

ANNUAL REPORT

2019/20





Our Mission

To support adults to live independently at home by providing quality services.

Our Vision

People can live well at home with appropriate support in their community.

Our Values

Excellence – we strive to improve the quality and safety of services we provide to our consumers through daily and ongoing continuous improvement

Integrity – we are honest, trustworthy and treat others with fairness

Accountability – we take responsibility for our actions and put our consumers first

Respect – we treat each other with courtesy, politeness and kindness

Compassion – we listen to our consumers in order to understand what they need and help them in a way that promotes their well-being

Who We Are

For 38 years, Nucleus has been providing community services in the Greater Toronto Area. Founded by a group of young adults with spinal cord injuries who sought to live independently in their community, Nucleus was established in 1982 and began serving its first 14 consumers. Over the years, Nucleus expanded its in-home services to high risk seniors and caregivers. Later, in collaboration with the Mississauga Halton LHIN and community partners, Nucleus grew its mandate to include the Central Registry and the Regional Learning Centre.

Today, Nucleus' team of dedicated personal support workers provide in-home services for over 1,000 individuals each year. We are proud to collaborate with our many valuable partners to deliver regional programs. As we celebrate our accomplishments for 2019-20, our team of almost 250 employees renews its commitment to enhancing the health and well-being of our communities.

**For more information about us,
visit our website at NucleusOnline.ca**

Joint Message from the Board Chair and the CEO

While the past year focused on health system transformation and we engaged with our regional partners to conceptualize an integrated system of care, we continued our work with partners to provide in-home services for more than 1,100 individuals, making a significant contribution to our regional healthcare system.

Exceeding our Supports for Daily Living service targets we continued to enable our hospitals to discharge frail elderly patients during the system surge period, freeing up much needed hospital beds. We worked closely with our *Caregiver Recharge* partners to deliver additional in-home respite for hundreds of caregivers; participated in the *Enhanced Intense Home and Community Care* pilot program with our many partners and; provided food security assistance through the *Meals in Home* program.

We actively engaged with our two regional Ontario Health Teams, the *Mississauga Ontario Health Team* and *Connected Care Halton*. As these regional models of care continue to evolve, we will support and contribute to an integrated healthcare system.

We were proudly awarded our third consecutive 3-year accreditation from CARF International in recognition of our commitment to quality and person-centred care. We refreshed our strategic plan and renewed our commitment to our mission, vision and values. Our three key priorities which guided our accomplishments over the past few years will continue to drive our efforts in a future of change and transformation.

In March, the COVID-19 pandemic compelled us to redirect our efforts and operate under unprecedented conditions. True to our person-centred approach, we collaborated with our consumers to ensure essential services were sustained while making necessary adjustments to reduce the risk of spreading the virus in our communities. We couldn't have achieved this delicate balance in the midst of a crisis without the joint efforts of our staff and consumers.

We thank our Senior Management Team for their outstanding leadership and all our staff for their dedication to our consumers. We thank our funder, the Mississauga Halton LHIN, as well as community agencies and hospitals in our area for partnering with us to deliver health care services in our communities.

Special thanks to our committed volunteer Board members for all the time and efforts they have dedicated to Nucleus. As we bid farewell to four of our Board members, Marnie Lynn, Vivek Joseph, Salah Sharieh and Rob Budhwa, we thank them for their valuable contributions to Nucleus over the years.

Respectfully submitted,



Narendra Shah
Chair, Board of Directors



Carole Beauvais
Chief Executive Officer

Highlights of 2019-20

This year, our programs, *Supportive Housing, Attendant Outreach, Supports for Daily Living (SDL)* and *Caregiver Recharge* served more than 1,100 individuals, welcomed 500 new consumers and delivered 184,000 units of service. Personal care, medication assistance, light meal preparation and safety checks are just a few of the many services provided by our compassionate teams of Personal Support Workers. Increased capacity during the surge periods helped prevent many hospital admissions.

Our Central Registry team processed almost 2,500 referrals and conducted more than 1,500 eligibility assessments.

Our Central Registry team processed almost 2,500 referrals and conducted more than 1,500 eligibility assessments. They connected people with the right services in Oakville, Milton, Halton Hills, Mississauga and South Etobicoke for SDL, Caregiver Recharge, Short Stay Respite (OSCR), Meals on Wheels, Meals in the Home and Respite advice. Our care coordinators and advisors collaborated with Peel Senior Link, the MHLHIN and our many SDL and Caregiver Recharge partners to deliver the Enhanced Intense Home and Community Care project in Mississauga.



The Regional Learning Centre built community capacity through its comprehensive curriculum. Over 2,000 participants attended almost 200 sessions including the interactive InterRai CHA Careplan Workshop, Compassion Fatigue, Care Coordination and the Working Mind. E-learning modules and virtual sessions were added to support remote training. In collaboration with expert partners, the RLC offered training about dementia care and LGBT2SQ health needs and hosted its 2nd annual caregiver conference. 1,000 evaluations reported that 99% were satisfied with the training. We wish to thank our many dedicated partners, including Seniors Life Enhancement Centre, the Alzheimer's Society of Peel and the MH LHIN.

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We were awarded our third consecutive 3-year accreditation by CARF International and recognized for demonstrating that quality lives in all levels of our organization. The CARF surveyors observed that everyone at Nucleus understood their contribution to our strategic plan and our Attendant Best Practice Manual was highlighted as one of our many best practices.



We refreshed our strategic plan to guide us for the next few years as our healthcare system transforms. We also renewed our commitment to our Mission, Vision and Values.

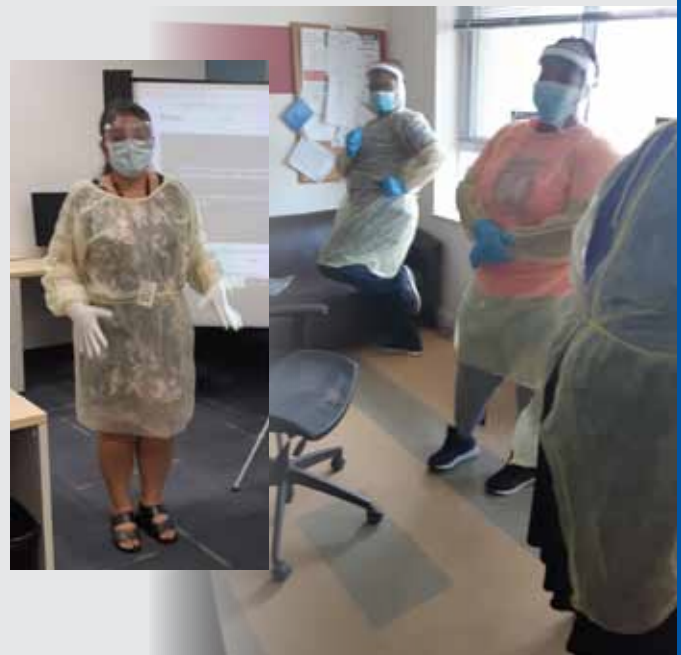
In a year of transformation, we engaged with the two OHTs in our region, the Mississauga OHT and Connected Care Halton. We look forward to collaborating with our partners to integrate our regional healthcare system and better meet the needs of our population.

As part of our Quality Improvement Plan, we developed and implemented our falls prevention/management strategy, "Stop Fall Harm".

We also enhanced our technology capacity by expanding the application of CellTrak and Goldcare, refreshing mobile devices, increasing access to digital resources for our mobile workforce and implementing our electronic incident management system.

We engaged our teams in "IPAC week" activities in October, unaware that a pandemic was upon us. Our response to COVID-19 was mobilized early in the New Year and despite the many challenges, our dedicated teams worked tirelessly to protect the safety of our staff and consumers and minimize the risk of spreading the virus in our communities.

To learn more about us and the work we do, visit our redesigned website at www.NucleusOnline.ca



As part of our Quality Improvement Plan, we developed and implemented our falls prevention/management strategy, "Stop Fall Harm".

Staff Recognition

We are proud to recognize our many employees who achieved important milestones this year.

35 years

Caswell Grant
Tony Sewell

25 years

McRena Constantine
Shamshun Hemraj

20 years

Janet Barrett
Desiree Benjamin
Beverley Peters

15 years

Beverley Brown
Una Grant

10 years

Helen Adediran-Abiola
Natalie Balgobin
Ann-Marie Barton-Knight
Beverly Beckford
Justyna Bialasiewicz
Christine Brown
Aurmillia Budhoo
Renata Cabral

10 years (con't)

Caroline Carter
Sharon Clarke
Norma Daily-Poyser
Rozina Gill
Shelly-Ann Gray
Osarenren Ilekhuoba
Drystyna Kuligowska
Rita Kumari
Malti Lal
Kamesha Lalor
Catherine Leung
Jennifer Mateo Lina
Valenzuela
Rachel Malingsay
Gloria McDonald
Carol McGregor
Vinette Miller
Sonya Morris
Sunita Nathan
Kimone Osbourne
Hina Patel
Michaela Pavleova
Jaswinder Pharwaha
Jane Phillip
Ama Saah
Gomatie Seesankar

10 years (con't)

Nilmini Senewiratne
Angela Thelwell
Lesa Waite
Oksana Yarymovich

5 years

Stella Adeyeye
Hilda Adjei-Marfo
Rashidat Afolahan
Carole Beauvais
Taryn Bolt
Jennifer Corral
Lisa Datwaroo
Kamalita Deonath
Analiza De Vera
Dolma Lobsang
Erikka Mallonga
Hyacinth Mighty
Louise Mitton
Mary France Nieva
Nneka Nwaghodo
Adeola Shodeinde
Edyta Sniec
Ramanjit Singh



Nucleus Independent Living Summary Statement of Financial Position

March 31, 2020	2020	2019
Assets		
Current		
Cash	\$ 2,512,293	\$ 1,663,383
Accounts receivable	117,045	134,150
Prepaid expenses	124,710	142,634
	<u>2,754,048</u>	<u>1,940,167</u>
Capital Assets	<u>153,721</u>	<u>42,172</u>
	<u>\$ 2,907,769</u>	<u>\$ 1,982,339</u>
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 2,668,673	\$ 1,854,232
Deferred contributions	42,892	42,892
	<u>2,711,565</u>	<u>1,897,124</u>
Deferred capital contributions	<u>153,721</u>	<u>42,172</u>
	<u>2,865,286</u>	<u>1,939,296</u>
Net assets		
Operating fund – unrestricted	40,232	40,315
McCallen Fund	2,251	2,728
	<u>42,483</u>	<u>43,043</u>
	<u>\$ 2,907,769</u>	<u>\$ 1,982,339</u>

Approved on behalf of the Board:

Narendra Shah, Director

J. Hansra-Kulasingam, Director

Nucleus Independent Living Summary Statement of Operations

Year ended March 31	2020	2019
Revenues		
Mississauga Halton LHIN funding	\$ 16,323,762	\$ 15,283,823
Other contributions	111,753	134,470
Interest income	9,177	5,894
Donations	-	180
	<u>16,444,692</u>	<u>15,424,367</u>
Expenses		
Attendant, housekeeping and administrative wages	9,949,594	9,612,834
Purchased client services	3,199,173	2,498,338
Employee benefits (Note 7)	1,252,496	1,279,937
General and office	749,214	582,686
Occupancy costs	497,879	482,570
Travel associated with delivery of services	436,387	442,499
Telephone, postage and deliveries	149,695	240,653
Legal, audit and accounting	64,629	87,015
Depreciation	50,147	49,175
Human resources and contract employees	38,971	62,899
Meetings, workshops and conferences	35,250	55,366
Insurance	21,817	21,624
	<u>16,445,252</u>	<u>15,415,596</u>
(Deficiency) excess of revenues over expenses for the year	\$ <u>(560)</u>	\$ <u>8,771</u>

Nucleus Independent Living Notes to the Summary Financial Statements

March 31, 2020

1. Summary Financial Statement Preparation

Management is responsible for the preparation of the summary financial statements. The summary presented only includes the summary statement of financial position and the summary statement of operations. It does not include the statement of changes in net assets, statement of cash flows, or the notes to the financial statements.

Full audited financial statements are available at
<https://nucleusonline.ca/about-us/accountability>.

Our Funder

Mississauga Halton LHIN

Our Valued Partners

Unifor Local 40
 CUPE Local 5071
 Acclaim Health
 Alzheimer Society of Peel
 Canes Community Care
 Food for Life
 Halton Health Sciences
 Links2Care
 March of Dimes
 M.I.C.B.A. Forum Italia Community Services
 Milton Meals on Wheels
 Mississauga Halton LHIN Home and Community Care
 Oakville Senior Citizens Residence
 Ontario Association of Independent Living Service Providers
 Ontario Community Support Association
 Ontario March of Dimes (Etobicoke)
 Peel Senior Link
 Region of Halton
 Seniors Life Enhancement Centre
 Thrive Group/Able Living
 Trillium Health Partners
 Victorian Order of Nurses – Peel
 Yee Hong Centre for Geriatric Care

Our Board

Yves Belanger, Board Director
Rob Budhwa, Board Director
Jaspreet Hansra-Kulasingam, Treasurer
Vivek Joseph, Board Director
Garvin Linley, Board Director
Marnie Lynn, Board Director
Mary McLean, Vice Chair
Narendra Shah, Board Chair
Salah Sharieh, Secretary
Nisha Walibhai, Board Director

Our Senior Leadership Team

Carole Beauvais, CEO
Steve Sicurella, Director Finance, IT, Chief Privacy Officer
Lisa Gammage, Director Quality, Systems and Accreditation
Juanita Goodhand, Director of Programs
Natalie Cawson, Senior Manager, Human Resources
Kelly Lepage, Executive Assistant



**Head Office**

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Nucleus I (Supportive Housing)

30 Denarda Street, Suite 309
Toronto, Ontario
M6M 5C3

Nucleus II (Supportive Housing)

2100 Weston Road, Suite 1007
Toronto, Ontario
M9N 3W6

Attendant Outreach

2030 Bristol Circle, Suite 110
Oakville, Ontario
L6H 0H2

Supports for Daily Living

2030 Bristol Circle, Suite 110
Oakville, Ontario
L6H 0H2

