Keeping our promises
part one

Pathways to Independence

2018 ANNUAL MANAGEMENT REPORT
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.
Doing things every day, like grocery shopping or getting your meals ready.

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 your community.

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

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

We employ 415 dedicated professionals.

We have 5 days program locations in Ottawa, Renfrew, Picton, Quinte West & Belleville.
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.
The goals that we have been working on are:

1. **Excellence in our programming & services**
   - Rethink and renew our programs.
   - Increase community inclusion.

2. **Accessible and appropriate homes**
   - Connecting and supporting clients with their clinical resources.
   - 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.
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?**

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| **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 | ✌️ |
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.
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?

So how did we do?
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?

Pathways wanted to help more people in the community.

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

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

Did we keep our promise?
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.
What did we say we wanted to do?

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

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

- 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.

Did we keep our promise?

- 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?


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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