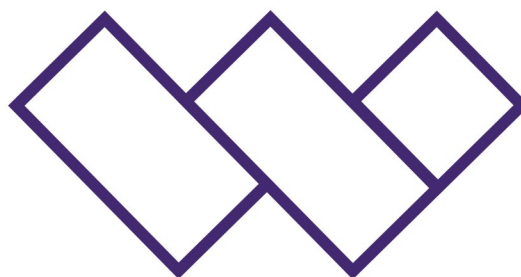


# ANNUAL REPORT

April 1, 2019 to March 31, 2020



## WENDAT Community Programs

Providing Services for Seniors and Adult  
Mental Health Services in North Simcoe-Muskoka

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## **ADULT MENTAL HEALTH SERVICES**

*Provided in the Midland-Penetanguishene area  
Offered free of charge*

### ***Support for Independent Living Program***

Assists persons with serious mental illnesses to live as independently as possible with in-home case management support using a Psychiatric Rehabilitation Process. Focusing on individuals with high needs for support, service is provided Monday to Friday 9 am to 9 pm and 9 am to 5 pm weekends and holidays. Group programs are provided including a men's group and a grocery group.

### ***Housing Registry***

Helps with the challenges of finding a place to live for persons with mental health issues.

### ***Brief Service***

Provides the opportunity for anyone affected by mental illness to receive some immediate short term assistance.

### ***Crisis Services***

Provides crisis assessment for persons with mental health crises in the Emergency Room at Georgian Bay General Hospital. Short term crisis counselling is available by referral from a physician or by calling the Simcoe County Crisis Line.

### ***Crisis Management and Resource Team (CMART)***

This is a partnership between the Southern Georgian Bay OPP and Wendat Community Programs. A police officer and mental health worker partner provide treatment and care to people in the community experiencing a mental health crisis.

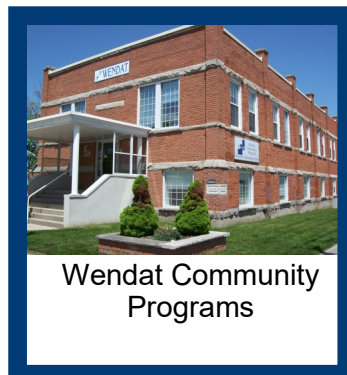
### ***Supported Employment***

Wendat believes in the value of people doing real work for real pay. We offer opportunities for persons with mental illness to be hired within Wendat. Individual and group job coaching is provided.

### ***Social Club***

This recreational program provides a place to meet friends and socialize on a regular or drop-in basis. There are many formal, structured activities. Anyone with a mental illness is welcome. Transportation services are available. There is a small fee for meals and some outings/activities.

237 Second Street  
Midland, Ontario



705 526-1305  
[www.wendatprograms.com](http://www.wendatprograms.com)  
[info@wendatprograms.com](mailto:info@wendatprograms.com)

## **SERVICES FOR SENIORS**

*Offered regionally across North-Simcoe/Muskoka  
Offered free of charge*

### ***Transition Services***

Focuses on providing a transition plan to reduce the intensity and frequency of responsive behaviours so that the individual can move from one environment to another. Individuals may be living in their own homes, with family, in the hospital, Long Term Care or other type of supportive housing. Behaviour nurses work collaboratively with the client, family and all care partners in their current environment and destination environment to effect a smooth transition and resettlement.

### ***Mobile Social Work Service***

This service is available to seniors with mental health needs who live alone or with family. The Social Worker will conduct an assessment of needs and risk and provide counseling, health teaching and connections to resources as needed.

## ***SERVICES FOR SENIORS***

*Offered in the Midland and Penetanguishene Area*

### ***Assisted Living Program***

Community Care Workers are available 24/7 to assist eligible seniors with a variety of day to day practical needs. There is no fee for this service.

### ***Seniors Day Program***

Provides social and recreational activities in a group setting for eligible seniors. Transportation to and from the program is included. There is no fee for this service.

### ***Congregate Dining Program***

Our cooks provide nutritious meals at a very low cost to seniors attending the Day Program and to the residents of the Lorna Tomlinson Residence for Seniors.

### ***The Lorna Tomlinson Residence for Seniors***

Located at 44 Dufferin Street in Penetanguishene, this Residence provides supportive housing for frail, low income seniors. Opened in 2016, the facility provides single or double rooms each with a private ensuite bathroom. All meals are provided in a common dining room. There is laundry service, lounges for socializing, structured day program activities, 24/7 on site staff and an enclosed courtyard. Additional personal support services are available to those who need assisted living.

44 Dufferin Street  
Penetanguishene, Ontario



The Lorna Tomlinson  
Residence for Seniors,  
and Wendat Services for  
Seniors

705 355-1022  
[www.wendatprograms.com](http://www.wendatprograms.com)  
[info@wendatprograms.com](mailto:info@wendatprograms.com)

## **Board of Directors**

### **Current Term (2019–2021)**



Tracey Rynard is a Lawyer. She is a graduate of York University and Osgoode Hall Law School. One of Tracey's specialties is Non-Profit Charity Law. Tracey is on the Board of Directors for Catholic Family Services and the North Simcoe Muskoka Palliative Care Network. She joined Wendat's Board in October 2015. Tracey is the Chair of the Governance Committee.



Jamie Karagianis, MD, FRCPC is a psychiatrist in private practice in Midland. He is an Adjunct Associate Professor of Psychiatry at the University of Toronto and an Adjunct Professor of Psychiatry at Memorial University of Newfoundland. He earned his MD in 1985 and his fellowship in Psychiatry in 1990. He has an extensive academic, practical and professional work history with experience both in hospitals and the community. Jamie has served on many committees and boards. He has been published widely and has given medical education internationally. Jamie joined the Board of Wendat in 2016. He is a member of the Human Resources Committee of the Board.



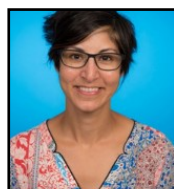
Grace Kidd (Nee Hamelin) was raised in the Midland/Penetanguishene area by her parents Joyce and Mark (AKA Mick) Hamelin as one of 10 siblings. Her parents led by example and were both very involved as volunteers in the community. Ms. Kidd left Midland after Grade 13 graduating from ESPSS as a bilingual student and then trained at St. Michael's Hospital/Commerce Court Medical Centre, Toronto, as an EKG Technician and Doctor's assistant. She has subsequently had careers in the Newspaper industry, as an entrepreneur and for the past 28 years as a REALTOR, being the Broker of Record/Owner of Realty Executives On The Bay Inc. Grace loves the Georgian Bay area and the people who reside and visit here. She has a heart for both the Francophone and First Nations Communities who form parts of her heritage. Volunteerism has been a valued part of Grace's past. She has been involved with The Martyrs' Shrine, The Wye Marsh Wildlife Centre, Community Living Huronia, Georgian Bay General Hospital and Quota International to name a few. The opportunity to make a difference through Wendat was presented last year and Grace jumped at the chance to be involved again as a Board member and Chair of the Fundraising Committee. Grace was previously on the Board some years ago.



Larry Morley has been a resident of Orillia since 1969. During this time he has volunteered as a driver with Helping Hands and is a past member of the City of Orillia's Recreation Advisory Committee. He is a retired educator whose career spanned over thirty years as a teacher and an administrator in the Orillia and Coldwater area. Larry is an active member of the Coldwater Lions' Club, having served on the executive and the Board of Directors during the past years. He is a member of the Governance Committee and Health Reform Committee.



Linda Murray is a retired Educational Assistant with the Catholic School Board, where she worked for 30 years. Linda is very involved with her community. She was a leader with Scouts Canada for 35 years and a board member with her church for 12 years. Linda is very involved with the Elmvale Fall Fair. She enjoys travelling and plans to do lots more in the future. Linda joined Wendat's Board in 2019. She is a member of the Governance and Fundraising Committees.



Dr. Sunderji is the Psychiatrist in Chief at Waypoint Centre for Mental Health Care, where she oversees quality of medical care and implementation of Health Quality Ontario's standards for mental health care. After completing her psychiatry residency at the University of Toronto, she completed a Master of Public Health, with a Certificate in Quality, Patient Safety, and Outcomes Research at Johns Hopkins University in Baltimore, and a certificate from the Centre for Quality Improvement and Patient Safety at the University of Toronto where she is now a core faculty member. She has been a practicing psychiatrist for over 10 years, is active in research, teaching and administration, and has received international and national recognition for her leadership and research in collaborative care quality improvement and education. She is an Assistant Professor in the Department of Psychiatry at University of Toronto, an Associate Scientist at the Waypoint Research Institute and an Affiliate Scientist at the Li Ka Shing Knowledge Institute. She coordinates the annual Canadian Collaborative Mental Health Care Conference, and is Co-Editor of the journal *Families, Systems, & Health* (a journal of the American Psychological Association and the official journal of the Collaborative Family Healthcare Association). Nadiya joined Wendat's Board in 2019. She is a member of the Service Delivery Committee.

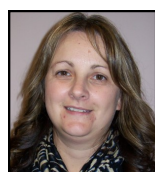
## Renewing (2020–2022)



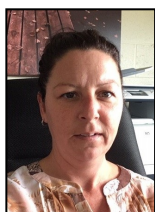
Michael Webb was born in Penetanguishene Hospital. Michael attended both Humber College and Georgian College for Electronics Engineering. He then attended George Brown College for Food & Beverage Management which led to a decade of work in the hospitality world. He then returned to Midland to work as a Financial Planner. Michael became a securities licensed Wealth Management Advisor and today owns Webb & Associates Financial Solutions. Michael and his wife Leslie have a blended family with his children, Taylor and Nicholas and her children Jessica and Spencer. Cheryl Webb, Michael's mother was a long-standing board member and treasurer. In 2014, carrying on a family tradition, Michael accepted a seat on the board. He was elected as President in 2015.



Bernie Cusson is a Registered Nurse. She worked at Waypoint Mental Health Centre for 30 years. She has been retired since 2001. As a wife, mother of 2 and grandmother to 6 she keeps busy. Bernie volunteers because it is a great way to spend time, keep active and contribute in a meaningful way to society. She joined the Board of Directors in 2015 and became the Vice-President soon after. She currently Chairs the French Language Committee and the Policy Sub-Committee.



Tammy King CPA, CGA worked in manufacturing for twelve years and health care for seven years and is now the Senior Financial Analyst for the Simcoe Muskoka Catholic District School Board. Tammy's husband owns a local business and Tammy is the bookkeeper. They have two daughters and keep very busy with their hockey schedules. Tammy joined the Board of Directors in October 2016 and was appointed Secretary/Treasurer soon after.



Sonia Ladouceur is the Executive Director of Shelter Now. Sonia also sits on the Board of Directors for Mount Lakeview Not for Profit Housing Corporation. She brings ten years experience working in Social Services with adults and families experiencing homelessness and the majority of these clients served are experiencing mental health and/or addictions. Sonia has six years experience working for the Canadian Red Cross. She is educated as a PSW and Social Service Worker along with a certificate in Concurrent Disorders. Sonia is an active community member, involved with several working groups and committees within North Simcoe. Sonia has Metis citizenship with strong cultural awareness and sensitivity. Sonia joined the Board in 2018 and is the Chair of the Property Committee.



Donna Gordon is a social worker and a graduate of the University of Toronto earning a Masters of Social Work in Health and Mental Health. She has worked in both community and hospital settings in a variety of areas including adult mental health and senior's health. Donna has a particular interest in geriatric services and advocating for system change, and is now working in private practice. She is also a former employee of Wendat Community Programs. Donna joined the board in 2014 and currently chairs the Service Delivery Committee.



Vanessa Moss is an Investment Advisor at Harbourfront Wealth Management. She has been in the Financial Services industry for over 20 years – 16 of them here in Midland. She graduated from Georgian College in Barrie with a Business Administration – Automotive Marketing diploma. Her family owned a car dealership and she had aspirations of taking over the family business. During her studies, she worked part time at a bank and unknowingly, this would be the launch of her financial career. Furthering her education, Vanessa holds a Securities License, Life Insurance License and completed both the Professional Financial Planning and Wealth Management Essentials courses. Vanessa and her husband Kevin have two children, an Australian Shepherd and a Bengal cat that keep them on their toes. Vanessa joined the Board in 2019. She is the chair of the Human Resources Committee.

## **Staff**

### **Executive Director**

**Andrea Abbott-Kokosin**

### **Financial Administrator**

**Charlotte Nicholson**

Executive Assistant  
Financial Clerk  
Office Assistant—Reception  
Part Time Office Assistant—Second Street  
Office Assistant— Services for Seniors  
Quality, Risk and Data Coordinator

Linda Belcourt  
Brian La Rose  
Verna Porter  
Odette Reynolds (on leave)  
Mary Wichers-Schreur  
Ashley York

### **Program Supervisor: Case Management**

**Heather Cusson**

Brief Service Worker  
Case Managers

Monika Hollander  
John Bélanger  
Andrea Cameron  
April Curzon  
Rhonda Dekerf  
Chris Heath  
Kayla Lamacchia  
Glen Lucas  
Joel Robitaille  
Angela Ryan

### **Program Supervisor: Crisis Services**

**Deborah Montgomery**

Full Time Crisis Workers

Crystal Husbands  
Melanie Coulter (contract)  
Naomi Colley (on leave)

CMART Worker

Teesha Gaudet

Part Time Casual Crisis Workers

Michelle O'Driscoll  
Tracy Coulter

### **Program Supervisor: Social Club**

**Darlene Forget**

Senior Recreation Workers

Robin Adams  
Dora Pender (on leave)

Recreation Workers

Janice Ferris  
Rose Ladouceur  
Paulette Robitaille  
Randy Roi  
Dan Whittam

Assistant Recreation Workers

J.P. Marion  
Mark Moffatt  
Hannah Poulsen  
(Kristine) Tiffany Rawlins  
Joe Weber (on leave)



(Staff Continued)

**Program Supervisor: Psychogeriatrics**

Behaviour Nurses

**Zina Thomson**

Tara Ayers—Cloutier  
Leslie Noonan  
Rita Pilkey  
Corinna Scott (on leave)  
Jennifer Wise (on leave)

Geriatric Social Workers

Leanne Juneau  
Vicky King (on leave)  
Bernadine Robillard  
Kaitlyn Sanders

Integrated Behavioural Support Workers

(Brittany) Nikki Baker  
Toni Howe  
Lorrie-Ann Montgomery  
Alette Montree  
Chantel Morgan

**Program Supervisor: Seniors Support Services**

Full Time Community Care Workers

Tammy Eames  
Charlene McTague  
Jim Torrance

Part Time Community Care Workers

Nicole Belcourt  
Roger Cloutier  
Patsy Dusome  
Lisa Ford (on leave)  
Alexis Grant  
Ashley Maudsley  
Julienne Menard  
Beverley Robitaille

Day Program Coordinator

Carol Kopiec

Full Time Cooks

Miki Bice  
Suzanne Redman

Part Time Cooks

Blake Beauchamp  
Anita St. Amant

Maintenance Person

Dean Farrell

Office Cleaner - Second Street  
Grounds- Second Street

Yvonne Bowen  
Gary Ladouceur

Housekeepers - Dufferin Street

Blake Beauchamp  
Margaret Chretien  
Patsy Dusome  
Beverley Robitaille



## President's Annual Report

Welcome to the 31st Annual General meeting of Wendat Community Programs. This was my fifth year as President of the Board. I am writing this report to reflect the happenings at Wendat from April 1, 2019 to March 31, 2020.

In the first three quarters of the fiscal year, Wendat continued to grow, strengthen and form partnerships and adapt to the changing environment in our Health Care System all with the aim of continuing to support our clients and ensure that their needs are met.

From April 1, 2019 to March 31, 2020, Wendat was fortunate to receive donations from many individuals and companies to continue to work towards paying off the construction costs of the Seniors residence. Donations received were also used to pay for program and operating costs across all our programs. I thank all of you for your generosity.

In the 2019/2020 fiscal year, Wendat received a base funding increase to allow us to make the North Simcoe Crisis Management and Response Team permanent and ensure that a full time permanent mental health worker could continue to work with the OPP on this vital program.

In the last quarter of the fiscal year, COVID-19 struck and Wendat had to work hard to keep essential services going, allow as many staff as possible to work from home, change some services from in person to virtual while doing our best to meet the needs of our clients.

As these unique times continue, I would like to thank our staff and volunteers. I am very pleased and thankful that to date Wendat has been able to remain virus free.

The Board and Committees of the Board have continued to meet to support the Executive Director, Management Team and staff navigate these unique and challenging circumstances. Our meetings changed from in person to teleconference or virtual meetings. Over the summer we have slowly and cautiously resumed as many of our programs and services as we can. We will continue to adapt as the pandemic continues.

Wendat's current three-year Strategic Plan covers April 1, 2018 to March 31, 2021. I am pleased with the progress we have made towards the goals set in this plan. Most of the goals for the first two years were met and longer term goals are well underway. The COVID-19 Pandemic as well as the Government of Ontario's intention to transform the health care system has impacted our strategic priorities and this will be addressed as we begin to work on a plan for April 1, 2021 to March 31, 2024.

The Board of Directors and Committees of the Board worked hard to ensure that the mission, vision and strategic priorities of the organization were carried out with the delivery of excellent programs and services despite the many challenges we have faced. Thank you all for your hard work.

Finally, I would like to extend my heartfelt thanks to the staff of Wendat for their hard work for the organization. Everyday, they demonstrate their compassion, skill and professionalism while working with our clients, adults with mental illness and seniors with care needs. Their ability to continue to deliver services and maintain our infrastructure during a pandemic is to be commended.

Sincerely,

A handwritten signature in black ink that reads "Mike Webb". The signature is written in a cursive, flowing style.

Michael Webb,  
President





## Treasurer's Annual Report

For the year ended March 31, 2020, total revenue for the organization was \$4,463,903 with \$3,296,195 coming from the Ministry of Health and Long Term Care \$506,108 coming from our contract with the Specialized Geriatric Program, \$133,207 coming from fundraising including Bingo and \$275,831 collected in rental income. The total expenses were \$4,410,150 leaving Wendat with a surplus of \$53,753.

The Finance Committee including the Executive Director and myself reviewed the financial statements monthly with no issues.

Between April 1, 2019 and March 31, 2020 Wendat Received the following new funding:

- \$33,600 for the Crisis Management and Resource Team
- One time funding of \$129,549 for repairs, maintenance, information technology, equipment and supplies

You will find more financial details in the audited financial statements for the year ended March 31, 2020.

My thanks to Charlotte Nicholson, Financial Administrator and Brian La Rose, Financial Clerk for their timely and accurate record keeping and to Andrea Abbott-Kokosin, Executive Director for managing the organizations resources very well. I also thank the staff of Grant Thornton for their efforts at audit time.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. King'.

Tammy King,  
Treasurer



## Executive Director's Annual Report

It is hard to believe that I have been with Wendat as Executive Director for almost 4 full years now. From April 1, 2019—March 31, 2020 Wendat was very busy. The COVID-19 Pandemic struck in the last quarter of the fiscal year and presented challenges that I never anticipated I would have to deal with in my career. As I write this, I have to look past the unique situation we currently find ourselves in and reflect on all the other wonderful things that happened in the last fiscal year.

Wendat successfully piloted a ride along mental health program with the Southern Georgian Bay OPP. It was so successful that we have secured permanent, base funding to continue the program into the current fiscal year and ongoing.

Along with our partners Chigamik Community Health Centre, Georgian Bay General Hospital and The North Simcoe Family Health Team, we responded to the Government's call to reform our health care system by submitting an application to become the North Simcoe Ontario Health Team. I am excited to report that this group has been invited to submit a full application and we are diligently working on completing it.

We said goodbye to some staff and welcomed new staff to our teams. Our staff enjoyed many training and professional development opportunities. Wendat met or exceeded all our performance targets as set out by the LHIN. We expanded our contracted services with the Specialized Geriatric Program and this enabled us to expand our Mobile Social Work team from three to five full time permanent Geriatric Social Workers.

We found a way to navigate the pandemic. I am thankful that Wendat has been COVID free and managed to modify our services to continue to meet the needs of our clients.

As always Wendat's success is due to the efforts and support of the Management Team, Administrative Team and Board of Directors. They all went above and beyond the call of duty to ensure that Wendat, our clients, residents and staff were safe. Their efforts made it possible for front line staff to continue to support our clients. I must acknowledge the extraordinary dedication of our front line staff who continue to provide our essential services throughout these challenging times.

Sincerely,

Andrea Abbott-Kokosin,  
Executive Director

**MISSION:**

To provide high quality care, treatment and rehabilitation services to both frail elderly and to persons experiencing a mental illness who are living in the North Simcoe-Muskoka area.

**VISION:**

People are empowered to achieve their optimal health and well being in the community where they live, work and socialize.

**VALUES:**

**EXCELLENCE:** We are committed to the delivery of high quality service through education and by incorporating best practice by skilled staff and volunteers.

**DIGNITY:** We recognize the inherent worth of every person and treat them with dignity, respect and compassion. We support their right to make their own decisions. We inspire hope in clients, their family members and health care/ service delivery personnel.

**ACCESSIBILITY:** We are committed to offering access to our services and increased availability during both traditional and non-traditional times, when people have fewer options to receive help.

**INTEGRITY:** We are ethical, transparent and fiscally responsible and accountable to our funding organizations and donors for the management of the resources entrusted to us on behalf of our community.

**PARTNERSHIP:** We are committed to working with all of our stakeholders to ensure a collaborative and proactive response, to address the needs of those receiving our services.

**LEADERSHIP:** We will demonstrate leadership in the advancement, promotion and incorporation of innovative practices and creative ideas.

**POSITIVE WORKING ENVIRONMENT:** We create a safe environment where employees are engaged and encouraged to exchange ideas, communicate openly, be innovative and practice work-life balance.

## **Program Activity Highlights**

Submitted by Program Supervisors: Heather Cusson, Darlene Forget, Kathy Jolie, Deborah Montgomery and Zina Thomson

### **Adult Mental Health Services**

#### ***Case Management, Brief Service and Housing Support***

The case management team continues to stay current with a variety of skills and tools to meet client needs. They now meet weekly as a team to provide client updates and discuss any concerns as they arise. Case managers continue to attend psychiatric rehab training as well as other relevant training opportunities as they are available. The team continues to provide excellent support to their clients despite the challenges of the COVID-19 Pandemic. They have recently been able to initiate support to 14 new clients who were on the waitlist.

#### ***Crisis Services***

The North Simcoe Crisis Management and Resource Team (NS-CMART) continues to operate despite the COVID-19 pandemic. It was altered from March 2020-June 2020 in terms of actual face to face. The crisis workers worked from home and made follow-up telephone calls and dealt with any occurrences that came in. Their monthly statistics were comparable to the previous months.

The number of individuals served and visits by Crisis Services staff providing mental health assessments in the emergency department at GBGH is consistent with previous years. Although COVID-19 has impacted individuals going to the ER, more individuals were referred via ER book rather than waiting in the ER. We continue to provide counselling sessions however they are now via OTN.

#### ***Social Club***

Teams continued to provide the members with a variety of recreational opportunities to meet their social, cognitive, emotional and physical needs. We explored Indigenous Teachings including Moon ceremonies and the elements. We served meals to 50 members weekly on Wednesdays and 20 for Saturday Brunch. Thanksgiving was a Muskoka theme with everyone donning a flannel shirt. This year, we had Ms. Santa visit at Christmas with a little hippie vibe thrown in. As the COVID-19 Pandemic struck, we decided to close the club doors but stayed connected virtually with the new Wendat Clubhouse Facebook page and Zoom as well as with telephone calls. This proved to be a very challenging time for staff and members. I am proud to say the team truly did learn and move forward in these challenging times.

#### ***Vocational Program***

We have grown to a team of 15 staff in the department. Due to COVID-19, duties were shuffled which resulted in more staff being trained in janitorial duties to address the new Infection Prevention and Control procedures we must follow. A few staff took an L.O.A. and a few staff have been working virtually. Thank you for rising when we needed you most, challenging yourselves to overcome a weakness and persevere. We continue to operate from a strengths based perspective.

### **Seniors' Support Services**

#### ***Congregate Dining, Assisted Living and Seniors' Day Program***

Assisted Living services for our residents are increasing as they age in place. The Congregate Dining Program continues to supply 800 meals/yr to some of Wendat's case management clients residing in the community. Due to COVID-19, members of these programs living outside the Lorna Tomlinson Residence have not been able to attend. Staff have worked very hard to keep residents healthy and safe and to provide telephone support, porch visits and deliveries of meals and program supplies to those isolated at home.

#### ***The Lorna Tomlinson Residence for Seniors***

The seniors residence is at capacity and our wait list is growing. Due to one time funding we were able to purchase and install two sun shade structures in the courtyard until we are able to complete the permanent roof. We were able to pay off another \$40,000 on the construction loans on the facility.

## **Psychogeriatrics**

### ***Transition Services and Mobile Social Work***

Psychogeriatric services continues to foster a close working relationship/ collaboration with the Specialized Geriatric Services by employing five Integrated Behaviour Support Workers who work within the Community Behaviour Support Team. In the past year, we expanded this partnership which allowed us to increase the number of permanent full time Geriatric Social Workers from three to five.

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## **2019–2020 Statistical Highlights**

Submitted by Ashley York, Data, Quality and Information Coordinator

52 full time staff

48 part time staff

75 volunteers

330 volunteer hours providing direct service

274 volunteer hours at fundraising events

791 volunteer hours on the Board of Directors, Committees of the Board and administration

524 Social Club members

987 social and recreational group sessions offered in the Social Club

425 adults with mental illness supported by Case Management Services

9,050 contacts provided to Case Management clients

130 group sessions offered in Case Management

687 unique individuals seen by the Crisis Services team

934 crisis assessments completed in the Emergency Department at GBGH

70 clients of Crisis Services were under the age of 18

1,104 contacts provided to clients of Crisis Services

220 unique individuals seen by the Crisis Management and Response Team

752 contacts with clients by CMART

130 ER Diversions because of CMART

619 clients supported by the Psychogeriatric Team

73 seniors assisted to transition to a different living environment

5,024 client contacts provided by the Psychogeriatric Team

31 seniors lived at the Lorna Tomlinson Residence for Seniors

31 seniors were supported by the Assisted Living Program

80 is the average age of a resident

70 seniors participated in the Congregate Dining Program

22,413 meals were served in the Congregate Dining Program

89 seniors participated in the Seniors' Day Program

20,490 hours or 3,415 attendance days were spent in the Day Program

1,948 individuals were supported by Wendat Community Programs

14,488 client visits/contacts were provided by Wendat staff

## **Circles of Giving**

**Thank you to all of you who made donations from  
April 1, 2019 to March 31, 2020**

### **\$20-\$99 Supporters**

Asselin, Pegg  
Bruno, Sandra  
Desjardins, Armand & Juliette  
Dubeau, Michael & Carol  
Dupuis, Marg  
Holtforster, Grace  
Lambie, Kaye  
Livingstone, Wayne

McPherson, Robert  
Millward, Jason  
Pearce, Maureen  
Porter, Verna  
Radko, Larry  
Serenity Now  
Weech, Betty

### **\$100-\$499 Heroes**

Barker, Sue  
Barron, Joyce  
Brockelbank, Larry  
Cadeau, Gary  
Coyne-Dubeau, Elizabeth  
Cusson, Bernie  
Earl, Fred & Donna

Jeffery, David  
Kidd, Grace  
King, Tammy  
Ladouceur, Gladys  
Ladouceur, Sonia  
McNamara, William & Carol  
Meatland

Morley, Larry  
Moss, Vanessa  
Murray, Linda  
Naumoff, Anita & Norman  
O'Connor, Elizabeth  
Pannell, Vicki  
Roma Czech, RDH-Independent  
Hygienist  
Samworth, Philippa  
Shirley, Ed & Arlene  
Shoppers Drug Mart LIFEfoundation  
Sunderji, Nadiya  
The Benevity Community Impact Fund  
United Way Greater Victoria  
Webb, Michael

### **\$500-\$999 Advocates**

Advanced Foot & Orthotic Clinic  
Elmvale District Lioness Club  
Elmvale District Lions Club  
Eplett, Paul  
Fleming, Russel & Pat  
Hembruff, Janet  
Hetherington, Karen

Ideal Rebekah Lodge 199  
Jordan, Patrick  
Karagianis, James & Robin  
Kastelic, Tim  
Lau, Irene  
PayPal Giving Fund Canada



## **Circles of Giving**

### **\$1,000-\$4,999 Champions**

2146853 Ontario Inc.  
Beattie, Denyse  
Dupuis & Ouellet Inc.  
Georgian Bay Quilters Guild  
Ontario REALTORS Care Foundation  
Pearson Engineering Ltd.  
Pepi Sewage Disposal Service

Realty Executives on the Bay Inc.  
Rotary Club of Penetanguishene  
Royal LePage-IN Touch Realty Inc.  
Smith, Tom  
Stoner, Bill & Norah  
Township of Tiny

### **\$5,000-\$9,999 Ambassadors**

Foodland Midland  
Southeast Georgian Bay Chamber of Commerce

### **\$10,000+ Shining Stars**

Angel Gate Bingo  
Boston Pizza Foundation  
Clayton, Barb  
Guys Who Care North Simcoe

Wendat receives in-kind support through donations of food, items used as prizes in the golf tournament, artwork, quilts and other items. We acknowledge this support with appreciation. When these items are donated, it allows us to use our financial resources for front line service delivery. These items are often passed along directly to our clients and are gratefully received.

*We thank those of our donors who wish to remain anonymous.  
If we have missed your name, please accept our apologies and  
our thanks.*

## **Human Resources Committee Annual Report Submitted by Vanessa Moss, Chair**

**Committee Members:** Vanessa Moss, Jamie Karagianis, Andrea Abbott-Kokosin and Michael Webb (Ex-Officio)

**Purpose:** To provide advice and guidance regarding all matters pertaining to employees, volunteers and students of the agency.

The Human Resources Committee of the Board meets quarterly and at the call of the Chair. The committee reviewed all changes to the employee handbook recommended by the policy sub-committee. The committee implemented the third annual staff satisfaction survey. The results were primarily positive and provided valuable insight for ongoing improvements. The committee assisted the Executive Director with some HR challenges related to COVID-19.

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## **French Language Services Committee Annual Report Submitted by Bernie Cusson, Chair**

**Committee Members:** Bernie Cusson, Vicky King, Heather Cusson, Lisa Gotell (Entite4), Sylvie Boulet (Entite4) Andrea Abbott-Kokosin and Michael Webb (Ex-Officio)

**Purpose:** To advise the Board of Directors on the establishment of French Language Services with the agency.

The committee met quarterly. The main focus of the committee is to achieve the goals of the French Language Services plan for Wendat. This plan aligns with the French Language Act. The plan is updated and submitted to the North Simcoe Muskoka Local Health Integration Network yearly. Wendat's annual FLS report for 2019/2020 was submitted and accepted by Ontario Health.

## **Service Delivery Committee Annual Report Submitted by Donna Gordon, Chair**

**Committee Members:** Donna Gordon, Nadiya Sunderji (Waypoint) Zina Thomson, Kathy Jolie, Andrea Abbott-Kokosin, Michael Webb (Ex-Officio), April Smith (NSM LHIN HCC), Sonia Ladouceur (Shelter Now), Jackie Saule (Muskoka LTC), Trudy Schitka (Waypoint MTST), Sue Plue (Waypoint), Anissa Bournman (Waypoint) and Joe Lang (CLH).

**Purpose:** To strengthen links and enhance exchange of information between Wendat and the community; to assist with identification of gaps in service or unmet needs in the community; to assist with assessment of service delivery effectiveness and program development.

In the past year, the Service Delivery met quarterly. The focus of the meetings was to review Wendat's successes, challenges, statistical and program reports. The committee also provided opportunities for our community partners to identify gaps and allowed us to work together to address them. In addition, the committee reviewed client satisfaction surveys.

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## **Ad-Hoc Ontario Health Team Committee Submitted by Larry Morley, Chair**

Committee Members: Larry Morley, Donna Gordon and Andrea Abbott-Kokosin.

In February 2019, the Ontario Government announced its intention to reform the Health Care System in Ontario. The new model of health service delivery is the formation of Ontario Health Teams which will provide a coordinated continuum of care to Ontario residents. Groups of Health Care Providers were invited into a process to submit a readiness assessment to become Ontario Health Teams. Wendat's board struck an ad-hoc committee to assist the Executive Director to position Wendat into this new system. The committee met as needed and members reviewed all information provided about Ontario Health Teams. The four core partners of the NS OHT submitted a readiness assessment in December 2019. The assessment was accepted and the NS OHT team was invited to submit a full application, however the entire process was put on pause for several months due to COVID-19. In July, 2020 the NS OHT was informed that the process was moving forward and the full application is due in September 2020. The team is currently working hard on this application.

To learn more about Ontario Health Teams we encourage you to visit <http://health.gov.on.ca>

## **Fundraising Committee Annual Report Submitted by Grace Kidd, Chair**

**Committee Members:** Grace Kidd, Linda Murray, Lorna Tomlinson, Andrea Abbott-Kokosin, Linda Belcourt and Michael Webb (Ex-Officio)

**Purpose:** To develop and implement an ongoing fundraising plan.

From April 1, 2019 to March 31, 2020 the committee met every other month and oversaw Bingo, Tag Days, the Boston Pizza/Wendat Charity Golf Tournament, direct mail, newsletter solicitation, quilt raffle, Butter Tart Festival and one-on-one asks in a capital campaign to raise funds for the specific purpose of paying down the mortgage on the Lorna Tomlinson Seniors Residence.

The committee was pleased that Wendat was selected as recipients of both the Tiny Township Mayor's Charity Golf Tournament and the SEGBAY Golf Tournament.

The committee ensured that several fundraising proposals were sent to foundations, service clubs and other potential funding sources. During the last quarter of the fiscal year, the committee worked to address the loss of various fundraising events and campaigns due to the COVID-19 Pandemic and develop alternate ideas for fundraising.



### **Boston Pizza Golf Tournament June 24, 2019**

*Photo above left: (L to R) Tara Staffen, Boston Pizza, Wendat Executive Director; Andrea Abbott-Kokosin, Boston Pizza Owner; Andy Staffen, and Verna Porter, Wendat staff.*

*Photo above right: Wendat vans "Boston Pizza Bullets" purchased with the proceeds of the tournament.*

## **Property Committee Annual Report Submitted by Sonia Ladouceur, Chair**

**Committee Members:** Sonia Ladouceur, Kathy Jolie, Dean Farrell, Darlene Forget, Rob Heming (Community Member), Andrea Abbott-Kokosin and Michael Webb (Ex-Officio)

**Purpose:** To provide advice and guidance on all matters pertaining to buildings and property owned or occupied by Wendat, the maintenance of property and the safety of clients and staff.

The property committee met quarterly. At each meeting representatives from the Health and Safety Committee from each site provided a report and the committee members provided advice and suggestions to remedy any concerns. Issues related to property maintenance at both sites were reviewed.

The committee continues to monitor the return of the remaining 40% of the security deposit on the construction costs from the Town of Penetanguishene. The committee continues to monitor Wendat's efforts to achieve property tax exemption on the Lorna Tomlinson Residence.

The committee has begun to work on an evaluation of short term, medium term and long term maintenance and repair priorities at both sites, get quotes for these priorities and make a plan to seek funding to cover the costs.

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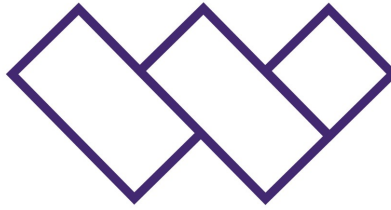
## **Governance Committee Annual Report Submitted by Tracey Rynard, Chair**

**Committee Members:** Tracey Rynard, Larry Morley, Linda Murray, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

**Purpose:** To strengthen the ability of the board of directors to govern the affairs of the corporation.

The committee focused on board training and orientation, governance issues and monitoring any policy issues brought forth by the Policy Sub-Committee.

The Policy Sub-Committee focused on monitoring, maintaining and revising the employee handbook and other Wendat policies and procedures. During the last quarter of the year, the Policy Sub-Committee assisted with policies and procedures related to the global COVID-19 Pandemic. Staff is currently working on the development of a comprehensive Pandemic Plan outlining best practice to operate during various phases of the Pandemic. The Policy Sub-Committee is chaired by Bernie Cusson and the members are Ashley York and Andrea Abbott-Kokosin.



# WENDAT

Community Programs

Providing Services for Seniors and Adult  
Mental Health Services in North Simcoe-Muskoka

**Adult Mental Health Services and Main office:**

237 Second Street, P.O. Box 832 Midland, ON L4R 4P4

Phone: 705-526-1305

Fax: 705-526-9248

**Lorna Tomlinson Residence for Seniors  
and Seniors' Support Services**

44 Dufferin Street Penetanguishene ON L9M 1H4

Phone: 705-355-1022

Fax: 705-355-1026

[www.wendatprograms.com](http://www.wendatprograms.com)

[info@wendatprograms.com](mailto:info@wendatprograms.com)



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North Simcoe Muskoka Local  
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Réseau local d'intégration  
des services de santé de  
Simcoe Nord Muskoka