



Solidifying the Future for Independent Living

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“Quality is not an act, it is a habit.”
Aristotle

Mission

Nucleus enables adults who require physical assistance in their daily activities to live independently in their own homes by providing individualized support service solutions.

Vision

Leading with solutions, serving with excellence.

Values

**Quality and Safety
Collaboration
Respect
Accountability**

Strategic Directions

**Leadership and Innovation
Exceptional People and Partnerships
Quality Service
Risk Management**

Message from the Board President and Interim Executive Director

Helping frail seniors and adults living with physical disabilities to live independently for as long as possible in their own homes is not only a privilege for those of us at Nucleus Independent Living, it is a passion.



Over the past year, we were invited into the homes of hundreds of individuals, many of whom wouldn't have been able to continue living at home without our support. That's a responsibility we take very seriously.

After three years of rapid growth and innovative program planning, we took the time this year to refocus our energies on quality and operational excellence by putting the right infrastructure in place to support our staff in the field and to help maintain our momentum moving forward.

We moved our head office into new office space on the Mississauga/Oakville border providing a more centralized location for delivering our mobile services. We revisited our policies and procedures to make sure they reflect our growing programs and services. We invested more time working with our health system partners and stakeholders to ensure that access to our services is seamless for the consumers we serve. We also revitalized our senior leadership team with new people in the Executive Director, Finance and Human Resources roles.

During this time, other changes were also taking place including CUPE certification for our front-line staff in the 24 Hour Mobile Supports for Daily Living (SDL) service and our Attendant Outreach program. They join our Supportive Housing Attendants who are certified with CAW.

We are committed to creating a culture at Nucleus where passionate people can thrive and excel at what they do best – providing quality service to frail seniors and adults living with physical disabilities. Our focus on lifelong learning ensures that our staff has the tools, knowledge and skills to deliver the best possible care. Among the many training opportunities afforded our front-line staff this year were workshops in Assisting

the Frail Elderly, Assisting with Medication Administration, Non-Violent Crisis Intervention, Abuse Prevention, CPR and Emergency First Aid.

Delivering quality care takes teamwork and we have a remarkable team of staff working behind the scenes at the head office every day to ensure our Attendants in the field have everything they need to deliver optimum care.

On the following pages, you will learn firsthand from consumers and staff about the value of the services we provide and about how our work is making a difference in the lives of so many who might otherwise end up living in long-term facilities or other institutionalized care.

Our thanks to the Mississauga Halton LHIN and the Ministry of Health & Long-Term Care for their continued support and guidance, to our community and health system partners for working together to deliver a seamless experience to consumers, to our board and staff for their unwavering commitment to the consumers we serve, and to consumers for entrusting us with their care.

As we move into a new fiscal year, we will continue to build on the strength of our programs, guided in our work by our vision, mission, values and strategic directions.

Yves Belanger
President, Board of Directors

Beverley John
Interim Executive Director

SUPPORTIVE HOUSING

Advancing independent living for those with physical disabilities

Al enjoys his independence. He established early on that his wheelchair doesn't define who he is, only how he gets from point A to point B. And that's the premise behind Nucleus Independent Living's Supportive Housing program which provides 24/7 assisted living services to adults with disabilities who direct their own care and live in their own apartments.

As one of Nucleus' six co-founders and as founding president of the Humberview Housing Co-operative where Al is one of 17 consumers who live in a fully accessible and integrated 140-unit building, he understands firsthand what an important role this program plays in advancing independent living for those living with physical disabilities.

"Consistency makes such a difference in this program," says Al. "I like that the attendant care service providers who regularly come into my home know how I like things done, where I like to keep things, how I like my meals prepared and notify me when I'm running short on supplies like cereal, milk or garbage bags."

One of those service providers is Harry Basdeo who has been working with Al for 20 years and

who provides support to 5-8 consumers on the Supportive Housing program each day. Harry helps Al shower in the morning, get dressed, and prepares his breakfast. He may return later in the day to help prepare Al's lunch. He and others also help Al out with miscellaneous tasks like making adjustments to his wheelchair, unloading groceries and tending his balcony garden.

"I love what I do," says Harry. "It gives me a great deal of satisfaction knowing that I've helped someone to live their life with a sense of independence."

"This program gives my family peace of mind, knowing that I have good people, like Harry, helping me to live my life independently and have quality services to support me," says Al.



Al with Attendant Harry Basdeo

Supportive Housing Program

Provides attendant services to assist with personal support and homemaking activities on a pre-scheduled or on-call basis at any time over a 24-hour period to adults over the age of 16 with physical disabilities living within 29 fully accessible rental apartment units integrated within two larger apartment buildings in Toronto.

- For persons living with a permanent physical disability
- Multiple visits per day, 24/7, 365 days a year
- Services customized based on consumer's assessed needs
- Non-medical services offered by trained PSWs
- Individuals direct their own care
- Service capacity: 29 consumers
- Funded by Mississauga Halton Local Health Integration Network (LHIN)



Halina with Attendants Gloria Barrett and Heather Kennedy

ATTENDANT OUTREACH

Helping those with physical disabilities to remain living at home

Every day, Monday through Friday, Halina is greeted with a smile by two of her favourite people, Heather Kennedy and Gloria Barrett. The two staff are part of Nucleus Independent Living's Attendant Outreach Program and have become a regular fixture in Halina's home over the past few years. As part of Halina's support team they each support Halina's growing personal care needs during the week as her Multiple Sclerosis (MS) progresses.

Diagnosed with MS at the age of 29, the proud 49-year-old mother of two grown daughters can't say enough about the difference that Heather and Gloria have made in her life. Halina's husband and daughters are away at work and school during the day so she welcomes the support of these two Attendants.

"I love these girls," says Halina, who is now confined to a bed in her home. "They are excellent and I really appreciate the support they each provide very much."

Gloria or Heather arrive each morning to wash her and feed her breakfast. On Friday mornings, she receives a more thorough bed bath and twice a week, they also take care of Halina's laundry.

"Halina is a very pleasant lady, lovely to chat and work with," says Heather,

who has been with Nucleus for 10 years. "I think communicating with consumers in our care is so important and contributes significantly to the care and support we provide."

Gloria, who has worked with Halina since joining Nucleus six years ago, believes she and Heather are well equipped to deliver the best possible care to consumers thanks to the professional development and personal support they receive through Nucleus. "We have access to some great training opportunities that help us to advance our skills and learn about the latest developments in personal support care," says Gloria.

In Halina's eyes, people like Heather and Gloria who make it possible for her to remain living at home "are number one!"

Attendant Outreach Program

Provides personal support and light housekeeping services between 6:00 a.m. to 12:00 midnight to eligible adults 16 years of age or older with physical disabilities, in their own home, place of work or in educational settings.

- For persons living with a permanent physical disability
- Service plan visits customized to meet needs of the individual
- Service operates 365 days per year
- In-home attendant care services offered at pre-scheduled times to consumers living within the Mississauga area
- Service capacity: 78 consumers
- Funded by the Mississauga Halton Local Health Integration Network (LHIN)

SUPPORTS FOR DAILY LIVING

Enabling seniors to live independently in their own homes

Bob and Barb just celebrated their 60th wedding anniversary and are one of the happiest and most endearing couples you could ever hope to meet. But it wasn't too long ago that Barb, a former VON nurse, wondered if the two of them would both be around to mark the occasion.



Barb and Bob

Two years ago, following knee surgery, Bob acquired a couple of serious infections that made him quite ill. Thankfully, the 85-year-old former high school teacher has since recovered from the infections and is pleased to have the help of the Supports for Daily Living (SDL) program in his home to help him refocus his energies as he regains his mobility.

Supports for Daily Living services provide personal support and essential homemaking services to frail seniors through multiple daily visits over a 24-hour period to enable them to remain living independently in the community. Doreen Tugwell is one of the Attendants who visits Bob twice a day during the week. In the morning, she assists him with getting washed, makes his breakfast, cleans the bathroom, makes his bed and changes his bed linens once a week. She also supports him with his daily exercise routine, reading aloud the

exercises outlined by a physiotherapist. She returns at 1:00 p.m. to help him with his lunch.

"We couldn't possibly continue living here in our home without this service," says Bob, whose 83-year-old wife, Barb, was approaching caregiver burnout. "I'm so impressed with the calibre of the people who come into our home. They have such a depth of experience and know exactly what to do to assist with Bob's recuperation," says Barb.

Bob is one of four consumers that Doreen, a PSW for 10 years, visits throughout her busy day. "I really enjoy working with seniors in the SDL program," says Doreen. "It is fulfilling to know that I am helping and supporting individuals to stay in their own homes."



Attendant Doreen Tugwell

Supports for Daily Living (SDL) Program

Supports for Daily Living services provide non-medical personal support and essential homemaking services to frail seniors through multiple daily visits over a 24-hour period to enable them to remain living independently in the community. Individuals eligible for SDL services reside in their own homes in designated neighbourhoods within Oakville, Mississauga and West Etobicoke.

- 24-hour service availability on a pre-scheduled basis (7 days per week, 365 days per year)
- 24-hour urgent response in the event of urgent situations
- Services offered through intermittent daily visits
- Service capacity: 311 consumers
- Funded by the Mississauga Local Health Integration Network (LHIN)



Caregiver Relief Worker Juliana Billing

ReCHARGE Program

Provides flexible, reliable, free in-home respite support for caregivers living in the South Etobicoke, Mississauga, Halton Hills, Oakville and Milton areas, as an alternative option to traditional away-from-home respite programs. A collaborative initiative between AbleLiving Services and Nucleus Independent Living with staff located at AbleLiving.

- Up to 168 hours of caregiver relief per year, up to 24 hours coverage per day
- One-to-one onsite supervision for the consumer in the absence of the caregiver
- Services include non-medical personal support services, assistance with meal preparation, companionship activities, escort activities
- Temporary caregiver relief in the case of an emergency

ReCHARGE

Providing peace of mind to family caregivers

When Nora was told she had been scheduled for a week of chemotherapy treatments, she was concerned about how she would manage the care needs of her 90-year-old mother who lives with her in her home.

"My mom has limited mobility so she is usually in bed or seated in a chair, but she needs help getting to the washroom and getting meals or snacks," says Nora. "I didn't know what I would do."

Her mind was soon put at ease when her daughter found out about the ReCharge Respite program, a joint initiative between AbleLiving Services Inc. and Nucleus Independent Living. The program provides eligible primary informal caregivers with up to a maximum of 168 hours a year of household and caregiving support for a loved one in their home so that they can take a break, go away on vacation, or, as in Nora's case, tend to their own healthcare needs.

"ReCharge is wonderful. The staff are very caring people," says Nora. "They were very professional, treated my mom so nicely and gave me peace of mind so I could attend my chemo

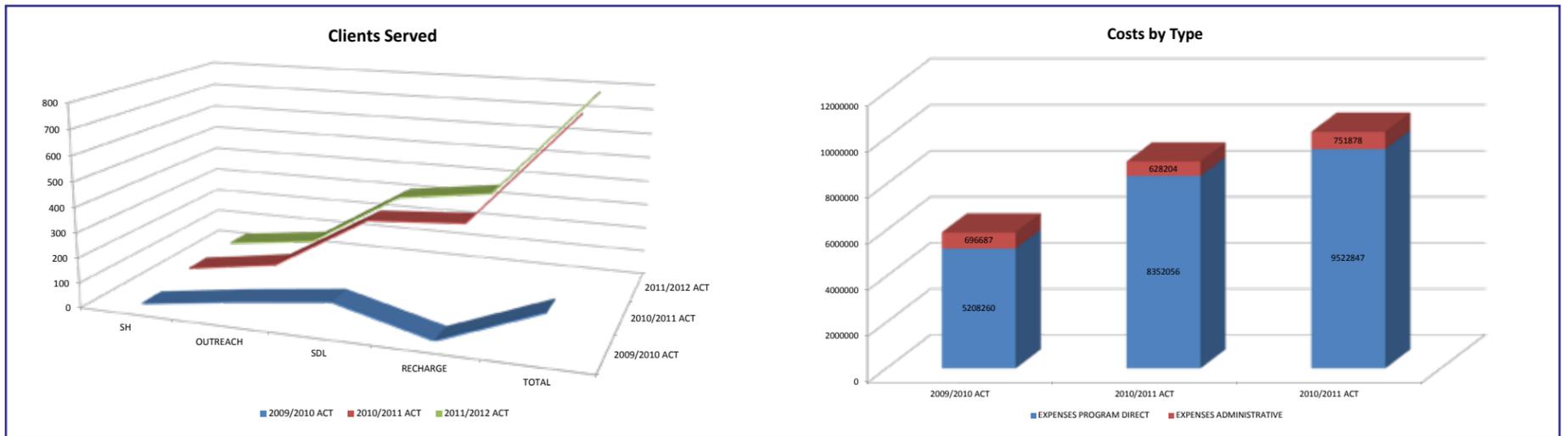
appointments without worry. They were absolute angels."

ReCharge has a team of staff that includes Caregiver Relief Workers (CRWs) and Personal Support Workers (PSWs). Juliana Billing is a CRW whose background is in social work with a specialization in gerontology. She has been working with the ReCharge Respite program since December 2011 and can't imagine anything more rewarding than helping seniors to remain living as long as possible in their own homes.

"My primary focus is on providing companionship," says Juliana who will talk, read and even sing with those she's caring for if that's what they need most. "Because we work in 8-12 hour shifts with this service, we really have an opportunity to use all our nurturing and clinical skills and to see the difference we're making in someone's life."

Nucleus by the Numbers

For more comprehensive financial information, please contact Nucleus Independent Living.



Honouring Our Staff

Nucleus Independent Living is proud to acknowledge the significant contribution of the following staff, who this year are celebrating key milestones in their years of service with our organization. Our thanks for their continued hard work and commitment to ensure our consumers receive the best possible care.

5 Years

Aderonke Apata
Lisa Gammage
Marda King
Delvena Pollard
Jessica Rawlins
Merlene Rawlins
Donna Thomas
Marlene Thomas

10 Years

Winston Dawkins
Yvonne Hodge
Mary Lindsay

20 Years

Nelson Daquiz

25 Years

Alwyn Archer
Leo Robinson
Salvador Romero

Community Partnerships 2011/12

Funders

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

Financial/Accreditation

CARF
TD Canada Trust
BDO Dunwoody

Hospitals

Credit Valley Hospital & Trillium Health Centre
Halton Healthcare Services
Holland Bloorview Kids Rehabilitation Hospital
Humber River Regional Hospital
Toronto Rehabilitation Institute
West Park Healthcare Centre

Housing/Realty

Colonia Treuhand Management (CTM)
Fana Corporation
Humberview Housing Co-op
Toronto Community Housing
Titan-York Realty

Human Resources

CAW Local 40
Community Care Information Management (CCIM)
CUPE Local 966
Keyser Mason Ball, LLP
Ontario Safety Association for Community & Healthcare (OSACH)
Trillium Health Resources

Community Service Partners

AbleLiving Services (formerly Participation House)
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
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 Hospital Association (OHA)
Metamorphosis
SynergyWest GTA
Public Services Health and Safety Association of Ontario

Committee Participation

Mississauga Halton LHIN CSS CAP Steering Committee
SDL Leadership Committee
Abuse Prevention Network
Mississauga Halton LHIN G2G Committee
Cheshire Ontario

Board of Directors

Yves Belanger
President

Rose Alcamo
Secretary

Margaret Bachle
Vice President

Cyrus Durzi
Vivek Joseph
Joe Scarfo

Manny Bettencourt
Treasurer

Jonathan Wahba

Senior Leadership

Beverley John
Interim Executive Director

Cindy McArthur
Manager, Human Resources

Lisa Gammage
Director, Operations

Jennifer Bailey
Manager, Finance/IT



Nucleus Independent Living
Head Office
2030 Bristol Circle, Suite 110
Oakville, Ontario
L6H 0H2

Tel: 905.829.4499
Fax: 905.829.0555
E-Mail: info@nucleusonline.ca
Website: www.nucleusonline.ca

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

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

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

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