



Keeping our promises part one





2018 ANNUAL
MANAGEMENT
REPORT




Who we are & what **We** do

**Pathways is a not for profit,
community based agency that
supports people living with
acquired brain injuries and/or
developmental disabilities who
may also have complex needs.**





“ We believe that our
work helps you to live
your best life! ”



Find a home
you would like
to live in.

Find a job
or a place to
volunteer in
the your
community.

Find someone
you can help,
or who can
help you.

Doing things
every day, like
grocery shopping or
getting your meals
ready.



Pathways at a glance

97  & 189 
women men

We support 97 women & 189 men living with acquired brain injuries and/or developmental disabilities who may also have complex needs.

We have 33 homes and apartment buildings in the Lennox & Addington, Hastings & Prince Edward Counties, and the Ottawa region.



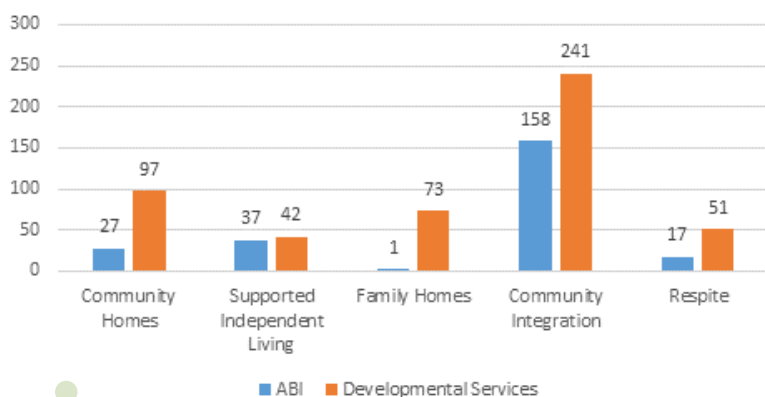
415 

We employ 415 dedicated professionals.

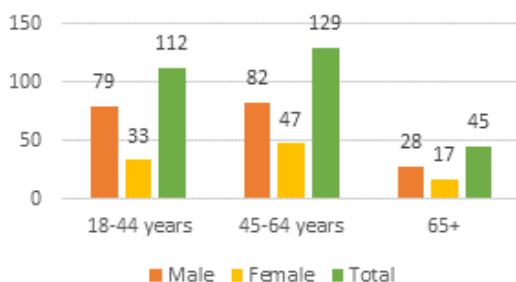
We have 5 days program locations in Ottawa, Renfrew, Picton, Quinte West & Belleville.



Overview of Supported Persons



Ages of Persons Served



Declared Ethnicity of Persons Served

	Men	Women	Total
<i>Not Identified</i>	33	10	43
<i>African Canadian</i>	5	1	6
<i>Asian Canadian</i>	1	0	1
<i>Caucasian</i>	139	82	221
<i>First Nations</i>	4	2	6
<i>Iranian/Middle Eastern</i>	2	0	2
<i>Unknown</i>	4	1	5

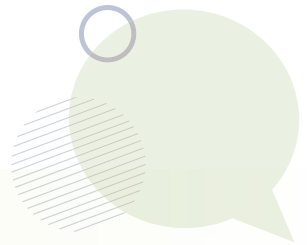




Keeping promises

Pathways to Independence has **415 employees** who work hard to make sure that they help you **to learn, to have fun, and to make plans for your life.**

There are people who volunteer their time to make sure that Pathways is planning what we need to do so that what you need in the future will be ready. **These volunteers are the members of Pathways Board of Directors. One of their most important jobs is to make a strategic plan.** The plan helps Pathways employees to focus on a few very important goals to keep Pathways successful.



Supporting people
in living their best lives

The goals that we have been working on are:

1

Excellence in our programming & services

- Rethink and renew our programs.
- Increase community inclusion.
- Connecting and supporting clients with their clinical resources.



2

Accessible and appropriate homes

- Conduct research on best practices and perform a full review of our current housing.
- Create new or renewed homes.
- Understand the needs of our current and future clients.



3

Extending our reach

- Help improve the system locally, regionally and beyond.
- Seek strategic partners.
- Enhance office systems and processes.



4

Reinforcing and sharing our culture

- Create a strategic HR plan.
- Equip people to promote our culture, internally and externally.



These goals are like promises. We have worked hard to make sure that we are keeping our promises. Let's see how we did.

1

Excellence in programming and services



What does *this* mean?

1 Re-think &
Re-new our programs

2 Increase Community
Inclusion

3 Connect & Support Clients
with Clinical Resources

4 Pathways is a good place
to receive services and to
work

So how did we do?

**What did we
say we
wanted to do?**

**How are we going to
make sure we did what we
wanted to?**

**Did we
keep our
promise?**

**Re-think &
Re-new
our Programs**

1. A Number of supported persons completed a program assessment
2. A Number of supported persons changing from supported work
3. Every client has participated in a service plan



**Increase
Community
Inclusion**

1. Supported persons volunteer in the community
2. Clients tell us they are happy with their new activities



**Connect &
Support Clients
with Clinical
Resources**

1. Clients see a doctor within one month
2. Clients have fewer "difficult moments" over time



**Pathways is a
good place to
get services &
to work**

1. Pathways receives a 3 year accreditation award
2. Clients participate in rights training



2

Accessible & appropriate homes



What does *this* mean?

Pathways has **27 homes** and **6 apartment buildings** in **Belleville, Picton, Ottawa, Trenton, and Napanee**. Some of the houses need to be fixed to make sure that people who use a wheelchair or have a difficult time climbing stairs can move around their homes. Sometimes, the people we support want to live in their own apartment and have a little bit of help from Pathways employees.

Pathways works with other people in our communities to renovate or fix some of the homes, and to build new apartments.

So how did we do?

What did we say we wanted to do?

People who can and want to live in their own apartments have an affordable place to call home

Pathways started to fix the homes in Kemptville and Napanee

How are we going to make sure we did what we wanted to?

1. Pathways finished building 6 apartments and worked with partners to acquire 6 more apartments in the Home for Good project.

1. Pathways is working with architects and builders to fix the homes.

Did we keep our promise?



3

Extending our reach



What does *this mean?*

Pathways wants to make sure that more adults who have a developmental disability can participate in their community, feel safe and included. These people may not live in a Pathways home, they may be living at home with their families.

Many supported persons have received money from a program the government calls “**Passport**”. The money can help you to be involved in different activities in your community.

So how did we do?

What did we
say we
wanted to do?

How are we going to make sure
we did what we wanted to?

Did we
keep our
promise?

Pathways
wanted to
help more
people in the
community

1. Increase the number of people we can help to participate in their communities using their “Passport” money.



4

Reinforcing & sharing **our culture**

What does *this mean?*



Pathways employees are very dedicated to you, your family and friends and to making sure that Pathways is great place to work. Pathways wants to make sure that all employees, including new employees understand what is really important; to help **you to** live your best life, every day, based on what **you want** to do and how **you want** to live.

We also want to make sure that Pathways employees think that Pathways is a great place to work and that every employee feels valued, safe, and able to do their jobs.

Pathways needs to make sure that we have trained and helped younger employees to be able to keep up the great work that Pathways does. This is called a “**succession plan**”. It helps the agency think about what people need to know and be able to do when someone retires or leaves the agency.

So how did we do?

**What did we
say we
wanted to do?**

**How are we going to make sure
we did what we wanted to?**

**Did we
keep our
promise?**

**We wanted to
make sure our
employees
understand
our mission
and guiding
principles,
and that they
were happy
working at
Pathways**

We did two surveys to make sure our employees understood our mission and guiding principles and that they were happy working at Pathways. The survey showed us very positive scores.



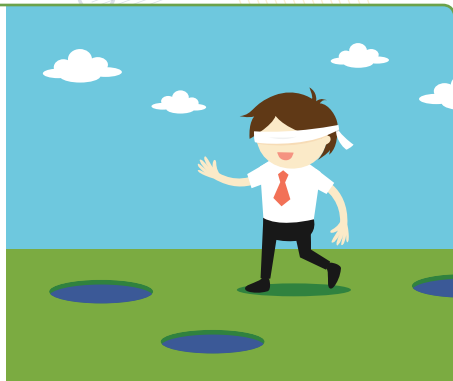
**We wanted
to make
sure that we
identified and
trained some
employees to
be able to be
promoted into
management
jobs when
people retire**

The succession plan was completed for many management positions.



Risk management

A risk means that something bad might happen, something may not be safe or lost if people don't do something to fix it. The Board of Directors makes sure that we keep our promises on our strategic goals. They also look at some things in our services and think about how to fix them before something bad happens.



Do you want to know more about Pathways promises and risks?

Ask your Pathways worker, family member or friend to help you find the Annual Management Report on the Pathways website at www.pathwaysind.com.



Pathways to Independence is accredited by the Commission for the Accreditation of Rehabilitation Facilities (CARF) for the following programs and services:

**Community Housing
Respite Services
Host Family Services
Community Integration
Supported Independent Living**



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Ottawa ON K2A 3V6
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 Friends of Pathways
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