



## **About Jayne-Ann Steele BSW, MSW, RSW**

I have a proven track record of providing expert advice on options related to in-home care, retirement homes, long-term care, and nonprofit resources for seniors. Since 2006, I have worked with hundreds of families providing assessments, recommendations, and care coordination. I draw on my professional background and social work training to match services to client needs including coaching, crisis intervention, conflict resolution, and ongoing case management.

Prior to 2006, I was a Case Manager with a local CCAC (Community Care Access Centre) placing applicants in long-term care facilities. My business grew from the idea that a more effective and comprehensive case management model could be attained by someone who knew and understood the full range of private and public-sector home and community care resources and could meld those together in providing advice to seniors and their families. For many years prior, I worked at Queen's Park in various public policy roles with a focus on issues related to seniors and people with disabilities across several ministries including Community and Social Services, Health and Long-Term Care, Treasury and Finance, and Transportation.

I am frequently retained to provide case management in Guardianship cases and am often called upon to manage the care of seniors in southern Ontario whose families live in other provinces or internationally.

Much of my business comes from referrals – the main sources of which are physicians, hospitals, Local Integration Health Network (LIHN), the Superior Court of Ontario, Office of the Public Guardian and Trustee, Estate and Litigation firms, Wealth Managers, and Trust Officers.

Part of my value is that I am an independent broker. Since I have no financial relationships with service providers, I am always able to provide my clients with objective advice about how to meet their needs. I do not accept any payments such as finder's fees, honorariums, or other forms of compensation for making referrals. In this way, I can provide the best advice possible based on a deep understanding of the service network and my experience with those service providers who have consistently provided outstanding care for my clients.

Currently I am a working member on an MPP's Seniors' Advisory Committee and am a former member of a Board of Directors for a City of Toronto Long-Term Care facility. I am a member of the Ontario Association of Social Workers.

I received a *Bachelor of Social Work* degree from King's University College – Western University (1983) and a *Master of Social Work* degree from the University of Toronto (1984) and am a *Registered Social Worker* with the Ontario College of Social Workers and Social Service Workers. I hold certifications in *Alternative Dispute Resolution*, *Advanced Social Work with Older Adults* (Ontario Association of Social Workers) and *Management of Non-Profit Agencies* (Smith School of Business, Queen's University).

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