

# **Actis Support Services Ltd.**

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August 12, 2003

Doug Woolard  
Interim Authority Co-Management Team

Dear Mr Woolard,

## **Re: Service Cost Reduction Initiative**

*I'm writing in reply to your letter dated July 25, 2003. I apologize for the tardiness of reply, but I have only just returned from vacation and had pressing client care issues to deal with yesterday.*

*Your letter was correct in stating that we did not submit a cost cutting plan by March 14, 2003. This is why:*

- 1. We were unable to conceive a plan that was not going to impact on our clients' quality of life and the quality of care they received.*
- 2. That was not going to put our clients at risk or in danger.*
- 3. I was under the misapprehension that if we could not come up with a plan that we would be contacted to meet with a member of your team.*
- 4. I was also unaware of the new "grace period" until I received this letter.*
- 5. At information meetings held by The Interim Authority it was stated that " if people are happy with the services they presently receive then they would not be touched"*

*I am more than happy to meet with anyone who can come up with a plan that will not impact on the quality of life of our clients, the quality of care and service we provide.*

*We are a small organization, that offers and extremely high quality service to a range of individuals, children and adults that have very high needs either medically or behaviorally. We are one of the few organizations left that are non-union, by the choice of our dedicated staff teams. Therefore we already cost you less money. Our budgets have not increased since they were originally awarded*

*some dating back to 1994. In fact, The Ministry cut our budgets; a few years back which cut us then to the bare minimum, to maintain quality of life for our real employers our clients. (Adjustments by the Ministry were made to staffing increases when ordered by the court for unfair labor practices) Not even increases for the cost of living or inflation. Any short falls are made up by being as fiscally responsible as we can in all areas and from our administration budget. In all the years Vectis has contracted with The Ministry we have never gone back and asked for more money, not even for extraordinary expenses, e.g. hospital cover, palliative care. Dale Chandler can easily verify this if you wish to check. As you can imagine we are very close to running at a deficit on a monthly basis.*

*Any cuts to our budgets now will mean staffing cuts and this can only lead to a reduced level of service offered, whether that will be less staff or less quality staff offering custodial care. Either way will eventually result in very vulnerable people being put at risk, in danger and classically open to abuse. Once the institutional state of mind returns the quality of life, standards of care will diminish and acceptance of abuse will return.*

*Personally coming from England and seeing all this happen there, I find it very sad that Canada is so willing to follow in badly set footsteps. I have put my name forward to be part of one of your advisory groups; I felt my 25 years experience might be of use to you and all concerned. I have not heard anything and do not expect to; obviously advocating for individuals, families and quality services is not where your interests lie.*

*I look forward to hearing from you.*

*Yours sincerely*

*Mrs. Sarah Balazs*