



annual report 2006

complex care, simple comforts





© Mark Nowaczyk/ISI

president and board chair report

Making a Real Difference — One Life at a Time

For close to a century, VHA has held fast to its mission – *to make a positive impact on every life we touch by providing complex care and simple comforts*. 2006 is no different. The pages that follow provide a snapshot of the many highlights of the past year. We are proud of what has been achieved and grateful to have made a real difference – one life at a time.

VHA is a very good organization; however, we understand that being good is not always good enough. In 2006, we took important steps to become a more efficient and nimble organization. We focused on continuing to get our “house in order” through infrastructure

improvements; quality enhancements in service delivery and in our backroom operations; as well as new education and training programs. Outside our walls we joined with others to work on significant sector wide improvement initiatives and service and research projects.

This year through careful management and good stewardship, VHA was able to rebuild our solid financial base. This base allowed us to invest in critical talent and technology as well as enhance our community support programs, so that the most vulnerable in our midst have access to needed supports.

We are heartened by the groundswell of recognition for home care services in our province but are impatient to make the rhetoric

(continued next page)



© Mark Nowaczynski

a reality. Deluged by reality TV, the general public seems to be seeing “reality” through the lens of shows such as Survivor, The Amazing Race, and Canadian Idol. It makes us wonder if we need a home care reality show to finally become a visible and valued part of healthcare in today’s society! Although VHA’s reality isn’t on national television, it is played out day in and day out in the homes of those we serve – the sick, the frail, the old and the young. Home care is not just an inexpensive alternative to hospital care or institutionalization. It is a vital part of the healthcare system and it must be recognized and funded as such. For home is where we want to be cared for and where we want to remain.

We want to acknowledge and thank our staff and volunteers who know the realities of home care full well and who never cease to amaze us with their skills, compassion and creativity. We also thank our many wonderful service partners,

referrals sources, funders and donors, without you the reality for our clients would be much less bright.

2007 is well underway and fraught with new challenges and changes. But what remains constant is VHA’s commitment to make a positive difference in the reality of our communities and the lives of those we serve.



Vikas Sharma

Vikas Sharma
Board Chair



Carol Annett

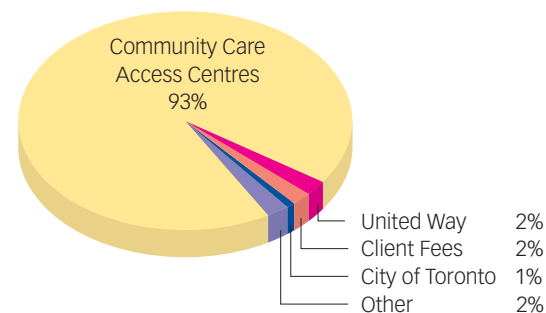
Carol Annett
President/CEO



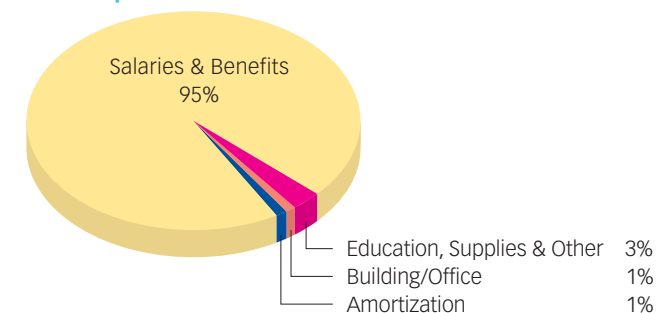
facts and figures 2006

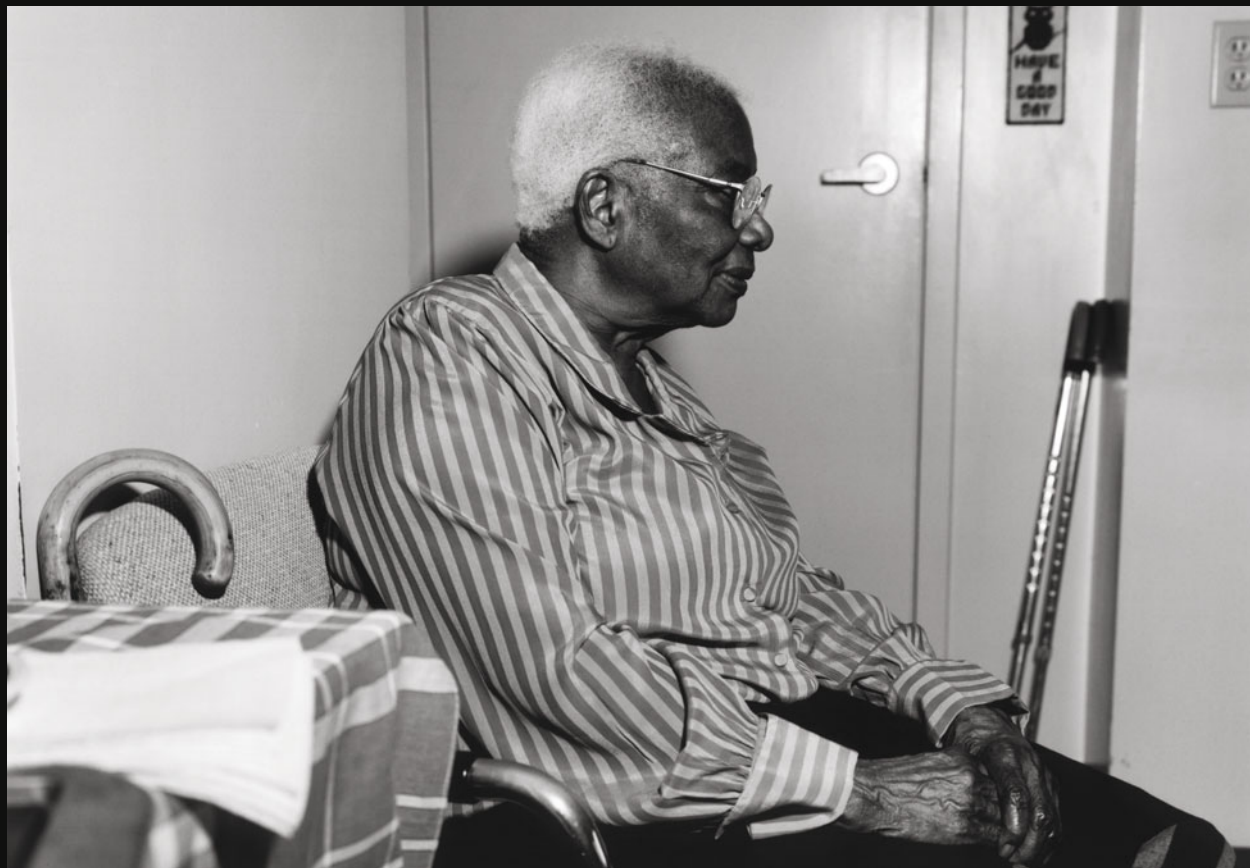
- **1,250** staff delivered > **1.5 million** hours/units of nursing, personal support and homemaking services to > **15,000** individuals of all ages with acute or chronic illness/disability.
- **70** evictions were prevented by providing extreme cleaning services and follow-up support.
- **4,419** hours of parent relief services were provided to **177** at risk families with children birth to six years of age, and **129** hours were provided by volunteers as part of a new initiative that started in the fall.
- **26** tenants with severe mental illness were housed at Adams House – a transitional housing initiative for those at risk of homelessness.
- > **37,000** hours of charitable community support services were extended to individuals and families in crisis without the financial means to purchase assistance and who are ineligible for government funded services or in need of supplementary support to remain at home.
- > **10%** growth in revenues.

2006 Revenue



2006 Expenditures





2006 highlights

Building Capacity, Improving Quality

- Increased our in-house training and development by almost 50% – to over 9,400 hours
- Enhanced our nursing preceptorship/mentorship program enabling us to recruit and support new nursing graduates
- Selected to lead the Community Cardiovascular Health Awareness Program (C-CHAP) in Wallaceburg (a research and community health initiative) and developed a successful program that we will be replicating in other communities
- Engaged all staff in accreditation activities in preparation for our site survey – through fun quality awareness challenges, work on accreditation teams, implementation of patient safety initiatives, and more
- Led by our new Clinical Practice Leader, focused on enhancing best practices in client service delivery

across the organization – implemented key policies and procedures including patient safety and risk management protocols and piloted an intensive client centered care course in Chatham and Sarnia

- Provided enriched learning/placement experiences for students in medicine, nursing, personal support and social work

Investing In People

- Implemented significant improvements to our Employee Health and Safety Program spearheaded by our new dedicated Specialist
- Applauded the tremendous efforts of all our employees who are the backbone of VHA, specifically our 106 long-service award recipients – 67 staff with 5 years; 24 with 10 years; 8 with 15 years; 4 with 20 years; 2 with 25 years and 1 with 30 years of excellent and dedicated service



- Increased employee satisfaction rates – 93% of staff in 2006 indicated they would recommend VHA as a great place to work, compared to 88% in a 2003 survey
- Revamped our Employee Recognition Program to provide monthly recognition of staff contributions and job performance excellence
- Honoured the second annual recipient of VHA's "Heroes in the Home" Award – to recognize the tremendous efforts of family members and friends caring for their loved ones in the community
- Implemented a comprehensive pension program for our front line staff
- Enhanced our Ethics Program, providing 53 education sessions to teams across the organization and refining the tools and supports for staff to deal with ethical issues in their work

- Caught the United Way fever by leaps and bounds – at the annual walkathon, the CN Tower climb, and by surpassing our 2005 workplace campaign results

Enhancing Service and Our Sector

- Started a new volunteer program with United Way funding to support at risk families with young children, birth to six, in Scarborough
- Reinvested substantial reserve funds to enhance our Community Support Programs with a focus on providing needed caregiver relief
- Partnered in new and ongoing research initiatives, including rapid intravenous rehydration for paediatric gastroenteritis, a home care rehabilitation model of stroke recovery, and a study on Personal Support Worker retention



applauding our staff

- Showcased our Extreme Cleaning Program to prevent evictions at the World Urban Forum held in June in Vancouver (as part of a Federal government submission on preventing homelessness)
- Renewed 100% of our service contracts (due to expire) with various funders
- Actively participated in sector consultations on competitive bidding, PSW workforce stabilization, Local Health Integration Networks and more
- Delivered 20 external conference presentations, contributing to knowledge transfer in our sector

Strengthening Our Infrastructure Supports and Technology

- Continued to make enhancements to our technology platform (GoldCare), introducing Right Fax and new training materials and protocols
- Installed a new and more powerful telephone system
- Secured new premises for our main office at 477 Mount Pleasant to support expanded operations and growth (the move is planned for summer 2007)
- Enhanced our centralized records management processes, both hard copy and electronic
- Implemented a new reconciliation process for nursing reports
- Coordinated with the Ministry of Health's Smart Systems technology for enhanced sector communication

2006 board of directors

Officers

Vikas Sharma, *Chair*

Alan Ely, *Past Chair*

Jeff Litwin, *First Vice Chair*

Catherine Seguin, *Treasurer-Secretary*

Frances Zomer, *Treasurer-Secretary**

Directors

David Barnes*

Don Bell

Adwoa K. Buahene

Joyce Gordon*

Stephen Handler

Bill Hogle*

Susan Houston

Dennis Long*

John Macfarlane

Cynthia Majewski

Dr. John Nkansah

Diane Savage

Donna-Dale Smith

** term ended June 2006*



thank you

to our many community partners, funders,
donors and volunteers for their ongoing support
without whom our work could not continue.

vision, mission and values

Vision

To be recognized as the best provider of home and community health support services in the province.

Mission

To make a positive impact on every life we touch by providing complex care and simple comforts.

Values

- **Client Focused Services** responsive to individual and family needs and preferences, respectful of diversity and delivered with competence and sensitivity.
- **A Positive Organizational Culture** that values the contributions of its diverse workforce and fosters excellence through accessible supervision, consultation and professional development.
- **Continuous Quality Improvement** through ongoing evaluation with the aim of exceeding standards of care.
- **Cooperation and Collaboration** with our community partners and other stakeholders.
- **Advocacy** in identifying service needs and effecting positive system change.

As a charitable not-for-profit organization led by a volunteer Board of Directors, we all share a commitment to manage our resources with fiscal responsibility, to adhere to ethical practices in all our operations and to ensure, as we are able, that the most vulnerable in our community have access to our services.





Complex care, Simple comforts

HEAD OFFICE

170 Merton Street
Toronto, Ontario M4S 1A1
Tel: 416.489.2500
Toll Free: 1.888.314.6622
Fax: 416.489.7533

BRANCH OFFICE

#210 – 48 Fifth Street South
Chatham, Ontario N7M 4V8
Tel: 416.489.2500
Toll Free: 1.866.309.1115
Fax: 519.351.5091

Registered Charitable Number:
10818 5141 RR0002

