

Kerry's Place Autism Services



● Kerry's Place
Autism Services
Services en autisme

Annual Report • 2023

From the Board Chair & CEO of Kerry's Place Autism Services

The 2023 annual meeting marks our first in-person meeting since 2019. As well, our annual meeting is moving to a June event from the traditional August AGM.

A major accomplishment this year was our Accreditation Canada PRIMER award. We received this award with no deficiencies, and with special mention of the strong clinical standards we practice in our supported living and community programs. Other commendations were the excellent teaching programs for our staff, our emergency preparedness, and the evident caring exhibited by staff to the individuals we support.

In addition to our Accreditation Canada PRIMER award, we passed our Ministry of Children, Community and Social Services three-week review of our homes with a 97% compliance rating, a wonderful testament to our outstanding staff.

At the beginning of the fiscal year we reached out to our stakeholders, external partners, government program directors, the staff, management and Board to seek input for our 2023-2026 Strategic Plan. After consultation and a number of iterations, the Board passed our new plan, which focuses on:

- ③ Creating new programs and raising brand awareness for our children and young adults programs, with a focus on fee-for-service offerings;
- ③ Creating and implementing our Housing Strategy, which includes a focused renovation plan for our 80 homes; an architectural model for homes for aging and medically fragile individuals and potential partnerships with developers to obtain units in affordable housing developments;

- ③ Focusing on a robust recruitment plan, implementing our 'diversity, equity and inclusion' strategy; and enhancing our mental health, wellness, and Pillars of Excellence recognition programs;
- ③ Advocating for national and provincial support for a national autism strategy

Merging the East, Toronto and Central regions under one Vice President has improved our ability to increase the clinical focus of the clinical team and front line staff to standardize and improve behavior plans, and medication management. Post-COVID we are increasing outside activities, and have achieved over 90% PASSPORT funding for our supported individuals, the highest ever. We opened two new homes, and sold two others that were no longer viable for our individuals.

Our community programs are in their second year of the new Ontario Autism Program and have successfully delivered the Care Giver Mediated Early Years, Entry to School, and Urgent Response programs in the York, Simcoe and Toronto regions. The focus for our Core Clinical and Foundational Family Services, is to establish a 'fee for service' model of care as the MCCSS moves toward providing direct funding to the users of these services.

We are involved in exciting research activities, and are partnering with Brock University to establish the validity of a *Group Compatibility Assessment Tool*, which is the only tool of its kind measuring the compatibility of individuals in group homes.

Recruitment at all levels of staff and management has been a major challenge. In addition, labour unrest is being observed across the developmental



services sector. In November, Kerry's Place experienced our first strike with our Toronto labour union. After a two week work disturbance, both sides agreed to a new two year collective agreement.

We continue to be concerned about our staffs' mental health as they cope with the aftermath of post-COVID. To assist our staff, we have increased our online, and in-person Employee Assistance program offerings. In addition, our new *Pillars of Excellence* employee recognition program had over 150 staff recognized during Q1-Q4. On March 9 we hosted an in-person dinner of recognition, which was well received by staff. Educational and bursary offerings are being increased to assist retention.

As in the past seven years we achieved a balanced budget. We exceeded our fundraising targets for this year, and want to thank our generous supporters, especially the unwavering involvement of our Golf Tournament Committee.

Our Family Advisory Committee (FAC), with staff, authored a new *Family Charter*, which was complimented by Accreditation Canada as an example of a potential sector best practice. The FAC also launched three subcommittees focused on creating recommendations to improve communication mechanisms with the parents; create ways to increase home activities; and focus on the needs of our aging individuals.

The *Autism Advisory Committee* reviewed our policies on rights and responsibilities, discussed challenges with personal relationships, and offered their suggestions of what additional programs, training and interventions would be the most help to assist young adults in seeking employment, education, and everyday life challenges.

We would like to thank our supported living, clinical,

and community staff who continue to provide excellent, caring support for our individuals. We are so proud of how our staff consistently display their expertise and sincerity at doing their jobs day in, day out, as we continue to struggle with recruitment issues.

Our team of managers, directors and the senior team have had a challenging year with constant turnover. They have gladly taken on extra work loads to cover the gaps. We appreciate their relentless optimism

and willingness to problem solve how to provide the best support possible with increasingly limited resources.

We would also like to express my appreciation and thanks for the ongoing support of the members of the Board of Directors. The board's participation in the strategic planning was an extra time commitment, as well their advice during some of the recent challenges, has been invaluable.



Sue VanDeVelde-Coke
CEO
Kerry's Place Autism Services

Jan Stewart
Chair of the Board of Directors
Kerry's Place Autism Services





Our Vision... Autistic persons are full and equal members of their communities.

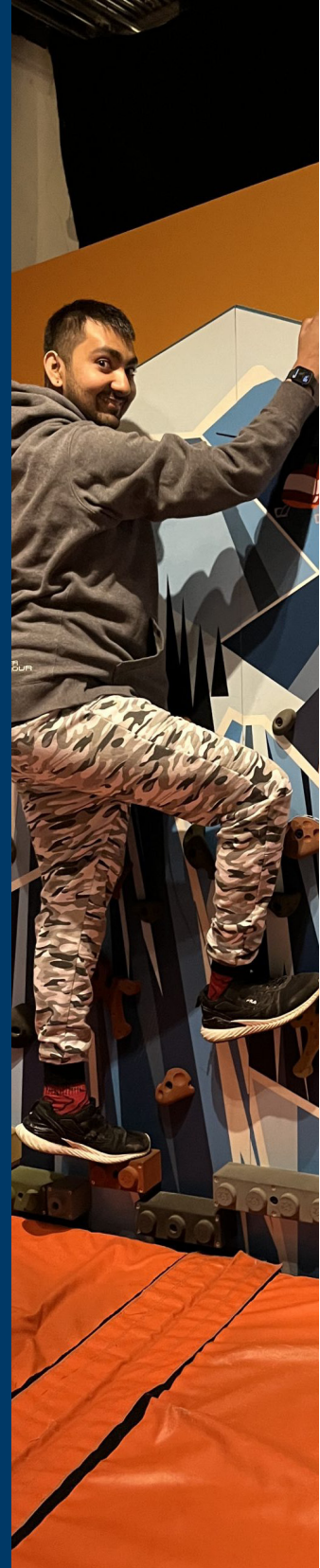
Our Mission... To enhance the quality of life for autistic individuals by being leaders in developing and providing evidence-based support; and building capacity by sharing our knowledge and expertise.

Our Values...

- Demonstrating **Respect** by celebrating diversity, supporting inclusion and advancing the dignity and uniqueness of all persons.
- Empowering **Choice** by providing opportunities and supporting the right of all persons to make informed decisions.
- Demonstrating **Integrity** through truthful, accountable and ethical actions and relationships.
- Promoting **Collaboration** through person centred care and partnerships, seeking input and valuing diverse perspectives.
- Striving for **Excellence** through continuous learning and quality improvement.

Our Strategic Themes and Results...

- **Service Excellence:** A high performing organization that provides innovative and exceptional services for Autistic individuals and their families, and that support future growth and sustainability.
- **Organizational Excellence:** A high performing organization with exceptional people able to adapt and provide excellent supports and services.
- **Sector Leadership:** A leader in providing innovative and exceptional services across people's lifespan.



Supported Living and Supported Independent Living

At Kerry's Place, we are proud to offer Group Supported Living programs for adults with Autism Spectrum Disorder (ASD) at over 90 locations throughout Ontario. Our approach to group living is centered around providing 24-hour supportive assistance to help individuals improve their quality of life. Our dedicated staff work closely with residents to provide a safe and nurturing environment that promotes independence, socialization, and personal growth. We are committed to helping adults with ASD reach their full potential and achieve their goals.

We're thrilled to announce that we opened two new homes in Toronto and East regions! Our teams, including clinical staff, worked together to transition and welcome our new residents into their new surroundings. We're excited to continue building our community and making a positive impact in the lives of those we serve. We now serve close to 250 individuals on a 24/7 basis.

Our Supported Independent Living (SIL) Program is designed to cater to individuals who live on their own, but need a range of supports to help them achieve greater independence and lead a fulfilling life. Our team of experienced professionals provide assistance with daily living skills, budgeting, meal planning, transportation, and much more. The type and frequency of support is individualized and can range from daily to a few hours every week. In 2022, our SIL program supported 34 persons across the province.

Over the past year, our organization achieved a 97% award on our compliance audit from the Ministry of Children, Community and Social Services (MCCSS). We also underwent our first PRIMER Accreditation Canada survey and were awarded 'no deficiencies'. These accomplishments are a testament to our staff's commitment to maintaining high standards, health and safety requirements and delivering quality services to our clients. We would like to thank our dedicated staff members for their hard work and contributions towards achieving this success.

We are excited to announce that activities have resumed and increased as the COVID restrictions have lessened. We understand the importance of staying active and engaged, and are happy to be able to offer more opportunities for our individuals to enjoy more outside activities in the community. Whether it be sports, arts, or

other hobbies, we encourage everyone to get involved and enjoy these activities safely. We will continue to monitor the situation and make adjustments as necessary to ensure the health and well-being of our community.

Providing residents with appropriate and affordable housing options is a critical part of ensuring they get the support they need. We are implementing our Housing Strategy to address and expand our housing stock; ultimately helping us better serve our residents now and well into the future. The pillars of this strategy include developing inclusive and responsive housing, sustainable and effective capital asset management, and optimizing and expanding our housing portfolio. As noted in the CEO and Chair's Letter, this strategy is being brought to life through initiatives like our renovation plan, an architectural model for specialized homes, and potential partnerships with developers.



Community Services and Supports – Children and Youth

Purchased Services

In response to recent changes to the Ontario Autism Program (OAP), Community Services has introduced a range of purchased services at Kerry's Place. These services are designed to provide support to individuals with autism and their families, and to help them navigate the new landscape of the OAP.

We are excited to announce the release of our updated menu, which includes a range of clinical and other services, such as respite and training. Our goal is to continue expanding our service options to meet the diverse needs of the autism community, and provide valuable resources and support for those who need it!

Ontario Autism Program (OAP)

Entry to School (ETS)

Over the past year, the Entry to School program at Kerry's Place has **supported 117 families in 6 classrooms** across York/Simcoe & Toronto Region. Our teams continue to teach and provide school readiness skills in a group setting at various school locations, as well as our resource center locations.

Caregiver Mediated Early Years (CMEY)

As part of the York Simcoe Autism Network and Toronto Autism Services Network, **the team has supported 123 families to date**. Together, both regional networks were successful in renewing proposals to continue delivering CMEY services for the next two years.

Urgent Response Services (URS)

Urgent Response Services was introduced as one of the pillars of the OAP to provide enhanced support to children and youth with ASD and their families experiencing urgent support needs. Kerry's Place provides both clinical and respite-based URS supports through the Toronto and York Simcoe Network partnerships. **The URS program supported 169 children, youth and their families this past year.**

Core Clinical Services (CCS)

As part of the OAP streams, Core Clinical Services (CCS) aim is to provide supports to autistic children and youth through individualized evidence-based programming. Kerry's Place is pleased to offer Applied Behaviour Analysis (ABA) services, including individual clinical services and skill building groups. As of December 2022, **families have started the transition to CCS under the fee for service option.**



Foundational Family Services

In August of 2020, MCCSS introduced Foundational Family Services, in order to complement clinical supports delivered through the OAP. Since then, Kerry's Place has developed and delivered numerous Foundational Family Services in the form of targeted consultation sessions for parents and caregivers, peer supports groups for children and youth to better understand their diagnosis of ASD, sibling supports, and learning and development opportunities for parents and caregivers. Over the past year, **Kerry's Place's Foundational Family Services supported 2361 children and youth and their families**, participating in 4327 instances of Foundational Family Services.

Recreation & Respite

Kerry's Place provides an array of recreation-based services and supports for children and youth, and respite supports for children and adults with ASD in both group and individualized settings. Our communities value the uniqueness of our recreation and respite supports through live, and virtual delivery, geared at supporting the individual needs of each and every family we support. **Over the past year, Kerry's Place provided recreation and respite supports to 549 children and youth, and 226 adults.**

🕒 Parent who received the donation responded with this testimonial:

"My son had a fantastic time at the March break camp. Thank you for securing the grant so I was able to pay the respite worker. This was an outstanding opportunity for my son to socialize with peers and create new friendships. I can't thank Kerry's Place enough for making this opportunity a reality for my son. I wish you could have seen how excited he was every time we pulled up to the building. Absolutely life changing."



Adult Services and Supports

Kerry's Place is dedicated to providing a diverse range of support programs for autistic adults to help them achieve their full potential. Our programs are designed to enhance their skills in areas such as employment, social engagement, and independence.

Employment Services

Ready, Willing & Able (RWA)

Kerry's Place delivers numerous services and supports geared at assisting young adults in finding and retaining meaningful employment, through their participation in skill-building group opportunities, and individualized coaching sessions. Resume development, interview skills and job coaching are integral components of these services, along with additional competencies related to organizational and interpersonal skills. Over the past year **410 people were supported through these employment services**, along with numerous employers aspiring to employ those with ASD.

The Ready, Willing and Able (RWA) initiative is confirmed to continue to March 31, 2025. This \$20 million investment by the Government of Canada will enable RWA to expand its work with employers and community agencies to generate employment opportunities for people with an intellectual disability or on the autism spectrum.

Young Adults Project (YAP)

Young Adults Project (YAP) is an initiative which focuses on supporting adults 18 years or older with Autism who are looking to enter the workforce, retain meaningful employment, and pursue post-secondary education. Over the past year, **183 participants have been supported to enhance their employment readiness skills**, and establish employment and educational goals. Thirty-one participants were accepted into post-secondary education, and received support to promote their academic success. Forty-three participants obtained employment, at various employers such as Costco, Legoland, Kerry's Place, City of Toronto, Loblaws, and DSV Warehouse.

EmploymentWorks (EW)

EmploymentWorks Canada offers employment-based training supports to persons aged 15 to 29 with ASD, who are no longer attending formal education, interested in developing skills to attain and maintain employment. Over the past year, **Kerry's Place supported 184 people through EmploymentWorks**.

EmploymentWorks getting you working!

"Hi my name is Sali and I participated in the EmploymentWorks program with Kerry's Place. When I first started the program, I was feeling very down about not being able to get a job in the field of work that I studied in as an Early Childhood Assistant (ECA). The EmploymentWorks staff really helped to boost my self-esteem and assisted me in looking for job positions in the area where I live. They helped me before I went into an interview by doing mock interviews with me and giving me feedback. Recently, I have found a job as an ECA and I've never been happier!"



Learning & Development

At Kerry's Place, we are committed to developing and delivering top-notch workshops that empower individuals and communities to build their capacity in understanding Autism. We take pride in our position as a proven leader in this field and strive to foster continuous learning among our employees and community. Our aim is to enhance Autism awareness and education and help create a more inclusive society supporting parents and caregivers, educators, medical professionals, fire and police services, and numerous Municipal employees in the City of Toronto, The Town of Orangeville, The Township of Scugog, and The Township of Brock, in addition to Early Learning and Child Care Professionals in York Region. Over the past year, **142 participants have registered for Kerry's Places' Autism Spectrum Disorder Certificate Course**, while 3,479 participants have attended our workshops.

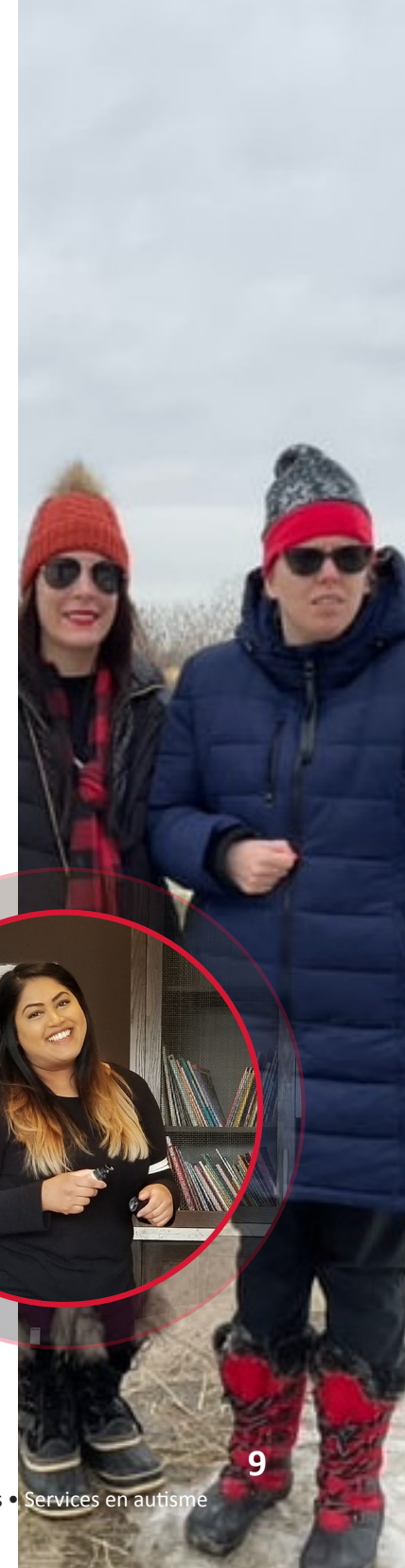
Autism Advisory Committee (AAC)

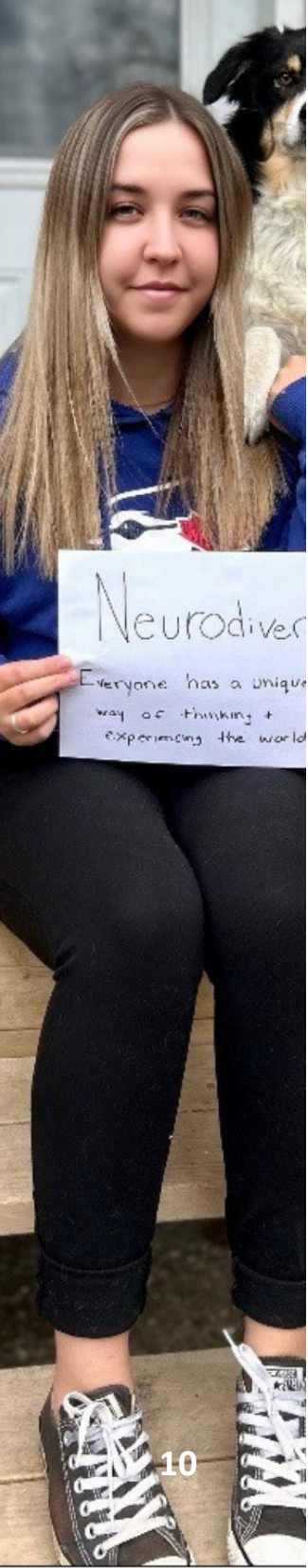
The Autism Advisory Committee (AAC) is a forum for adults on the spectrum who share experiences and recommendations to promote the quality of programs and services, and to break down the barriers and stigma surrounding ASD. Over the past year, the AAC has provided recommendations for the use of cameras in Kerry's Place homes, enhancements to the Young Adults Project, the Kerry's Place Strategic Plan, and Best Buy's sensory friendly shopping hour. We are thankful for the ACC and the work they do creating a space where people can express their thoughts and ideas freely, and work together to make a positive impact on autism awareness and advocacy.

The Family Advisory Committee (FAC)

The Family Advisory Committee (FAC) provides a platform for families to share their experiences and recommendations to promote the highest quality of care and services for persons in our Supported Living settings. As a committee, the FAC work collaboratively with families to ensure the voices of those we serve are heard and their needs are met. Over this past year the FAC has worked on completing, and sharing the *Family Charter*, revising the Family Satisfaction Survey, and setting up three

subcommittees focused on improving communications, providing input to increase activities in the homes and coping with the needs of aging individuals. We encourage all supported living families to get involved and join us in their efforts to enhance the quality of life for those we serve. Contact fac@kerrysplace.org for more information.





Clinical and Quality Outcomes

Our Supported Living Clinical Team provides the Applied Behaviour Analysis (ABA) program to enhance the quality of life for those we support. Through our ABA program, we help individuals achieve skill-building and behaviour reduction goals by utilizing evidence-based techniques and principles.

This year, we continued our emphasis on building staff capacity by increasing training and support for behavior plan implementation. As well, the team focused on identifying intrusive or restrictive measures that can be reduced or faded. The team also transitioned to fully using the new Behaviour Support Plan Template which received positive feedback during the MCCSS Compliance reviews, as well as the Accreditation PRIMER survey.

Accreditation PRIMER

Kerry's Place successfully completed the Accreditation Canada Primer program the week of February 13-17, 2023. Four surveyors conducted visits with staff and individuals in the supported living and community programs, and measured Kerry's Place performance against best practice standards laid out by Accreditation Canada. We are proud to share that **Kerry's Place received a 100% score on the Primer survey!**

Lunch and Learn

The Quality Team is **celebrating two years of its Lunch and Learn series!** This series brings staff across the organization together on a monthly basis to collaborate, learn together and facilitate personal and team development. Over the last year, we added dedicated sessions to wellness and employee benefits, and posted all sessions on our shared platform for future reference.

Quality Assurance Mock Audit Initiative (QAM)

As part of our ongoing improvement journey, the Quality Team focused the Quality Assurance Mock Audit initiative process on consistency and data analysis. We reached our **first year milestone of completion tracking and reporting.** We move into the new fiscal year with a deeper dive into key improvement areas, inter-professional approach and recommendations.

Research Committee

The Research Committee is focused on identifying and engaging in research development, supporting other organizations with external

research, providing continuing education opportunities as an Approved Continuing Education Provider through the Behaviour Analysis Certification Board (BACB), and development and dissemination of tools and resources related to research best-practices. Kerry's Place is currently involved in a collaborative research project related to the development of a Cultural Competency toolkit. Another project, in partnership with Brock University, is focusing on validating a tool to better predict supported individuals compatibility.

An additional focus is the dissemination of information through conferences. During the past six months, Kerry's Place presented at two major provincial conferences:

- 🕒 ONTABA 2022: Development of the Group Living Compatibility Assessment Tool (GCAT): Identifying Factors Predicting Autistic Roommates Compatibility From Literature, Experts, Adults on the Spectrum, and Caregivers.
- 🕒 OADD 2023: Striving for Less Intrusive Supports in Supported Living Settings.

In May, the presentation on the GCAT tool will also be delivered to an international audience at the ABAI Conference in Denver, Colorado.

Nurse Practitioner (NP) Clinic

Kerry's Place received a project grant from the Catherine and Maxwell Meighen Foundation to support the NP clinic model of care for an additional NP to join the team.

Kerry's Place NP clinic provides home-based healthcare services to improve the health care status of our individuals. The NP provides routine monitoring visits every 3 months to medically fragile individuals in the convenience of their home, along with addressing acute/episodic illnesses throughout the year.

Kerry's Place annual Flu Vaccine clinic for the 2022-23 flu season succeeded with over 50% vaccination rate for our persons supported. A total of **106 people (96 persons supported and 12 staff) were vaccinated with the flu vaccine across 39 homes in 5 regions.**

Human Resources

The Human Resources (HR) department has focused on adapting to the constantly changing environment and keeping up with the latest developments and trends in human resources. During this fiscal year, labour shortages, worker fatigue, increased mental health challenges, and constant regulation and policy changes were a reality across all sectors. The HR team's commitment to adaptation and consistent service is a testament to their professionalism and dedication to their work.

Pillars of Excellence Program

The Pillars of Excellence Program is designed to recognize the outstanding efforts of our staff who demonstrate excellence and contribute towards Kerry's Place vision, mission, and values in their daily work. We believe that recognizing and celebrating our employees' hard work and dedication is essential to creating a positive and supportive work culture. We have seen the positive impact this program is having on our employees and the organization as a whole.

Close to 150 employees were nominated this first year of the program and were celebrated with a lunch and learn session at Centennial College. The event was a tremendous success. We would like to thank everyone who made this celebration possible, and we look forward to continuing to support and recognize our recipients in the years to come.



Recruitment and Selection

The LEAN Steering Committee recently conducted a comprehensive evaluation of our recruitment process, with the goal of streamlining and improving efficiency. Through this evaluation, the committee developed a phased approach to implementation, which will continue into the next fiscal year. The changes implemented through this process will result in a more effective and seamless recruitment process for all involved.





Kerry's Place is committed to transparency and accountability of financial information

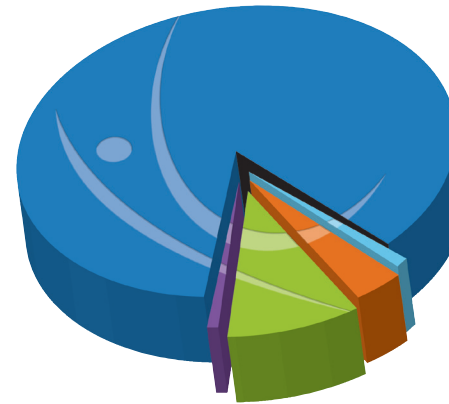
Financial

At Kerry's Place we understand the importance of maintaining a high degree of transparency and accountability in our financial practices. Our commitment to ethical and responsible financial management has enabled us to achieve a strong fiscal position, which in turn has allowed us to meet our strategic objectives and invest in building a sustainable future.

During the past fiscal year ending March 31, 2023, Kerry's Place received an unqualified Audited Financial statement from KPMG. Our primary program funding and grants includes:

- ⦿ Ministry of Children, Community and Social Services (MCCSS) annual and one-time funding, totaling \$69.4 Million (1.7% increase over the previous year).
- ⦿ Fee For Service revenue totaling \$7.4 Million (108% increase over the previous year). This increase in revenue is mainly for the Ontario Autism Program funding through Partnerships.

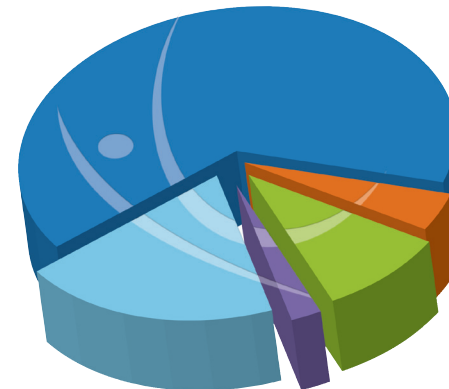
- Provincial Grants
- Fees for Service
- All Other Revenue



Sources of Funding

- Provincial Grants 85.7%
- Fee for Services 9.21%
- ODSP and Rent 3.36%
- Donations 0.24%
- Other 1.43%

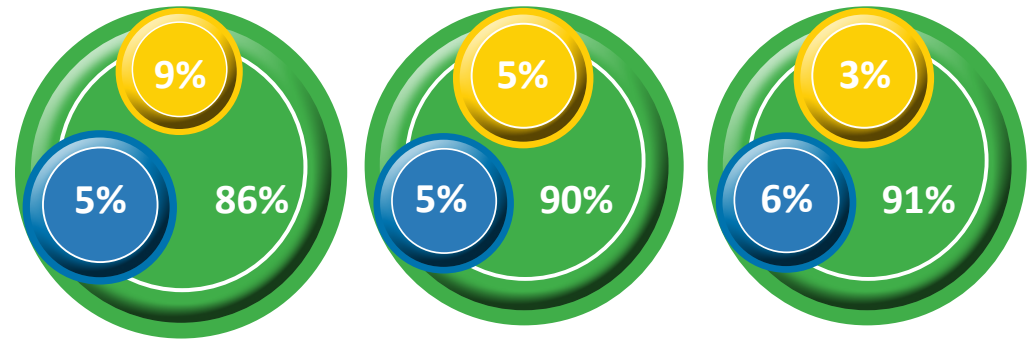
\$80.8 million revenue



How Funds Were Spent

- Salaries and Benefits 73.15%
- Building 7.44% (Occupancy, Repairs & Maintenance)
- Food Costs, Supplies and Sundry 4.82%
- Transportation and Travel 1.48%
- Other 13.10%

\$80.7 million expenses



2022-2023

2021-2022

2020-2021

Fundraising

We are thrilled to announce that 2022 has been an exceptional year for fundraising at Kerry's Place! We could not have done it without you, and we are grateful for your continued support!

The 2023 Autism Heroes Endurance Challenge

We would like to express our heartfelt gratitude to Constable Adam McEachern and all those who participated in the 2023 Autism Heroes Endurance Challenge.

Constable McEachern created the challenge to support his son Caleb, who is autistic. The challenge was a 12-hour endurance event with participants completing various workout activities.

We are thrilled to report that the event raised over \$30,000. We are so grateful to Constable Adam McEachern for his vision and leadership in organizing this incredible event, and we look forward to seeing what he has in store for us in the future. The hard work and dedication of all that turned out has made a significant impact in the lives of those affected by autism!

Fundraising Community

For their 21st birthday, Kaylyn and Amber (who have always been active fundraisers), wanted to raise funds for Kerry's Place. They sold old clothing that they no longer wore, as well as scrap metal and aluminum, **raising just over \$500.**

Kerry's Place Autism Services would like to express our sincere gratitude to Kaylyn and Amber for their incredible generosity and hard work. Their recent donation has made a significant impact on our organization and the individuals and families we serve.

Major Gifts

- 🕒 **The Private Giving Foundation** has generously given a **major gift of \$100,000** on behalf of a family whose son resides in one of our Supported Living homes. We are grateful for the generosity of the Private Giving Foundation and the family they represent.
- 🕒 **The Catherine Donnelly Foundation** has **generously donated \$94,000** to Kerry's Place. This donation will help us continue our mission and work towards achieving our goals. We are extremely grateful for their incredible support.

Our Annual Golf Classic 2022

We are thrilled to announce that our Annual Golf Classic was a huge success, **raising over \$143,000 for the Young Adults Project.** This is the highest community response we have ever seen, and we couldn't have done it without the support of our amazing golfers, sponsors, donors, and special guests. We are grateful for your generosity and commitment to making a difference and helping young adults discover their paths to employment!



Monthly Donors

We thank our monthly donors for their ongoing donations and belief in all we do!

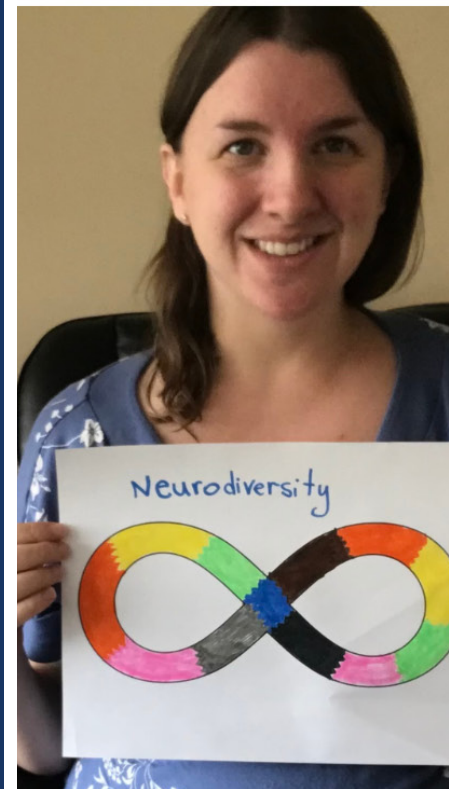
- Alan Hall
- Ann Beauregard
- Catherine de Jocas
- Dannial Talbot
- George Reddick
- Hilary Rompkey
- J. Peter Lucking
- Jonathan Morgan
- Julia Murphy
- Lise Lareau
- Melissa Liu
- Michael Williams
- Mst Khanam
- Murray Morton
- Pathma Somalingam
- Shannon Coates

Kerry's Place Board of Directors

- Jan Stewart, Board Chair
- Enza Dininio, Vice Chair and Treasurer
- Garry Chan, Director
- Phil Dowd, Director
- Shruti Goenka, Director
- Vicky McGrath, Director
- Brian Ritchie, Director
- James Stellick, Director
- Karen Sullivan, Director
- Mike Williams, Director
- Carobeth Zorzos, Director
- Robert Hart, Chair Emeritus

The Family Advisory Committee

- **Co-Chairs** Steve Simkus
Lise Lareau
- **Members** Ed Balyk
Dianne Gaggi
Carolann Halpern
Vanessa Morgan
Jonathan Gross
Phyllis Disenhouse



In Loving Memory



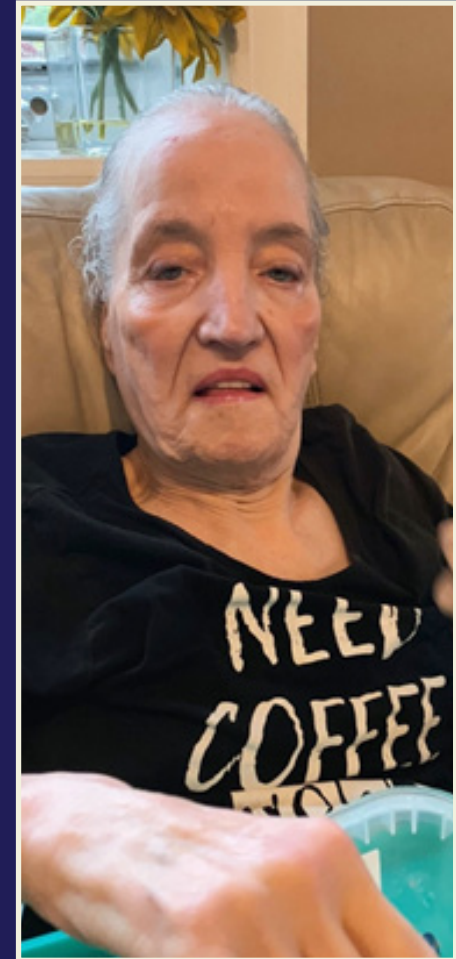
Avery Goslin (1997-2023)

It saddens us to share the passing of Avery Goslin (1997-2023). Avery joined Kerry's Place Autism Services, Young Adults Project in early 2021 to receive help on her employment and post-secondary journey.

Avery participated frequently in the Peer Support Group and in August 2021 volunteered to be a Peer Mentor. Avery worked with the Kerry's Place staff to develop the Peer Support

Christiane Marchand (1953-2022)

On November 8, 2022 we, unfortunately, lost an amazing individual, Christiane 'Chrissy' Marchand. Chrissy was supported by the organization for over 30 years. She was always full of spunk and let staff know exactly how she felt. Chrissy had a kind heart, fierce determination and a flare for fashion and beauty. Her memory lives on through stories and smiles of her adventures throughout the many years. We miss Chrissy and are grateful for the fond memories.





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