

# GUELPH Independent LIVING



2017-2018

## Annual Report



## 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.

## Guiding Principles

Respect, Dignity and Individuality

Innovation and Partnerships

Excellence

Stewardship

People Excellence



# Message from the Board Chair and Executive Director

Reflecting back on this past fiscal year, four words come to mind: pride, partnerships, dedication and planning.

We are proud to be part of this organization. Between the two of us, we have over 40 years devoted to the vision and mission of Guelph Independent Living (GIL); both as a current or past employee and as a Board member. The work of GIL is vital to the lives of our many clients and tenants, and immensely important to the community. The words ‘Independent Living’ have many definitions; for us, they mean: providing quality support services and housing to allow the individuals we serve to live with choice and dignity.


We continue to partner with stakeholders in Guelph and beyond. This year, we worked closely with the Independent Living Centre of Waterloo Region on two exciting ventures: information sessions on Advance Care Planning and a quality project titled “*Equity in Attendant Services: Providing the Right Amount of Support, Every Time*” through the IDEAS Program offered by the Ministry of Health and Health Quality Ontario. This project has been expanded to involve other Independent Living service providers across Ontario working to strengthen attendant services. Other partnerships established this year include the Transitions Network Committee Guelph Wellington, involving agencies and advocates supporting youth with disabilities, and the Supportive Housing Think Tank; a planning workshop offered at the Ontario Non-Profit Housing Association annual conference.

We are humbled by our dedicated employees who support our agency’s mission by providing valuable services to our many clients and tenants on a daily basis. Whether it is personal care, long meetings or filling last-minute shift vacancies; everyone’s role is important to our success. In addition to our employees, we are fortunate to have the dedication of a skilled Board of Directors, a network of community partners and the financial contributions of funders and donors. Our deepest thanks to all of these individuals who support GIL’s ability to serve.

Finally, we plan for the future. This year marks the end of our 2015-2018 Strategic Plan. This fall, the Board will assess the objectives achieved within each of the six strategic directions: Organizational Identity, Service Models, Growth, Quality Assurance, Partnerships and Governance. Once completed, planning will begin for the next chapter in the journey of Guelph Independent Living.



Leanne Warren  
Board Chair



Janet Redman  
Executive Director

# Board of Directors 2017-2018



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  
Eleanor Ross - Vice Chair  
Ravi Sathasivam – Treasurer  
Nigel Smith – Secretary  
James Huntley – Director

Michael Moore – Director  
Mike Greer – Director  
Debbie Stanley - Director  
Cindy Kinnon - Director

# Client Services: Community Inclusion Program

Thanks to the generous support from the United Way Guelph Wellington Dufferin, GIL clients enjoyed a variety of outings this past 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

**Million Dollar Quartet:** In April, GIL organized our first trip to the Dunfield Theatre in Cambridge for the smash-hit musical inspired by the famed recording session that brought together rock 'n' roll icons Elvis Presley, Johnny Cash, Jerry Lee Lewis and Carl Perkins. All 12 clients, guests and Leisure Attendants had a great time rocking out to the vintage musical stylings.

**Royal Botanical Gardens:** About 25 clients enjoyed an afternoon of exploring the colourful and aromatic gardens that this extensive natural greenspace has to offer.

## Summer

**Sound of Music Festival:** On a sunny day in June, over 20 individuals spent the afternoon along Burlington's beautiful waterfront, taking in the sounds and sights of Canada's largest free musical event. With multiple stages playing a variety of musical genres, and plenty of food vendors to keep you fueled, this event had something for everyone.

**Agency Picnic:** Over 100 guests comprised of clients, employees, family members and friends enjoyed an afternoon barbeque in Riverside Park while celebrating Canada's 150th birthday! There were Canada-themed tattoos and trivia, a very popular photo booth, and a number of clients went home with awards for best dressed in Canadian spirit.

**Toronto Blue Jays game:** 25 individuals travelled to the Rogers Centre in Toronto to watch the Blue Jays take on the Oakland Athletics, from fantastic seats right behind home base. The group was treated to a nail biter of a game which went into extra innings resulting in a win for the home team. Here's hoping the Jays win the world series in 2018!

**Grand River Raceway:** This event is always 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. Over 20 clients and their guests enjoyed this evening at the races with leisure attendant support.





## Fall

**St. Jacob's Market:** An annual destination heading into the fall harvest, this event is always popular! This past year around 20 individuals enjoyed fresh farm produce, flea market finds, and those famous apple fritters.

**OctoberFEAST:** This was the first time we offered this event and it's fair to say that it "didn't go as planned". Our original OctoberFEAST event was cancelled by the organizers at the last minute, but GIL was able to reschedule the trip for another Oktoberfest

event featuring live music and food vendors for the 10 clients and their guests.

## Winter

**Christmas Shopping Trip at Conestoga Mall:** Another annual event that happens in late November to ensure clients have the ability to complete some of their Christmas shopping before the holiday rush.

**Agency Christmas Party:** Clients, employees, family, and friends braved the cold December weather to celebrate the season at The Elliott Community. A turkey dinner was served by GIL Admin employees, followed by a penny table raffle, a live acapella choir and singalong provided by the Royal City Ambassadors!



## Our 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.



# 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

Paulina Kostecki - Interim Scheduler

Amanda Catarino – Human Resources Assistant

Kathleen Fagan – Assisted Living/Special Projects Assistant

Carla Henderson – Communications & Privacy Officer

Doreen Rye – Home Help/Administration Assistant

Rowena Calame- Outreach Program Assistant

## Years of Service Awards

At this year's Annual General Meeting and Awards Night, we recognize fourteen (14) employees for their length of service.

### 5 years

Pamela Hilson  
Emily Craig  
Jennifer Gagnon  
Terhas Tesfamariam  
Marian Riel  
Ashley Larue

### 15 years

Laura Webster  
  
**20 years**  
Brandi Wood  
Lisa McKee  
Connie Gies  
Maria Raymond

### 25 Years

Bonnie Parkinson  
Sue Orpen

### 30 Years

Lisa Hubers



# Our Employees

In 2017-2018 we were excited to continue to utilize and expand the modules available through our on-line training platform for in-house training requirements. Modules include AODA, Privacy, Human Rights, Medication Assistance, Health and Safety Basics, Workplace Violence and Harassment and Infection Control; plus new this year were WHMIS 2015 and Driver Safety. Most important to successful employee learning is the timely completion of all required training for new employees during their probationary period and then ongoing module refreshers assigned to all employees throughout the year. The platform is available from any internet connection, 24 hours per day, 7 days per week with testing at the end of each module to ensure comprehension.

Other training opportunities were provided in-person this year including: Client Handling, Generational Differences, Mental Health First Aid, Fundamentals in Palliative Care and Indigenous Safety Culture. GIL received funding through the Ministry of Health's PSW Training Fund to certify an in-house instructor in Non-Violent Crisis Intervention (NVCI) who then trained approximately one-third of our frontline employees. NVCI training is a proven course designed to emphasize early intervention and nonphysical methods for preventing or managing disruptive behaviour.

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 new Motor Vehicle Policy. Another significant project involved the rejoining of a Safety Group through Dunk & Associates. Membership in this Safety Group involves an online platform with a resource library, monthly implementation packages, a focus on continuous improvement initiatives, as well as participation in an audit of the agency's Health and Safety program which was scheduled and completed in April 2018.

Our agency took advantage of the Canada Summer Job program funding in 2017 and was able to hire a summer student for 12 weeks. This position provided support to the Human Resources department through reorganizing all the personnel files, policy writing and general administration duties. We look forward to accessing this program again in the future.

Another exciting project was to complete an Employee Engagement survey with the support of a Business Coach and Training Facilitator. The survey distributed to all employees electronically, was designed to measure core competencies involving a variety of areas of GIL including training, working environment, communications, teamwork and reward structure. The Senior Leadership Team will now review the survey results to determine and communicate the next steps in the continual improvement of Guelph Independent Living.



# 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.

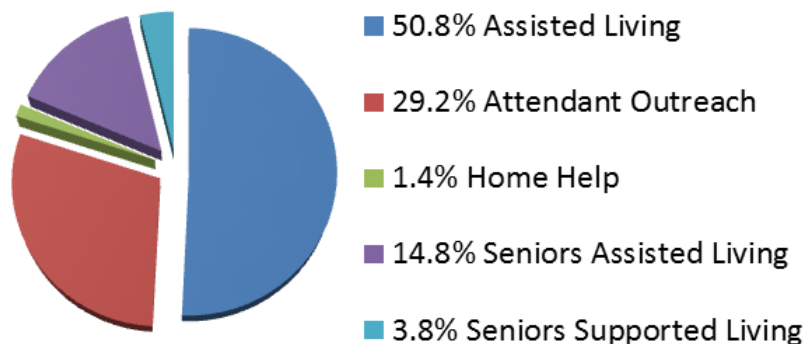
**Attendant Outreach** provides prescheduled attendant services to adults with physical disabilities living in their own homes throughout the city of Guelph. This program also supports the WWLHIN-contracted clients with attendant services.

**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.

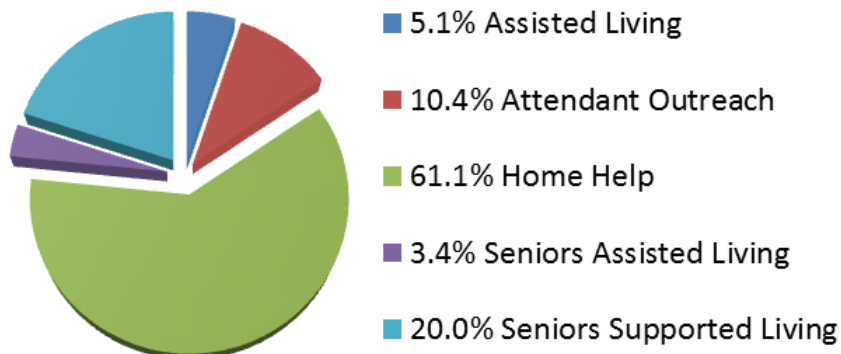
**Seniors Assisted Living** helps seniors live independently in their own apartments by providing support services and 24-hour emergency response at 85 Neeve Street.

**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 stability, preparation and planning. Perhaps attributed to the increasing cost of home ownership; Willow Place experienced no unit turnovers in the last ten months of the fiscal year. Upgrades to the tenant apartments continued with flooring renovations, repair or replacement of automatic door openers and a provincially-approved market rent increase of 1.8% (the first increase in a number of years).

The three key highlights of the 2017-2018 year were:

In the spring of 2017, the lighting in the underground parking garage was replaced with brighter and more energy efficient LED light fixtures plus upgrades to other exterior lighting was completed. This project will improve safety for both tenants and GIL staff when outside the building at night as well as help reduce electrical costs.

Starting in February 2018, the annual unit inspections were completed. Using a new inspection form, the Superintendent and Key Tenant visited each unit to assess the condition of interior components and determine what repairs could be completed quickly and which would have to be part of future planning. The inspection report showed the need to develop a multi-year replacement schedule for unit flooring, appliances and bathroom fixtures. This report, in addition to the monthly work order statistics, assists GIL to understand what building components are deteriorating, how frequently and at what cost. The Property Committee continues to work with Precision Property Management to prioritize the repairs based on urgency, available capital funds and other upcoming projects.

Finally, in March 2018, an Energy Audit was completed by Finn Projects. The purpose of the audit was to look at building components, both interior and exterior, where improvements can be made to improve energy efficient while saving money spent on utilities including hydro, natural gas and water. The audit company was specifically tasked to report on the replacement costs, energy savings and years to recoup such expenses for interior hallway lighting and boiler/hot water storage; two capital projects planned for Willow Place in 2018-2019.

Precision Property Management Inc. continued to provide oversight and coordination to our apartment building at 238 Willow Road in Guelph. 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 independent living.





# Financial Report - Health

## Guelph Independent Living - Health Summary Financial Summary as of March 31, 2018

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
MOHLTC Program Subsidy	3,132,389	3,132,389
MOHLTC One Time Funding	4,000	0
Fundraising	28,503	28,984
CCAC Outreach Services Fees	326,524	266,300
Inter RAI CHA project	0	0
United Way Funding	10,735	10,735
Investment Income	27,625	54,112
<b>Total Revenue</b>	<b>3,529,776</b>	<b>3,492,520</b>
<b>Expenses:</b>		
MOHLTC Program Related Expenditures	3,165,855	3,132,002
Outreach Service Expenditures	308,730	172,661
Non Program Expenditures (Reorg., Consumer Spend & Board)	66,741	30,675
<b>Total Expenditures</b>	<b>3,541,326</b>	<b>3,335,338</b>
<b>YTD Surplus/(Deficit)</b>	<b>-11,550</b>	<b>157,182</b>
Repayable Surplus to Ministry	0	387
<b>Net Surplus/(Deficit)</b>	<b>-11,550</b>	<b>156,795</b>
Memo number: Endowment Fund Income	8,219	17,654
Memo number: Endowment Community Commitments	-15,496	

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	1,165,944	1,164,133
Restricted Endowment Fund	294,435	301,712
<b>Total Assets</b>	<b>1,460,379</b>	<b>1,465,845</b>
<b>Liabilities:</b>		
Current Liabilities	296,078	262,333
MOHLTC Payable	413	20,797
Unrestricted Operating Fund	869,453	881,003
Restricted Endowment Fund	294,435	301,712
<b>Total Liabilities</b>	<b>1,460,379</b>	<b>1,465,845</b>

This summary comes from GIL's audited financial statements for April 2017-March 2018. 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, 2018

### Revenues and Expenditures

	Actual YTD	Previous YTD
<b>Revenue:</b>		
County of Wellington Operating Grant	810,008	766,116
Rent (Market, RGI and Agency)	414,009	411,411
Laundry, Parking & Other Income	23,441	28,849
Investment Income	240	295
<b>Total Revenue</b>	<b>1,247,698</b>	<b>1,206,671</b>
<b>Expenses:</b>		
Operational Expenses	731,501	733,915
Interest on Long Term Debt	84,398	93,293
Taxes and Utilities	295,940	302,086
Transfer to Reserve Fund	55,500	54,475
<b>Total Expenditures</b>	<b>1,167,339</b>	<b>1,183,769</b>
<b>YTD Surplus/(Deficit)</b>	<b>80,359</b>	<b>22,902</b>
<b>Subsidy Repayable</b>	<b>-14,780</b>	<b>2,444</b>
<b>YTD Surplus (Deficit)</b>	<b>65,579</b>	<b>25,346</b>

### Assets and Liabilities

<b>Assets:</b>		
Current Assets	440,430	336,504
Capital Assets	5,457,926	5,899,741
Restricted Capital Fund	474,782	443,407
<b>Total Assets</b>	<b>6,373,138</b>	<b>6,679,652</b>
<b>Liabilities:</b>		
Current Liabilities	578,372	531,042
Long Term Debt	5,002,713	5,453,511
Unrestricted Operating Fund	317,271	251,692
Restricted Endowment Fund	474,782	443,407
<b>Total Liabilities</b>	<b>6,373,138</b>	<b>6,679,652</b>

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# Our History

## 2018

- Completion of IDEAS Quality project “Equity in Attendant Services”

## 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)
- Aging at Home Program begins - Assisted Living Program at 85 Neeve, and Supported Living Program at Dublin & Grange (2008)
- Agency name becomes Guelph Independent Living (2007)
- 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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