



# WENDAT

Community Programs

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

## Annual Report

April 1, 2022—March 31, 2023

### LAND ACKNOWLEDGEMENT

The Heart of Georgian Bay has been an important homeland to, and gathering place for, Indigenous people for thousands of years. We acknowledge that this place on earth has been here since before our creation and that all living things on earth, in the water, and in the air are our relatives and our equals. With its landscape as a teacher and water for its life, we learn, share, and live on these traditional lands. We acknowledge that we share the responsibility to protect and preserve our first Mother, the earth, and ensure that she is here for future generations.

This is the traditional and Treaty territory of the Anishinabek people, now known as the Chippewa Tri-Council comprised of Beausoleil First Nation, Rama First Nation, and the Georgina Island First Nation. This territory is within the pre-confederation Treaty 5 and Treaty 16, and included within the Williams Treaties of 1923. The Heart of Georgian Bay was once the traditional territory of the Huron-Wendat and is now home of many Indigenous people including the Anishinabek and many citizens of the Métis Nation of Ontario.

We respectfully acknowledge that we are the stewards and caretakers of these lands and waters, and that we continue to maintain this responsibility to ensure their health and integrity for generations to come.

We commit to creating equitable spaces for Indigenous staff, partners, and community members. We call for an end to the systemic inequities faced by Indigenous communities. We stand for Truth and Reconciliation.

# 34th Annual Report

## What's Inside:

### Page #

1	Land Acknowledgement
2	Table of Contents
3	Mission, Vision and Values
4	Adult Mental Health Services
5	Psychogeriatric Services
5	Seniors' Support Services
6-7	Board of Directors
8-9	Staff List
9	Happy Retirement
10	President's Annual Report
11	Treasurer's Annual Report
12	Executive Director's Annual Report
13	In Memoriam
14-15	Program Activity Highlights
15	2022-2023 Statistical Highlights
16-17	Circles of Giving
18	Human Resources Committee Report
18	French Language Services Committee Report
18	Fundraising Committee Report
19	Governance Committee Report
19	Property Committee Report
19	Long Service Awards
20	The back page

## **Mission, Vision and Values**

### **MISSION:**

To provide high-quality care and support services to adults experiencing mental illness or age-related challenges in the Simcoe-Muskoka area.

### **VISION:**

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

We will realize this by:

- Attracting and retaining the best staff;
- Building more fulsome and reciprocal relationships with community partners that avoids service duplication;
- Enhancing awareness so that people in our communities know who we are and what we do;
- Serving our population without delays or wait lists;
- Supporting clients in a way that enhances their quality of life;
- Securing funding and resources to provide excellent service levels.

### **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.

## **ADULT MENTAL HEALTH SERVICES**

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

### **Case Management Program**

The *Case Management Program* supports persons aged 16+ with a confirmed diagnosis of serious mental illness who have a high need for support. Using various modalities, Case Managers work with each client to develop and achieve goals to ensure holistic well being.

### **Brief Service**

Provides immediate, short-term help and support to anyone aged 16+ with or affected by mental illness.

### **Crisis Services**

Provides prompt, accurate mental health assessments for individuals aged 16+ who present in the Emergency Department of Georgian Bay General Hospital with psychiatric or psychosocial crises. This team also provides individual short-term counselling. Clients are provided with appropriate referrals to other longer term services. New this year, we have added a follow-up call to every client we see in the ED at GBGH to check in. Also new, in collaboration with GBGH we now offer a Crisis Clinic where clients who are seen in the ED, who are not in acute crisis and are discharged, can be booked for a follow-up appointment with one of our clinicians immediately.

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

This collaborative program with the Southern Georgian Bay OPP assists community members experiencing a mental health crisis. The teams are each comprised of one OPP Officer and one Mental Health Worker. Teams are dispatched through police communications.

### **Supported Employment**

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

### **Social Club**

The clubhouse provides activities to enhance your mental wellness cognitively, physically, socially and emotionally. Anyone experiencing mental health challenges is welcome. Transportation services are available. There is a small fee for meals and some outings/activities. Pre-registration is required for all programs.

237 Second Street  
Midland, Ontario



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

## **PSYCHOGERIATRIC SERVICES**

*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 individuals with dementia 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 counselling, health teaching and connections to resources as needed.

## **SENIORS' SUPPORT SERVICES**

*Offered in the Midland and Penetanguishene Area*

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

Personal Support Workers are available 24/7 to assist residents of the Lorna Tomlinson Residence for 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. There is a small fee for meals.

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

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



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



## **Board of Directors**

### **New (2023–2025)**



Austin Rice is an accountant (CPA, CGA) working with the Waypoint Centre for Mental Health Care. Austin attended Wilfrid Laurier University, studying philosophy and accounting. Austin has extensive experience working in various levels of public sector finance including the Government of Nunavut, Indigenous and Northern Affairs Canada, Parks Canada, and Waypoint. Austin was born and raised in the Georgian Bay area, and along with his wife Kim, is busy raising a family of 3 boys in Midland. Austin enjoys golf, loves to travel, and enjoys the outdoors. Austin joined the Finance Committee of the Board in January 2023.

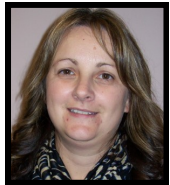
### **Current Term (2022–2024)**



Michael Webb was born in the Penetanguishene Hospital and attended school in Wyevalle and Elmvale. He attended Humber College and Georgian College for Electronics Engineering and George Brown College for Food and Beverage Management. He worked in the service industry most of his life before changing careers in 1997 when he moved back to the area from Kitchener and studied to become a Wealth Management Professional. He started working with his mother Cheryl Webb who was a long standing board member and Treasurer for Wendat. When she retired, he purchased her business and took up the family tradition of serving on Wendat's board in 2014. He was elected and has served as Board President since 2015. Michael and his wife Leslie have a blended family with 4 kids, Jessica, Taylor, Nicholas and Spencer. Michael is also involved with philanthropic work through Ancient Free and Accepted Masons, Scottish Rite Masonry, York Rite Masonry and Shriners International in addition to his many donations to the community.



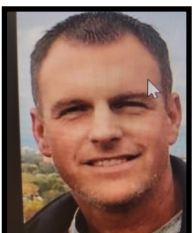
Vanessa Moss is an Investment Advisor at Harbourfront Wealth Management. She has been in the Financial Services industry for over 20 years. She graduated from Georgian College in Barrie with a Business Administration – Automotive Marketing diploma. Her family owned a car dealership and she had aspirations 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 and was elected to the position of Vice-President in March 2023. She is the chair of the Human Resources Committee.



Tammy King CPA, CGA has worked in manufacturing and health care and is now the Senior Manager, Financial Services for the Simcoe Muskoka Catholic District School Board. Tammy's husband owns a local business and Tammy is the bookkeeper. They have 2 teenage daughters who keep them very busy. They also enjoy travelling to Florida each year. Tammy joined the Board of Directors in October 2016 and was appointed Treasurer soon after. Tammy is the chair of the Finance Committee.

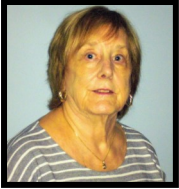


Michelle Goodman works at New Path Youth and Family Counselling Services as a School Based Mental Health Worker. She has been with the organization since 1999 fulfilling a number of different roles within the organization. She is a graduate of Sir Sandford Fleming College and holds a Correctional Worker Diploma. She started her career in a Phase II Open Custody Facility. Michelle is committed to continuous learning and has completed extensive and diverse professional development opportunities throughout her career. At work, she participates on committees and networks and is familiar with mental health resources in the community. She is the Union Steward and a member of the Employee/Employer Relations Committee and is committed to helping to build a positive working environment. Michelle lives in Barrie and enjoys spending time with her family and friends. Michelle joined the Board in 2022 and is a member of the Governance Committee.



Stefan Racine is an OPP Officer. He was born and raised in Elliot Lake, Ontario and is fluent in both French and English. He attended Georgian College in Barrie, obtaining a degree in Environmental Engineering then worked at the Honda Plant in Alliston for 3 years. During that time he volunteered as an Auxiliary member with the Ontario Provincial Police (OPP). He was hired by the OPP in 2005 and was posted at the Southern Georgian Bay (SGB) Detachment. He worked general front line duties until 2008, then was selected to be on the Central Region Emergency Response Team. He has just finished an acting supervisor assignment and is now back in his role as a member of the OPP's Central Region Emergency Response Team reporting out of the Midland Detachment. He lives in Tiny Township with his spouse, 2 daughters and 2 step daughters. Stefan joined the Board in 2022 and is the Chair of the French Language Services Committee.

## Interim (March 2023–2024)



Karen Roberts joined the Board in March 2023 to fill a vacancy. She is a member of the Human Resources Committee. Karen is a retired nurse. Since moving to the North Simcoe area, Karen has been involved on Boards and Committees of many organizations including GBGH and Chigamik Community Health Centre. She is a strong patient/client advocate and chairs the Patient, Family and Client Councils of the North Simcoe Ontario Health Team and Georgian Bay General Hospital.

## Renewing (2023–2025)



Shannon DuPlessy works with the Patient/Client & Family Council as the Patient Experience, Engagement & Family Support Worker. She has lived in the Midland/Penetanguishene area for over 30 years. Shannon has two adult children. Her greatest joy, next to being a mother, is helping people and helping people help themselves. Shannon is a strong advocate for change in the Mental Health/Addictions sector and enjoys working with others to find a better understanding of Mental Health and addictions at any age which hopefully in turn brings about better care. Shannon joined the Board in 2021 and is a member of the Human Resources and Governance Committees.



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. Grace 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 had careers in the newspaper industry, as an entrepreneur and currently 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. Grace served several terms on the Board some years ago and re-joined in 2017. Grace is the Chair of the Fundraising Committee.



Tammy Martin, MA, CHRL, CRSP is the Executive Human Resources Officer for the Simcoe Muskoka Catholic District School Board. She is a graduate of Royal Roads University with a Masters of Arts in Leadership and has a Post-Graduate Diploma in HR and a Correctional Worker Diploma. Her first career was in a Phase II Open Custody facility working with youth at risk who struggled with mental health and addictions. When she transitioned her career to HR she was the HR Manager for the Hincks-Dellcrest Centre, a not-for-profit children's mental health centre in Toronto. For 17 years she worked in a leadership HR role in the municipal/public sector. She enjoys travelling the world and quality time with family and friends. Tammy joined the Board in April 2021 and is a member of the Human Resources Committee and the Governance 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 holds the position of Secretary on the Board and is the Chair of the Governance Committee. She is also a member of the Fundraising Committee.



David Wiercigroch is a Resident Doctor at the University of Toronto Department of Psychiatry. David has been involved in clinical, research and policy projects focused on improving the care of people who use substances. He believes in a biopsychosocial approach to mental health and the importance of expanding access to community housing. He is passionate about equitable access to care in rural and remote communities. David has a Master of Public Administration degree from the Queen's School of Policy Studies and is an assistant instructor in the Bachelor of Health Sciences program at Queen's University, teaching health policy to undergraduate students. David joined the board in 2021 and is a member of the Governance Committee.

## Retiring



Sonia Ladouceur joined Wendat's Board of Directors in 2018. Sonia has been the Chair of the Property Committee for the duration of her term on the Board. She is the Executive Director of Shelter Now and brought her knowledge of housing to the table. Sonia's job has been very busy lately with the new build happening at Shelter Now. We hope that her retirement from Wendat's Board is only temporary.

## **Staff**

### **Executive Director**

**Andrea Abbott-Kokosin**

### **Financial Administrator**

**Charlotte Nicholson**

Quality, Risk and Data Coordinator  
Financial Clerk  
Administrative Assistant—2nd St.  
Administrative Assistant—Seniors Services  
Property Manager

Ashley York  
Brian La Rose  
Verna Porter  
Nicole Arney  
Dean Farrell

### **Supervisor: Case Management & Crisis Services**

**Glen Lucas**

*Brief Service Worker/Team Lead—Crisis Services*  
*Team Lead—Case Management*  
Case Managers

Tammy Deschambault \*  
Joel Robitaille  
Sean Akow  
Jennifer Beal  
Katelynn Copegog\*  
Casey MacKinlay \*  
Jenna McAlendin\*  
Angela Ryan \*  
Karen Tkaczyk \*  
Ashley Walton

\*= cross trained in Crisis Services

Full-Time Crisis Workers

Kaylee Bentley-White  
Vacant

CMART Workers

Naomi Colley  
Angela Ryan

Part-Time Crisis Workers

Andrea Cameron  
Heather Cusson (on leave)  
Teesha Gaudet \*  
Heather Johnston  
Abby Lloyd \*  
Emily Martin \*  
Penny Russell  
Madison Wood

\*= cross trained to CMART

### **Supervisor: Social Club & Vocational Program**

**Darlene Forget**

Senior Recreation Workers

Hannah Poulsen  
Roseanne Quesnelle  
Paulette Robitaille  
Victoria Tovell  
Janice Ferris  
Nancy Kristufek  
Rose Ladouceur  
Randy Roi  
Mark Moffatt  
Tiffany Rawlins

Recreation Workers

Assistant Recreation Workers

Office Cleaners-Second Street

J.P. Marion  
Dan Whittam (on leave)

Grounds-Second Street

Gary Ladouceur

Administrative Assistant

Rose Ladouceur



(Staff Continued)

## **Director, Seniors Services**

*Team Lead—Transitions*  
Behaviour Nurses

*Team Lead—Geriatric Social Work*  
Geriatric Social Workers

Community Care Workers  
Psychogeriatrics

*Coordinator of Care, Seniors Services*

Full-Time Personal Support Workers

Part-Time Personal Support Workers

\* = cross trained to Seniors Day Program

Program Worker Seniors Services

Full-Time Cooks

Part-Time Cooks

## **Zina Thomson**

Rita Pilkey  
Jada-Lee Reitmayer  
Hillary Smith  
Erin Thomas  
Jennifer Wise

Meaghan Schitka (interim)  
Breanne Guest  
Tracey Kolton  
Sarah Laliberté  
Kaitlyn Snache (on leave)  
Vacant (mat leave contract)

Brandon Burke  
Toni Howe  
Lorrie-Ann Montgomery (on leave)  
Alette Montree

Mary Wichers-Schreur

Tammy Eames\*  
Jim Torrance  
Vacant

Nicole Belcourt  
Margaret Chretien  
Alexis Grant  
Julienne Menard \*  
Helene Patenaude\*  
Amy Reidel  
Beverley Robitaille  
Nardina Russo\*  
Edith Taylor

Carol Kopiec (on leave)  
Tristan Lavery

Blake Beauchamp  
Roger Cloutier

Will Eves  
Jo-Anne Porter (on leave)  
Anita St. Amant

## **Happy Retirement**

**Kathy Jolie** retired from Wendat on June 28, 2023. Kathy joined Wendat on February 11, 2008 and held several positions including Case Manager and Crisis Worker. She was promoted into the role of Program Supervisor of Seniors Support Services in 2011 and then also took on the management of the Lorna Tomlinson Residence for Seniors when it opened in 2016. We are grateful to Kathy for her years of service to Wendat.

**John Bélanger**, Case Manager retired from Wendat on August 31, 2023. John was employed at Wendat as a Case Manager from May 8th, 2001 until August 31, 2023. John had a positive impact on many clients over his many years of service. We thank John for his contribution to Wendat and especially to the clients of the Case Management Program.



## President's Annual Report

Welcome to the 34th Annual General meeting of Wendat Community Programs. This was my eighth year as President of the Board. From April 1, 2022 to March 31, 2023, Wendat continued to follow all directives and protocols and do our best to mitigate the risks presented by COVID. We did experience an outbreak of COVID at the Lorna Tomlinson Residence for Seniors and I must commend Zina Thomson and all the staff at the residence for their diligence during the outbreak. I am happy to report that those residents and staff who had COVID all recovered well and the outbreak was short lived. COVID restrictions were gradually and cautiously lifted at all levels of the organization until all programs were, and continue to be, operating fully.

Wendat was fortunate to receive donations and one-time grants from many individuals, companies, municipalities, service clubs, branches of the government and foundations. Donations received were used towards program and operating costs across all our programs. I thank each of them for their generosity and for making it possible for Wendat to successfully continue our mission to provide quality care and support to adults with mental illness and seniors with care needs.

I was very pleased to see the return of the Boston Pizza Charity Golf Scramble, which raised an amazing \$61,381 bringing the total amount raised since 2005 to \$458,500. I extend a huge thank you to Andy Staffen of Boston Pizza Midland for his fundraising efforts for Wendat.

The Southeast Georgian Bay Chamber of Commerce (SEGBay) contributed \$61,100 to Wendat from 2016—2022. What an amazing achievement! They even managed to have tournaments during the years of the pandemic. Their contributions made it possible for Wendat pay off the mortgage and thus ensure that the Lorna Tomlinson Residence for Seniors is sustainable. We are so grateful for their help over the past six years.

Unfortunately, Wendat has not received a significant base funding increase in some time. Although we are grateful for the small increases received, it is not enough to ensure our wages are competitive and to keep up with rising costs. Recruiting and retaining staff continues to be challenging for Wendat. We are pleased that the staff turnover rate is much lower than in 21/22 but it is still higher than we would like. Wendat continues to advocate with Ontario Health for a base funding increase and ongoing annual increases to ensure staff are paid fairly and to meet the rising costs of program supplies, food, gas and other amenities needed to run our programs.

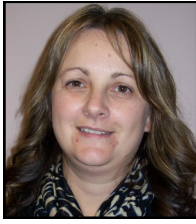
We made good progress towards the year one goals laid out in our Strategic Plan for April 1, 2022—March 31, 2025 and will continue to work hard on the goals over the next two years.

The Board and Committees of the Board continued to meet to support the Executive Director and the organization. Most of our meetings were held virtually. 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.

I would like to extend my heartfelt thanks to the staff of Wendat for their hard work for the organization. Their compassion, skill and professionalism while working with our clients is inspiring.

Sincerely,

Michael Webb,  
President



## Treasurer's Annual Report

For the year ended March 31, 2023, total revenue for the organization was \$5,255,283 with \$4,281,357 coming from the Ministry of Health and Long-Term Care, \$337,446 coming from our contract with the Specialized Geriatric Program, \$149,874 coming from fundraising including Bingo and \$280,725 collected in rental income. The total expenses were \$4,973,277 leaving Wendat with a surplus of \$282,005.

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

Between April 1, 2022 and March 31, 2023 Wendat received the following new funding:

- \$35,000 in one-time funding for the Temporary Retention Incentive for Nurses
- \$30,000 MH&A one time supports for accessible doors, phones, laptops and an ice machine
- \$3,429 one time funding for PSW Wage Enhancement
- \$44,580 base funding increase for permanent PSW Wage Enhancement
- \$11,526 base funding increase to program costs for Congregate Dining, Seniors Day Program and Supportive Housing
- \$33,355 MOH Community Infrastructure Renewal Grant to repair exterior siding including brickwork and stucco and for HVAC improvements
- \$5,000 one time funding from a partnership with Chigamik Community Health Centre

You will find more financial details in the audited financial statements for the year ended March 31, 2023.

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 was pleased to welcome Austin Rice to the Finance Committee. I also thank the staff of Grant Thornton for their efforts at audit time.

Sincerely,

Tammy King,  
Treasurer

# Executive Director's Annual Report



April 1, 2022—March 31, 2023 was another year full of unique challenges and some great successes at Wendat Community Programs. We were pleased to be able to lift most of the remaining COVID restrictions and reopen our programs to their full capacity.

Along with our partners Chigamik Community Health Centre, Georgian Bay General Hospital and The North Simcoe Family Health Team, the North Simcoe Ontario Health Team continued to move forward towards our goal of improving our local health care system by collaborating with each other and other service providers in North Simcoe.

In June 2022 the Boston Pizza Charity Golf Tournament in support of Wendat returned after a two year break due to the pandemic. The tournament was the most successful one to date raising an amazing, \$61,381 and bringing the total amount raised from 2005—2022 to \$458,500! We are extremely grateful to Boston Pizza Midland for their continued fundraising efforts. All proceeds are used to purchase the vans we use to transport our clients.

Wendat was fortunate to be the recipient of some of the proceeds from the Southeast Georgian Bay Chamber of Commerce Golf tournament. From 2016—2022, this tournament has provided \$61,100 to Wendat assisting us to pay off the mortgage on the Lorna Tomlinson Residence for Seniors. We sincerely thank SEGBay for their support!

Donations of funds were gratefully received from municipalities, individuals, local businesses, service clubs and foundations enabling us to raise \$149,874 over the year. These funds made it possible for Wendat to continue providing high quality care and support to adults with mental health challenges and age related challenges in North Simcoe and Muskoka. Wendat also received in-kind donations of goods such as raffle and auction items, food and program supplies valued at \$14,975. We thank each and every donor of funds or in-kind items for your support.

I am pleased to report that the staff turnover rate was significantly lower in 22/23 than in 21/22. Several staff celebrated their 5,10,15, 20 and 25-year service anniversaries. Although the turnover rate was lower, Wendat is still struggling with staff retention. This is mainly due to lower than average wages at Wendat. I continue to advocate for a significant base funding increase to address this wage inequity.

We made excellent progress towards achieving the goals of our Strategic Plan. To our priority of staff retention, we completed a compensation review and increased the maximum number of vacation days staff can accrue with years of service. We also adjusted some working conditions and gave some pay for performance bonuses. To our goals of raising awareness about Wendat, our staff made many presentations to community groups and other service providers. We met our goals to get Wendat in the media and on social media as much as possible.

We were saddened by the loss of Bernie Cusson and miss her dearly. The impact she had on Wendat will live on. We were pleased to welcome Karen Roberts and Austin Rice to the Board and Committees of the Board.

The strength of Wendat is our people. The staff continue to shine and provide high quality care and support to our clients. The management team continue to be inspiring leaders. The Board and Committees of the Board continue to lend their expertise, support, wisdom and guidance to set the direction and priorities for Wendat. It is truly a privilege to work with such an amazing group of people every day. My heartfelt thanks to all of you, you make Wendat the success it is.

A handwritten signature in black ink, appearing to read 'Andrea Abbott-Kokosin'. The signature is stylized and written in a cursive-like font.

Andrea Abbott-Kokosin, Executive Director

*In Memoriam*



## **Bernadette Marie Cusson (Bernie)**

08-Apr-1950 - 17-Jun-2023

Bernie sat on the Board of Wendat Community Programs from November 17, 2015 until January 29, 2023. She was elected to the position of Vice President in 2016 and remained in that position until her resignation. Bernie was the chair of the French Language Service Committee of the Board and also the Chair of the Policy Sub-Committee. Bernie was a retired nurse and had a long career at Waypoint Centre. Her knowledge and no-nonsense attitude was an asset to the Board. She is missed very much by our Wendat family. Below is her full obituary.

With heavy hearts we announce the passing of Bernadette Cusson on Saturday, June 17, 2023 at Hospice Huronia's Tomkins House. Bernadette was 73 years old.

Beloved wife of 46 years to Dennis, loving mother to Heather (Jason) and Ian (Aidan), cherished grandma to Liam, Morgan, Elijah, Madison, Charlie, Ella, and Emmett, she will be dearly missed by her siblings Paul (Suzanne), Gerard (Pauline), Marie-Jeanne (Don), Martin (Joann), Maurice (Susan), Gilles (Brenda) and her siblings-in-law Richard, Gary (Hilda), Catherine (George), Sharon (Robert) and Brian (Robin). Bernadette is predeceased by her parents Philibert and Rita (Pilon) Charlebois, her parents-in-law Carrol and Audrey (Desroches) Cusson her sibling-in-law Michael (Brenda) and her grandson Ezekiel. She will be dearly missed by her many nieces and nephews, friends, and former colleagues.

Bernadette was born on April 8, 1950, in Lafontaine. A descendant of the Chevrette-Souliere family who came to the area from Drummond Island, she was a proud citizen of the Métis Nation of Ontario who lived her entire life in the Georgian Bay Community. Studying nursing at St. Michael's College in Toronto, she graduated in 1971 as a registered nurse. She returned to her community where she began a 30-year career in nursing and hospital administration at the Mental Health Centre in Penetanguishene.

Bernadette was a leader in her community and took seriously her civic responsibility. She served for years with numerous organizations including as president of the local chapter of the Canadian Diabetes Association, and as a board member and board chair for various organizations including Catholic Family Services, and Wendat Community Programs.

Her commitment to her children and grandchildren was unparalleled, and all who knew her were in some way charmed by her vivacious personality, her resolute commitment to the needs of and care for those around her, and her diplomatic prowess in even the most treacherous relational terrain. Her life exemplified the power of matriarchal leadership and overall badassery.



## **Program Activity Highlights**

Submitted by: Program Supervisors Glen Lucas and Darlene Forget and  
Zina Thomson Director Seniors Services

### **Adult Mental Health Services**

#### ***Case Management and Brief Service***

The Case Management team continues to stay current with a variety of skills and tools to meet client needs. They meet bi-weekly as a team to provide client updates and discuss any concerns as they arise. Case Managers continue to attend psychiatric rehab training bi-weekly, as well as other relevant training opportunities as they are available. The Case Management and Crisis Services teams are led by one Program Supervisor and two Team Leads. The team has done an amazing job meeting all targets while running short-handed and carrying very large case loads. The team is now up to a full staffing complement. Brief Service has seen a large increase of people seeking services, due to the higher cost of living and lack of affordable rental units. The Brief Service Worker is doing an amazing job accommodating peoples needs with the limited resources available in our community.

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

The number of individuals served and visits by Crisis Services staff providing mental health assessments in the Emergency Department at GBGH continues to grow every year. Last year, we added a crisis clinic at GBGH to help alleviate flow issues in the ED. This allows us to see non-acute mental health clients in an outpatient's capacity, thus moving clients out of the ED and into the crisis clinic spots. We are working hard to find resources to expand our current hours in the ED to 12 hours a day, 365 days per year. The North Simcoe Crisis Management and Resource Team (NS-CMART) continues to operate in the community for 60 hours per week.

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

The number of members has not returned to pre-COVID levels. We continue to offer high quality recreation programs in group settings. The lower number of members allows more 1:1 support. The club is open five days per week offering a number of programs. Meals are provided twice weekly. Currently members are working towards having more of what they want in life, whether it be adding something, or rebalancing. Members enjoyed outings to Crystal Caves in South River, some garden visits and a farm and zoo visit. Wyevale ice cream continues to be a favourite. The club's newsletter is now distributed to 120 community partners and members. The social club gives adults struggling with mental illness a place for stability, joy and social connections.

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

The Vocational Program currently employs 11 people. They work as drivers transporting members to and from the club, facilitators in the recreation programs, support staff and in our janitorial programs. Wendat is very proud of the teamwork. The coordinator of the club monitors wellness, discovers participants' strengths and challenges them to move into new areas that might bring them joy. This includes job coaching were they reflect on what they want more of in life. As a team, with the participants' input, we continue to bring wellness and social programs to the members of the social club.

### **Seniors' Support Services**

#### ***Congregate Dining, Assisted Living, Seniors Day Program and The Lorna Tomlinson Residence for Seniors***

Staff went above and beyond to ensure our residents' and clients' safety and comfort over the first two-and-a-half years of the COVID-19 pandemic but still experienced our first Outbreak in February 2023. The team pulled together to continue to put the residents first – every department pulled together to keep our residents at optimal health and happiness. The team should be commended for all they do and have continued to do in our changing health care landscape. Residents who live here continue to age and change in complexity they continue to utilize all the benefits of assisted living and are so happy that the doors to our "Home" have been opened and we have returned to having VON twice weekly in for exercise as well as our much beloved musical guests and some activities with our young friends from the school next door. We look forward to building new relationships and participating with our community, and continuing to work within our system to ensure the residents and clients "feel like they belong".

## **Psychogeriatrics**

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

The Transition Nurses and Social Workers have experienced many challenges over the last year – but continue to be amazing advocates for their clients. COVID has shown us that our jobs can be done many ways and we have continued with a hybrid model doing some work over the phone, as well as continuing to see seniors in their homes. The team is well represented and respected with our multiple service partners, and we are pleased to be included in many discussions as the Ontario Health Teams around us grow and work towards a collaborative care model for our complex seniors. The Nurses and the Social Workers should be commended for always being client focused and continuing to advocate the importance of Person-Centred Care in a changing landscape for our seniors.

---

### **2022–2023 Statistical Highlights**

44 full-time staff  
35 part-time staff

27 volunteers  
420.5 volunteer hours providing direct service  
654.5 volunteer hours on the Board of Directors, Board Committees,  
fundraising and administration

174 Social Club members  
362 social and recreational group sessions offered in the Social Club

329 adults with mental illness supported by Case Management Services  
8,939 contacts provided to Case Management clients  
95 group sessions offered in Case Management

559 unique individuals seen by the Crisis Services team  
669 crisis assessments completed in the Emergency Department at GBGH  
61 clients of Crisis Services were under the age of 18  
929 contacts provided to clients of Crisis Services

314 unique individuals seen by the Crisis Management and Response Team  
686 contacts with clients by CMART  
231 Emergency Room diversions because of CMART

749 clients supported by the Psychogeriatric Team  
65 transitions completed to a different living environment  
6,049 client contacts provided by the Psychogeriatric Team

23 older adults lived at the Lorna Tomlinson Residence, all were supported by the Assisted Living Program  
80 is the average age of a resident

42 older adults participated in the Congregate Dining Program  
20,246 meals were served in the Congregate Dining Program

78 older adults participated in the Seniors Day Program  
2,451 attendance days were spent in the Day Program

2,285 individuals were supported by Wendat Community Programs  
16,544 client visits/contacts were provided by Wendat staff  
828 Group Sessions were provided by Wendat Staff

## **Circles of Giving**

**Thank you to all of you who made donations from  
April 1, 2022 to March 31, 2023**

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

Ivan Anstey	Anita Brunelle
Beverly Cameron	Rob England
Sandra McLeish	Verna Porter
Serenity Now	Superior Shredding
Margaret Thomson	Kelly Turner
Donna Todd	Elizabeth Weech
Judith Whittam	

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

John Robin Allen	Barbara Barger	Joyce Barron
Larry Brocklebank	Roland Brown	Ruth Cameron
Ted & Laurel Chivers	Ladonna Clarke	Kim Coffin
Bernie Cusson	Coldwater Lions Club	Becky Duquette
Nancy Durst	Donna Earl	Valerie Girhiny
W. & P. Green-Chandler	David Jeffery	Peter Koetsier
Tammy Martin	Vanessa Moss	W. & C. McNamara
A & N. Naumoff	Elizabeth O'Connor	Vicki Pannell
Stefan Racine	June & Herbert Ritchie	Lorna Tomlinson
Michael Webb	Georgian Kitchen Centre	Templeton Windows
LeClair Cremation Centre	Marnie & Michael	

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

Dale E. Boyd  
Shirley Taylor-Banks  
Dr. Donald Farquhar  
Pat Fleming  
Ed & Arlene Shirley  
Asselin Insurance Brokers Ltd.  
Elmvale and District Lions Club

## **Circles of Giving**

### **\$1,000—\$4,999 Champions**

Barbara Clayton  
Grace Kidd  
Bill Jr Richardson  
Bill & Norah Stoner  
Dave & Doris Webster  
Copeland Woods Development Corp.  
The Larkins Family Foundation  
Lions Club of Penetanguishene  
The Pathfinder Foundation  
Realty Executives on the Bay Inc  
Rotary Club of Penetanguishene

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

Boston Pizza Foundation  
Angel Gate Bingo Association

Wendat receives in-kind support through donations of food, items used as prizes for fundraising draws and events, 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 (Chair), Tammy Martin, Shannon Duplessy, Karen Roberts, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

**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. In 22/23, the committee worked to assist the Executive Director to navigate several human resource challenges. The committee engaged LadderHR to conduct the annual staff satisfaction review. The committee also revised the employee vacation policy, granting an additional week of vacation annually to long-term staff. Overall, it was a very busy year for this committee.

---

## **French Language Services Committee Annual Report Submitted by Stefan Racine, Chair**

**Committee Members:** Stefan Racine, Bernie Cusson, Joel Robitaille, Kaitlyn Snache, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

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

From April 1, 2022 to March 31, 2023 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 Ontario Health. Wendat's annual FLS report for 2022/2023 was submitted and accepted by Ontario Health. The committee acknowledges the valuable contribution of Bernie Cusson during her time on the Board.

---

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

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

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

From April 1, 2022 to March 31, 2023 the committee met virtually every other month and oversaw Bingo, direct mail, newsletter solicitation, Golf Tournaments and one-on-one asks. We focused some of our efforts on building the Endowment Fund held at the Huronia Community Foundation. We were pleased to see the return of the Boston Pizza Charity Golf Scramble in support of Wendat.

The committee was grateful that Wendat was selected as a recipient of both the Tiny Township Mayor's Charity Golf Tournament and the SEGBay Golf Tournament.

The committee ensured that Wendat took advantage of any and all grants and funding opportunities. Several fundraising proposals were sent to foundations, service clubs and other potential funding sources. The total amount raised in the 22/23 year was \$149,874 with an additional \$14,975 of in kind goods. This exceeded our goal of \$150,000.



## **Governance Committee Annual Report Submitted by Linda Murray, Chair**

**Committee Members:** Linda Murray, Tammy Martin, David Weircigroch, Michelle Goodman, Shannon Duplessy, 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 recruitment, training and orientation, governance issues and monitoring any policy issues brought forth by the Executive Director. The committee oversaw the process of drafting new by-laws for the organization to ensure Wendat is compliant with the Non-Profit Corporation Act. The committee is responsible for ensuring that the goals set out in the Strategic Plan are met, so some time was spent monitoring progress towards all goals in the plan.

---

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

**Committee Members:** Sonia Ladouceur, Dean Farrell, Rob Heming (Community Member), Brian La Rose, Ashley York, Michael Webb (Ex-officio) and Andrea Abbott-Kokosin.

**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 continued to work with staff on an infrastructure review to develop 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.

---

## **Long Service Awards**

Each year at the Annual General Meeting, Wendat recognizes staff who have given 5, 10, 15, 20 or 25 years of service to Wendat. A certificate plus a monetary gift is given. Between September 16, 2022 and September 27, 2023 the following staff achieved milestones in their employment at Wendat:

### **25-Year Award**

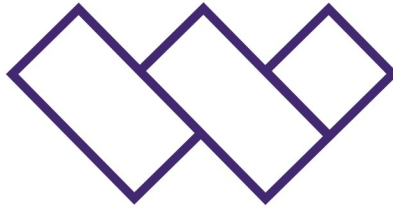
Charlotte Nicholson

### **5-Year Awards**

Nicole Belcourt  
J.P. Marion  
Hannah Poulsen

Dean Farrell  
Julienne Menard  
Tiffany Rawlins

Rose Ladouceur  
Mark Moffatt  
Jennifer Wise



# 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)



**Ontario  
Health**

