

GUELPH Independent LIVING



2020-2021

Annual Report

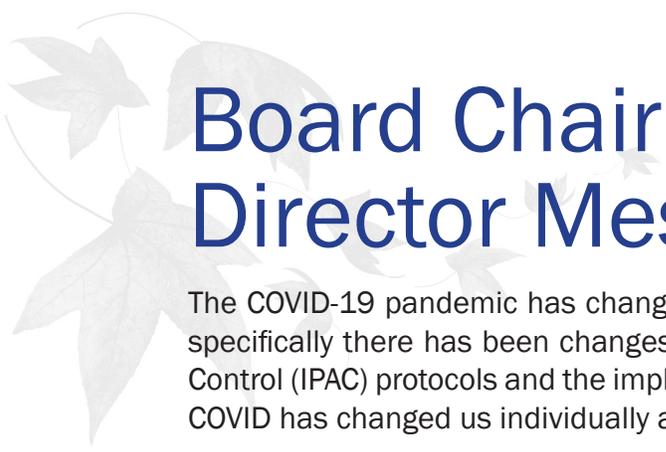


Vision

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.



Board Chair and Executive Director Message

The COVID-19 pandemic has changed life as we know it at Guelph Independent Living; this year specifically there has been changes to staffing levels, client schedules, Infection Prevention and Control (IPAC) protocols and the implementation of universal masking. Many of us will probably say COVID has changed us individually as well, from our daily routines to our life goals and priorities.

In the coming year, if we continue to adhere to public health protocols, get vaccinated and keep variants at bay, life promises to return to some form of normal. At that point, what lessons will we have learned and carry forward?

Thus far these are some important lessons learned:

1. Masks are useful
2. Telehealth may become the new normal
3. Vaccines are powerful tools
4. We need to take mental health seriously
5. We have the capacity for resiliency
6. Community is essential ... and so is technology

Because our memory is often short, one might say that another major lesson from a public health perspective is to remember and recognize our history. 2020-2021 is a period we must remember in hopes that we do not live through a similar situation in the future.

Amid the challenges of the past year, the agency has had many accomplishments including utilization of GIL's Pandemic Plan originally developed in 2009, a new GIL website which is compliant with Accessibility of Ontarians with Disabilities Act (AODA), upgraded computer system which facilitated working from home at just the right time, two new residential units at Willow Place, and preparation for our next Strategic Planning cycle.

On behalf of the Board of Directors and management team, we would like to take this opportunity to recognize the many individuals who have given of themselves to ensure the health and safety of our agency, employees, and clients during this unprecedented time in history.

Thank you to our clients for your understanding and flexibility with the quick and often drastic changes to service delivery. To our front-line employees, we are indebted to you for your compassion, hard work, and the sacrifices you made to care for and protect our clients. To our administration employees, thank you for your cooperation and willingness to help with whatever tasks was needed.

Lastly, thank you to the network of community partners, funders and donors who all support our agency's mission and commitment to deliver quality programs, housing, and supportive services.

Everyone's role is vital to our success.



Cindy Kinnon
Board Chair



Janet Redman
Executive Director

Board of Directors 2020-2021



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 determine the strategic direction of the organization and monitor its effectiveness using a governance model.

Cindy Kinnon - Chair

Mike Greer - Vice Chair

Debbie Stanley- Treasurer

Nigel Smith – Secretary

Leslie Eckel - Director

Kala Flannery– Director

Pamela Polfuss-Schmidt - Director

Lindsay Sieben - Director

Leanne Warren - Past Chair

Michael Moore, Ravi Sathavisam and Eleanor Ross are also pictured here. They completed their Board terms in June 2019/ June 2020

Absent - Debbie Stanley, Nigel Smith

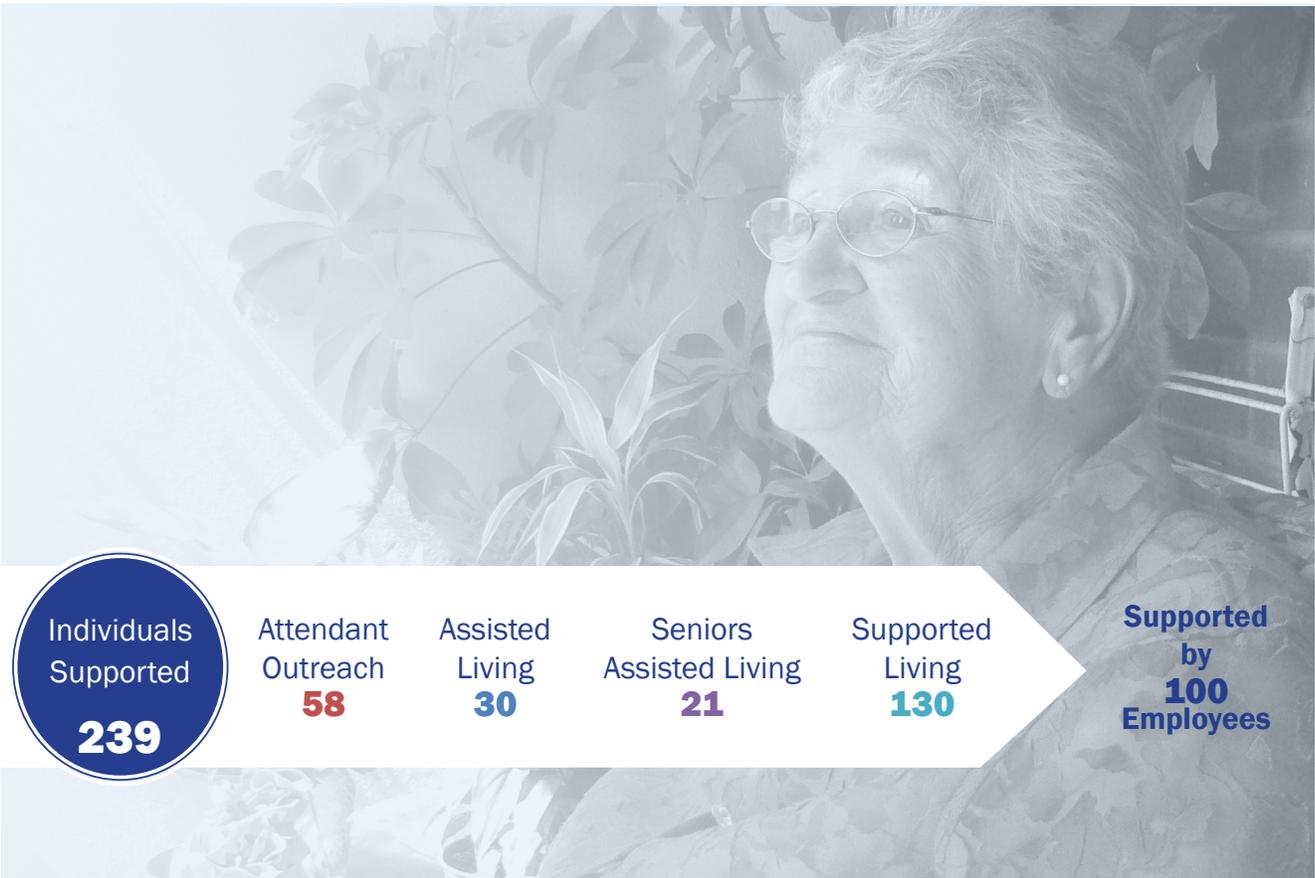
What we do: Client Services

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 **415** seniors and adults with physical disabilities with **47** screened homemakers who assist with light housekeeping, meal preparation and shopping.

What we do:

Community Inclusion Program

GIL used our United Way funding during the COVID-19 pandemic to provide alternate enjoyment for clients as we were unable to offer our traditional Leisure program events. Thanks to the generous support of United Way Guelph Wellington Dufferin, GIL clients were able to enjoy a variety of seasonal-themed deliveries.

Fall: Harvest Bags filled with fall goodies, sourced locally through Market Fresh of downtown Guelph, were delivered in time for Thanksgiving and enjoyed by clients.

Winter: A turkey meal with all the trimmings, catered by the Elliott Community, and a stocking full of treats were delivered in time for the Christmas season. Clients living with their families enjoyed a lovely Tourtière and freshly baked cookies from Market Fresh.

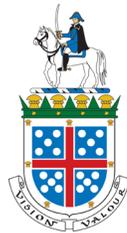
To celebrate Valentine's Day clients received a card, Lindt milk chocolate truffles and a grocery gift card from Walmart (funded by the Ontario Community Support Program).

Spring: With the remaining 2020-2021 United Way funding, clients received flowering plants in celebration of the beginning of spring.

Additionally, a pizza supper was delivered to all Assisted Living and Outreach clients (living in one of our 24-hour building locations). Pizza vouchers were made available to all other Outreach clients living throughout the community.

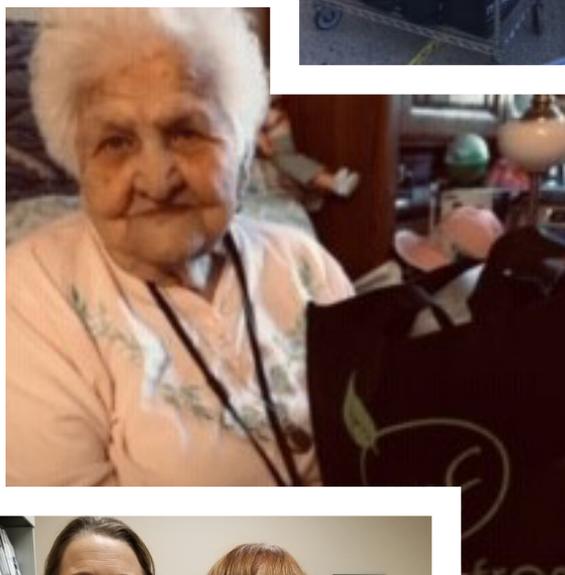
Our Funders:

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 is supported through in kind services provided by the County of Wellington Housing Services.





“All the kind deeds have been deeply appreciated. They seemed to come at a time whenever I was very discouraged. They have lifted my spirits considerably.”, said Judy, a Seniors client.



“Thank you for the thoughtful Christmas stocking (full of awesome goodies), Tourtière and cookies that were dropped off at my door. I really appreciate it!”, said Natasha, an Outreach client.

What we do: Tenant Services

The highlight of 2020-21 at Willow Place was the completion of two new residential 1-bedroom units in partnership with Sutcliffe Homes Inc. The two units were constructed in the former GIL Administration office space on the lower level; tenants moved in February 2021.

In response to the COVID-19 pandemic, the County of Wellington developed and launched a Housing Provider COVID Support Program to recognize the increased costs of delivering social housing this year. The intent of this program was to provide financial support to housing providers as they complied with municipal requirements and COVID protocols to keep residents (and staff) safe and healthy. Willow Place received funding which supported additional cleaning, hand sanitizer stations, printing-related costs, and personal protective equipment for staff.

Other projects at Willow Place this year included work on the generator transfer switch, improved signage in the parking lot, and revisions to two tenant/ building policies: Pet Control and Rent & Arrears Accounts. In addition, there has been ongoing plumbing work and pest control, with an Integrated Pest Management (IPM) program approved for the building once COVID restrictions are lifted. The IPM involves the pest control contractor providing monitors for each unit, for building personnel to inspect on a regular, rotating basis to catch concerns in a timely manner.

Precision Property Management Inc continued to provide oversight and coordination for tenant and building services. 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.



Our Employees

GIL employees are our greatest resource. We are proud to have 100 employees: 47 full time, 28 part time and 25 casual. There were employees who went on leave this year due to COVID and Government legislative restrictions for multiple employers; we are excited to begin welcoming back many of those individuals in the coming months.



During the pandemic, GIL was able to continue to provide several in-person trainings: Client Handling run by an Occupational Therapist, and Infection Prevention and Control (IPAC) held by Public Health. Other in-house training was conducted via modules available on our online training platform. Module refreshers completed by all employees this year included: Documentation, Annual Driver Safety for Outreach, and WHMIS 2015. In addition, employees completed a new module entitled Diversity and Inclusion, an important and valuable resource in any organization. We also started using the platform's monthly "safety talks" which offer important health and safety refreshers such as PPE, safe lifting techniques, worker rights and more.

Additionally, this website-based platform provides 24-hour access to ensure timely completion of all required training by new employees. The orientation modules introduce Health and Safety Basics, WHMIS 2015, AODA, Privacy, Human Rights, and agency policies.

The agency's Joint Health and Safety Committee (JHSC) comprised of Worker and Management representatives, joined WSIB's Excellence Program for 2020. This program is a quality improvement initiative which encourages workplaces to identify health and safety gaps and/ or improve current processes. The JHSC selected our internal health and safety forms (Hazard, Incident, and Injury), Hazard Reporting procedures, and Injury and Incident Investigation Policy to review and update.

The COVID-19 pandemic had a profound effect on all aspects of GIL and the JHSC was an integral part of our COVID actions and processes. Constantly evolving information from Public Health and government legislation required GIL to review and update our PPE and IPAC processes, almost daily. JHSC added COVID problem solving meetings in addition to their regular meetings; all held via a virtual, web-based platform.

Standard Operating Procedures (SOPs) were reviewed and/ or developed in response to COVID-19 including frequent office cleaning and disinfecting, N95 mask use, donning and doffing PPE, and cleaning of eye protection. GIL is indebted to the JHSC for the incredible job they did to keep everyone safe during this challenging year. A heartfelt thank you to all employees for their dedication and hard work during this extremely stressful time.

Lastly, GIL once again accessed the Canada Summer Job program for funding to hire one summer student. This individual provided support with communications and marketing; specifically completing AODA requirements, updating and relaunching the GIL website, creating a Communications plan and annual calendar, researching topics to share via social media, and drafting our weekly employee e-newsletter which was an invaluable way to stay connected during the pandemic.



Years of Service Awards

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

30 Years

Wanda O'Brien

Attendant, 85 Neeve

25 Years

Julita Navarro

Attendant, 87 Neeve

Terry Murray

Attendant, 87 Neeve

20 Years

Sandy Helms

Attendant, Willow Place

15 Years

Hushim Torres

Attendant, Willow Place

10 Years

David Binns

Superintendent, Willow Place

Jennifer Falkenstein

Attendant, 85 Neeve

Susan McLeod

Attendant, Outreach

Kirsten Stoll

Senior Support Worker, Grange

Cheryl VanDekerkhove

Senior Support Worker, Dublin

5 Years

Krissia Barahona

Attendant, Outreach

Amanda Catarino

Human Resources Assistant

Lisa Liu

Attendant, Willow Place

Pamela Singh

Attendant, Willow Place

Melissa Tonizzo

Attendant, Outreach

Administration Team



Janet Redman – Executive Director

Amanda Dale – Manager, Human Resources and Privacy Officer

Victor Maciulis – Manager, Finance and Administration (retired September 2020)

Dolly Dufournaud - Bookkeeper

Cheryl Marett – Assisted Living Coordinator

Catharine Maxwell – Outreach Coordinator

Stacey Jayne – Seniors Community Coordinator

Dagmar Norlock - Scheduler

Paulina Kostecki - Outreach Program Support

Katie Noseworthy – Interim Human Resources Assistant

Kathleen Fagan – Assisted Living/Special Projects Assistant

Rowena Calame – Home Help/Administration Support

Alexa Matteis - Student - Communication and Admin Support

Financial Report - Health

Guelph Independent Living - Health Summary Financial Summary as of March 31, 2021

	Actual YTD	Previous YTD
Revenue:		
MOH LTC program subsidy (one time \$302k in '21)	3,468,146	3,166,157
Rental income	-	14,400
Fundraising	9,081	30,865
WWLHIN Outreach Service Fees + Other income	258,871	292,013
United Way	13,438	10,735
Investment income (loss)	134,447	(26,704)
Total revenue	3,883,983	3,487,466
Expenses:		
MOHLTC Program Related Expenditures	3,421,160	3,165,643
Outreach Services Expenditures	186,591	244,717
Non Program Expenditures (Consumer spend and Board)	-	76,740
Total expenditures	3,607,751	3,487,100
YTD Surplus (Deficit)	276,232	366
Repayable to the Ministry	46,986	512
Net Surplus (Deficit)	229,246	(146)
Memo number: Endowment Fund Income	35,233	(6,731)
Memo number: Endowment Community Commitments	-	(6,914)
Assets and Liabilities		
Assets		
Current assets	1,598,378	1,284,000
Restricted Endowment Fund	318,151	282,918
Total Assets	1,916,529	1,566,918
Liabilities		
Current Liabilities	338,794	300,648
MOHLTC Payable	48,256	1,270
Unrestricted Operating Fund	1,211,328	982,082
Restricted Endowment Fund	318,151	282,918
Total Liabilities	1,916,529	1,566,918

This summary comes from GIL's audited financial statements for April 2020-March 2021.



Financial Report - Housing

Guelph Independent Living - Housing Summary Financial Summary as of March 31, 2021

	Actual YTD	Previous YTD
Revenue:		
County of Wellington Operating Grant	766,096	734,109
Rent (Market, RGI and Agency)	444,328	458,380
Laundry, Parking & Other income	36,267	26,792
Investment income	762	197
Total revenue	1,247,453	1,219,478
Expenses:		
Operational Expenses	832,529	799,599
Interest on Long Term Debt	54,325	66,534
Taxes and Utilities	319,088	324,281
Transfer to Reserve Fund	58,907	57,543
Total expenditures	1,264,849	1,247,957
YTD Surplus (Deficit)	(17,396)	(28,479)
Subsidy repayable	17,057	11,350
YTD Surplus (Deficit)	(339)	(17,129)

Assets and Liabilities

Assets		
Current assets	392,190	488,862
Capital assets	4,197,272	4,561,423
Restricted Capital Fund	427,080	465,341
Total Assets	5,016,542	5,515,626
Liabilities		
Current Liabilities	584,343	565,571
Long Term Debt	3,713,604	4,192,860
Unrestricted Operating Fund	291,515	291,854
Restricted Capital Fund	427,080	465,341
Total Liabilities	5,016,542	5,515,626

This summary comes from GIL's audited financial statements for April 2020-March 2021.

Our History

2010-Present

- Two new 1-bedroom units at 238 Willow Rd (2021)
- New website launched (2021)
- COVID-19 pandemic (2020)
- 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)
- 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

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