

G U E L P H  
Independent **LIVING**



2014 - 2015

# Annual Report



# Message from the Board Chair and Executive Director

Guelph Independent Living (GIL) is proud to be celebrating its 40th anniversary in 2015. From its roots of advocacy for persons with physical disabilities in 1975, the organization has grown to a multi-program agency providing support services for over 600 individuals. Within all of our programs, GIL continues to be committed to its mission: “clients living with dignity by delivering quality programs, housing and supportive services”.

2014-2015 saw continued success and community partnerships, including:

The completed expansion of our Outreach Attendant Services program through funding from the Waterloo Wellington Local Health Integration Network (WWLHIN). Program numbers doubled to over 400 hours of service provision per week. GIL now serves over 30 clients with physical disabilities throughout the city of Guelph.

In the summer, we successfully negotiated a three year Collective Agreement with our front-line employees. We also welcomed the Alzheimer Society Waterloo Wellington – Guelph office to share our Woodlawn Administration location.

During the fall and winter months, there were several noteworthy events at our building on 238 Willow Road. Precision Property Management Inc, through the required tendering process, was awarded the contract to manage the building and tenant relations. We renovated two units to be fully modified for tenants with accessibility needs; bringing to 23 the number of units that offer accessible living accommodations, of which 16 have 24-hour support services. This was the first increase in these specialized units at GIL in 20 years and was made possible by funding and approval from the WWLHIN and the County of Wellington – Housing Services.



As an additional service for our clients this year, GIL contracted with an outside agency to offer our longest term residents a thorough cleaning of their homes; a seemingly modest initiative, but one that adds significantly to the quality of living experience.

Looking forward, GIL is actively developing a strategic plan for 2014-2017; this will continue to align with the missions of its funders including the WWLHIN and the County of Wellington. We continue to commit to work with our community partners and, to collaborate and look for efficiencies that will enhance our services.

We could not provide these valuable services without our dedicated employees and volunteers, community partners and the financial support of funders and donors. Thank you to all as we look forward and build upon our successes into 2015.

Donna Lychwa  
President

Janet Redman  
Executive Director

## Vision & Mission Statements

### **Vision**

A premier Community organization serving people where they live.

### **Mission**

We are committed to our clients living with dignity by delivering quality programs, housing, and supportive services.

# Board of Directors 2014 – 2015



The volunteer Board of Directors guides the operations of both the Health and Housing portfolios of GIL. The Board is a group of committed members that determines the philosophical direction of the organization and monitors its effectiveness using a governance model.

Donna Lychwa – Chair

Patricia Stiles – Vice Chair

Norm Moisan – Secretary/Treasurer

Julie Wilson – Director

Ravi Sathasivam – Director

Michael Moore – Director

Eleanor Ross – Director

Nigel Smith – Director



## Administration Staff

Janet Redman – Executive Director

Pamela Polfuss-Schmidt – Manager, Human Resources

Victor Maciulis – Manager, Finance and Administration

Cheryl Marett – Assisted Living Coordinator

Catharine Maxwell – Outreach Coordinator

Andrew Stewart – Seniors Community Coordinator

Ashley Baier - Scheduler

Stacey Jayne – Human Resources Assistant

Kathleen Fagan – Assisted Living/Special Projects Assistant

Carla Henderson – Communications & Privacy Officer

Doreen Rye – Administrative Assistant

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## Years of Service Awards

At this year's Awards Night and Annual General Meeting, we will recognize 7 employees for their length of service.

### 25 Years

Wes Sprague

### 15 Years

Pamela Polfuss-Schmidt  
Lisa Gadbois

### 10 Years

Lindsay Lennox

### 5 Years

Nicole Laderoute-Olson  
Stephanie Louttet  
Darlene Mallany

# Health Programs & Services

**Attendant Outreach** provides prescheduled attendant services to adults with physical disabilities living in their own homes throughout the city of Guelph. This program also supports the CCAC-contracted clients with attendant services support.

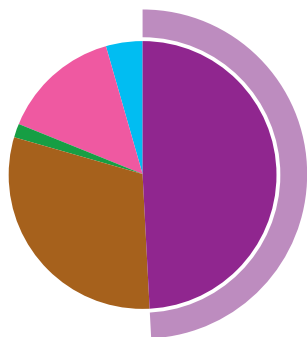
**Assisted Living** provides 24-hour attendant services to adults with physical disabilities within integrated, accessible apartment buildings located at 238 Willow Road and 87 Neeve Street. The clients have access to scheduled and on-call services.

**Home Help** is a brokered homemaking program matching seniors and adults with physical disabilities with screened homemakers who assist with light housekeeping, meal preparation and shopping.

**Seniors Assisted Living** helps seniors live independently in their own apartments by providing support services and 24-hour emergency response at 85 Neeve Street.

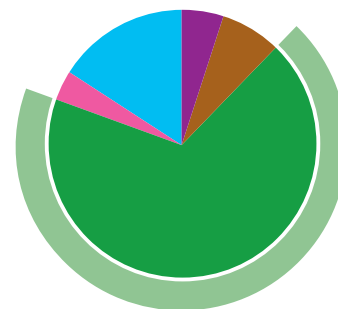
**Seniors Supported Living** promotes wellness and improves the quality of life for seniors living in two selected seniors' buildings in Guelph. Staff is on site during the day Monday through Friday.

**WWLHIN Funded Staffing  
Cost per Program**



- 49.2% Assisted Living
- 30.5% Attendant Outreach
- 1.5% Home Help
- 14.6% Seniors Assisted Living
- 4.2% Seniors Supported Living

**Clients  
per Program**

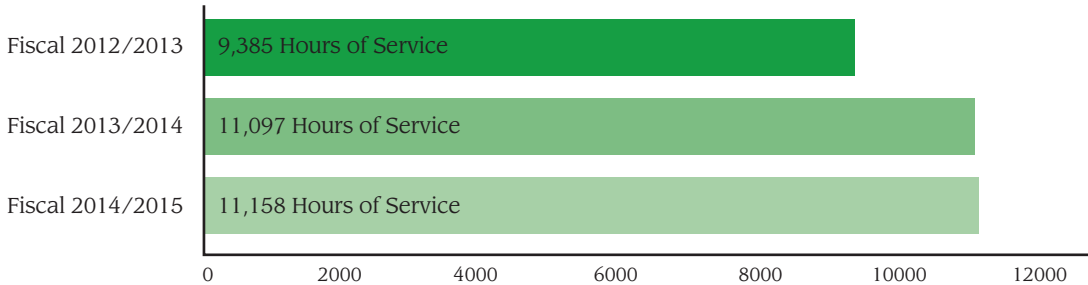


- 5.2% Assisted Living
- 7.2% Attendant Outreach
- 68.4% Home Help
- 3.6% Seniors Assisted Living
- 15.6% Seniors Supported Living

To demonstrate the level of growth GIL is managing, here is a summary of the programs that saw a significant increase in client services:

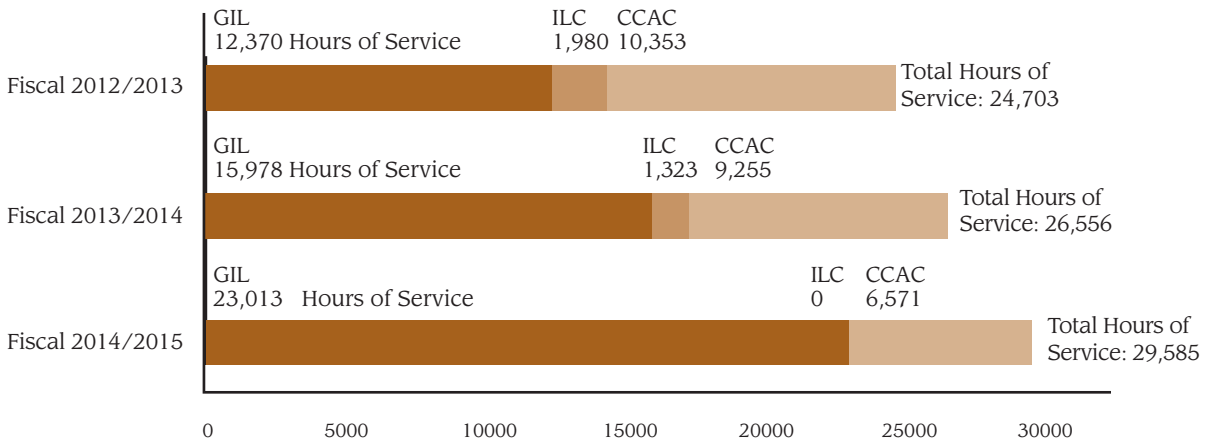
### Home Help

Actual hours of service vs a mandated service target of 6,500 hours per fiscal year



### Outreach

11.4% over last fiscal year




### Health and Safety

Much of this year's GIL Health and Safety Program focused on training that keeps our valued employees safe in their workplace. Training this year included: Health and Safety Orientation (new employees, senior employees and Board Members), CPR/First Aid, Gentle Persuasive Approaches, Back Safety, Mental Health First Aid, Defensive Driving, Workplace Violence and Harassment, Hoarding, Infection Control, and Safe Food Handling.

The Joint Health and Safety Committee (JHSC) continued to dedicate efforts towards improving internal policies for the protection of employees by revising existing policies based on new information and procedures. The committee also developed and introduced a comprehensive Housekeeping Policy, which was later adapted for a Client Housekeeping Policy and guidelines.

One of the new ventures introduced in 2014 was the Ministry of Labour mandatory Health and Safety Awareness Training for all Ontario workers and supervisors. This training introduces workers to the Occupational Health and Safety Act, serves as a general introduction to



workplace health and safety, and focuses on the rights and responsibilities of workers, supervisors and employers. This training was mandatory for all existing employees and was completed by July 1, 2014. All new GIL employees are now required to participate in this training prior to working their first shift.

Another new addition to the GIL Health and Safety Program was the introduction of an Employee Assistance Program. We are pleased to offer this 24/7 program that offers confidential support and resources to help our employees manage concerns related to work, life and everything in between.

Also new, was the purchase of an AED Training Unit for our CPR/First Aid training, mandatory for all front-line staff every three years. This unit is the same model as used throughout the City of Guelph facilities; all future trained employees will be familiar with how to use this life-saving tool in the event of a medical emergency.

The Back Safety Mentor Program completed its first year and we look forward to evaluating how this program is contributing to the overall improvement of health and safety on the job by providing early intervention through observation and supportive feedback to new and current Workers.

Finally, much of the year focused on year three of the Continual Improvement Action Plan (CIAP), as we continued to make improvements identified in the Health and Safety audit of 2012.

## Housing Services

In November 2014, GIL welcomed Precision Property Management Inc to provide oversight and coordination to our apartment building at 238 Willow Road in Guelph. Their accomplishments included upgrading the security camera system, reinstating annual inspections of all units, improving the parking lot layout to offer short term and contractor spaces at the front entrance and the installation of a storage shed for outdoor, seasonal equipment.

The greatest accomplishment was the conversion of two 2-bedroom units to make them fully accessible for tenants with mobility challenges. Construction included the installation of accessible appliances and cabinets, new washrooms with roll-in showers, and the removal of walls for better maneuverability. Approval and funding for these renovations were made possible through the County of Wellington Housing Services, County Council and the Waterloo Wellington Local Health Integration Network. These two new modified units bring the total number at Willow Place to 23.

Precision Property Management Inc has provided expert service and support to non-profit and co-op housing communities since 1991. They work in harmony with Board of Directors so that their service reflects, respects and recognizes the unique culture and values of each community they serve.

# Financial Report - Health

## Guelph Independent Living - Health Summary Financial Summary as of March 31, 2015

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
MOHLTC Program Subsidy	2,993,013	2,680,135
MOHLTC One Time Funding	0	125,000
Fundraising	27,516	21,813
Outreach Services Fees (CCAC, ILC, Home at Last)	230,890	354,966
Inter RAI CHA project	0	9,200
United Way Funding	10,735	10,735
Investment Income	28,344	20,444
<b>Total Revenue</b>	<b>3,290,498</b>	<b>3,222,293</b>
<b>Expenses:</b>		
MOHLTC Program Related Expenditures	2,972,957	2,760,406
Outreach Service Expenditures	139,792	165,326
United Way - U of G Outreach	0	0
Inter RAI CHA project	0	0
Non Program Expenditures (Reorg., Consumer Spend & Board)	30,492	52,314
<b>Total Expenditures</b>	<b>3,143,241</b>	<b>2,978,046</b>
<b>YTD Surplus/(Deficit)</b>	<b>147,257</b>	<b>244,247</b>
Repayable Surplus to Ministry	20,056	44,729
Endowment Fund Income	12,904	14,456
<b>Net Surplus/(Deficit)</b>	<b>140,105</b>	<b>213,974</b>

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	981,163	882,797
Restricted Endowment Fund	299,170	286,266
<b>Total Assets</b>	<b>1,280,333</b>	<b>1,169,063</b>
<b>Liabilities:</b>		
Current Liabilities	331,018	379,909
MOHLTC Payable	64,812	44,756
Unrestricted Operating Fund	585,333	458,132
Restricted Endowment Fund	299,170	286,266
<b>Total Liabilities</b>	<b>1,280,333</b>	<b>1,169,063</b>

This summary comes from GIL's audited financial statements for April 2013 to March 2014. For complete financial statements, call (519) 836-1812 or contact [info@guelphindependentliving.org](mailto:info@guelphindependentliving.org).





# Financial Report - Housing

## Guelph Independent Living - Housing Summary Financial Summary as of March 31, 2015

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
County of Wellington Operating Grant	773,194	757,710
Rent (Market, RGI and Agency)	383,826	391,759
Laundry, Parking & Other Income	32,475	34,100
Investment Income	1,365	754
<b>Total Revenue</b>	<b>1,190,860</b>	<b>1,184,323</b>
<b>Expenses:</b>		
Operational Expenses	716,248	683,537
Interest on Long Term Debt	170,002	184,140
Taxes and Utilities	261,723	256,510
Transfer to Reserve Fund	52,468	52,212
<b>Total Expenditures</b>	<b>1,200,441</b>	<b>1,176,399</b>
<b>YTD Surplus/(Deficit)</b>	<b>(9,581)</b>	<b>7,924</b>
<b>Subsidy Repayable</b>	<b>(8,102)</b>	<b>5,319</b>
<b>YTD Surplus (Deficit)</b>	<b>(1,479)</b>	<b>2,605</b>

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	357,522	452,255
Capital Assets	6,754,630	7,142,721
Restricted Capital Fund	455,309	456,180
<b>Total Assets</b>	<b>7,567,461</b>	<b>8,051,156</b>
<b>Liabilities:</b>		
Current Liabilities	597,166	650,859
Long Term Debt	6,325,293	6,752,944
Unrestricted Operating Fund	189,693	191,172
Restricted Endowment Fund	455,309	456,181
<b>Total Liabilities</b>	<b>7,567,461</b>	<b>8,051,156</b>

This summary comes from GIL's audited financial statements for April 2013 to March 2014. For complete financial statements, call (519) 836-1812 or contact [info@guelphindependentliving.org](mailto:info@guelphindependentliving.org).

# Community Inclusion Program: A Year in Review 2014

Thanks to the generous support from the United Way Guelph Wellington Dufferin, GIL clients enjoy a variety of outings every year that help them engage with the community at large and expand their social opportunities. Leisure attendants, who commit to supporting clients at these events, help make the program a reality.



## **Spring**

**Ripley's Aquarium:** In May, GIL organized our first trip to the aquarium since it opened on Oct 16, 2013. All 14 clients and their Leisure Attendants really enjoyed this unique opportunity to explore what lies under the sea!

**Toronto Blue Jays game:** Nearly 20 individuals travelled to Toronto to watch the Blue Jays take on the Minnesota Twins. This event is always popular regardless of how the Jays are playing!



## **Summer**

**Agency Picnic:** About 100 guests comprised of clients, staff, family members and friends enjoyed an afternoon barbeque in Riverside Park. It was a beautiful day for a picnic, and henna artist Bhupi Rajput from Henna 4 You was back by popular demand!

**Grand River Raceway:** 15 clients enjoyed an evening at the races with attendant support. This event is another client favourite! The race night group package includes buffet dinner overlooking the racecourse, the opportunity to name a race after our group, and after the "GIL" race clients are escorted onto the track to get a photo with the winning horse.



**Fall**

St. Jacobs: An annual destination heading into the fall harvest, this event is always popular! This past year nearly 30 people enjoyed fresh farm produce, flea market finds, and the market's famous apple fritters!

Halloween Bowling Party: This was the first time we offered this event, and while only 8 clients attended, everyone who came thoroughly enjoyed both the bowling and the opportunity to show off their creative side with their fantastic Halloween costumes!



**Winter**

Fairview Mall Christmas Shopping: Another annual event that happens in early December to ensure that GIL clients have the ability to get some of their Christmas shopping done before the holiday rush.

Agency Christmas Party: Braving the cold and snow, over 75 clients, staff, family, and friends celebrated the season at The Elliott Community. There was a large penny table, Santa visited and the Guelph Youth Singers sang festive carols.

**Other Funders:**

Funding for Guelph Independent Living's Attendant Services and Senior Support programs and services comes from the Waterloo Wellington Local Health Integration Network (WWLHIN). Affordable housing at 238 Willow Road supported through in kind services provided by the County of Wellington Housing Services.

Other partners who have a financial relationship with GIL also include Waterloo Wellington Community Care Access Centre (WWCCAC) and the United Way Guelph Wellington Dufferin.



## Contact Us

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[www.facebook.com/  
GuelphIndependentLiving](http://www.facebook.com/GuelphIndependentLiving)

**Twitter:** @GuelphIndLiving

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### 2015

- 40th Anniversary in January 2015
- Renovations completed on two new modified units at 238 Willow Road

### 2014

- Completed Outreach program expansion
- Amalgamated ILCWR clients into Outreach program expansion to complete partnership agreement with sister agency
- New website launched, compliant with AODA standards

### 2013

- Expanded role for Supportive Housing with Community Care Access Centre (CCAC)

### 2012

- GIL trained as Master Trainer/Assessor agency in new interRAI CHA and Integrated Assessment Record (IAR) tools
- Assisted Living Program granted funding for one-year onsite pilot program at University of Guelph
- Administration Office moves to 255 Woodlawn Rd W, Suite 207

### 2011

- Aging at Home Program receives base funding

### 2010

- Shared Model of Care begins with CCAC
- Outreach Program partnership with Independent Living Centre of Waterloo Region (ILCWR) begins
- GIL becomes approved Overflow Provider for CCAC

### 2009

- GIL pre-qualifies for RFP proposals in Personal Support Services with OACCAC (Ontario Association of Community Care Access Centres)

### 2008

- Aging at Home Program begins

### 2007

- GIL begins contracting with CCAC
- Home at Last Program begins

### 2006

- Home Help Program begins

### 2004

- Assisted Living Program at Twin Towers transfers to 87 Neeve Street

### 1993

- Outreach Program begins at University of Guelph

### 1991

- GIL builds Willow Place
- Assisted Living Program begins at Willow Place

### 1985

- Outreach Program begins

### 1984

- Assisted Living Program begins at Twin Towers

### 1975

- GIL started under a different name