
Prospective New Board Member Info Package




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WELCOME FROM THE EXECUTIVE DIRECTOR

Here at SurexCARE, we believe each employee, student, and Board member contributes directly to our community, vision, and mission. We hope you will consider working with us and take pride in being a member of our Board.

Enclosed is a brief introduction to SurexCARE, including its mission and values, programs and services, and history. I have also enclosed some information on the role and responsibilities of Board members. While we ask that Board members play an active role, our Board members pride themselves on supporting each other as a team and feel that we offer an opportunity for our Board members to learn and grow with SurexCARE.

I look forward to hearing from with you!

Sincerely,

A handwritten signature in cursive script that reads "Alison Hunt".

Alison Hunt
Executive Director

JOINING THE BOARD OF DIRECTORS

BOARD MEMBER EXPECTATIONS

Board members are expected to:

- Attend 75% of meetings (held monthly);
- Participate in focused discussions;
- Follow policy-making principles;
- Show mutual respect for other members;
- Agree to majority rule;
- Come to meetings prepared and having read any circulated materials;
- Stay informed about the organization's mission, policies and services;
- Advance and promote the profile and work of SurexCARE;
- Serve on at least one Board committee;
- Provide oversight of the organization's finances by reviewing annual financial statements;
- Actively participate in fundraising events;
- Provide leadership in your area of expertise;
- Speak with one voice outside of Board meetings; and
- Monitor the Board for any tendency to stray from policies and decisions adopted by the Board.

Members of the Board of Directors are elected for two (2) year terms and may hold office for a maximum of three (3) consecutive terms. Directors can resign at any time but must hold office either until their successors are duly elected or until the next RCS Annual General Meeting.

BOARD OF DIRECTORS: JOB DESCRIPTION

The Board is responsible for leading SurexCARE with a vision and a mission which continually reflect the needs of stakeholders. Stakeholders of SurexCARE are our clients and their families, our staff, our funders, our partners, and the communities in which SurexCARE provides services. The Board will ensure that the organization reaches its mission-driven goals.

The Board will:

1. Provide leadership and direction for SurexCARE through the establishment of broad organizational policies.
2. Operate according to a policy governance model and will write, monitor and modify policies which, at the broadest level, outline:
 - a) **Goals and Objectives:** Describe organizational goals, what we want to do, which needs we will serve, and at what cost;
 - b) **Executive Limitations:** Identify the prudence and ethics boundaries within which the Executive Director must operate. The Executive Director is empowered to manage the day-to-day operations of the organization within these limitations set out by the Board. The Board will regularly receive reports from the Executive Director on agency activities;
 - c) **Governance Process:** Describe the Board's responsibilities - how it does its work and how it monitors itself and the organization;

- d) **Linkage:** Describe the Board's relationships with staff, members, and other stakeholders and how decision-making authority is delegated and monitored.
3. Represent the people identified in our mission statement and ensure all decisions made are in the best interest of those we serve.
 4. Fulfill its legal and civic responsibilities.
 5. Hire the Executive Director, monitor and evaluate the Executive Director, weighing his or her performance against policies established by the Board of Directors.
 6. (a) Be accountable to stakeholders of SurexCARE for competent, conscientious and responsible actions in its efforts to fulfill the organizations' mission, goals and strategic directions;
(b) Monitor its policies and related activities through ED reporting and evaluation, client/family surveys, financial audits, funder budget approvals, quality compliance results and building inspections.
 7. Monitor and effectively respond to changes in the external environment, i.e., finances, technology, legislation, or government policy affecting SurexCARE and the achievement of its mission.
 8. Be responsible for any capacity building by setting priorities, approving the capacity building plan, participating in activities and events, reviewing performance and achievement.
 9. Work in ways that focus on the agency's vision for the future by:
 - i. Being proactive versus reactive;
 - ii. Encouraging diverse viewpoints;
 - iii. Making group decisions;
 - iv. Respecting the differences between Board and staff roles;
 - v. Achieving consensus in making decisions whenever possible;
 - vi. Encouraging involvement of SurexCARE clients and their families in the development and delivery of agency services.
 10. Draw on individual Board members' expertise, ability or background to strengthen the Board's ability to develop relevant policies.
 11. Be accountable for its own work and:
 - a) Evaluate and monitor itself through discussions once a year and, from these discussions;
 - b) Identify training and development needs that will help the board lead SurexCARE;
 - c) Identify skills needed on the board to support SurexCARE and recruit for those skills;
 - d) Conduct themselves ethically and appropriately, including:
 - Proper use of authority
 - Willingness to study matters on which decisions are required

- Commitment of appropriate time to the role of Director which is approximately 3-5 hours per month.

ONBOARDING PROCESS

As a part of the onboarding process for new members of our Board, we will ask you to complete training on the following topics:

- Occupational Health and Safety
- *Ontario Human Rights Code* (OHRC)
- *Accessibility for Ontarians with Disabilities Act* (AODA)
- *Privacy and Personal Health Information Protection Act* (PHIPA)
- Abuse Prevention

If you remain interested in joining our Board of Directors, please reach out to our Board Chair at boardofdirectors@surexcare.com or our Executive Director at Alison.hunt@surexcare.com.

ABOUT SUREXCARE

SurexCARE is a community-based non-profit organization providing housing, support and assistance for adults with developmental disabilities. SurexCARE is a Registered Charity and is a *provincially* incorporated non-profit. All Surex staff will promote social inclusion, provide choice, facilitate independence in directing supports and assistance, and respect the rights of all adults in service.

SUREXCARE'S VISION, MISSION, VALUES AND PRINCIPLES

SurexCARE's Vision Statement is:

A world that recognizes and embraces the strength of differing abilities.

Our Mission is:

To empower people with differing abilities to achieve what is important to them by:

- Enriching the quality of their lives by providing the highest standard of **care**.
- Developing innovative person-centric **programs** and services.
- Embracing continuous improvement to drive **change**.
- Engaging and attracting champions who believe and contribute **funding** to our cause.

Our Values are:

- Dedication
- Inclusion
- Dignity for all

SurexCARE believes that all people have the right to seek out and enjoy opportunities that promote ongoing personal growth and lifelong development. Inherent in this belief is the fact that each person is an individual who holds different values, goals, dreams and aspirations.

As part of our Service Principles, SurexCARE believes that Person Centered Planning and Individual Support Plans assist us in providing individualized approaches tailored to each person's life.

SERVICE PRINCIPLES

People Receiving Supports and Services:

- Choose their own goals
- Are connected to their family and friends
- Are safe
- Have the best possible health
- Are informed of their rights
- Are treated fairly
- Are free from abuse and neglect
- Decide when and with whom to share their personal information
- Are involved in their community
- Are respected

SERVICES OFFERED

Our Homes:

Our eleven (11) homes are located in East York and Scarborough. These group living settings are supported 24/7 by qualified staff who ensure a safe, comfortable, clean and homey atmosphere, where our clients find a sense of belonging. We encourage people to live as independently as possible through teaching and practicing life skills. Clients help make meals, do household chores, help with grocery shopping and participate in activities in their neighbourhood. In total, we support 52 individuals.

Community Supports Program (CSP) also known as the John Carbone Centre:

To ensure full participation we offer activities and skill-development programs during the day that promote independence. This program is open to people living in our homes, other Developmental Service agencies and people living with their families.

The program components are designed to meet the specific needs and challenges of each person. We stress active participation and integration into the community wherever possible.

The program components include:

- **Skills Training Program**
- **Structure and Routines Program**
- **Sensory Program**
- **Community Events**

Person-Centered-Planning:

All of the supports and services we provide are individualized to meet the specific needs of our clients. These unique supports and services are articulated through a written individualized plan that is developed in conjunction with our clients, their families and our staff. The person-centered-plan includes aspirations, goals and plans for skill development for each individual, and is built on the premise that the client is first and foremost in all that we do.

Behavioral Support Planning: if an individual engages in challenging behaviors, a behavioral support plan may be developed. These plans articulate in written form, how staff will respond when challenging behaviors occur. These plans are developed in conjunction with the individual, group living staff, day

program staff, a Behavioral Therapist and sometimes a Psychiatrist. These plans are meant to support skill development and manage challenging behavior.



SurexCARE's Hampton Residence

HOUSING & HISTORY

SurexCARE was established in 1980, originating as a MCCSS pilot project to repatriate people who had long resided in other supported living centres. At the time of SurexCARE's inception, we supported 16 adults in total, spread across two homes (Dentonia and Hurndale). Over time, we have grown to support 52 clients total, as well as established a Day Program.

SurexCARE has also specialized its delivery of service, opening a home designed for the care of Seniors (Coatsworth), and expanded our Day Program to include supports for individuals who live with their families or with other agencies.



SurexCARE's Day Program, the John Carbone Centre.

OUR STAFF

In total, we currently employ 98 staff, including Direct Service Staff, and Administrative staff. Below is a breakdown of the different roles at SurexCARE.

Direct service staff**:

- Primary Counsellors – at supported living locations and the community support (day) program
- Part-time Counsellors - at supported living locations
- Casual Counsellors - at supported living locations
- Overnight-Awake Counsellors - at supported living locations
- Team Lead – Supportive Living Program
- Team Lead – Community Support Program
- Maintenance Worker/Driver

** at times of staffing shortages, SurexCARE does use the services of temporary staffing agencies to supplement our staffing needs.

Administrative staff:

- Administrative Coordinator
- Administration Manager
- Payroll and Accounting Manager
- Controller
- Manager of Group Living
- Manager of Quality Assurance (title still to be determined)
- Senior Manager of Community Support and Maintenance
- Director of Human Resources
- Director of Group Living
- Executive Director

OUR FUNDER

Our Primary funder is the Ministry of Children, Community and Social Services (MCCSS) with other revenues coming for individual rents, sales tax rebates/property rebates and some fundraising dollars. The 22/23 fiscal year budget was just over \$7,000,000 with most expenses being program costs to support the individuals we serve, rent and, staff compensation. Each year, SurexCARE is required to go through a compliance inspection with MCCSS to ensure we meet specific quality standards (as part of Ontario Regulation 299/10 – Quality Assurance Measures). This annual inspection reviews over 300 standards to ensure the services remain of high quality.

OUR OBLIGATIONS

As a service provider in the developmental services sector, SurexCARE is governed by the:

- **Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008** [Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, S.O. 2008, c. 14 \(ontario.ca\)](#)
- **Ontario Regulation 276/10 (General)** [O. Reg. 276/10: GENERAL \(ontario.ca\)](#)
- **Ontario Regulation 299/10 (Quality Assurance Measures)** [O. Reg. 299/10: QUALITY ASSURANCE MEASURES \(ontario.ca\)](#)

The MCCSS also recently introduced a new developmental services reform framework called ***Journey to Belonging: Choice and Inclusion***, outlining a plan to change the developmental services sector to ensure individuals can receive at right services at the right time.

ANNUAL FINANCIAL CYCLE

Our fiscal year is from April 1 – March 31st each year. At the end of the fiscal year, SurexCARE is required to complete a financial audit with an external auditor. The results of the financial audit are presented to the Board of Directors for approval and then provided to our funder, MCCSS. The audited financial statements are generally required to be provided to our funder by July 31st of each year. Audited financial statements are available on our website.

FUNDRAISING

For many years, SurexCARE has participated in various fundraising efforts which can include an annual golf tournament; participation in local bingo lotteries for charities; selling of chocolates and hand crafts; and donations through our website. These fundraising efforts generally bring in between \$20,000 to \$40,000 per year. Money raised from donations helps support client programming costs.

GET INVOLVED

If you are interested in joining our Board of Directors, please reach out to our Board Chair at boardofdirectors@surexcare.com or our Executive Director at Alison.hunt@surexcare.com.