

# GUELPH Independent LIVING



2016-2017

## Annual Report



# Message from the Board Chair and Executive Director

Guelph Independent Living (GIL) remains committed to its mission: “clients living with dignity by delivering quality programs, housing and supportive services”. At the heart of these services lies a dedicated group of employees and volunteers, a network of community partners and the financial contributions of funders and donors. Our deepest thanks goes to all who have provided this support, recognizing that it comprises the essence of our ability to serve.

The past year has been one of change and reorganization for the Ministry of Health; specifically in relationship to the Patients First Act and transition of Community Care Access Centres into their Local Health Integration Networks. Patients First legislation focuses on improving the health care experience and health outcomes of Ontarians through the following four key objectives:

- **Access** – providing faster access to the right care.
- **Connect** – delivering better coordinated and integrated care in the community, closer to home.
- **Inform** – providing the education, information, and transparency service recipients need to make the right decisions about their health.
- **Protect** – sustaining our universal public health care system by making evidence-based decisions in relation to value and quality.

Through partnerships and new initiatives, GIL will continue to align and assess the progress of its service delivery with in these four key objectives.

In order for the agency to promote its Independent Living philosophy, we took advantage of two opportunities this year. First, the GIL Board of Directors presented to the Waterloo Wellington Local Health Integration Network (WWLHIN) Board and community partners highlights of our important, unique service provision to adults with physical disabilities and seniors. ‘Joe’s Story’ (the life of a long term Outreach client) provided a wonderful opportunity to showcase how Independent Living allows clients to live successfully in the community of their choice. A second opportunity occurred in July when our agency was featured in an episode of Canada in Perspective on AMI-tv; titled “Essential Service: PSWs”. During the episode, a GIL client and two employees spoke about the agency’s perspective on how attendants are an essential part of many people’s lives, but is the current system sustainable?

As part of GIL’s strategic plan, the Board worked to strengthen its Governance by completing a succession plan which provides direction for ongoing recruitment and retention, plus finalized



the Board committee structure of Executive, Governance and Performance committees. In preparation for working toward our defined objectives, we began the year with a capacity audit of the current administrative structure to develop efficiencies and implement changes. We also focused strategic improvement within the organization in relation to Quality Assurance and Partnerships. Together with the Independent Living Centre of Waterloo Region, we were successful in our application to the IDEAS program run by Health Quality Ontario. Our project will look at “Equity in Attendant Services - providing the right amount of support, every time”. In addition to these strategies, we will continue to explore opportunities for Growth and evolving our Organizational Identity.

With funding support provided by the Ministry of Health and Long-Term Care, GIL implemented the final year of the government’s three-year plan to increase wages of front-line health employees as part of the Personal Support Service Workforce Stabilization Plan. The valuable contribution of these employees lies at the heart of client service and interactions.

In addition, continued progress was realized on several other fronts, including:

- Participation in an Operational Review and completion of a Building Condition Assessment at our building at 238 Willow Road;
- Development of a Client Orientation Manual with client input provided at meetings and reviewing of the draft document;
- Implementation of an Online training platform for more timely and consistent learning for employees;
- Ongoing employee appreciation through monthly and special occasion draws; and,
- Work on several Quality projects to improve client services.

In conclusion, we are pleased with the ongoing improvements within our agency over the past year and remain committed to continuing to build on this base for the future. Although it is but one small agency within a multi-billion dollar health and housing support system(s), GIL continues to strive for increasingly beneficial impact and quality of service in the fulfilment of its unique contribution to the Guelph community.



Leanne Warren  
President



Janet Redman  
Executive Director

# Board of Directors 2016-2017



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.

Leanne Warren - Chair

James Huntley – Director

Eleanor Ross - Vice Chair

Michael Moore – Director

Ravi Sathasivam – Treasurer

Donna Lychwa – Director

Nigel Smith – Secretary

Mike Greer – Director

Joanne Doyle – Director

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## 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.

# Client Services: Community Inclusion Program

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 and expand their social opportunities. Leisure attendants, who commit to supporting clients at these events, help make the program a reality.



## Spring

**Toronto Harbourfront Centre:** In April GIL organized our first trip to the Harbourfront Centre for a disability arts cabaret featuring cutting-edge disabled artists from Canada and the United Kingdom. All 12 clients and their Leisure Attendants enjoyed this unique opportunity to see performers with disabilities at center stage.

**The Museum, Kitchener:** 13 clients enjoyed an afternoon of exploring exciting and educational exhibits that this local cultural hot spot has to offer.

## Summer

**Toronto Zoo:** In one of our most requested events of the year, over 30 individuals spent the afternoon connecting with their wild side, while interacting with plants and animals from around the world. The Zoo has over 5,000 animals representing over 450 species. Attendees had the opportunity to learn about animal feedings, breeding activities and other natural behaviours.

**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, some cake, and of course Henna 4 You was back by popular demand!



**Toronto Blue Jays game:** Over 20 individuals travelled to Toronto to watch the Blue Jays take on San Diego, from fantastic seats right behind home base. Here's hoping the Jays have better luck in 2017!



## Fall

**St. Jacob's Market:** An annual destination heading into the fall harvest, this event is always popular! This past year around 25 people enjoyed fresh farm produce, flea market finds, and the famous apple fritters in the newly restored market building.

**Grand River Raceway:** 20 clients and their guests enjoyed an evening at the races with attendant support. This event is definitely a 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.

**Footloose, Dunfield Theatre:** This was the first time we offered this event, and while only 10 clients and their guests attended, everyone who came thoroughly enjoyed the show!



## Winter

**Christmas Shopping Trip at Fairview Park Mall:** 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:** Clients, staff, family, and friends braved the cold to celebrate the season at The Elliott Community. Turkey dinner was served by GIL Admin staff, there was a large penny table, and dinner music and singalong provided by husband and wife duo Anita and Darin Parise!

## 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.

Another partner who has a financial relationship with GIL is the Waterloo Wellington Community Care Access Centre (WWCCAC).



# 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

Stacey Jayne – Seniors' Community Coordinator

Ashley Larue - Scheduler

Amanda Catarino – Human Resources Assistant

Kathleen Fagan – Assisted Living/Special Projects Assistant

Carla Henderson – Communications & Privacy Officer

Doreen Rye – Home Help/Administration Assistant

Paulina Kostecki - Outreach Program Assistant

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## Years of Service Awards

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

### **25 Years**

Janet Redman

### **10 years**

Julia Kyle  
Chantale Moyer  
Barbara Reed

### **5 years**

Connie Catteau  
Merla Razo  
Ibolja Ujvari



# Our Employees

GIL has had another busy year in Human Resources.

We were excited to introduce a new Online training platform for many in-house training requirements including AODA, Privacy, Human Rights, Medication Assistance, Health and Safety Basics, Workplace Violence and Harassment, Infection Control, and WHMIS. This user-friendly portal tracks requirements and overall progress of employees, plus we can run reports as necessary. Most important, this new platform is available from any internet connection, providing convenience (courses are available 24 hours per day, 7 days per week to better accommodate busy schedules), consistency in information and permits our employees to learn at their own pace.

Other training opportunities provided this year included First Aid/CPR, Client Handling, Drive for Life, Living Well/Managing Stress, Mental Health First Aid and Engaging Conflict: Tackling Tough Conversations.

Supervisors participated in Health and Safety training that included reviewing their legislative responsibilities; updating their skills and knowledge of workplace violence, harassment and bullying; effective follow up from investigations; musculoskeletal root causes and warning signs, and return to work monitoring.

The Joint Health and Safety Committee (JHSC), comprised of Worker and Management representation, continued to focus their efforts on improving internal policies for the protection of all employees. In addition to revising existing policies based on new, updated information, the committee approved a more comprehensive Pet Policy. Another significant project involved the development of a sub-committee to redesign GIL's Workplace Violence and Harassment Policy to ensure a safe and healthy working environment. Updates include the addition of new legislative requirements, establishing improved processes for reporting and investigating incidents, and a more comprehensive list of community resources.

As part of our strategic plan, we had a consultant assist us with a Staff Capacity Audit for our Administration Team, with the goal of reducing duplication and working more efficiently. After conducting a job analysis and work study to determine workloads, the data was used to identify priorities, provide recommendations for organizational structure and job descriptions, streamline processes, and detect and resolve technology challenges. As a result of the Capacity Audit, a number of changes were made within the team.

# Health Programs & 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.

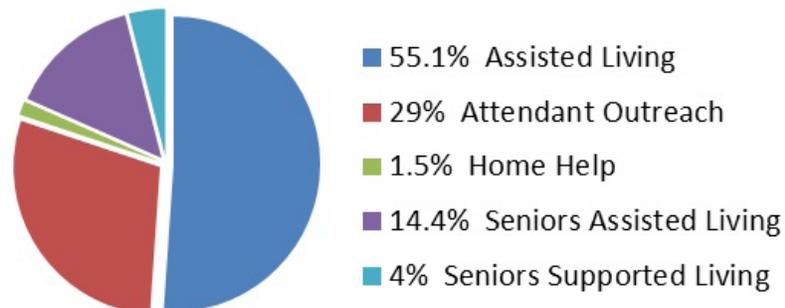
**Attendant Outreach** provides prescheduled attendant services to adults with physical disabilities living in their own homes throughout the city of Guelph. This program also supports the CCAC-contracted clients with attendant services.

**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.

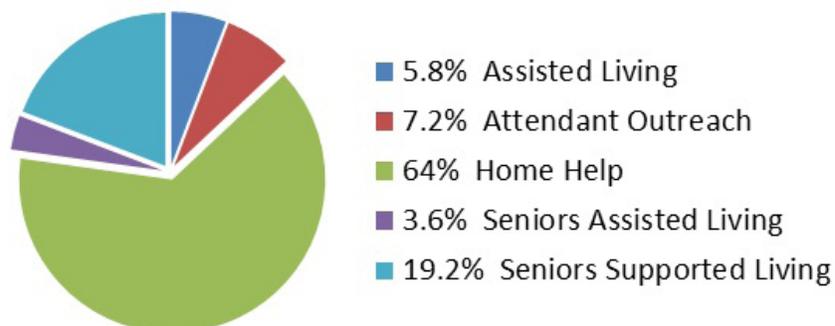
**Seniors Assisted Living** helps seniors live independently in their own apartments by providing support services and 24-hour emergency response at 85 Neeve Street.

**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**



**Clients Per Program**



# Our Tenants

This year has been one of rejuvenation, planning and celebration at 238 Willow Road. Activities have included flooring replacement during numerous unit turnovers; replacement of several automatic door openers, participation in an Operational Review by the County of Wellington; renewed Building Condition Assessment (BCA) and celebration of 25 years since the building opened.

Precision Property Management Inc continued to provide oversight and coordination to our apartment building. This property management company has provided expert service and support to non-profit and co-op housing communities since 1991. Further, their service reflects, respects and recognizes the unique culture and values of Guelph Independent Living.

The three key highlights of the 2016-2017 year were:

In the spring of 2016, the County of Wellington Housing Services conducted an Operational Review of Willow Place as part of their auditing systems. The Operational Review involved looking at the Board's role and responsibilities, policies and procedures, tenant file systems and financial management. As a result of the review, a number of directions and recommendations were made. GIL created an action plan to complete work on all of the required directions including updated policies, RGI file review and improved wording in meeting minutes.

Thanks to funding by the County of Wellington, an engineering company visited in July to conduct a thorough Building Condition Assessment (BCA) of the building and property. The BCA is a vital process to help us understand the condition of all building systems and project for the ongoing maintenance and replacement costs of such systems. Using the results from the BCA, the Board approved a more accurate 5-year Capital Plan for submission to the County.

Finally, in September we celebrated the 25th anniversary of Willow Place with a tenant barbeque. In 1991 the building opened its doors to individuals and families who were excited to move into their new homes. Today many of those tenants continue to live at Willow Place; together with newer tenants and GIL, the building has developed into a caring, supportive community.





# Financial Report - Health

## Guelph Independent Living - Health Summary Financial Summary as of March 31, 2017

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
MOHLTC Program Subsidy	3,132,389	3,150,043
MOHLTC One Time Funding	0	0
Fundraising	28,984	28,693
CCAC Outreach Services Fees	266,300	212,750
Inter RAI CHA project	0	0
United Way Funding	10,735	10,735
Investment Income	54,112	(16)
<b>Total Revenue</b>	<b>3,492,520</b>	<b>3,402,205</b>
<b>Expenses:</b>		
MOHLTC Program Related Expenditures	3,132,002	3,149,715
Outreach Service Expenditures	172,661	96,075
Non Program Expenditures (Reorg., Consumer Spend & Board)	30,675	32,317
<b>Total Expenditures</b>	<b>3,335,338</b>	<b>3,278,107</b>
<b>YTD Surplus/(Deficit)</b>	<b>157,182</b>	<b>124,098</b>
Repayable Surplus to Ministry	387	328
<b>Net Surplus/(Deficit)</b>	<b>156,795</b>	<b>123,770</b>
Memo number: Endowment Fund Income	17,654	(7)

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	1,149,028	1,048,022
Restricted Endowment Fund	316,817	299,163
<b>Total Assets</b>	<b>1,465,845</b>	<b>1,347,185</b>
<b>Liabilities:</b>		
Current Liabilities	262,333	318,509
MOHLTC Payable	20,797	20,410
Unrestricted Operating Fund	865,898	709,103
Restricted Endowment Fund	316,817	299,163
<b>Total Liabilities</b>	<b>1,465,845</b>	<b>1,347,185</b>

This summary comes from GIL's audited financial statements for April 2016-March 2017. 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, 2017

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
County of Wellington Operating Grant	768,560	755,570
Rent (Market, RGI and Agency)	411,411	401,236
Laundry, Parking & Other Income	28,849	35,013
Investment Income	295	935
<b>Total Revenue</b>	<b>1,209,115</b>	<b>1,192,754</b>
<b>Expenses:</b>		
Operational Expenses	733,915	751,301
Interest on Long Term Debt	93,293	101,897
Taxes and Utilities	302,086	275,291
Transfer to Reserve Fund	54,475	53,963
<b>Total Expenditures</b>	<b>1,183,769</b>	<b>1,182,452</b>
<b>YTD Surplus/(Deficit)</b>	<b>25,346</b>	<b>10,302</b>
<b>Subsidy Repayable</b>	<b>(17,709)</b>	<b>(8,642)</b>
<b>YTD Surplus (Deficit)</b>	<b>43,055</b>	<b>18,944</b>

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	336,504	467,731
Capital Assets	5,899,741	6,332,661
Restricted Capital Fund	443,407	278,460
<b>Total Assets</b>	<b>6,679,652</b>	<b>7,078,852</b>
<b>Liabilities:</b>		
Current Liabilities	531,042	542,425
Long Term Debt	5,453,511	5,895,329
Unrestricted Operating Fund	251,692	208,637
Restricted Endowment Fund	443,407	432,461
<b>Total Liabilities</b>	<b>6,679,652</b>	<b>7,078,852</b>

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# Our History

## 2016

- 25th Anniversary of Willow Place
- Launch of online training platform

## 2015

- 40th Anniversary of Guelph Independent Living
- Renovations completed on two new modified units at 238 Willow Rd

## 2014

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

## 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
- Outreach Program granted United Way 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

- Outreach Program partnership with Independent Living Centre of Waterloo Region (ILCWR) begins

## 2000-2009

- Frontline workforce becomes unionized (2009)
- GIL pre-qualifies for RFP proposals in Personal Support Services (2009)
- Aging at Home Program begins - Assisted Living Program at 85 Neeve, and Supported Living Program at Dublin & Grange (2008)
- GIL becomes CCAC contracted agency (2007)
- Home Help Program begins (2006)

## 1990-1999

- Assisted Living Program at Twin Towers transfers to 87 Neeve Street (1994)
- Outreach Program begins at University of Guelph (1993)
- Assisted Living Program begins at Willow Place (1991)
- Willow Place opens for tenancy (1991)

## 1980-89

- Outreach Program begins (1985)
- Assisted Living Program begins at Twin Towers (1984)

## 1975

- Agency is incorporated as “Guelph Independent Living Program”

## Contact Us

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