort of their own homes while they are away.”

The Caregiver ReCharge service understands that respite can only be effective if the caregiver is confident that their loved one’s care needs are in good hands, and that’s where this program excels.

“By partnering with Nucleus, we are able to serve more informal caregivers than was ever anticipated, and to do so using the same model and guiding principles so that everyone enjoys the same quality experience across the LHIN.”

Nucleus by the Numbers



Honouring Our Staff

The team at Nucleus Independent Living is committed to ensuring consumers have access to the services they need to live full, meaningful and independent lives in their own homes. We are proud to acknowledge the following staff members who celebrated key service milestones with Nucleus this year.

5 Years

Kelly McDonald

15 Years

Neville Geddes

25 Years

Leo Robinson

10 Years

Bainnie Persaud
Dairam
MaryAnn Morris
Marilyn Sylvester
Vernica Williams

20 Years

Carlene Brown
Eze Powley

Nucleus marked a 30 year legacy of supporting independent living at a special anniversary celebration attended by staff, consumers and their families.



Board of Directors

Manny Bettencourt
President

Rose Alcamo
Secretary

Yves Belanger
Past President

Cyrus Durzi, Director
Vivek Joseph, Director
Garvin Linley, Director
Marnie Lynn, Director
Joe Scarfo, Director

Margaret Bachle
Vice President

Jonathan Wahba
Treasurer

Consumer Advisory Council

Margaret Bachle
Chair

Consumer Members

Barbara Beggs
Robert Beggs
Ken Chapman
Arnie Makin
Anu Missar
Al Reeves
Barb Snider
Garry Stockfish
Sara Zingone

Nucleus Staff Members

Laura Bartolini,
Recorder
Beverley John
Lisa Gammage
Yvonne Hodge

Senior Leadership

Beverley John
Chief Executive
Officer/Executive
Director

Lisa Gammage
Director, Quality &
Programs

Cindy McArthur
Director, Human
Resources

Steve Sicurella
Director, Finance/IT

Laura Bartolini
Executive Assistant

Community Partnerships 2013/14

Funders

Mississauga Halton Local Health
Integration Network (LHIN)
Ontario Ministry of Health &
Long-Term Care

Financial/Accreditation

CARF
TD Canada Trust
BDO Dunwoody

Hospitals

Halton Healthcare Services
Holland Bloorview Kids Rehabilitation
Hospital
Humber River Hospital
Toronto Rehabilitation Institute/
University Health Network
Trillium Health Partners
West Park Healthcare Centre

Housing/Realty

Colonia Treuhand Management (CTM)
Humberview Housing Co-op
Toronto Community Housing

Human Resources

UNIFOR Local 40
Community Care Information
Management (CCIM)
CUPE Local 966
Keyser Mason Ball, LLP
Rubin Thomlinson Law Firm
Ontario Safety Association for
Community & Healthcare (OSACH)
Elder Abuse Ontario

Community Service Partners

Access Apartments
Acclaim Health
Alzheimer Society of Peel
ARCH Disability Law Centre
Canadian Hearing Society
Canadian Paraplegic Association
of Ontario
Centre for Independent Living Toronto
Heart House Hospice
Joyce Scott Non-Profit Homes
(Independent Living Halton)
Links2Care

MICBA Forum Italia
Mississauga Halton CCAC
Ontario March of Dimes – Peel
North Yorkers for Disabled Persons
Ontario Senior Citizens Residence
PACE Independent Living
Peel Cheshire Homes (Streetsville)
Peel Senior Link
Region of Halton Supportive Housing
Seniors Life Enhancement Centres
Thrive Group (formerly AbleLiving
Services)
Tobias House
Toronto Central CCAC
Victorian Order of Nurses – Peel
Branch
Yee Hong Centre for Geriatric Care

Associations/Memberships/ Networks

Ontario Association of Independent
Living Service Providers (OAILSP)
Ontario Community Services
Association (OCSA)

Ontario Hospital Association (OHA)
Metamorphosis
Synergy West GTA
Community Quality Network(CQN)
Public Services Health and Safety
Association of Ontario

Committee Participation

Mississauga Halton LHIN CSS CAP
Steering Committee
East Mississauga Health Links
SDL Leadership Committee
Abuse Prevention Network
Mississauga Halton LHIN: G2G
Committee, CSS Sector, Respite
Steering and Operations, Knowledge
and Exchange, HCTOG, Rehabilitative,
SDL Committees
NorthWest Mississauga Health Links
Cheshire Ontario



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