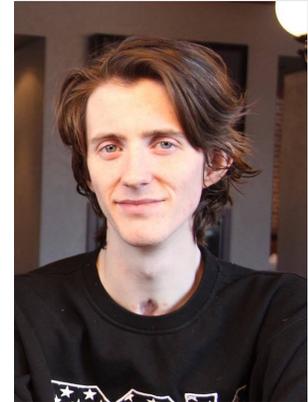




TOBIAS HOUSE ATTENDANT CARE INC.



Annual Report 2016

A Message from the President & the Executive Director

As we enter our 25th year ‘providing innovative 24-hour personal support services for people with physical disabilities’, we would like to let you know a few of the highlights:



Our consumers are the centre of our care and focus. In April of this year, as a result of our Consumer Survey, we formed an ad-hoc Committee of the Board of Directors. The ‘Quality Improvement Committee’ formed with a purpose of fostering continuous improvement in our consumers’ service experience and strengthening communication among staff, management and the Board of Directors.



We have long recognized that there have been challenges with the Tobias House On-Call system; causing frustration for our employees. Accordingly, we spent much of the year researching only On-Call solutions, those which had live operators. Telus became our provider of choice. This is a first for Telus and for us, and while early days, the program is working well.



We held our 6th Abuse Prevention Training Event “No Excuse for Any Abuse.” We were able to train 14 Independent Living Assistants (ILAs) with the funding provided. Back Care training was also provided to 71 ILAs, and 37 ILAs attended Musculoskeletal Training.



In addition to our annual year-end audit, we were also audited by The Canada Revenue Agency. Our results from both were positive. We are appreciative of the Staff who guided us through the two audits.



Discussions and significant work on the Integration with our potential partner the Anne Johnston Health Station (AJHS). We communicated broadly with consumers, staff, and partners planning and hosting approximately 20 face to face engagement and information sessions

Thank you to our staff, volunteers and directors for their dedication and hard work over the past year. We are looking forward to another successful year.

Sue Cooper
President (Interim), Board of Directors

Yona Frishman
Executive Director

Canada Revenue Agency (CRA) - The Tobias House Experience

Every year Tobias House undergoes a mandatory financial audit as required by our funders. During the 2015-16 fiscal year Tobias House, thanks to an initiative of the previous federal government, had the “good fortune” to undergo a new kind of an audit – the surprise kind.

Many of our readers, if they have been following the allegations by the federal government in 2012 about fraudulent charitable organizations, would have become aware that the federal government at the time had initiated a new set of compliance requirements for charities. And this is how Tobias House became one of the “chosen” charities to experience a CRA audit.

It all started one late afternoon with a surprise call announcing that Tobias House is the “lucky winner” (or some such friendly expression) randomly selected to undergo an audit. We were told that in three days an auditor from the CRA will be visiting our office and will be staying with us for four days. They told us – in what seemed to us a rather ominous tone – that there was nothing for us to prepare beforehand (quite unlike as for a year-end audit), everything they needed will be requested on site. We were asked, however, to complete a rather long and arduous pre-visit survey that would then be reviewed by the CRA auditor.

Recently, Imagine Canada (an independent watchdog of the not-to-for profit sector) published a research article under their Sector Monitor¹. It provides the framework to our CRA experience. We quote:

[charities] are frequently government’s chosen instruments for delivering services ranging from health care [...] it is not an exaggeration to say that charities are involved in some way with every public policy file in Canada.

[...] it should not be a surprise that the public policy role of charities became a contentious and politicized issue. Starting in 2010, public and political attention to the public policy activity of charities spiked sharply, resulting in a number of quite inflammatory statements from Federal ministers and culminating in millions of dollars in funding being allocated to Canada Revenue Agency (CRA) [...] This new funding involved a number of specific measures, including increased reporting requirements, new sanctions for charities found not to be following rules, increased outreach and educational efforts ... [a] political activities audit program ...

Since these compliance measures were announced, there has been a continuous stream of media stories detailing the experiences of charities undergoing these audits.

So we wanted to tell you about our experience in this regard. Following the call, the auditor arrived as expected. Upon arrival they gave us a list identifying records they wanted to review and this continued for three days. Every evening we received a new list before they left. During this time, three of us (Constantine, Karen and Yona), put our regular work aside, what our funders expect us to be doing, in order to provide the auditor with whatever information they requested. In the end, we passed our audit in flying colors. What, really, would CRA expect to find in the records of a Supportive Housing agency funded for the most part by the Ministry of Health, that receives a grant from the City of Toronto and has a very modest fundraising revenue to support consumers and clients with quality of life programs. Nonetheless, we did have a few unnerving moments, it seems this is a special knack of CRA auditors and, of course, our time, energy and attention got diverted from where it should have been.

In conclusion we would like to quote once more from the report:

[...] we suggest that the principal impacts [of these audits] have been to make engaging in public policy more expensive for charities, in terms of both time and money, to shift charities' perceptions of the risks involved.

In other words if this auditing is going to continue (and there is word that the new government may be relaxing their approach – as a number of articles that have appeared in major newspapers seem to indicate), we and other organizations can be assured of an increase in our workload, costs and maybe a little bit of extra anxiety – on top of the \$13.4 million already spent by the federal government on this initiative².

¹David Lasby and Emily Cordeaux, Imagine Canada's Sector Monitor. You can learn more about Imagine Canada by visiting their website at <http://www.imaginecanada.ca>

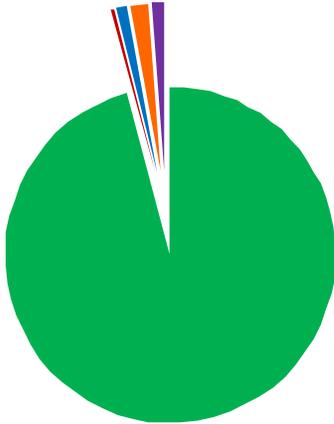
²David Lasby and Emily Cordeaux, Op. Cit.

FINANCIAL INFORMATION

Balance Sheet

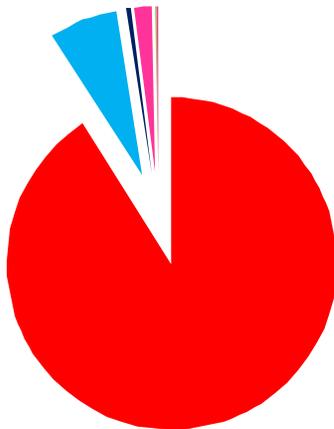
	2016	2015
Assets		
Current assets:		
Cash and cash equivalents	\$ 303,265	\$ 316,620
Accounts receivable	50,274	33,228
Prepaid expenses and deposits	52,484	49,576
	<u>406,023</u>	<u>399,424</u>
Capital assets	95,509	74,782
	<u>\$ 501,532</u>	<u>\$ 474,206</u>
Liabilities and Net Assets		
Current Liabilities:		
Accounts payable and accrued liabilities	\$ 454,625	\$ 378,694
Deferred contributions	35,142	41,445
	<u>489,767</u>	<u>420,139</u>
Deferred contributions related to capital assets	68,650	55,412
Net assets:		
Investment in capital assets	29,371	36,086
Internally restricted funds	7,467	7,467
Unrestricted	(93,723)	(44,898)
	<u>(56,885)</u>	<u>(1,345)</u>
	<u>\$ 501,532</u>	<u>\$ 474,206</u>

Statement of Revenues and Expenditures



REVENUES

MOHLTC / TC LHIN	4,478,903
INCOME FROM PSW BRIDGING PROGRAM	16,800
OUTREACH PROGRAM	48,035
DONATIONS AND FUNDRAISING (RESOURCE CENTRE ACTIVITIES)	80,583
OTHER (INCL: AMORTIZATION & INTEREST)	52,478
TOTAL	4,676,799



EXPENDITURES*

SALARIES AND BENEFITS	4,300,165
ADMINISTRATION	313,740
AMORTIZATION	22,871
RENT	79,494
TRAINING	10,008
TRANSPORTATION	6,061
TOTAL	4,732,339

*Note: For your information, our expenditures include direct costs associated with consumer expenses, i.e. lift purchases, maintenance of equipment & repairs; the consumer grant fund; the Barrier Free Access to Swimming Program and the Fitness Program.

RESOURCE CENTRE ACTIVITIES

Total number of individual consumers served	136	Total number of contacts with agencies / workers / resources to assist consumers	3,216
Total number of requests made by consumers for assistance	221	Total number of hours spent providing service added up for all consumers	4,167
Total number of contacts with consumers (initial, follow up, etc.)	4,327		

Programs and Activities

Program	Partners / Providers / Activities	Events / Recreational Opportunities
Tobias House Fitness Program	Consumers participate in a variety of exercises under the guidance of an instructor	218 - one-hour long fitness sessions
Barrier Free Access To Swimming Program	City of Toronto – Parks, Forestry and Recreation, Birchmount Bluffs Neighborhood Centre, Ontario March of Dimes, Bellwoods Centres for Community Living, Scadding Court Community Centre	728 - (40 minute) swimming sessions, totaling 485 hours of swim time at three city public pools: Douglas Snow Aquatic Centre, Birchmount Community Centre, and Scadding Court Community Centre
Workshops	ERDCO - Diabetes Prevention; Wellness Recovery Action Plan; Just Believe Seminars - Travelling with a Disability; Coxwell Pharmacy - Dealing with Hypertension & Arthritis	62 - participants
Volunteer Program	Dedicated volunteers provide Tobias consumers with companionship, shopping, computer, and other support.	14 - consumers benefitted
Tobias House Consumer Grant Program	Covers quality of life expenses and complements government equipment funding	22 - requests adding to a total of \$7,050

A THANK YOU TO OUR DONORS

Patrons (\$5,000+)

Robert Blakely, Zev Frishman, GreenField Specialty Alcohols, Westmoreland Beaver Bible Class

Benefactors (\$1000-\$4,999)

Sue Cooper, Wayne Kozun, Stephen Mimee, Rotary Club East York

Associates (\$250-\$999)

Anonymous, Desjardins Financial Security, Yona Frishman, Catherine Marsh, Anna Marziliano, Joe Teves

Friends (Up to \$249)

Anonymous, Anonymous, Anita Baker, Bonnie Beverley, Kenneth Bona, Susan Broad, Anne Bukovinsky, Sylvia Castellano, Susan Cavanagh, Gloria Corrigan, Dave Dean, Sylvester De Melo, Judy Denheyer, Eileen Donnelly-Casey, Paul Halpern, Warren Laing, Margaret Newell, Joan Pape, Eleanor Shannon, Lino Sienna, Andrew Tomcik, Randy Vanderstarren, Jon Wagner, Bernadette Walsh, Margaret Whittaker, Fran Wise, Janet Yukish

Funders and Partners

Access Independent Living Services, Anne Johnston Health Station, Bellwoods Centres for Community Living, Birchmount Bluffs Neighborhood Centre, Centennial College, Centre for Independent Living in Toronto (CILT), City of Toronto Community Service Partnerships, City of Toronto Parks Forestry and Recreation, Ontario March of Dimes, North Yorkers for Disabled Persons, Pace Independent Living, Scadding Court Community Centre

We would like to thank the family, friends, and colleagues of Susan and Stewart Davidson for donating in their memory.

... AND THANK YOU TO ALL OUR VOLUNTEERS

TOBIAS HOUSE ATTENDANT CARE INC.

The Board

The Executive

Sue Cooper, *President (Interim)*
Anna Marziliano, *Treasurer*
Christie Ladner, *Secretary*

Members at Large

James Bartlett (*new*)
Frances MacNeil-Laflamme
Gaurav Marwaha
David Meadows
Fr. Peter Knaapen
Janet Parsons (*new*)

Management

Yona Frishman	<i>Executive Director</i>
Andrew Jardine	<i>Senior Human Resources Manager</i>
Karen Shea	<i>Finance and IS Manager</i>
Constantine Iliopoulos	<i>Resource Centre & Consumer Service Manager</i>
Shannon Crawford	<i>Site Manager (was on secondment until January 2016)</i>
Kiros Hiwot	<i>Site Manager</i>
April MacConnell	<i>Site Manager</i>
Rebecca Shen	<i>Site Manager</i>
Veronika Spirkova	<i>Human Resource Generalist</i>

TOBIAS HOUSE ATTENDANT CARE INC.

Locations

Carlton Street Staff Office

84 Carlton Street, Main Floor
Toronto, ON M5B 2P4
Phone: 416-921-0929

Coxwell Avenue Staff Office

511-695 Coxwell Ave
Toronto, ON M4C 5R6
Phone: 416-690-3185 x 231

Head Office

611-695 Coxwell Ave
Toronto, ON M4C 5R6
Phone: 416-690-3185

Tobias House

Resource Centre

600-695 Coxwell Ave
Toronto, ON M4C 5R6
Phone: 416-690-8804

Jarvis Street Staff Office

460 Jarvis Street, 4th Floor
Toronto, ON M4Y 2G8
Phone: 416-921-1857

“To create opportunities for independence and choice of lifestyle by providing innovative 24-hour personal support services for individuals with physical disabilities.”

Our Mission Statement

**Funding support for Tobias House
provided by**



Website: www.tobiashouse.ca

Email: info@tobiashouse.ca

Charitable #: 13192 3286 RR0001

Design and Coordination: Yona Frishman, Constantine Iliopoulos, Anthony Castaneda

The information and the views expressed in this document are those of Tobias House and do not necessarily reflect those of the LHIN or the Government of Ontario.