

GUELPH
Independent LIVING



2018-2019

Annual Report



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

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 Chair and Executive Director Message

2018-19 have been a year of success and ongoing change...

First is the agency's utmost achievement this year: the development and release of our promotional video **'I am GIL'** featuring accolades from clients, employees and the Board. Hearing the client testimonials is a powerful reminder of the purpose and success of Guelph Independent Living in providing choice for clients to remain at home with vital community supports. Many thanks go to everyone who shared their stories and to our summer student, Alexa Matteis, for bringing this goal to fruition. The video is posted at: <https://youtu.be/rVxkcEgK4fc>

Our second main achievement is the settlement of the Collective Agreement with OPSEU Local 203. The Employee and Employer teams worked diligently to negotiate a contract which values the front-line workforce as they support clients. This agreement will take us through March 31, 2021. Additionally, we recognize the Administration team who responded to unanticipated pressures this year within their roles and responsibilities. The combined effort of all employees assisted GIL to successfully balance its budget without impacting on quality service delivery.

2018-19 has been one of transformation within the Ministry of Health. The new government elected in June 2018, under the conservative leadership of Premier Doug Ford, quickly established a Premier's Council to investigate and inform the future of Ontario's health system. Their first of a number of public reports, titled *'Hallway Health Care: A System Under Strain'* was released in January. In conjunction with this report was the introduction of Ontario Health Teams (OHTs); a new approach of organizing and delivering services in local communities. Within an OHT, health care providers (including hospitals, doctors and, home and community care) will work as one coordinated team. GIL looks forward to ongoing participation with other local health providers as the OHT reform unfolds; and to advocating for our client population and Independent Living services

From our dedicated group of employees who support our agency's mission, providing valuable services to our many clients and tenants on a daily basis, to the commitment of a skilled Board of Directors; everyone's role is vital to our success. Our deepest thanks go out to all of these individuals plus the network of community partners, funders and donors, who support GIL's ability to serve.



Leanne Warren
Board Chair



Janet Redman
Executive Director

Board of Directors 2018-2019



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

Michael Moore - Director

Mike Greer - Director

Debbie Stanley - Director

Cindy Kinnon - Director

Thank you to outgoing Board members, Michael Moore and Ravi Sathavisam, for sharing their time, expertise and valuable contributions over the past six years.

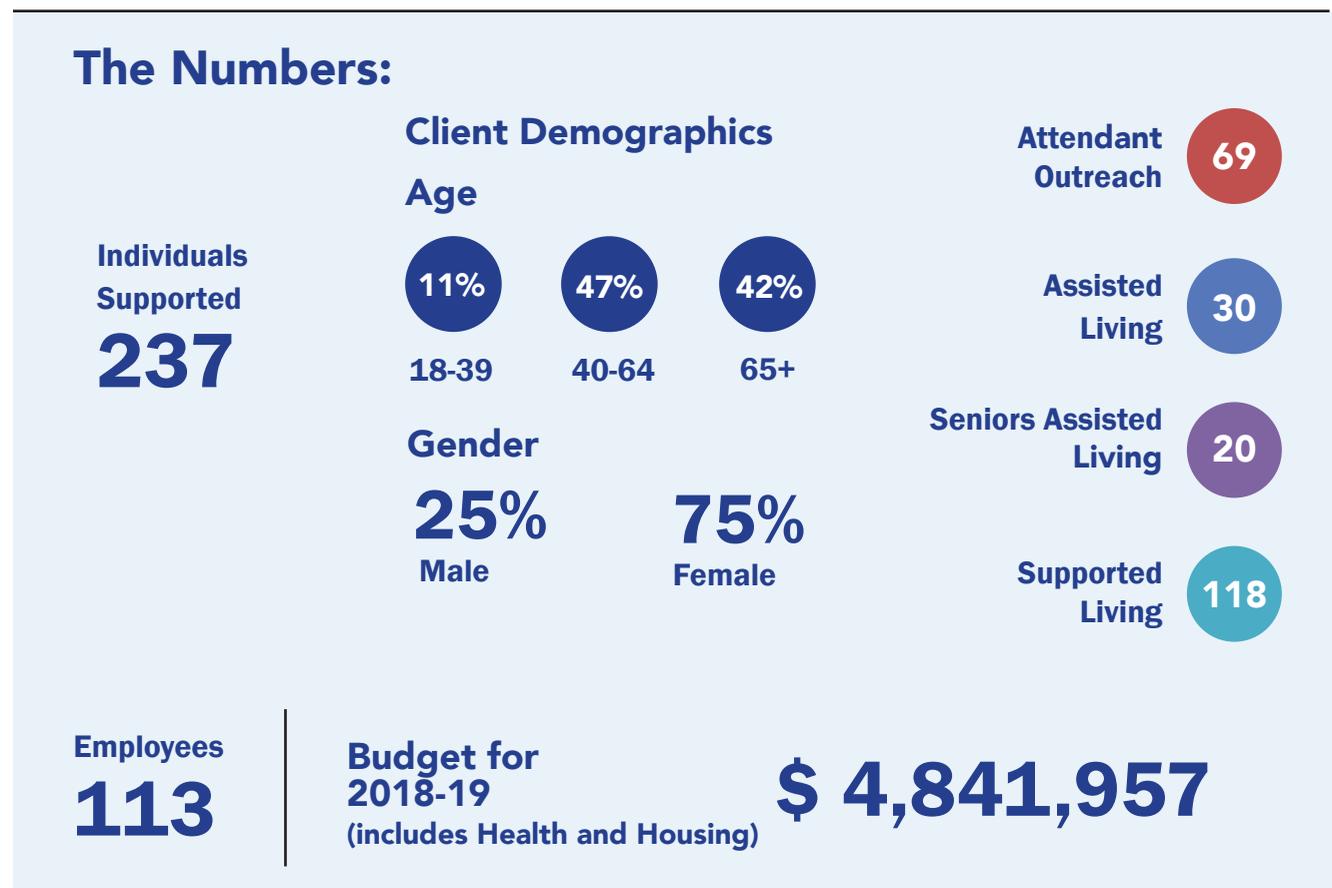
What we do: Client Services

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 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.



Additionally, **Home Help** is a brokered homemaking program matching **400** seniors and adults with physical disabilities with **45** screened homemakers who assist with light housekeeping, meal preparation and shopping.

What we do:

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 their community and expand social opportunities. The support Leisure Attendants provide for clients during events, help make the program a reality.

Spring

Hairspray: Our first trip of the season took GIL clients to Hamilton Family Theatre in Cambridge to watch *Hairspray*. The Broadway block buster musical set in Baltimore in 1962 features a big girl with big hair and an even bigger heart with only one passion – to dance. All 12 clients, guests and Leisure Attendants had a great time taking in the hit musical.

Lunch and Bingemans KW Psychic Fair: Clients enjoyed each other's company during lunch at Saide's Kitchen in Guelph, before travelling down HWY #7 to explore the annual KW Psychic Fair at Bingemans. The event featured a wide range of body, mind, spirit, metaphysical and paranormal fields. There were lectures and demonstrations by psychics, tarot and palm readers, mediums, and healers plus many vendors selling crystals, jewelry, and wellness products.

Summer

Sound of Music Festival: June 8 provided a sunny afternoon for individuals to wander 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 came dressed as their favourite 'superhero' to enjoy an afternoon barbeque in Riverside Park. Activities included superhero-themed temporary tattoos and taking pictures with superhero props at the photo booth. Client, Lucy aka 'Wonder Women' and Leisure Attendant, Cheryl aka 'Super GIL Woman' were voted best dressed.

Grand River Raceway: Always a client favourite! The race night package includes buffet dinner overlooking the racetrack, the opportunity to name a race after our group, and to take a photo on the track with clients posing with the 'GIL' winning horse. 26 clients and their guests enjoyed this evening with attendant support.

Toronto Blue Jays: 25 individuals travelled to the Rogers Centre in Toronto to watch the Blue Jays take on their American League East rivals, the Baltimore Orioles. Clients and guests enjoyed an August afternoon under the open dome taking in this always popular event even though the Jays are in a 'rebuilding' phase.





Fall

St. Jacob's Market: An annual destination heading into the fall harvest, this event is always a favourite with clients across all programs! Around 25 people enjoyed exploring the market for fresh farm produce, flea market finds, and the famous apple fritters.

Oktoberfest United Way Fundraiser: GIL hosted a United Way (WW) fundraiser where over 30 clients enjoyed an Oktoberfest-themed lunch offering sausage on a bun, sauerkraut and potato salad. There was a 'Guess the candy corn' raffle, bake sale and photo booth. Special thanks go to employees for their hard work in preparing a multitude of delicious baked goods and gathering donations; over \$800 was raised for the UW campaign.

Winter

Dinner and Gift of Lights Tour: At the end of November, an intimate group of 8 clients enjoyed a night out at Bingemans dining at Boston Pizza and touring the spectacular Gift of Lights drive-thru holiday light display, featuring two lighted tunnels, animated and static displays. A great way to kick off the holiday season!

Agency Christmas Party: Clients, employees, family, and friends braved the cold to celebrate the season at The Elliott Community. Turkey dinner, complete with all the trimmings, was served by GIL employees; followed by the always popular penny table. The event wrapped up with the Royal City Ambassadors, a men's acapella choir, singing traditional and not-so-traditional Christmas songs, which put a smile on everyone's faces.



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.



What we do: Tenant Services

In 2018-19 Willow Place invested in a number of capital improvements throughout the building. Based on the Energy Audit, completed by FINN Projects in March 2018, the Board identified several projects which were prioritized based on need and energy efficiencies. Improvements were made to the boilers and hot water storage equipment, hallway lighting, washers and dryers, and plumbing fixtures.

Our application to the Green ON Social Housing program (GOSH) was cancelled June 2018 with a change in provincial government before funds were approved. Due to urgency, we proceeded with the replacement of the boilers and water storage units to ensure our tenants were supplied with hot water. Thanks to the contractor who replaced the equipment with minimal disruption to water in the building; a vital commodity during hot summer months!

In January 2019, the washers and dryers were replaced in the laundry room through our contract with Coinamatic. The machinery is more efficient; balancing out the need to increase the cost per load required by the landlord to offset increasing hydro costs.

In February, the hallway lighting was upgraded with brighter and more energy efficient LED bulbs. This project will improve safety and accessibility for tenants and GIL employees as well as help reduce electrical costs.

Plumbing proved to be a challenge throughout the year with many bathroom fixtures requiring repair and/or replacement. The Property Committee continues to support the Property Coordinator and Superintendent with tenant education and resource allocation.

Finally, GIL undertook the process of a 'Request for Proposal' for Property Management services for the next three years. A number of companies submitted bids for our contract and were interviewed by a Board committee. The outcome of the evaluation process resulted in Precision Property Management Inc. being chosen as the successful company; offering consistency to tenants, maintenance personnel and GIL.



Our Employees

Are our greatest resource...

We were excited to continue to offer in-house training by utilizing the modules available through our on-line training platform. Modules include AODA, Privacy, Human Rights, Medication Assistance, Health and Safety Basics, Workplace Violence and Harassment, and Infection Control; plus this year we added WHMIS 2015 and Driver Safety. The website-based platform provides 24-hour access to ensure timely completion of all required training by new employees during their probationary period. Module refreshers can be assigned to employees throughout the year as training needs are identified, and testing at the end of each module validates comprehension.



Additional training opportunities were provided in-person this year including Client Handling, Women's Health, Mental Health First Aid, Non-Violent Crisis Intervention (NVCI), safeTALK and Medical Assistance in Dying (MAiD). A portion of the costs associated with these courses are covered by additional funds GIL receives through the Ministry of Health's PSW Training Fund. SafeTALK is alertness training designed to prepare participants to become suicide-alert helpers. Participants learn how to recognize the words and actions of individuals struggling with the pain in their lives, and how to take action to connect them with life-saving intervention resources.

Our Joint Health and Safety Committee (JHSC), comprised of Worker and Management representation, continued to focus their efforts on identifying existing and potential hazards, and improving internal policies for the protection of all employees. In April, Dunk & Associates Safety Group conducted an audit of GIL's Health and Safety program to look for 'gaps' or 'non-conformities' based on the requirements of legislation or industry best practice. A Continual Improvement Plan was developed based on the Audit Report and utilized to guide the JHSC's work for the remainder of the year. The committee worked diligently to complete and approve six new policies and develop a job observation process for supervisors to ensure workers are performing their duties safely. We continue to work on outstanding elements from the Continual Improvement Plan in 2019-20.

Our agency once again took advantage of the Canada Summer Job program and was approved for funding to hire a summer student. This position provided support with communications and marketing; specifically updating the GIL website, researching topics to share via Facebook and Twitter, drafting our bi-weekly employee newsletter and developing the '*I am GIL*' video. The video features many GIL clients who share how the agency supports their ability to live independently. We look forward to accessing this program again next summer.

Years of Service Awards

At this year's Annual General Meeting and Awards Night, we recognize fifteen (15) employees for their length of service.

30 Years

Herminia Enriquez

Attendant, 87 Neeve

25 Years

Kathleen Fagan

Assisted Living/ Special Projects Assistant

Stacey Jayne

Seniors Community Coordinator

15 Years

Catharine Maxwell

Outreach Coordinator

10 Years

June Burke

Attendant, Willow Place

Victor Maciulis

Manager, Finance and Administration

Cheryl Marett

Assisted Living Coordinator

Wendy O'Dell

Attendant, Willow Place

Kim Whalen

Attendant, Willow Place

5 Years

Virginia Darmon

Senior Support, 85 Neeve

Niki Henry

Attendant, Outreach

Sandi Robertson-Brooks

Attendant, Willow Place

Deborah Smith

Attendant, Outreach

Winnie Songok

Attendant, Willow Place

Shawn Wheeler

Key Tenant, Willow Place

Retiring

Herminia Enriquez



Administration Team



Janet Redman – Executive Director

Amanda Dale – Manager, Human Resources and Privacy

Victor Maciulis – Manager, Finance and Administration

Cheryl Marett – Assisted Living Coordinator

Catharine Maxwell – Outreach Coordinator

Stacey Jayne – Seniors Community Coordinator

Dagmar Norlock - Scheduler

Paulina Kostecki - Outreach Program Support

Amanda Catarino – Human Resources Assistant

Kathleen Fagan – Assisted Living/Special Projects Assistant

Rowena Calame – Home Help/Administration Support



Financial Report - Health

Guelph Independent Living - Health Summary Financial Summary as of March 31, 2019

Revenues and Expenditures

	Actual YTD	Previous YTD
Revenue:		
MOHLTC Program Subsidy	3,166,157	3,132,389
MOHLTC One Time Funding	61,200	4,000
Fundraising	36,051	28,503
WWLHIN Outreach Service Fees + Willow Place Mgt Fee	293,943	326,524
United Way Funding	10,735	10,735
Investment Income	30,364	27,625
Total Revenue	3,598,450	3,529,776
Expenses:		
MOHLTC Program Related Expenditures	3,226,625	3,165,855
Outreach Service Expenditures	224,881	308,730
Non Program Expenditures (Reorg., Consumer Spend & Board)	33,437	66,741
Total Expenditures	3,484,943	3,541,326
YTD Surplus/(Deficit)	113,507	-11,550
Repayable Surplus to Ministry	732	0
Net Surplus/(Deficit)	112,775	-11,550
Memo number: Endowment Fund Income	8,022	8,219
Memo number: Endowment Community Commitments	-5,894	-15,496

Assets and Liabilities

Assets:		
Current Assets	1,316,819	1,165,944
Restricted Endowment Fund	296,563	294,435
Total Assets	1,613,382	1,460,379
Liabilities:		
Current Liabilities	333,833	296,078
MOHLTC Payable	758	413
Unrestricted Operating Fund	982,228	869,453
Restricted Endowment Fund	296,563	294,435
Total Liabilities	1,613,382	1,460,379

This summary comes from GIL's audited financial statements for April 2018-March 2019. For complete financial statements, call (519) 836-1812 or contact info@guelphindependentliving.org.



Financial Report - Housing

Guelph Independent Living - Housing Summary Financial Summary as of March 31, 2019

Revenues and Expenditures

	Actual YTD	Previous YTD
Revenue:		
County of Wellington Operating Grant	774,521	810,008
Rent (Market, RGI and Agency)	444,673	414,009
Laundry, Parking & Other Income	23,141	23,441
Investment Income	1,172	240
Total Revenue	1,243,507	1,247,698
Expenses:		
Operational Expenses	788,382	731,501
Interest on Long Term Debt	75,499	84,398
Taxes and Utilities	304,257	295,940
Transfer to Reserve Fund	56,265	55,500
Total Expenditures	1,224,403	1,167,339
YTD Surplus/(Deficit)	19,104	80,359
Subsidy Repayable	-27,392	-14,780
YTD Surplus (Deficit)	-8,288	65,579

Assets and Liabilities

Assets:		
Current Assets	418,560	440,430
Capital Assets	5,007,035	5,457,926
Restricted Capital Fund	423,380	474,782
Total Assets	5,848,975	6,373,138
Liabilities:		
Current Liabilities	574,144	578,372
Long Term Debt	4,542,468	5,002,713
Unrestricted Operating Fund	308,983	317,271
Restricted Endowment Fund	423,380	474,782
Total Liabilities	5,848,975	6,373,138

This summary comes from GIL's audited financial statements for April 2018-March 2019. For complete financial statements, call (519) 836-1812 or contact info@guelphindependentliving.org.

Our History

2010-2019

- Launch of 'I am GIL' video (2018)
- 25th Anniversary of Willow Place (2016)
- 40th Anniversary of Guelph Independent Living (2015)
- Renovations to and funding for two modified units at 238 Willow Rd (2015)
- Outreach program expansion completed (2014)
- New website launched (2014)
- Expanded role for Supportive Housing with Community Care Access Centre (2013)
- GIL trained in interRAI CHA and Integrated Assessment Record (IAR) tools (2012)
- Administration Office moves to 255 Woodlawn Rd W (2012)
- Outreach Program partnership with Independent Living Centre of Waterloo Region (2010-2014)

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

- Twin Towers program moves 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 (1982)

1975

- Agency is incorporated as 'Guelph Independent Living Program'

Contact Us

Guelph Independent Living
255 Woodlawn Road West
Suite 207
Guelph, ON
N1H 8J1

Telephone: (519) 836-1812

Fax: (519) 836-7918

TTY: (519) 836-5952

Website: www.guelphindependentliving.org

Email: info@guelphindependentliving.org

Facebook: www.facebook.com/GuelphIndependentLiving

Twitter: @GuelphIndLiving

This document is available in alternate formats. Contact the office if you require a large print or audio version.