



2025 – 2026 Annual Report



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Building Community Through Sports & Recreation

Throughout the year, people supported enjoyed a variety of accessible sports and recreation opportunities that encouraged them to stay active, try new things, and spend time together.



Throughout the spring and summer, Community Place North hosted accessible baseball and cricket, bringing people together for friendly competition and afternoons spent outdoors. Fishing was another summer favourite, offering relaxing days on the water with an accessible dock, and plenty of memorable moments along the way.



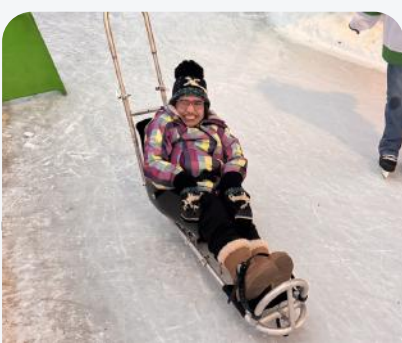
As the seasons changed, so did the sports. During the winter months, Community Place North visited the Ilderton Curling Club each week, where people learned the sport, practiced their skills, and enjoyed encouraging one another on the ice. Many people supported also participated in Track 3 Adaptive Snow School at Boler Mountain, where adaptive equipment and dedicated volunteers make skiing possible for people of all abilities.



In February, more than 110 people supported, family members, staff, board members, and community members came together for our annual Skate Night at Storybook Gardens. With adaptive equipment available, everyone had the opportunity to enjoy an evening on the ice, reconnect with familiar faces, and make new memories together.



Whether on the field, by the water, on the slopes, or at the rink, these opportunities are about much more than recreation. They give people the chance to build confidence, enjoy time with friends, and be part of activities where everyone can participate and feel included.



A Message From the Board Chair and CEO

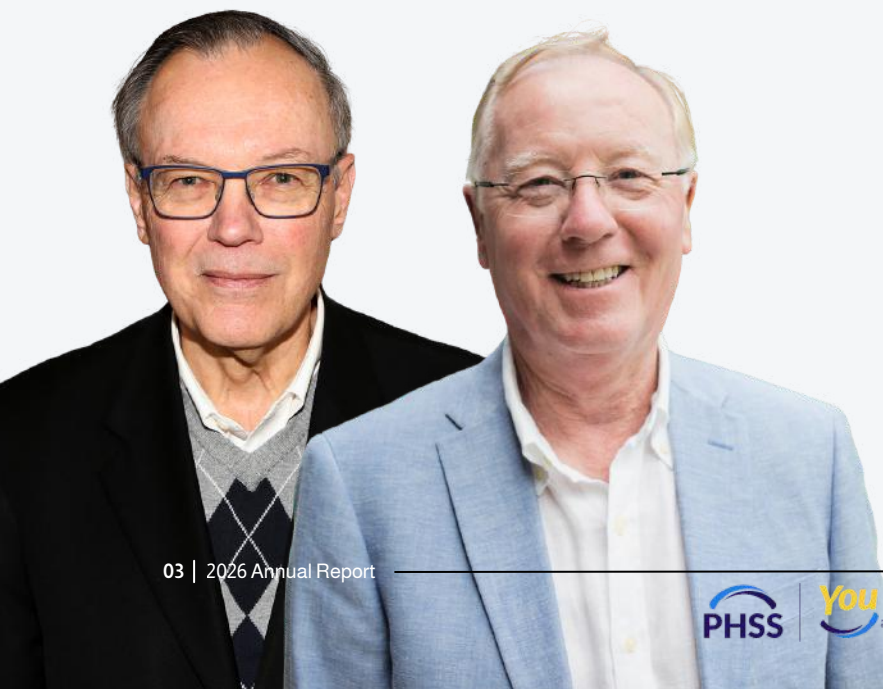
Over the past fiscal year, PHSS Support Services had another successful year of providing great care and supports to the people we serve, continuing innovation to improve our services and supports, and growing our capacity to support and serve more individuals who can now benefit from the services and supports that PHSS provides. In this period, PHSS continued to:

- increase the number of individuals supported in Eastern and Southwestern Ontario,
- achieve a balanced budget and met its other obligations to the Province in spite of increasing pressures,
- participate in externally funded academic research and initiatives focused on the integration of health and social care,
- pursued opportunities to advocate and participate in transforming Ontario's healthcare and supportive care services, and
- increased the number of staff and enhanced PHSS operational capacity.

At the heart of PHSS is the incredible caring, dedication and day-to-day work of PHSS' staff, leaders and volunteers across Southern Ontario who are continually improving the quality of care and support received by the individuals we serve. Your commitment, caring and innovation are critical to improving the lives of everyone supported by PHSS.

Thank you to the PHSS Foundation, funders, donors, and partners for your continued support.

We look forward to a year of further innovation and growth in PHSS's capacity to care and support people with medical and complex needs who are able to have a good life in their community.



A handwritten signature in cursive script that reads "Brian H. Orr".

Brian Orr
Board Chair

A handwritten signature in cursive script that reads "Brian J. Dunne".

Brian Dunne, OOnt
President & CEO

2025 - 2026 PHSS Board of Directors



Brian Orr
Chair



Lisa Mills
Co-Vice Chair East



Margaret Szilassy
Co-Vice Chair West



Linda Coffin
Treasurer



Maureen Reid
Secretary



Carol Perks
Director



Cathy Faulds
Director



Catherine Sexton
Director



Dianne Elliott
Director



Donna Ladouceur
Director



Elizabeth Wasko
Director



Fawaz Siddiqi
Director



Laurie Gould
Director



Maria Sinosis
Director



Sandra Datars Bere
Director



Suzanne McKenna
Director



Zachary Grace
Director



Brian Dunne
Ex-Officio



Marian Strom
Ex-Officio

PHSS Foundation Report

Laudables - April 29, 2025

PHSS Foundation was proud to honour award-winning concert pianist and founder of Aeolian Hall, Clark Bryan, in recognition of his outstanding philanthropic contributions to London's arts community. Held annually at the London Hunt & Country Club, the celebration welcomed guests for an evening of appreciation and community connection. Highlights included heartfelt tributes and a special toast delivered by an individual supported by PHSS. The event was a tremendous success, raising more than \$24,000 in support of PHSS programs and services.

Bowl-A-Thon - June 1, 2025

The Foundation's 22nd annual Bowl-A-Thon continues to be a highlight for those supported by PHSS, their family and friends. This year we completely took over the 44 lanes at Fleetway for a fantastic and fun-filled day enjoyed by those we support, their families, friends, PHSS staff, and Board members. We were able to raise over \$37,000.

Leo Kirwin Memorial Golf Tournament – August 15, 2025

The 23rd Annual Leo Kirwin Golf Tournament also continued its success at River Valley Golf Club. We were blessed with spectacular weather, an increased number of golfers, and a silent auction that drew great excitement – especially with the introduction of the Mexico and Italy trips. Another fantastic event where we were able to raise over \$44,000.

As we look back on the past year, I am filled with thankfulness for the continued generosity and sense of community. We've seen tremendous growth, a true testament to the dedication, collaboration, and advocacy of our Board members, partners, and friends.

All of this is possible thanks to the generosity of our donors, event sponsors, community, and of course, the efforts of the members of this Board. Let's take a moment to celebrate the positive impact we've achieved together over the past year, as we begin an even more exciting year ahead.



Marian Strom
PHSS
Foundation
Board Chair





Strategy & Policy Committee

The Strategy and Policy Committee's mandate is to ensure that the Board has the capacity, strategy, policies, and processes in place to effectively govern PHSS. Over the past year, the Committee met nine times and supported the Board and the CEO in the following areas:



Collaborated with the President & CEO to oversee the implementation of PHSS' Strategic Directions



The Nomination and Board Succession Subcommittee, led by Linda Coffin, established a process to enhance the recruitment of new directors and community representatives



Continued to review and update several Board policies and the Board Manual



Annual Board assessment



Oversight of PHSS' Innovation and Research initiatives and the Board's focus on Diversity, Equity, and Inclusion



Advised and supported the President & CEO in representing PHSS with various external developments



Oversight of the CEO's performance

The Committee membership includes Brian Orr (Chair), Linda Coffin (Treasurer), Lisa Mills (Vice Chair), Margaret Szilassy (Vice Chair), Maureen Reid (Secretary), and Catherine Sexton. Brian Dunne serves as an ex officio member. Thanks to Chantelle Plaine for her support as the Committee's Administrator.

2025 CIO Canada Award

PHSS was honoured to receive the 2025 CIO Canada Award for our project, Digital Transformation of PHSS – Digital by Design.

Digital by Design, developed in partnership with INVORG, was built to meet the unique needs of PHSS. The platform will integrate scheduling, payroll, timesheet management, incident reporting, and communication into one system, with mobile access that puts critical tools at staff fingertips.

While the platform is still rolling out and evolving, the benefits are already clear. This award reflects the dedication and collaboration of many: the PHSS project team for their tireless effort and vision, INVORG for building the platform, and our staff for embracing change with enthusiasm and openness.

We're proud to celebrate this recognition of our collective effort. We look forward to how PHSS can utilize technology to enhance the care and support we provide every day.



2026 Business Achievement Awards

On March 31, 2026, the London Chamber of Commerce welcomed the local business community to RBC Place London for the 2026 Business Achievement Awards—an annual celebration recognizing excellence in London since 1984. Widely regarded as the largest business awards event of its kind in Canada, the gala brought together more than 1,200 attendees to honour the individuals, organizations, and businesses shaping the future of our city.

PHSS was proud to be named the recipient of the Non-Profit Award at this year's ceremony.

This recognition reflects the extraordinary commitment of our staff, whose care, compassion, and dedication make a meaningful difference every day. We extend our sincere thanks to our Board of Directors, community partners, families, and the individuals we support, whose stories and contributions continue to inspire our work. This award is truly a reflection of the strength of our entire community.

We also extend our thanks to the London Chamber of Commerce, the judging panel, and our fellow finalists. It was an honour to celebrate alongside so many remarkable organizations that contribute to the vibrancy and success of London.



Communications and Public Relations Committee

The Communications and Public Relations Committee focuses on enhancing awareness of PHSS as a provider of innovative, person-centred care and supports. The Committee also works to position PHSS as a thought leader and valued research partner. Through oversight of PHSS' strategic messaging and internal and external communications, we help ensure that the organization's communications reflect its mission, values, and strategic priorities.

Throughout 2025/2026, the Committee continued to strengthen PHSS' communications efforts by aligning communications strategies with organizational goals and celebrating the achievements, contributions, and thriving lives of the people supported by PHSS, as well as the dedication of our staff.

2026 Key Achievements and Milestones

Strategic Campaigns

- Launched targeted campaigns highlighting PHSS Board members, PHSS' 2025 CIO Canada Award for the Digital by Design project, and Giving Tuesday. These initiatives increased awareness of PHSS and generated strong engagement across social media platforms.
- PHSS was also proud to be named the recipient of the Non-Profit Award at the 2026 Business Achievement Awards, recognizing the organization's leadership, innovation, and commitment to delivering high-quality, person-centred supports and services. This achievement further strengthened PHSS' profile and reputation within the community.

Website and Digital Improvements

- Provided oversight for the development and successful launch of the new PHSS website, enhancing accessibility, user experience, content relevance, and internal capabilities for content management and performance analytics.

Social Media Growth and Engagement

- Achieved continued growth in followers across Instagram, Facebook, and LinkedIn, while maintaining strong audience engagement and increasing the reach of PHSS' digital presence. LinkedIn saw the strongest growth of all our social media platforms, increasing by 31.6% over the year, with our audience growing from 979 to 1,288 followers.

Communications Plan

- Completed the Committee's first comprehensive Communications Plan, establishing a strategic framework to guide and support PHSS' communications initiatives and priorities.



Looking Ahead to 2027

- In 2027, the Committee will continue to strengthen PHSS' communications profile by:
- Expanding digital storytelling to showcase PHSS supports, innovation, and research initiatives.
- Regularly reviewing and refining the Communications Plan to ensure alignment with organizational priorities.
- Finalizing the Board and Community Representative Portal to enhance governance communications, accessibility, and efficiency.
- Measuring the effectiveness of the new website, social media channels, and other communications initiatives to support continuous improvement.

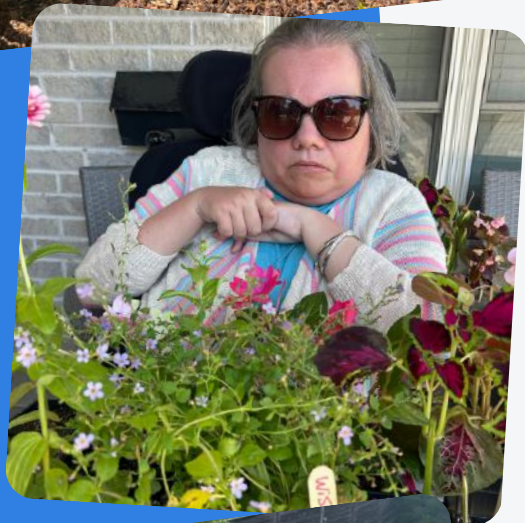
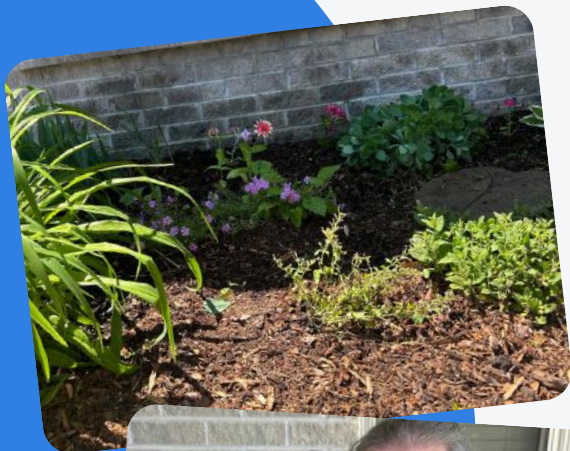
The Communications and Public Relations Committee is proud of the progress made throughout 2025/2026 to strengthen PHSS' visibility, amplify the voices and achievements of the people we support, and deepen engagement with our stakeholders. Through strategic communications, digital innovation, and meaningful storytelling, we have continued to enhance awareness of PHSS as a leader in person-centred supports and services.

The Committee extends its sincere appreciation to PHSS staff, leadership, and Board members whose contributions and collaboration helped advance our communications objectives throughout the year. Together, we have strengthened the foundation for effective and impactful communications that support PHSS' mission and strategic priorities.

As we look ahead to 2027, we remain committed to expanding our reach, measuring our impact, and sharing the stories that demonstrate the difference PHSS makes in the lives of the people we support.

Friends of the Civic Gardens Complex

For more than 25 years, the Friends of the Civic Gardens Complex have been helping PHSS locations bloom.



Every year, this dedicated group of volunteers grows and donates beautiful plants to our locations. From September through May, they spend countless hours planting, watering, and caring for seedlings before they're ready to be shared with the community. This summer, 36 PHSS locations received a variety of plants, with more than 650 plants donated in total.

PHSS was the very first organization to receive plants from the Friends of the Civic Gardens Complex. Today, their generosity has grown to support more than 25 local non-profit organizations, community centres, and libraries each year.

Their annual spring plant sale helps fund seeds, trays, and growing supplies, making it possible for this incredible tradition to continue. We are so grateful for their years of generosity and for helping create welcoming outdoor spaces that the people we support can enjoy all season long.

Community Donation

Handmade Fleece Blankets

In 2025, Heather Gregor reached out on behalf of a group of 18 women from the neighbourhood west of Community Place North. Each holiday season, this dedicated group comes together to support a charitable cause and make a meaningful difference in their community. This year, they handcrafted fleece lap blankets and generously donated them to the people we support.

The blankets were shared with two of our day supports, Community Place North and Community Place West, our day respite location. These thoughtful gifts have been warmly received and will be put to good use by the individuals who attend both locations, providing comfort and warmth during the colder months.

This generous donation reflects the kindness, compassion, and community spirit of Heather Gregor and her group. Their handmade blankets are more than just practical items; their handmade blankets are more than just practical gifts; they are a heartfelt gesture of kindness, generosity, and community spirit.

We extend our sincere gratitude to Heather Gregor and all 18 members of the group for their generosity and support. Their commitment to giving back is a wonderful example of how acts of kindness can strengthen and enrich our community. We are truly thankful for their thoughtful contribution and the warmth they have shared with the people we support.



PHSS 2026 Unsung Hero Award

David Ragobar



David Ragobar has made a lasting contribution to PHSS through his many years of commitment and the many roles he has held, including a CPI (Crisis Prevention Institute) Instructor, Senior Coordinator, and Behaviour Consultant. In every role, David has brought experience, honesty, creativity, humour, and a deep commitment to the people we support, the teams around them, and the leaders he has helped mentor along the way.

David is one of those people whose impact can be found across PHSS. He has helped guide complex transitions, supported teams through difficult moments, and brought calm, practical thinking when situations felt uncertain. When people are unsure what to do next, David is often the person they turn to. That trust has been earned over many years and speaks to the steady, thoughtful presence he brings to both people and teams.

One of David's greatest strengths is his ability to turn years of knowledge and experience into thoughtful, practical, and truly person-centered support. He takes the time to build real relationships with people supported. He learns what matters to them, what works for them, and what helps them feel respected, understood, and in control of their own lives. Through patience, creativity, and consistency, David has helped people build greater independence, confidence, and autonomy.

David understands that every person and

every situation is different. He listens, observes, asks questions, and finds approaches that fit the person and the situation. His ability to remain calm during difficult moments has helped teams feel more confident and supported people through some of the most challenging times in their lives.

David has also had a significant impact on staff and leaders across PHSS. Over the years, he has mentored many people, shared his knowledge generously, and helped others grow into their roles. His advice is practical, honest, and usually comes with just enough humour to make a difficult day feel a little lighter.

And then there is the David outside the formal job descriptions. He has coached the PHSS soccer team, which makes sense because David has always been good at bringing people together. He has a creative side through his poetry, and he is known by many for making excellent hot sauce.

David does not seek the spotlight, but his impact can be seen throughout PHSS. It is present in the people whose lives he has helped change, the teams he has supported through difficult situations, and the leaders who are stronger because of his guidance.

The Unsung Hero Award recognizes someone whose contribution is steady, meaningful, and often greater than most people realize. David represents all of that.

Thank you, David, for your many years of service, for the wisdom, creativity, and humour you bring to your work, and for always being someone people can count on. PHSS is stronger because of you.



PHSS 2026 Community Champion

Rondeau Yacht Club

One of the greatest strengths of any community is the willingness to look beyond barriers and ask, ***"How can we make this possible?"***

We are proud to recognize Rondeau Yacht Club as our 2026 Community Champion for doing exactly that. Through their Access Boom Accessible Sailing Program, the Club creates opportunities, builds meaningful relationships, and helps ensure that people of all abilities have the chance to experience the joy, freedom, and independence that comes from being out on the water.

The connection between PHSS and the Access Boom Accessible Sailing Program began 5 years ago when a family member shared information about an accessible sailing opportunity, opening the door to a new partnership and the possibility of sharing this experience with people supported by PHSS. From that first conversation, the relationship with Rondeau Yacht Club continued to grow, with the Club embracing the opportunity and working alongside PHSS to create a welcoming and inclusive sailing experience.

What began as one week of accessible sailing expanded to two weeks, allowing even more people supported by PHSS to experience the excitement and confidence that comes with being on the water. The Club's support extends far beyond the docks. They help connect PHSS with community resources, promote the program, loan lifejackets, store and transport equipment, and work closely with the PHSS team to navigate changing weather and schedules. When sailing days are impacted by weather, they make every effort to arrange rain dates so sailors do not miss the opportunity to get out on the water.

What truly sets Rondeau Yacht Club apart is the heart they bring to everything they do. Their volunteers and camp counsellors do more than teach sailing. They build lasting relationships, celebrate accomplishments, remember sailors year after year, and help everyone feel welcomed.

The care shown by Rondeau Yacht Club extends well beyond Sailing Week. Volunteers continue to build connections with people supported by PHSS, celebrate milestones, and look for ways to continue supporting the program. Their commitment shows that inclusion is about more than access, it is about creating a true sense of belonging.

Rondeau Yacht Club also continues to demonstrate a strong commitment to accessibility by exploring funding opportunities, sharing resources, and working to improve accessibility so even more people can enjoy the sport of sailing.

Community champions do more than open their doors, they open their hearts. Rondeau Yacht Club creates opportunities where others may see limitations and builds partnerships founded on trust, respect, and shared purpose.

PHSS is proud to recognize Rondeau Yacht Club as the recipient of the 2026 Community Champion Award for their incredible support and their Access Boom Accessible Sailing Program.

The Finance Committee, chaired by the Treasurer, plays a key role in ensuring strong financial governance for PHSS. Through regular meetings, detailed financial reviews, oversight of the annual audit, and ongoing monitoring of financial practices, the Committee helps ensure the organization's resources are managed responsibly and in support of its mission.

For the fiscal year ending March 31, 2026, the financial statements were audited by Graham Scott Enns LLP, Chartered Professional Accountants. The auditors issued an unqualified opinion, confirming that the financial statements present fairly the financial position of PHSS in accordance with Canadian accounting standards for not-for-profit organizations.

Treasurer's Message

It is my pleasure to present the financial report for PHSS for the fiscal year ending March 31, 2026. As Treasurer, I extend my sincere appreciation to the members of the Finance Committee, the senior leadership team, and the Finance team for their professionalism, expertise and commitment throughout the year. Their diligence has ensured strong financial oversight and accountability while supporting the organization's strategic priorities.

I also extend my heartfelt appreciation to the PHSS staff and management. Their dedication to the people we support and their careful stewardship of resources have enabled the organization to achieve another balanced budget while continuing to grow and enhance services.



- **Linda Coffin**
Treasurer



Year Ending March 31, 2026

Revenues

Ministry of Children, Community, and Social Services (MCCSS)	\$21,876,230	\$20,608,096
Ministry of Health (OH)	\$15,157,006	\$14,821,477
You at Home	\$2,910,701	\$2,273,420
Recoveries & Other Income	\$2,578,323	\$2,913,692
Donations & Grants	\$330,618	\$150,554
Total Revenues	\$42,861,878	\$40,767,239

Expenditures

Salaries & Benefits	\$37,217,006	\$35,088,914
Building Occupancy	\$1,777,463	\$1,940,294
Consumer Supplies	\$690,099	\$688,928
Purchased Services	\$1,714,136	\$1,700,443
Office and Other Operating	\$1,295,681	\$1,302,002
Total Expenditures	\$42,694,385	\$40,720,581
Deficiency/Excess of Revenues over Expenditures	\$167,493	\$46,658
Growth	5.14%	9.43%

Statement of Financial Position

Assets		
Current Assets	\$1,963,780	\$3,563,981
Restricted Cash	\$132,693	\$165,859
Forgivable Promissory Note Receivable	\$1,300,000	
Tangible Assets	\$3,430,342	\$3,672,172
Total Assets	\$6,826,815	\$7,402,012
Liabilities & Net Assets		
Current Liabilities	\$3,219,266	\$4,082,093
Long-Term Debt	\$1,307,995	\$1,346,901
Forgivable Loan	\$1,676,505	\$1,676,505
Deferred Contributions	\$1,217,433	\$1,194,349
Total Liabilities	\$7,421,199	\$8,299,848
Net Assets	\$-594,384	\$-897,836
Total Liabilities & Net Assets	\$6,826,815	\$7,402,012

2025/2026 Financial Highlights:



Continued Growth: Operating revenues and expenditures increased by more than 5%, allowing PHSS to expand its services and support eight additional individuals while maintaining financial stability.



Balanced Financial Performance: PHSS achieved a balanced financial position for the 2025/2026 fiscal year.



Digital Transformation: The Digital by Design project continues to modernize technology, improve business processes and strengthen PHSS's capacity to support continued growth across the province. During the year, the project received national recognition with the 2025 CIO Canada award acknowledging PHSS's leadership in leveraging technology to improve service delivery.

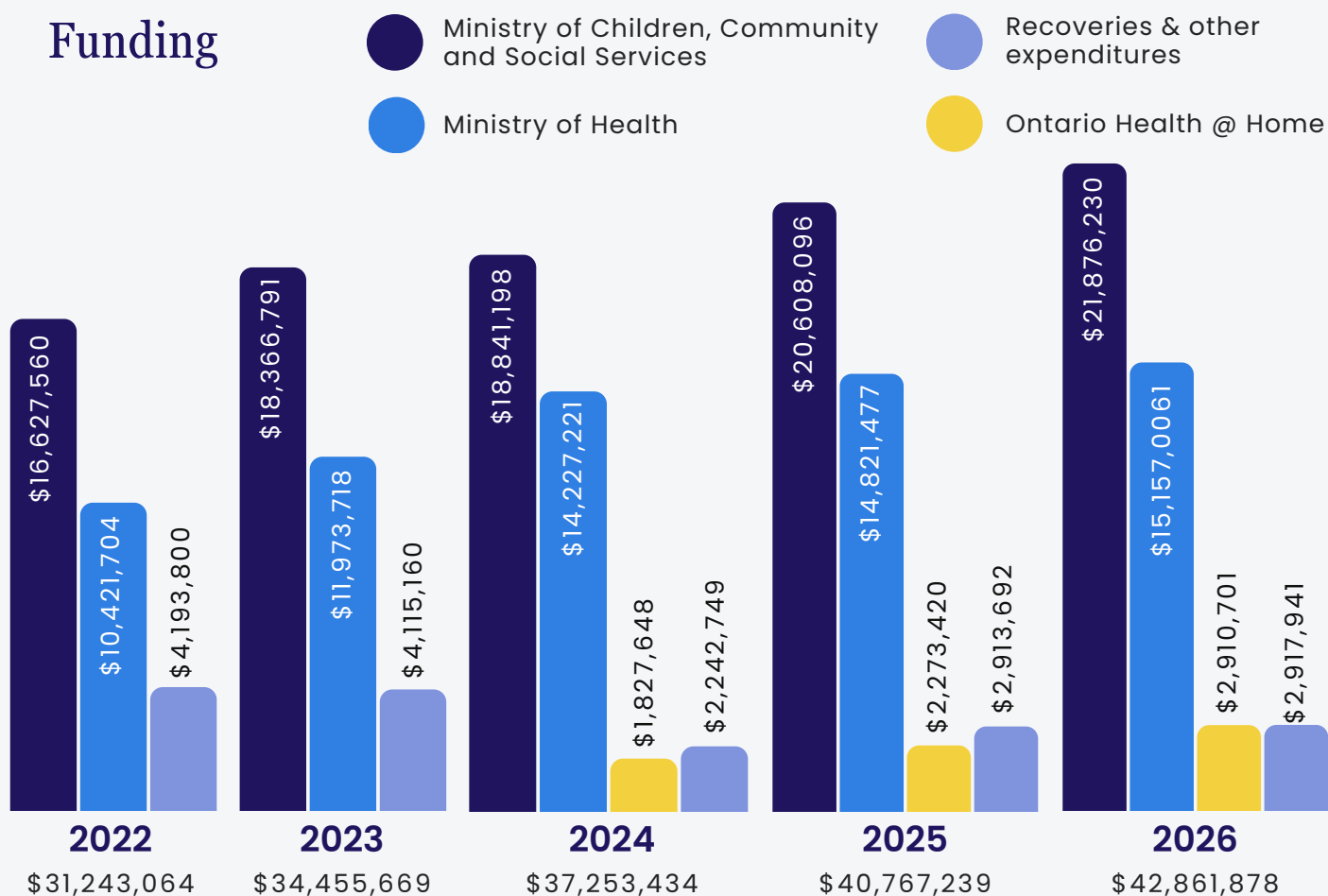


Clarke Road Success: Since opening in 2017, Clarke Road has exemplified the PHSS vision of an intentional community. It remains fully occupied and financially sustainable and continues to operate with a balanced budget.

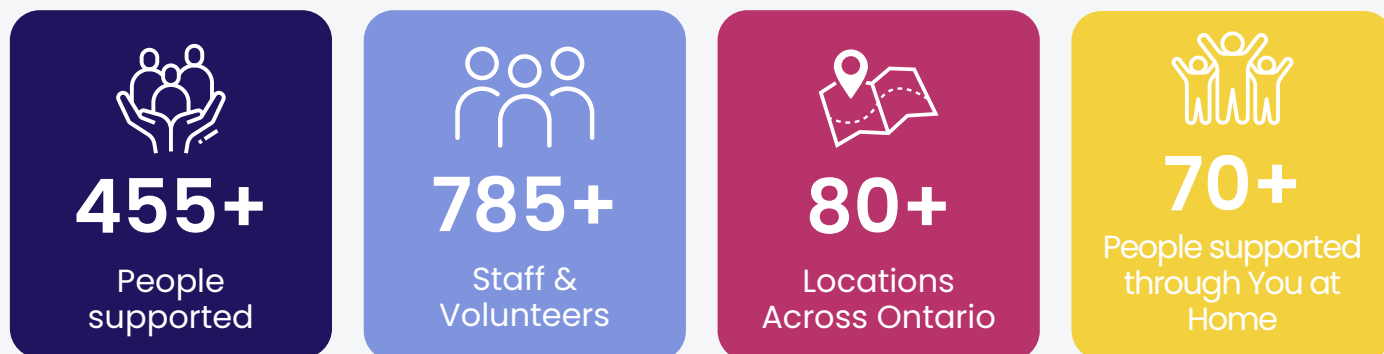


Year Ending March 31, 2026

Funding



Impact



National Rehabilitation Hospital Conference

PHSS was proud to be represented internationally by Brian J. Dunne, OOnt, President & CEO, and Donnie Antony, Executive Lead, for significant events in Ireland in December 2025.

On December 4, 2025, Brian delivered the 16th Ernest Goulding Memorial Lecture at the National Rehabilitation University Hospital, titled **From Patienthood to Personhood: A Complex Journey Home**. The lecture focused on the importance of moving beyond traditional care and support approaches and recognizing the dignity, identity, and full personhood of people with medical and complex needs.

The following day, on December 5, 2025, Brian and Donnie represented PHSS at the National Rehabilitation University Hospital's National Conference on Specialist Rehabilitation Services. At the conference, PHSS presented **Travelling the Journey Together to Get Home**,



sharing PHSS's evolution from a local Ontario agency to an international voice in integrated, community-based care and support.

These opportunities highlighted PHSS's commitment to supporting people to live meaningful lives in community, with the right care and support wrapped around them. They also reinforced the importance of collaboration across health & social care, developmental services, families, community partners, and people with lived experience.

PHSS was honoured to be recognized alongside global colleagues from the International Foundation for Integrated Care (IFIC) at the conference. The conference created a valuable opportunity to learn, share, and connect with leaders, partners, clinicians, and lived-experience advocates from Ireland and beyond who are working toward the same goal: better, more connected care and support for people and families.

PHSS extends its gratitude to the National Rehabilitation University Hospital for the warm welcome and for creating space for an important international conversation rooted in healing, humanity, dignity, and belonging.



ICIC25

INTERNATIONAL CONFERENCE ON INTEGRATED CARE

14-16 May 2025
Lisbon, Portugal

Brian Dunne/Donnie Antony

The 2025 International Conference on Integrated Care (ICIC25), held in Lisbon, Portugal, brought together over 1,100 global leaders, researchers, clinicians, community representatives, patients, and caregivers under the theme: *"Synergizing Health and Care: Leveraging Integrated Care for a Sustainable Future."*

Building on the momentum of ICIC24 in Belfast, which focused on "Taking the Leap: Making Integrated Care and Support a Reality for People and Communities," this year's conference emphasized that while progress has been made, many individuals and communities still face fragmented care experiences.

With more than 150 sessions, ICIC25 offered a rich platform for learning, collaboration, and innovation. Key themes included health literacy, mental health, disability, homelessness, and the critical role of trust, relationships, and belonging in delivering truly integrated care.

Dr. Niamh Lennox-Chhugani, CEO of the International Foundation for Integrated Care (IFIC), challenged attendees with three powerful questions:

1. Are people, carers, and communities actively and meaningfully involved in our implementation of integrated care and are we truly listening?
2. How will we know we've succeeded in achieving integrated care if we're not involving communities in meaningful ways?
3. What can I do within my own sphere of influence to make integrated care real?

These questions resonated deeply and will continue to guide our efforts toward building healthier, more inclusive communities.

We were honoured to contribute to the conference by chairing two impactful sessions:

- Co-Chaired: *Family-Centred and Inclusive-Based Care Approaches* – featuring insights from Italy, Belgium, the U.S., and Ireland.
- Chaired: *Overcoming Barriers to Health Care Access* – with presentations from Colombia, Denmark, Canada, Ireland, and the U.K.

Additionally, Brian was invited to share a personal reflection in an interview with IFIC, which was published on their website.



You at Home

You at Home was developed in response to the challenges many individuals and families experienced while trying to maintain safe, consistent care and support in the community. Families often faced unfamiliar workers, missed visits, cancellations, gaps in training and inconsistent support. These pressures placed significant strain on family caregivers and made it increasingly difficult for people with medical and complex care and support needs to remain safely at home.

PHSS set out to create a more dependable, person and family centered approach. You at Home is built on principles of consistent staffing, individualized planning shaped around each person's life, routines, goals and relationships. Staff are matched with individuals and families, trained to meet the person's specific needs and scheduled in ways that respect family life and personal preferences.

Today, You at Home supports over 70 families across Southwestern Ontario. More than 100 PHSS staff and over 10 coordinators provide care and support in communities including London Middlesex, Elgin, Huron, Perth, Grey and Bruce counties.

You at Home recognizes that care and support looks different for every person. For some, the goal may be personal care, physiotherapy and therapeutic activities. For others, life skills development and social connection may be the priority.

At its heart, You at Home is about knowing the person and building meaningful daily routines.

The outcomes are reflected in daily life. Families have greater confidence in the care and support received, reducing pressure and lowering risk of burnout.

You at Home reflects PHSS's broader commitment to building healthy, inclusive communities. It supports people to live a good life at home, close to the people, places and relationships that matter most. By creating greater stability for families and strengthening community-based care and support, You at Home helps people with complex needs continue to belong, participate and thrive in community.

The continued growth of You at Home advances PHSS's strategic commitment to responsive, individualized and co-created care and support for people and families.





Tuesday Drop-In Group

Creating Connection and Community

The Tuesday Drop-In Group began with a few people and a simple idea: create more opportunities to connect. Since then, it has grown into a lively weekly gathering of more than 25 people, each bringing their own interests, personalities and ideas.

Some people come every week. Others join when an activity catches their attention. What matters is that everyone is welcomed and has the freedom to take part in a way that feels right for them.

The group has shared a wide range of experiences, from bowling, movies and meals to visits to Reptilia, Heeman's Garden Centre and the virtual simulators at The Clubhouse. There have been fishing trips, holiday celebrations, a tour of London Fire Hall and visits from local firefighters and the London Police Service canine unit.

Each experience offers something different, but the group is about more than the activity itself. It is about choosing where to go next, sharing a joke over lunch, encouraging a

friend during a game and having people notice when you are away.

These everyday moments create connection.

The group also creates a stronger link to the wider community. Local organizations, businesses and community partners help make new experiences possible and open their spaces in welcoming and inclusive ways. Donor support helps reduce financial barriers so that more people can take part.

PHSS staff play an important role in bringing the group together, but the direction of each Tuesday is shaped by the people who attend. Their interests, choices and enthusiasm continue to guide what the group becomes.

Thank you to everyone who contributes time, ideas, resources and encouragement to the Tuesday Drop-In Group. Together, you are helping create a weekly space filled with friendship, shared experiences and a genuine sense of belonging.

Quality & People Supported Committee

The Quality & People Supported Committee (QPS) continues to provide oversight and leadership, ensuring that PHSS fulfills its commitment to individuals receiving support while maintaining high standards of quality care and service across all programs. The Committee brings together individuals supported by PHSS, family members, community representatives, Board members, and senior leadership to monitor outcomes, promote accountability, and support continuous quality improvement.

Guided by PHSS' Quality Improvement Framework, the Committee places people supported at the centre of its work. Through regular review of quality indicators, service data, risk management activities, and feedback from individuals and families, the Committee helps ensure that PHSS remains responsive, person-centred, and focused on meaningful outcomes.



Listening to the Voices of People We Support

A cornerstone of the Committee's work continues to be direct engagement with individuals receiving support. Through personal interviews and ongoing conversations, Committee members gain first-hand insight into people's experiences, aspirations, successes, and areas where additional support may be beneficial. These conversations help confirm that person-centred plans are being implemented and that individuals are progressing toward goals that matter most to them.

Feedback gathered through these interviews is reviewed to identify common themes, emerging trends, and opportunities for improvement. The information contributes to organizational planning and helps shape future priorities for services and supports.

Participatory Action Research (PAR)

The Committee continues to oversee Participatory Action Research (PAR), an important quality improvement process that has been part of PHSS since 2000. PAR places the voices of people supported at the centre of evaluation and planning by exploring "What Matters Most" to individuals and their families. Findings and recommendations generated through PAR provide valuable direction for strategic planning and service enhancement.

Looking Forward

As PHSS continues to evolve, the Quality & People Supported Committee remains committed to ensuring that the organization delivers high-quality, responsive, and person-centred supports. Through collaboration, oversight, and meaningful engagement with individuals, families, staff, and community partners, the Committee will continue to promote opportunities, inclusion, and excellence in services and supports for all those supported by PHSS.

Committee Membership

The Quality & People Supported Committee is composed of Board Directors, individuals receiving support, family representatives, community members, senior leadership, and PHSS staff representatives. This board membership ensures that quality oversight is informed by lived experience, frontline perspectives, operational expertise, and community input. Together, committee members work to promote accountability, continuous improvement, and person-centred supports across all PHSS services.

How We Listen and Learn

The Quality & People Supported Committee gathers information through three key methods:

- **Personal Interviews** – Hearing directly from people supported and their families.
- **Participatory Action Research (PAR)** – Identifying themes and opportunities through structured engagement.
- **Quality Oversight** – Monitoring quality indicators, risks, trends, and service outcomes across the organization.

Together, these activities help PHSS continuously improve services and supports and ensure that the voices of people supported remain at the centre of decision-making.





Ottawa

PHSS continues to expand our presence in Eastern Ontario. As we've deepened our roots in the community, we've created more opportunities for people to build connections, participate in their communities, and live the life they choose.

One of this past year's highlights came in June 2025, when people supported from Ottawa travelled to London to take part in our Annual Bowl-a-Thon. It was a wonderful opportunity to connect with people from across PHSS, many meeting in person for the first time. The weekend was made possible by the dedicated staff who travelled alongside people supported, and the London locations that welcomed our Ottawa guests for a few nights. After the Bowl-a-Thon, one of our London locations hosted a picnic for everyone who travelled from Ottawa, creating a relaxed opportunity to spend time together and wrap up a fun visit. It was a great reminder that no matter where our locations are, we're all part of one PHSS community.



Staff Appreciation Week 2025



From September 22 to 26, 2025, PHSS celebrated Staff Appreciation Week, taking time to recognize the incredible people who make PHSS what it is. Every day, our staff and volunteers show up with kindness, compassion, and dedication, making a meaningful difference in the lives of the people we support. Our Annual Staff Appreciation Week is an opportunity to pause, celebrate those contributions, and simply say thank you.

Throughout the week, members of our Senior and Executive Teams visited PHSS locations across the organization to connect with staff and personally thank them for everything they do. It was a chance to spend time together, share conversations, and recognize the care and commitment that our staff bring to their work each and every day.

The PHSS Staff Appreciation Team also travelled from location to location, bringing treats, activities, and a little extra fun along the way. Whether it was sharing a laugh, enjoying time with coworkers, or taking a short break together, these visits created moments of connection and reminded everyone how valued they are.

Staff Appreciation Awards:



Night Owl
Rob Pinkerton



Mission Impossible
Adam Milyard



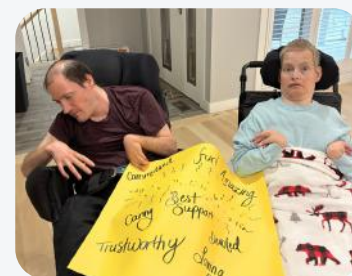
The Rookie
Jody Howlett

Celebrating Our Incredible Staff and Volunteers

The week wrapped up at the PHSS office with a scavenger hunt and potluck lunch. Staff brought their favourite dishes to share, enjoyed some friendly competition, and took time to relax and connect with colleagues they don't always get to see. It was a wonderful way to end a week filled with appreciation and celebration.

While Staff Appreciation Week only comes around once a year, the gratitude behind it extends far beyond those five days. The kindness, patience, and dedication our staff and volunteers show every day help create welcoming homes, meaningful opportunities, and strong connections for the people we support.

To every member of the PHSS team, thank you. Your compassion, commitment, and willingness to go above and beyond make PHSS the caring and supportive organization it is, and we are truly grateful for all that you do.



Team Spirit
Belgrave



Volunteer
Sheila Piggot

Partnerships

Ontario Health Team Partners



Since 2021, PHSS has proudly partnered with Fierce N Fit Boxing to provide inclusive boxing opportunities for the people we support. Every week, people supported join virtual boxing sessions that promote physical activity, build confidence, and create meaningful connections in a fun and supportive environment.

This past year, we were excited to continue growing that partnership

by hosting our second annual in-person boxing session at Community Place North. Bringing people supported, staff, and the Fierce N Fit coaching team together created an energetic and welcoming atmosphere filled with movement, encouragement, and connection. We are grateful to the Fierce N Fit team for their ongoing commitment to making fitness more accessible and inclusive, and we look forward to continuing this valued partnership.



A Valued Partnership with



Some partnerships go far beyond the work itself, and our relationship with VA Contracting is one of them.

For many years, owners Rick Amaral and Nelson Viera, along with their team, have been trusted partners of PHSS. From renovations and repairs to accessibility improvements, they've completed projects at many of our locations. No matter what we've needed, they've always been just a phone call away, ready to help and always a pleasure to work with.

Their generosity reaches far beyond the job site. VA Group proudly sponsors all of the PHSS Foundation events, and for the second year in a row they are the Title Sponsor of the PHSS Foundation's Annual Leo Kirwin Memorial Golf Tournament, helping make so many of the fundraising events possible.

What really makes this partnership special, though, is the people behind it. The VA crew has taken the time to get to

know many of the people we support, and those relationships have grown naturally over the years. They've celebrated milestones, attended person-centred planning meetings, and become familiar faces that are always welcomed with a smile.

While the team was pouring concrete at one of our locations, Steven made sure to supervise the work from his front window. Before they left, the crew surprised him with his own VA Contracting sweater in recognition of his excellent "supervisor" skills. It's a fun memory that speaks to the genuine connections the VA team has built with the people we support.

Thank you to Rick, Nelson, and the entire VA Contracting team for always being there when we need you, for the care you bring to every project, and for the friendships you've built along the way. Your support has made a lasting difference across PHSS, and we're grateful to have you as part of our community.





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