

ICAN - INDEPENDENCE CENTRE AND NETWORK

Annual Report

2017 | 2018



As I look back on the 2017-2018 fiscal year, I am filled with gratitude.

I continue to be grateful for our great organization, our wonderful clients, our dedicated employees and our outstanding Board. ICAN continues to be seen as an outstanding agency because of our people.

We all stand together to support our mission, vision and values.

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About ICAN

ICAN is a non-profit organization that provides a variety of services, resources, and support systems in both French and English for people with physical disabilities, adults, and seniors.

Mission

We provide assistance to live independently and inclusively in the community through individualized support and rehabilitation services.

Vision

Individuals have the optimal support to live independently within their community.



“ I believe in all of what ICAN stands for. This is an amazing place to work. We have amazing clients and dedicated staff and volunteers. ”

Values

We value:

- Full participation in community life
- Respect for individuals
- Responsibility and partnerships
- Our employees
- Service excellence
- Innovation

Code of Ethics

Our Code of Ethics and our Statement of Values provide us with specific ethical principles to address situations that we may encounter, and to guide us in our relationships with clients.

We are committed to:

- Our clients
- Professional competence
- The protection of confidential information
- Our employer, colleagues, and community
- Keeping accurate client records

Ethical Guiding Principles

- Autonomy
- Do no harm
- Do good
- Ensure justice

Board of Directors and Leadership Team

As always, the ICAN Board of Directors has worked diligently to move our agency forward. ICAN is so very lucky to have this talented, diverse group of individuals leading the way.

In the fall of 2017, the Board created a new three-year Strategic Plan based on an Environmental Scan and SWOT Analysis.

The new Strategic Directions are:

- Promote ICAN Brand Recognition
- Explore Seamless Integration Opportunities
- Human Resource Retention
- Advocate for more Funding
- Improve infrastructure and technology
- Ensure seamless operations
- Become a recognized Centre of Excellence

After careful consideration, the ICAN Board of Directors decided that developing a new building on site was not feasible because of a very costly water flow issue.

However, the Board is still very keen to look at other options to move the “Neighbourhood Model” concept forward with our community partners.

BOARD OF DIRECTORS	
Todd Robson	Chairperson
Andrew Olivier	1 st Vice-Chair
Andrée Lacroix	2 nd Vice-Chair
Allan Lamothe	Treasurer
Nicole Sykes	Director
Claire McChesney	Director
David Stamp	Director
David Szczepaniak	Director
Dr. Shelley Watson	Director
David Squarzolo	Director
Heiko Leers	Director

“ I am very happy to report that we have maintained our level of client satisfaction at 98%. ”

Operational Strategic Plan

In tandem with the Board’s Strategic Plan, the ICAN Leadership Team continues to work on its multi-year operational plan. There were several accomplishments to note:

- Creation of a Multi-Year Sustainability Plan
- Implementation of new Scheduling/Management Software
- Service expansion: Homemaking, Re-Integration Unit, and Respite services
- Creation of a Leadership Succession Plan
- Implementation of changes relating to Bill 148

This year, the Leadership Team will be focusing on the following:

- CARF Re-Accreditation
- Developing action plans based on satisfaction survey results
- Implementing our Accessibility Plan, which includes developing Sensitivity Training
- Implementing our Cultural Diversity Plan
- Performance Metrics and Measurement

ICAN is fortunate to have such a dedicated, hard-working Leadership Team that continues to ensure our clients are receiving the highest level of service.

LEADERSHIP TEAM	
Marie Leon	Chief Executive Officer
Carmen Sampson	Manager of Client Services
Kim Sliede	Manager of Corporate Services
Diane Loyer	Client Services Supervisor
Ian Burcher	Client Services Supervisor
Gaetanne Larocque	Client Services Supervisor
Paul McDowell	Client Services Supervisor
Aaron St.Pierre	Scheduling Supervisor
Johanne Ramsay	Executive Assistant

“ We continue to provide quality services to adults with physical disabilities in our community. ”

Program Updates

ICAN continues to grow and add new programs as we carry on providing quality services to adults with physical disabilities in our Supportive Housing, Outreach Attendant Care, and Independence Training Centre Programs.

Although new funding is needed to expand and maintain these programs at current service levels, ICAN has worked hard to ensure that our valued clients receive the services they need to maintain their independence.

Our Post Stroke Transitional Program continues to grow and flourish. It continues to receive recognition across the province as an outstanding program and is setting the benchmark in best practices.

Our programs for older adults and seniors continue to grow. In addition to Assisted Living for Frail Seniors, Personal Support Services for Low Acuity and Respite, ICAN has become a provider for the Homemaking Program in our hub area.

“ We work hard to ensure that our valued clients receive services needed to maintain independence. ”

We continue to assist our hospital with Alternate Level of Care patients. Many have transitioned into our Enhanced Congregate Care Units and continue to live independently with our assistance.

Our short stay Re-Integration Unit has assisted in freeing up beds at the hospital and we hope this program will receive permanent funding.

“ We are grateful that ICAN can continue to be of service to our clients in all programs. ”



Human Resources

As most people are aware, there is a Personal Support Worker (PSW) shortage across the province, including Sudbury.

ICAN and all of our community partners have been affected by this shortage. The need for PSWs has increased significantly over the past few years, however, enrolment into post-secondary PSW programs has been declining.

We continue to recruit on an ongoing basis in order to lessen any effects the shortage has on our clients and services.

Enhanced training offered in 2017:

- Crisis Prevention and Intervention
- Back Care
- First Aid
- Professional Boundaries
- Gossip in the Workplace
- Personal Leadership
- Cultural Competency
- Bowel and Bladder Care
- Diabetes training
- Gentle Persuasion
- Mental Health First Aid

Currently, our workforce has 149 employees. This represents the highest number of employees ICAN has ever had. We have expanded our full-time work force by seven employees this year. We recognize that creating full-time positions helps with retention, but our funding simply does not allow for more.

By the numbers:

149 employees
as of 2017

98% employee
satisfaction rate



ICAN's Annual Staff Appreciation Event

ICAN's 2017 Annual Staff Appreciation Event was a resounding success.

There were 54 employees in attendance to celebrate those who had achieved service milestones and other awards. Here are this year's honourees:

EMPLOYEE OF THE YEAR AWARD

- Linda Brideau

CELEBRATING 5 YEARS OF SERVICE

- Joanne Lafrenière
- Jeannine Portelance
- Julie Gravelle
- Justin Jeanveau
- Micheal Decata
- Anthony Blimke
- Rita Bouillon
- Julie Gaudette
- Brett Hill
- Kimberly Sheldrake

CELEBRATING 15 YEARS OF SERVICE

- Joanne Wilkins

CELEBRATING 20 YEARS OF SERVICE

- Gaston Beaulieu
- Cameron Buchanan
- Steve Christakos

PEER AWARDS

- Julie Gravelle (CSC/RSW)
- Alanah Sanche (Corporate Services)
- Amy Perron (Outreach)
- Marc Chrétien (Supportive Housing)

FISH AWARDS

(VOTED BY CLIENTS)

- Leadership Team - Diane Loyer
- RSW - Keitha Opala
- ILA - Meghan Arseneault
- Being There - Keitha Opala
- Making Your Day - Melanie Savard
- Having a Positive Attitude - Justin Jeanveau
- Having Fun - Claude Leblanc

“ ICAN's employees are the backbone of our organization and are the reason our clients live full and independent lives. ”

"Never Give Up": It's Not Just a Cliché

In October of 2013, just before her 42nd birthday, Dora suffered a stroke. She was healthy with no obvious risk factors. She ate well, worked out everyday, had a happy family life, and enjoyed her job as a city bus driver. However, in discussing target areas for her recovery, an overly hectic schedule, lack of sleep, and the occupational hazard of sitting for several hours a day uncovered room for improvement. Dora also had another risk factor—being a woman.

The 2018 Heart Report issued by the Heart and Stroke Foundation of Canada highlights how, when it comes to heart disease and stroke, women are under-researched, under-diagnosed, under-treated, and under-supported during recovery. Heart disease and stroke is the leading cause of death for women worldwide. It claims 31,000 Canadian women each year—5 times as many as breast cancer.

“When it comes to heart disease and stroke, women are under-researched, under-diagnosed, under-treated, and under-supported during recovery.”

Over 90% of women have at least one risk factor and many are unaware. Being a woman over forty years of age further complicates things as this is the time when a woman's heart is less protected by estrogen, increasing the risk for heart attack and stroke.

Dora came face-to-face with this reality when she lost much of the function in her right arm and hand and had to relearn to use her right leg to walk without a leg brace or cane. After several weeks in hospital, Dora was connected with *ICAN's Post Stroke Transitional Care Program*. She still felt she had a long way to go with her recovery and rated herself as being at only 10% of where she wanted to be. Dora began work with Physical and Occupational Therapists, Rehabilitation Workers, and a Stroke Navigator at ICAN in January, 2014. She participated in individual therapy, the FAME group exercise program, and aqua fitness.



Dora felt that being in a safe environment with people who understood and connecting with others who had also had a stroke was especially helpful.

“Being in a safe environment with people who understand stroke and connecting with others with similar experiences is important for recovery.”

Although Dora lost her driver's license, she was hopeful she would return to work as a bus driver. In September of 2015, the Stroke Navigator connected Dora with a gym in Ottawa who fitted her with a glove designed to help her regain grip strength. Dora was able to slowly close her hand but could not reopen it and was unable to use it to complete everyday tasks like picking up and releasing objects, pushing a cart, or washing/brushing her own hair.

Dora completed therapy at ICAN in 2016, but she continued to attend a monthly support group with her husband. Rehabilitation didn't end there for Dora as she kept working at home, as well as, with a trainer at the gym every day. While she had not regained as much function in her hand as she had hoped, the glove allowed Dora to shovel snow in her driveway that year.

The struggle in returning to her job as a driver was an arduous one. Dora found that many people involved in the process were not as knowledgeable about stroke as was needed which resulted in delays in getting the necessary accommodations that would allow her to drive again. After a year working behind a kiosk, her persistence paid off and she was driving a bus again. While she was told by many health care professionals that she would need to have a lot of patience with the recovery process, Dora admitted that she didn't truly appreciate the gravity of that statement until her recovery stretched into weeks, months, and years.

Now, five years later, Dora sits at her kitchen island and smiles as she jokes about challenging her husband to an arm wrestle. Her grip has improved to the point that she can lift weights, carry a laundry basket, and wash and style her long hair. Fatigue has been a formidable adversary but she has learned to battle it by pacing herself and resting as needed. She has improved her diet, sleeps better, and has a better work schedule. Dora rates her recovery at 85% and has accepted that it never ends. She attributes her success to her perseverance and the support of her family and friends. Dora offers familiar advice to others that they, “should never let go and don't quit.” It isn't just a cliché, at least not for Dora.

Other Highlights

Our Annual Independence Day was another huge success.

This event took place on August 25th, which was a gorgeous sunny day! Clients, staff and their families were treated to a performance by *Chicks with Picks*. Activities for children and adults alike included bingo, an egg smashing event, and management pie-in-the-face, a penny table, and a door prize.

Our Annual Client Christmas Luncheon was a sing-a-long hit.

The luncheon was held on a very blustery, snowy day, on December 12th at the Steel Worker's Hall. Due to the weather, the turnout was not as good as previous years. However, regardless of the weather, a good time was had by all. Our Christmas carol sing-a-long was a huge hit and is sure to be repeated next year!

Egg-smashing good time!



Craig Noble Independence Award

This year's Craig Noble award winner is Christian Yanchuk.

His goal for independence is to one day live on his own.

Christian has cerebral palsy and he is deaf. Even though he realizes that he is different from his Grade 12 peers at École secondaire Macdonald-Cartier, Christian continues to persevere, stay positive, and always gives 100% to everything he does.

After completing a co-op placement at the Kuppajo Espresso Bar, the supervisor and the staff have shared how impressed they were with Christian's enthusiasm, motivation, and independence. They said that he is very polite, respectful, and always ready to help.

As an athlete, Christian has participated in and raised funds for the Special Olympics. He plays floor hockey, basketball, soccer, bocce ball, and t-ball. He is very sociable, especially when talking about the Toronto Maple Leafs or the Toronto Blue Jays.

Thanks to being selected as this year's winner, Christian says he will purchase a telephone from the Hearing Society that will help him communicate independently with his family and friends. He also plans to purchase an alarm clock for deaf and hard of hearing people to help him wake up in the morning without having to rely on his parents. Christian knows that once he is living on his own and working, these tools will help him stay independent.

**“ Congratulations to Christian!
We wish you all the best as you
continue your journey towards
independence! ”**



Picture source:
Westmount Photography

Operational Statistics: Program Results

REVENUE SOURCES 2017-2018



CLIENTS SERVED

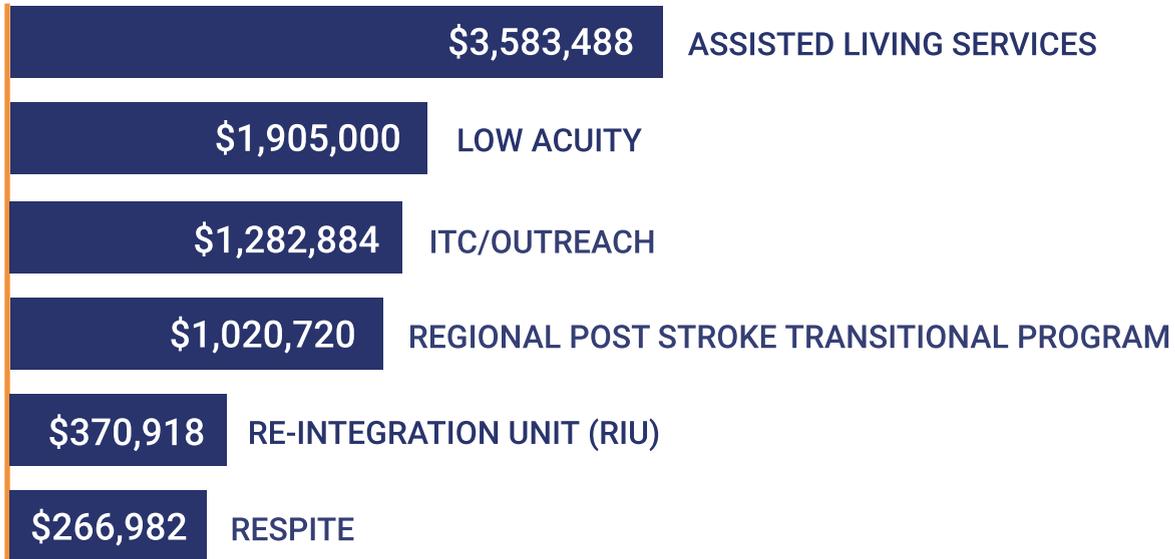
INDEPENDENCE TRAINING/OUTREACH



ASSISTED LIVING SERVICES

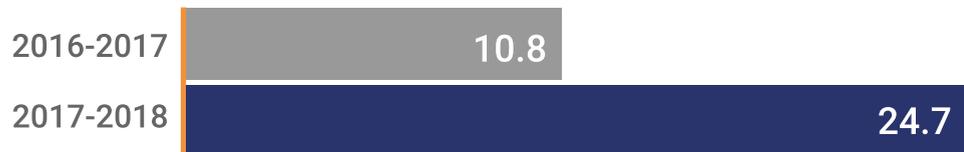


NORTH EAST LOCAL HEALTH INTEGRATION NETWORK REGULAR FUNDING BREAKDOWN 2017-2018



HOURS OF SERVICE (THOUSANDS)

INDEPENDENCE TRAINING/OUTREACH



ASSISTED LIVING SERVICES



REGIONAL POST STROKE TRANSITIONAL PROGRAM (6 SITES FULL YEAR)

CLIENTS SERVED



NUMBER OF NAVIGATOR CLIENT CONNECTIONS



“Our mission, vision, and values are very w
Giving them back their independence is very
their lives.”

Statement of Operations

Year ended, March 31, 2018, with comparative information for 2017:

OPERATING FUND	2018	2017
REVENUE	\$8,657,771	\$7,558,597
EXPENSES	\$8,652,583	\$7,553,805
EXCESS OF REVENUE OVER EXPENSES	\$5,188	\$4,792

well utilized for our client's day to day life.
y important to them and the role we play in

Statement of Financial Position

Year ended, March 31, 2018, with comparative information for 2017:

ASSETS	2018	2017
CURRENT ASSETS	\$631,976	\$491,860
CAPITAL ASSETS	\$1,099,681	\$1,226,633
LONG-TERM INVESTMENTS	\$100,564	\$142,045
RESTRICTED ASSETS	\$333,043	\$317,860
TOTAL	\$2,165,264	\$2,178,398

LIABILITIES AND FUND BALANCES	2018	2017
CURRENT LIABILITIES	\$603,260	\$503,798
DEFERRED CAPITAL CONTRIBUTIONS	\$453,276	\$481,469
MORTGAGE PAYABLE	\$128,345	\$217,936
FUND BALANCES	\$980,383	\$975,195
TOTAL	\$2,165,264	\$2,178,398

Supporters 2017-2018

FUNDERS

- North East Local Health Integration Network (NE LHIN) and the Government of Ontario
- Ministry of Health – Community Health Division
- Ministry of Health and Long Term Care – Health System Accountability and Performance Division
- HRSCD/RHDCC

MEMBERSHIPS

- Ontario Non Profit Housing Association
- Northern Independent Living Association (NILA)
- Ontario Association of Independent Living Services Providers
- Sudbury Manitoulin Community Support Services Network
- Northeastern Stroke Network
- Ontario Community Support Association (OCSA)
- North East Regional Community Support Services Network
- North East Regional Assisted Living Committee

DONORS

- Brigitte Gravelle
- Louise Lascak
- Heather Becks
- Rainbow District School Board
- Brenda Polano
- Theresa Olivier
- Laurie Tomiuk
- Judy Birmingham
- Andy & Cathy Pearson
- Quiznos
- Irene Dembek
- Bassis & Carter
- Brunet-McFadden Professional Inc.
- Dibrina Sure Financial Group Inc.
- Mr. Nero Painting
- Myles Property Management Inc.
- Integrity Management Consulting Group
- Roy & Margaret Borley
- Shahnaz Rotanshi
- Jo-Anne Houle
- Christine Scopazzi
- Carol Skanes
- Margherita Munro
- Roberta Croteau
- Carole Belisle
- Ron & Edith Liinamaa
- Elaine Hawryliuk
- Lee & Christine Osmond
- Ed & Cheryl Scopazzi
- Don & Lisette Martindale
- Colette Roy
- Helene Moyle
- Dale Stansfield
- Heatherh England
- Jim Dines & Helen Beaudry
- Barb Leipala
- Carol Germa
- Brenda Bell
- Clarence Soule
- Don & Marilyn Harry
- Jeff & Debbie Bell
- Don & Dorothy Pogue
- Irene White
- Gerald & Amy Hughson
- Karen & Hans Noob
- Art & Edith McGinn
- Don & Alice Campbell



Closing Remarks

I would like to end this report with gratitude...

Thank you to the ICAN Board of Directors for your forward-thinking, your leadership, and guidance.

A hat tip to ICAN's amazing staff who always put client services first.

A shout out to our great Leadership Team who face every challenge with a "Yes We Can!" attitude.

An acknowledgement to our funders and our community partners who work to ensure every person gets the services they need when they need it.

And last, but not least, we are all much obliged to our clients. It is an honour to serve you.

**“ Thank you for
being part of the
ICAN community! ”**

Marie Leon

Marie Leon

Chief Executive Officer

Quotes From Our Amazing Clients...

“I was overwhelmed with how much support I was given at the time. I am very appreciative for all you have done for me. I am truly a changed person now. Thank you!”

“It was a great and easy transition for me from the hospital.”

“Being in a wheelchair is not easy, and I would highly recommend avoiding the experience if at all possible. But if a person does end up in that position, I can only hope that they have access to the kind of support that ICAN provides.”

“At this time in my father’s life, ICAN has helped him so much to give him the hope that he can recuperate and with the exercises have some form of mobility again.”

“The Leadership Team is very understanding and caring.”

“I would not be doing what I do if it wasn’t for ICAN. Thank you!”

“They are great, they always have their clients at the front of their concerns.”





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Ontario

North East Local Health
Integration Network

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des services de santé
du Nord-Est



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