



**Helping seniors
live independently
at home**

**ANNUAL REPORT
2015/2016**



Message from the Board President and Chief Executive Officer

Every adult we support through our programs at Nucleus Independent Living gives us purpose, and is a daily reminder of how our work is helping people to live their lives on their own terms. One of the most vulnerable populations we are increasingly seeing access our services is older adults over the age of 65 years. This year was no exception.

In our Supports for Daily Living program, we helped over 600 older adults remain living independently in their own homes. In our Supportive Housing and Attendant Outreach programs, almost 20 percent of the populations receiving services this year were seniors. And more than 35 percent of those seeking respite through the Caregiver ReCharge service were aged 65+.

As seniors' health care needs evolve with age, we know they are increasingly seeking ways to stretch out the amount of time they can live in their own homes. Nucleus was founded on the philosophy that adults have a right to live independently as long as possible. It's these historic roots and over 30 years of experience that have enabled us to grow and adapt our programs and services for the physically disabled to increasingly serve the growing needs of the senior population.

Home and community care for seniors, and temporary respite for caregivers, are provincial and LHIN priorities that Nucleus is well positioned to support. As the consumer stories in this year's report show, our home-based programs and services are making a significant difference in the lives of seniors and caregivers, while also contributing to more effective use of health care resources.

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

What's Inside

With additional funding from the Mississauga Halton LHIN we responded to the increasing demand for these services by expanding our service delivery in both the Supports for Daily Living program and Caregiver ReCharge service. We also continued to expand the use of technology across our programs to support better documentation and more coordinated staff and consumer scheduling.

This year we were also an active co-leader in the launch of the North West Mississauga Health Link. Working together with the Credit Valley Family Health Team we are helping those with complex health issues connect with service providers that can help them remain healthy and active in their communities. Many of these consumers are seniors. By providing intensive care coordination, we can help people avoid unnecessary emergency department visits and hospitalizations, and premature admissions to long-term care.

While we continued to support staff learning needs through our partnership in the Mississauga Halton LHIN's Regional Learning Centre, we also took a new step on the education front this year when we welcomed an HR co-op student to our administrative offices, and PSW students to our Supportive Housing program. Nucleus is pleased to have a role in helping to shape the next generation of staff in these fields.

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Our thanks to our Board, leadership, staff and Consumer Advisory Council members for helping us to fulfill our mission through their unwavering commitment to consumers and caregivers. Every time we receive a testimonial, it reinforces for us that our work is making a meaningful contribution to the lives of those who wish to live as independently as possible for as long as possible.



Manny Bettencourt
President,
Board of Directors



Beverley John
Chief Executive
Officer



SUPPORTIVE HOUSING



“I have my own apartment and the staff is available to help me at various times throughout the day with anything I can’t do for myself.”

Arnie Makins, consumer

Making independent living possible

Sixteen years ago, Arnie Makins wasn’t sure what his future held for him. After debilitating symptoms from Multiple Sclerosis (MS) forced the 75-year-old to sell his home in Mississauga, he found himself living in a retirement home in Scarborough that really didn’t suit his desire to live independently. Shortly thereafter, Arnie learned about Nucleus’ Supportive Housing program after contacting the Centre for Independent Living in Toronto’s Project Information Centre (PIC).

“I moved to Nucleus II in July 2000 and have been living here ever since,” says Arnie, referring to one of two supportive housing locations supported by Nucleus. “I have my own apartment, and the staff is available to help me at various times throughout the day with anything I can’t do for myself.”

For Arnie, the attendants who support him are an extension of his own body, helping him with routine activities of daily living that so many take for granted like shaving, showering, dressing, preparing meals, feeding, light cleaning, taking medication, going to bed, and adjusting his position in his wheelchair.

“Staff is in and out of my apartment several times a day and an apparatus on my wheelchair allows me to phone Nucleus staff if I have an urgent need beyond regularly scheduled visits. It’s thanks to this program that I am still able to live an independent life in my own home.”

Staffed by 45 trained Personal Support Workers, 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. Nineteen percent of adults in Supportive Housing are seniors, like Arnie.

Improvements this year included taking steps to implement Nucleus’ new electronic scheduling program; the technology will be used to enhance staff and consumer scheduling and provide better metrics for tracking the impact of scheduling improvements.

ATTENDANT OUTREACH

Instilling confidence to live at home

When a change in Virginia Douglas' health threatened her ability to live independently, she was thankful to learn about Nucleus' Attendant Outreach program. The 66-year-old long-time Mississauga resident has been on the program for a year and says it has helped her to do something that was very important to her – remain living in her own home.

“Due to limited mobility, I need help at home to do some of the things I used to be able to do on my own,” says Virginia. “The staff visits me once a day and helps get my dinner ready, tidies up, sweeps the floor, and locks up for me – it’s these little things that make the biggest difference.”

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.

While the Attendant Outreach program is available to adults, 18 years or older, 27 percent of consumers using the program are seniors.

A key focus in the program this year was the introduction of mobile devices for the staff to support more timely communication, real-time scheduling, and increased staff safety. A full-time care coordinator was also hired to review and assess service plans to help move towards better coordinated services to meet consumers' needs. Scheduling is a critical success factor in the program, and this will continue to be a priority area of focus in the coming year.



“The staff visits me once a day and helps get my dinner ready, tidies up, sweeps the floor, and locks up for me – it’s these little things that make the biggest difference.”

Virginia Douglas, consumer

* The person in the photo is not the consumer profiled in this story.

SUPPORTS FOR DAILY LIVING

* The person in the photo is not the consumer profiled in this story.



**“If I didn’t have the staff
in Supports for Daily
Living to help me, I don’t
know what I would do.”**

Helen Smorenburg, consumer

Maintaining a level of independence

One of the things 85-year-old Helen Smorenburg looks forward to most each week is having a shower. A few months ago, it was something the Etobicoke resident was able to do on her own, but after a partial hip replacement in December 2015, Helen started using a walker for support and it was clear that taking a shower at home on her own would be a safety issue.

It was while she was in rehabilitation at West Park Healthcare Centre that Helen learned about Nucleus’ Supports for Daily Living program through the local Community Care Access Centre (CCAC).

“I never would have been able to have a shower on my own if it weren’t for the staff in Supports for Daily Living,” says Helen. “If I didn’t have them to help me, I don’t know what I would do.”

Staff from Supports for Daily Living visit Helen in her home twice a day in the morning and late afternoon

and help her shower, change her bed, make breakfast, and do some light house cleaning. “The ladies are very kind and having them here every morning really gets my day off to a nice start.”

By the end of 2015/16, Nucleus’ Support for Daily Living program had made it possible for over 600 seniors, like Helen, to remain living independently in their own homes. Supported by more than 130 staff, Supports for Daily Living 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.

Looking ahead to the coming year, the program will be taking a closer look at scheduling from both a staff and consumer perspective, as well as developing a health equity strategy to improve health outcomes.

CAREGIVER RECHARGE

Providing much-needed caregiver respite

When Margit Bennet's partner, Tom, was diagnosed with dementia in 2011, the 92-year-old became his 24-hour caregiver, a road she'd travelled previously during her first husband's illness before he passed away in 2003. But as Tom's dementia progressed, and he started to wander, the programs she'd previously accessed for caregiver relief were no longer able to support Tom's needs.

"It was a blessing when I was connected with Nucleus' Caregiver ReCharge service," says Margit, an active senior who still drives and is adjusting to life on her own after Tom recently moved into a retirement home. "My daughter lives in Belleville, and having access to this program made it possible for me to visit her on weekends once a month while staff took care of Tom in our home."

The Caregiver ReCharge service provides flexible, worry-free, in-home relief for caregivers 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.

Delivered in partnership with AbleLiving Services, Thrive Group, the service was awarded the Mississauga Halton LHIN's Pinnacle Award this year, for its proven results in reducing emergency department visits and hospitalization, long-term care home placement and caregiver stress. More than 130 senior caregivers received support through the service in 2015/16.

Identified as a priority area for LHIN investment, the respite service received expansion funding this year to add a part-time Respite Advisor. It also completed a two-year research study that will help inform the development of some respite tools to further support caregivers in the community.



"Having access to this program made it possible for me to visit my daughter on weekends once a month while staff took care of Tom in our home."

Margit Bennet, caregiver

REGIONAL LEARNING CENTRE



“As a PSW, it’s very important to refresh your skills and not take them for granted. The Learning Centre’s courses have helped me to use my full scope of practice so that I can put my best foot forward when supporting senior consumers.”

Diane Murray, PSW

Equipping staff to support high risk seniors

As a trained Personal Support Worker (PSW) in Nucleus Independent Living’s Supports for Daily Living Program, Diane Murray often works with seniors living with dementia. While her work can sometimes be challenging when consumers don’t remember who she is or why she is visiting their home, she says the courses she has taken through the Mississauga Halton LHIN’s Regional Learning Centre over the past few months have shed new light on her approach.

“I am now more aware of how someone living with dementia engages with the world around them, and how important it is to ask questions and use non-verbal communication skills,” says Diane, who has worked as a PSW for two years and joined Nucleus 10 months ago. “I am more aware of potential triggers in the environment that can result in different responsive behaviours as well.”

Funded by the LHIN and staffed by four educators, the Regional Learning Centre operates as a partnership between Nucleus and Links2Care, offering a comprehensive slate of courses that are available to Directors, Supervisors and PSWs from LHIN-funded agencies. Over the past year, the Regional Learning Centre had more than

1,000 registrations, and was the recipient of one of the LHIN’s Partnering for a Healthier Tomorrow awards for its role in enhancing community capacity.

Several of the Regional Learning Centre’s courses focus on helping PSWs in their work with senior consumers, including working with consumers with cognitive impairments. Learnings are activity-based and class sizes are kept to a maximum of 25 participants to enable PSWs from different organizations to network with one another. A partnership with the Seniors Life Enhancement Centre also makes it possible for family caregivers to attend monthly caregiver education sessions while their loved ones attend a complimentary day program in the same building.

The Regional Learning Centre launched a new website this year as well as several new education modules including customer service, palliative care, conflict management, the 3 D’s (depression, delirium, and dementia), modified moving and handling, and home physiotherapy exercises. On the horizon is a move into expanded space that will feature two large training areas, one of which will be a fully devoted skills lab.

Addressing intensive care coordination needs

Among the most vulnerable seniors living in the community are those with complex health needs, individuals who need intensive care coordination to help prevent unnecessary hospitalizations and premature admission to long-term care.

This year, Nucleus Independent Living worked together with the Credit Valley Family Health Team and the Mississauga Halton Community Care Access Centre (CCAC) to create the North West and South West Mississauga Health Links, two of seven developing Health Links in the Mississauga Halton LHIN. Designed to meet the needs of the highest users in our health system, the Health Links utilize care coordinators who help individuals connect with the resources they need, allowing for more proactive interventions. The goal is to help minimize deteriorating health that can lead to emergency department visits or hospitalization.

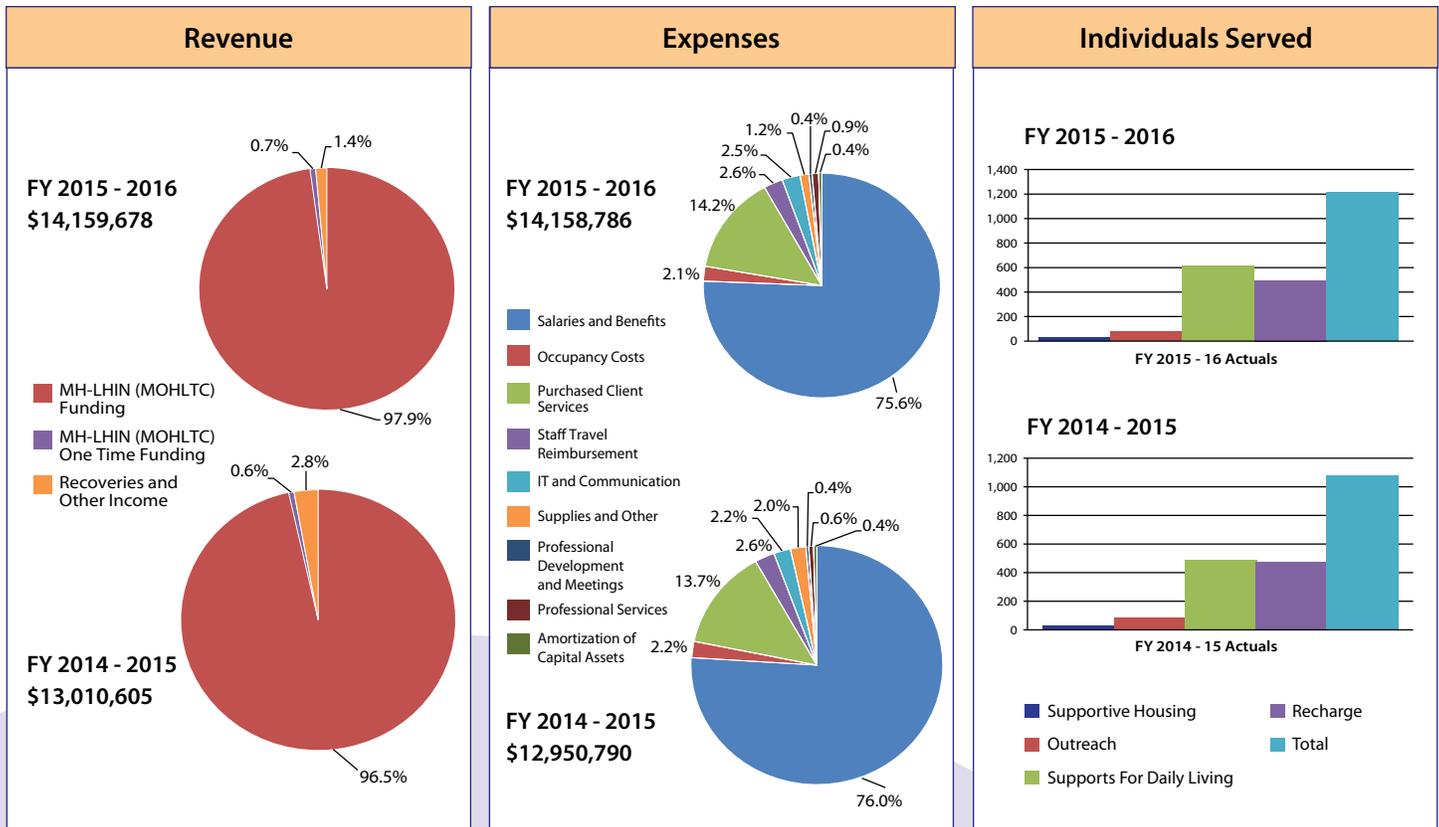
Health Links provide a vital resource for family doctors who are treating people with three or more chronic diseases or other complex health ailments. While not limited to addressing the needs of the senior population, those over the age of 65 years account for the vast majority of referrals.

With the Health Links now operational, the focus for Nucleus in the coming year will be on monitoring and evaluating their effectiveness and increasing awareness amongst care coordinators in the Supports for Daily Living program to help identify people who could benefit from intensive care coordination.



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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

Natalie Balgobin
Beverly Beckford
Juliet Bude
Aurmillia Budhoo
Lisa Burrell
Christine Brown
Renata Cabral
Sharon Clarke
Caroline Carter
Norma E. Daley-Poyser
Patricia Darien
Gurbax Dhaddy
Rozina Gill
Renata Gomez-Ayoung
Shelly-Ann Gray
Jennifer Hill

Beverly John
Jagdeep Kaler
Krystyna Kuligowska
Rita Kumari
Grace Kuteyi
Malti Lal
Kamesha Lalor
Catherine Leung
Jennifer Lina Valenzuela
Bonnie Lindley
Sheena Littlejohn
Barbara Maitera
Rachel L. Maligsay
Harmesh Mann
Gloria A. Mcdonald
Sandra Mcfarlane-Bennett

Carol J. McGregor
Vinnette Miller
Sonya Morris
Sunita Nathan
Walworth Neil
Kimone Osbourne
Jaswinder Pharwaha
Jane H. Phillip
Luche P. Ponce
Gomatie (Geeta)
Seesankar
Anna Skorupinska
Caron Spence
Dean Stewart
Angella Thelwell
Lesa Waite
Marta Wiatr
Shirgater Wong

10 Years

Gloria Barrett
Beverley Brown

15 Years

Sandra (Dale) Baptiste
Janet Barrett
Derick Morgan

20 Years

Shamshun Hemraj

25 Years

Larry Boateng
Kenute Cornwall

30 Years

Nathan (Tony) Sewell

Board of Directors

Manny Bettencourt
Chair

Yves Belanger
Past Chair

Margaret Bachle
Vice Chair

Joe Scarfo
Treasurer

Cyrus Durzi
Secretary

Vivek Joseph, Director

Garvin Linley, Director

Marnie Lynn, Director

Cheryl Lyons, Director

Narendra Shah, Director

Consumer Advisory Council

Margaret Bachle, Co-Chair
Narendra Shah, Co-Chair

Consumer Members

Julian Backhouse

Sybill Brand

Ken Chapman

Rene Ferri

German Fossenier

Arnie Makins

Anu Missan

Al Reeves

Susan Stefanchik

Garry Stockfish

Nucleus Staff Members

Carole Beauvais

Lisa Gammage

JR Gauthier

Beverley John

Yvonne Hodge

Senior Leadership

Beverley John
Chief Executive Officer

Lisa Gammage
Director, Quality, Systems & Accreditation

Carole Beauvais
Director, Programs

Steve Sicurella
Director, Finance, IT & Chief Privacy Officer

Wanda Trottier
Manager, Human Resources

Marisa Di Filippo
Executive Assistant

Community Partnerships 2015/16

Funders

Mississauga Halton Local Health Integration Network (LHIN)

Ontario Ministry of Health & Long-Term Care

Financial/Accreditation

CARF

TD Canada Trust

Clark Henning LLP

Hospitals

Halton Healthcare Services

Holland Bloorview Kids Rehabilitation Hospital

Humber River Regional Hospital

Toronto Rehabilitation Institute/University

Health Network

Trillium Health Partners

West Park Healthcare Centre

William Osler Health System

Housing/Realty

Colliers International

Colonia Treuhand Management (CTM)

Humberview Housing Co-op

Toronto Community Housing

Human Resources

UNIFOR Local 40

Community Care Information Management (CCIM)

CUPE Local 5071

Keyser Mason Ball, LLP

Rubin Thomlinson Law Firm

Filion Wakely Thorup Angeletti LLP

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

BALANCE for Blind Adults

Canadian Hearing Society

Canadian Paraplegic Association of Ontario

Centre for Independent Living Toronto

Heart House Hospice

Home Instead

Joyce Scott Non-Profit Homes

(Independent Living Halton)

Links2Care

MICBA Forum Italia

Mississauga Halton CCAC

North Yorkers for Disabled Persons

Ontario March of Dimes – Peel

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

Centre for Independent Living (CILT)

Community Quality Network (CQN)

Metamorphosis

Ontario Association of Independent Living

Service Providers (OAILSP)

Ontario Community Services Association (OCSA)

Ontario Hospital Association (OHA)

Public Services Health and Safety Association of Ontario

Personal Support Network of Ontario (PSNO)

Synergy West GTA

Committee Participation

ALC Regional Access and Flow Committee

Caregiver Respite Program Collaborative and Working Group

East Mississauga Health Link

Mississauga Halton Rehabilitative Care

Steering Committee

Mississauga Halton LHIN ACP Steering

Committee, ACP Education & Development

Collaborative, Telemedicine Advisory

Committee

North West and South West Mississauga

Health Links

Supports for Daily Living Committee



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