

LEADERSHIP TRANSITION OVERVIEW REFLECTIONS ON THE PAST TWO YEARS

Management Restructure and Strategic Alignment

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- Organizational renewal through Executive and Management Team restructuring.
- Robust supervision and mentoring sessions for staff and management.
- Introduction of clearer reporting structures and strengthened accountability.
- Implementation of succession planning and leadership development opportunities.
- Reorganization of portfolios to reduce overlap, enhance efficiency, and align with strategic priorities.



Introduction of New Programs and Positions



- Launch of the New Wave Program, addressing youth needs in innovative ways.
- Expansion of services through the Community Agency Subsidy Program (CASP).
- Introduction of key positions to strengthen organizational capacity:
 - Wellbeing Navigator
 - Community Development Facilitator
 - Program Impact Analyst
 - Health Equity Coordinator
- Secured funding and partnerships to sustain new programs.

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Expansion of PCHS Offices

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- Successful transition from previous office at 50 Sunny Meadow to newer and bigger space at 60 West Drive.
- Enhanced accessibility and integrated teams' design in the new location.
- Improved infrastructure to host training, support groups, and collaborative meetings.
- PCHS is now operating from 6 different locations in the Peel Region, expanding its reach and presence.



Enhanced Comprehensive Compensation & Benefits



- Enhanced Vision Care for staff and their families.
- Special perks including fitness membership subsidies and winter tire reimbursement.
- Pocket Pills- Pharmacy service featuring free delivery of prescription medications and vitamins, with a minimal \$7 dispensing fee.
- Direct drug payment system introduced for prescription drugs.

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Enhanced Support to the Staff

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- Addition of extra vacation and personal days for improved work-life balance.
 - Staff now receive 7 personal days off annually.
 - New vacation policy providing an additional week on work anniversaries.
- Continued investment in role-specific professional training: CBT, DBT, ASIST, NVCI, and more.
- Enhanced wellness initiatives, and staff appreciation day.
- Strengthened internal communication platforms to keep staff engaged and informed.



Technological Enhancements



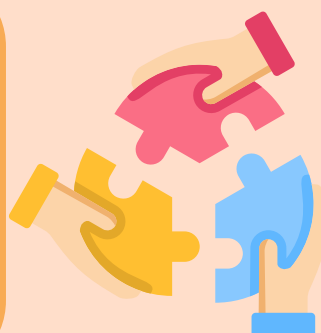
- Launch of PCHS E-Mental Wellbeing website to expand digital service delivery.
- Adoption of licensed software for work efficiency: SAP Concur, Lucid Chart, Canva, enhanced use of ADP, robust and upgraded IT system.
- Replacement of staff's i3 laptops with better versions, i5 and i7 laptops, for staff productivity.
- Migration to new remote support software, ensuring reliable hybrid/remote work systems.
- Strengthened cybersecurity measures to safeguard client data.

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Strong External Partnerships

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- Continued partnerships with local, regional, and provincial organizations.
- Active participation in Ontario Health Teams (OHTs) and hospital collaborations.
- Mentorship and support toward grassroots organizations and capacity-building initiatives.
- Strategic collaborations to co-design programs and leverage shared resources.



Representation at International Level



- PCHS represented at Global Summit on a Collective Vision for Obesity, organized by Novo Nordisk at Denmark.
- Strengthened PCHS's profile as a thought leader in community-based and culturally safe health services.
- Shared best practices from PCHS programs (Langer on Wheels, Respite Services, Equity-Centered Models) with global partners.

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