

GUELPH
Independent LIVING



2021-2022

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 Message

As I prepared to write this annual message the word that comes to my mind is resiliency. Over the last 2 ½ years we have experienced unprecedented upheavals in our lives. It has been a roller coaster ride for all of us and especially at Guelph Independent Living (GIL). However, despite uncertainty and change we have done our part with vigor and focus to ensure that everyone remains healthy and safe. It's hard to recognize all of the good work that is being done when we have been in issues management mode, but there have been many positive experiences and we have continued to serve people where they live.

I, and the Board of Directors, want to express our deepest thank you to our staff, coordinators, and managers for everything they have done. Everyone is extremely grateful to you for your commitment to continue to face many challenges and stay focused on our mission.

Not only did we experience change due to the pandemic, but we also had a change in our GIL leadership and management structure. We said goodbye to Janet Redman who has been a GIL employee for over 30 years. She held a variety of positions across the organization ending as our Executive Director. Janet has led us over the years to become a well-respected community organization, known for providing high quality attendant services and housing. She was known for providing good, homemade meals at our board meetings and I know she always had a personal touch in her relationships with all of our GIL family. She will be missed, and we wish her all the best. Please join me in congratulating Janet on her new opportunity!

Upon hearing about Janet's departure, the board then conducted a thorough search for our next leader. Malcolm Ponnayan was appointed as GIL's Executive Director in May 2022. Malcolm has extensive experience in leadership roles, management and community services that will ensure GIL continues to provide the high-quality service for which we are known. Please join me in welcoming Malcolm to our team.

In April, we implemented a new management structure that will ensure that these roles and responsibilities continue to be aligned to fully support staff and consumers. This is a change for everyone and will take some time to be familiar with workflow and processes. We are lucky to have a long tenured and strong team who are committed to our mission and vision. I want to thank them for their ongoing dedication as well as their support, as we worked through the Executive Director vacancy transition period.

I also want to thank Toby Harris, CEO and Aaron Willmott, Director of Client Services of Traverse Independence who led the organization during the Executive Director vacancy transition period. Their leadership was vital to ensure we continued to learn and improve our services, organizational structure, and processes.

During the last year, the board has been busy working on the GIL Strategic Plan. We held many Zoom meetings to talk about our future and discuss the best way to get there based on the ever-changing environment and the strengths of our organization. We plan to complete our work in the next several months so we can begin to use our new strategic plan to navigate the future.

Words don't seem to be enough anymore to express our continued gratitude to everyone at GIL as you have maneuvered the ever-changing times during the pandemic. Thank you to all, for your resilience and persistence to keep everyone health and safe. I know all of us cannot wait until we can put all of this behind us!

Cindy Kinnon,

Cindy Kinnon

Chair – Board of Directors
Guelph Independent Living



Executive Director Message



Greetings! I am the new Executive Director for Guelph Independent Living and I am thrilled to be a part of this important mission to serve people with physical disabilities and seniors using the independent living philosophy so people can live independently in their community.

“Success lies just outside our comfort zone” – Anonymous.

Looking back over the past year and the few months that I have been here and reflecting – we, collectively as a team, have stepped outside of our comfort zone when times were tough, ambiguous and called for resilience. I would like to extend our gratitude and thanks to our frontline staff, administration & management team for navigating the uncertainty of the pandemic and keeping everyone healthy and safe, and above all to the Board of Directors who have continued to be a pillar of support in the growth of this organization.

Guelph Independent Living is constantly growing, to be able to serve the needs of our community. We lean into what we always have been – to serve our clients with respect, and dignity.

We are thrilled to see the partnerships we continued to forge together in the community, as well as the infrastructure and support changes we have made with the goal to increase support for the frontline staff and the administration staff to be at their best in serving the needs of our community. We continue to support and build our team, establish our strategic plan for the next 3 years and drive engagement at all levels of partnerships.

Looking forward to the future – we look to continue to build on with hope, compassion, courage, and strength.

Thank you for the opportunity to serve you with respect and dignity.

Sincerely,

A handwritten signature in black ink, appearing to read 'Malcolm Ponnayan'. The signature is fluid and cursive, written over a light grey horizontal line.

Malcolm Ponnayan
Executive Director

Board of Directors 2021-2022



Cindy Kinnon - Chair
Mike Greer - Vice Chair
Lindsay Lennox - Director



Chris Meilleur - Director
Eleanor Ross - Director
Lindsay Sieben - Director

Thank you to our outgoing Board Members for their valuable contributions to Guelph Independent Living.



Leslie Eckel - Director
Kala Flannery - Treasurer & Secretary
Pamela Polfuss-Schmidt - Director

Client Services

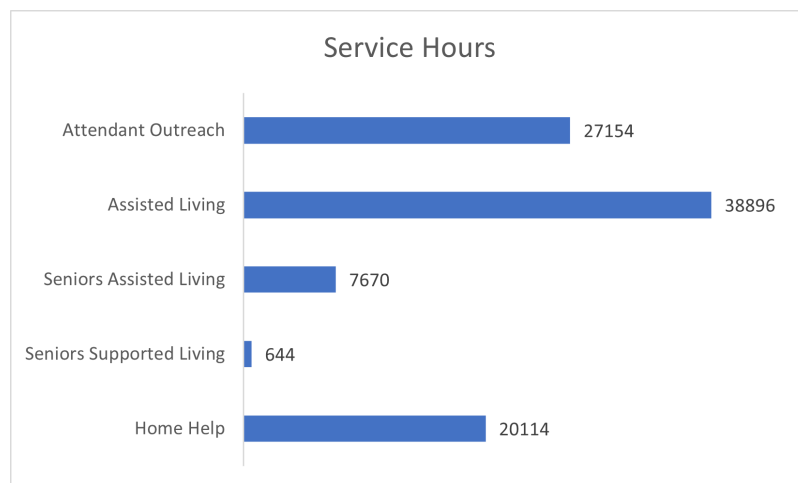
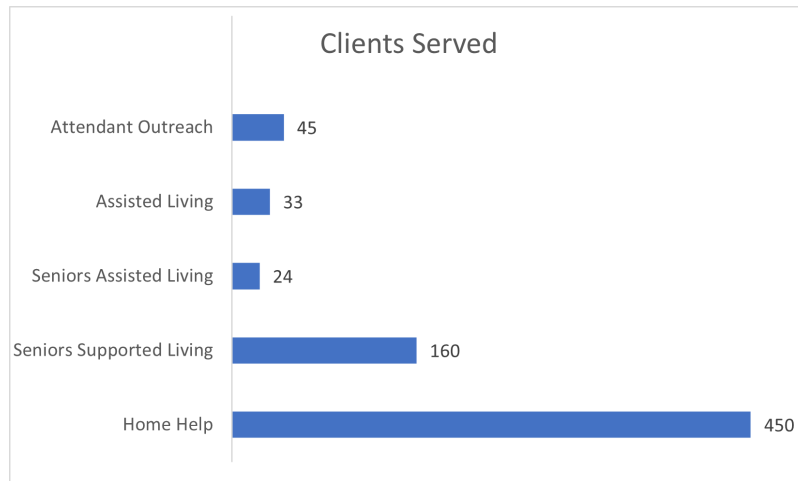
Attendant Outreach provides prescheduled attendant services to adults with physical disabilities living in their own homes throughout the city of Guelph. This program also supports the HCCSS-contracted clients with attendant services.

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.

Home Help is a brokered homemaking program matching **450** seniors and adults with physical disabilities with **55** screened homemakers who assist with light housekeeping, meal preparation and shopping.



Community Inclusion Program

During the Covid pandemic when outings were not safe for clients, special occasions were celebrated by delivering meals or treats to each client in their home. Thanks to the generous support of United Way Guelph Wellington Dufferin and Ontario Community Support Association (OCSA), GIL clients enjoyed seasonal-themed deliveries.

Summer: At summer's end cleaning supply bags, made possible by OCSA, were delivered in preparation for flu season and potential rising Covid cases. The bags included paper towels, cleaning wipes, hand soap, and an assortment of cleaning products.

Fall: Baked goods were delivered to celebrate Thanksgiving Day

Winter: Unfortunately, due to the ongoing pandemic, GIL was unable to hold its annual Agency Christmas party; but once again GIL delivered Christmas meals to all its clients. We are grateful to the Elliott Community Centre kitchen staff and Market Fresh, who were able to put together such

lovely meals for all our clients. Clients expressed much appreciation for the tasty meals with a big thank you to the Administration staff and frontline employees who hand-delivered all the meals. Individual clients enjoyed a traditional turkey dinner with all the trimmings and Christmas cookies, while those living with families enjoyed a meat pie and Christmas cookies.

The holiday meal and treats were made possible through funding by the United Way.

Spring: To celebrate the arrival of spring, Decadently Yours created lovely spring themed cupcakes for our clients.

Additionally, Buns Master Bakery put together a lovely bag of goodies containing Easter sugar cookies, hot cross buns, and sausage rolls which were delivered in time for Easter. This was made available through GIL's Recreation and Inclusion program funding from United Way Guelph Wellington Dufferin.

Our Funders:

Funding for Guelph Independent Living's Attendant Services and Senior Support programs and services comes from Ontario Health West. Affordable housing at 238 Willow Road is supported through in kind services provided by the County of Wellington Housing Services.



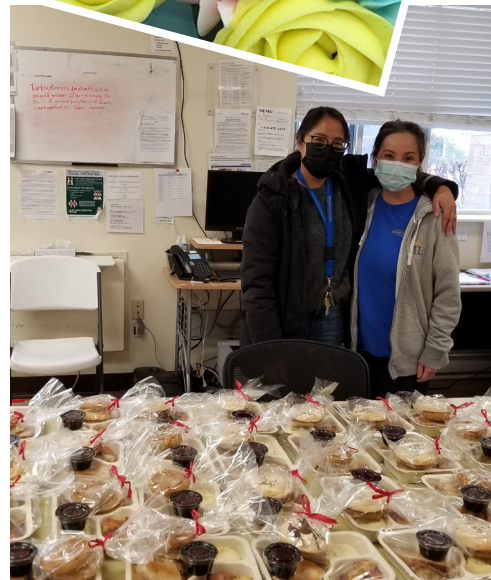
"We would like to thank Guelph Independent Living committee for all the treats we have been given over the last two years.

The cleaning service and the cleaning products were the cat's meow.

Different foods were good to taste. Decadently Yours sure put on a display with their cupcakes.

We certainly appreciated everything."

*Yours truly,
Wayne and Mary*





Tenant Services

In response to the pandemic, the County of Wellington launched a Housing Provider COVID Support Program to recognize the increased cost of delivering social housing. The intent of the program is to provide financial support to housing providers as they adhered to municipal requirements and COVID protocols to keep residents and staff safe and healthy. Willow Place received its second allotment of funding to support COVID needs from July – Dec 2021. Projects included thorough building cleaning, gloves, hand sanitizer/ station replacement, soap, and paper towels.

Other projects at Willow Place included carpet and painting renovations in the common areas, installation of security cameras in all interior public

areas, outside perimeter of the building, and parking area. Lighting was installed in upper parking lot and front entrance. In addition, there has been on-going plumbing work, and the activity room has re-opened with the lifting of COVID-19 restrictions.

Precision Property Management Inc continued to provide oversight and coordination for tenant and building services, providing expert service and support.



Our Employees

GIL went through an enormous change this past year when our Executive Director left the Organization after 30 years of service. Following a 6-month transition period, we welcomed our new ED Malcolm Ponnayan. Malcolm has demonstrated his eagerness to serve our clients with his forward vision and exciting new ideas and plans.

GIL employees are our greatest strength. We are proud to have over 90 employees: 38 full-time, 23 part-time, 20 casual as well as 12 in our Administrative Team.

During the pandemic, GIL was able to continue to provide in-person training: Client Handling – Back Safety conducted by an Occupational Therapist and Infection Prevention and Control (IPAC) held by Public Health. We partnered with KMW Outreach Inc. to offer paid First aid/CPR training to all our employees. GIL continues to offer in-house training via modules available through our on-line training platform. We utilize the platform’s monthly “safety talks” which offer reminders on important health and safety topics such as Personal Protective Equipment (PPE), hazards at work, reporting protocols, employee rights, safe travels and more.

The agency’s Joint Health and Safety Committee (JHSC) continued our participation in Dunk & Associates Safety Group by joining WSIB’s 2021 Excellence Program. The Excellence Program is a quality improvement initiative which encourages workplaces to identify Health and Safety gaps and/ or select current processes to review and improve. The JHSC selected to address the topic of “Wellness” in 2022. GIL strives to provide policies and programs that promote employee health and safety in the workplace, as well as create a supportive culture where healthy lifestyle choices are valued and encouraged. GIL hopes to embed

features from each of these dimensions into our employees’ daily lives in an effort to positively impact employee morale and our general wellbeing.

The COVID-19 pandemic continues to have a profound effect on all aspects of GIL. Information from Public Health and government legislation has been constantly evolving, which requires GIL to continuously review and update our PPE, IPAC, vaccination and testing processes.

To ensure the safety of employees (and clients), Standard Operating Procedures (SOPs) continue to be utilized at all Programs and Offices. These include frequent office cleaning and disinfecting, N95 mask use when applicable, donning and doffing PPE and daily employee screening and testing.

Our Canada Summer Job program student provided invaluable support to our monumental 365 implementation. GIL is currently working on streamlining IT infrastructure and practices, creating digital communication channels, digitizing and updating policies, manuals, files, and all employee documentation. Once completed we will have a cohesive method of communication and information flow throughout the Organization.

As a final word, GIL strives to work collectively and collaboratively with our Union to ensure that both our clients and our employees are treated with respect and dignity. By working together, we believe we can continuously improve and excel in the services we provide.





Years of Service Awards

At this year's Annual Membership Meeting, we recognize fourteen (14) employees for their length of service at Guelph Independent Living.

35 Years

Lisa Hubers

Attendant, Outreach

25 Years

Brandi Wood

Attendant, 85 Neeve

15 Years

Julia Kyle

Attendant, 87 Neeve

Barbara

Attendant, 87 Neeve

10 Years

Connie Elkerton

Attendant, Outreach

Terhas Tesfamariam

Attendant, Willow Place

Ibolja Ujvari

Attendant, Willow Place

5 Years

Rowena Calame

Executive Assistant, Administration

Dawn Good

Attendant, Outreach

Jan Harrington

Attendant, Outreach

Pardeep Kaur

Attendant, Willow Place

Paulina Kostecki

Outreach Coordinator, Administration

Marjorie Magill

Attendant, Outreach

Heather Wilcock

Attendant, Outreach



Administration Team



Malcolm Ponnayan – Executive Director

Patricia Koopmans - Bookkeeper - Finance

Stacey Jayne – Program Manager

Catharine Maxwell – Program Manager

Katie Noseworthy – Human Resources Manager

Abhijeet Singh - Human Resources Coordinator

Kathleen Fagan – Assisted Living Coordinator

Paulina Kostecki - Outreach Coordinator

Cheryl Marett – Assisted Living Coordinator

Suzanne Atiyeh - Service Facilitator

Nicholas Baker - IT

Rowena Calame – Executive Assistant



Financial Report - Health

Guelph Independent Living - Health Summary Financial Summary as of March 31, 2022

	Actual YTD	Previous YTD
Revenue:		
MOH LTC program subsidy (one time \$302k in '21)	3,466,076	3,468,146
Rental income	-	-
Fundraising	12,222	9,081
WWLHIN Outreach Service Fees + Other income	282,371	258,871
United Way	5,172	13,438
Investment income (loss)	65,123	134,447
Total revenue	3,830,964	3,883,983
Expenses:		
MOHLTC Program Related Expenditures	3,484,410	3,421,160
Outreach Services Expenditures	255,619	186,591
Non Program Expenditures (Consumer spend and Board)	-	-
Total expenditures	3,740,029	3,607,751
YTD Surplus (Deficit)	90,935	276,232
Repayable to the Ministry	-	46,986
Net Surplus (Deficit)	90,935	229,246
Memo number: Endowment Fund Income	(3,036)	35,233
Memo number: Endowment Community Commitments	-	-
Assets and Liabilities		
Assets		
Current assets	1,771,390	1,598,378
Restricted Endowment Fund	315,116	318,151
Total Assets	2,086,506	1,916,529
Liabilities		
Current Liabilities	420,872	338,794
MOHLTC Payable	48,256	48,256
Unrestricted Operating Fund	1,302,263	1,211,328
Restricted Endowment Fund	315,115	318,151
Total Liabilities	2,086,506	1,916,529

This summary comes from GIL's audited financial statements for April 2021-March 2022.

Financial Report - Housing

Guelph Independent Living - Housing Summary Financial Summary as of March 31, 2022

	Actual YTD	Previous YTD
Revenue:		
County of Wellington Operating Grant	778,700	766,096
Rent (Market, RGI and Agency)	460,382	444,328
Laundry, Parking & Other income	32,023	36,267
Investment income	2,269	762
Total revenue	1,273,374	1,247,453
Expenses:		
Operational Expenses	827,106	832,529
Interest on Long Term Debt	44,661	54,325
Taxes and Utilities	300,296	319,088
Transfer to Reserve Fund	58,653	58,907
Total expenditures	1,230,716	1,264,849
YTD Surplus (Deficit)	42,658	(17,396)
Subsidy repayable	(16,428)	17,057
YTD Surplus (Deficit)	26,230	(339)
Assets and Liabilities		
Assets		
Current assets	464,147	392,190
Capital assets	3,718,016	4,197,272
Restricted Capital Fund	367,077	427,080
Total Assets	4,549,240	5,016,542
Liabilities		
Current Liabilities	639,916	584,343
Long Term Debt	3,224,502	3,713,604
Unrestricted Operating Fund	367,077	291,515
Restricted Capital Fund	317,745	427,080
Total Liabilities	4,549,240	5,016,542

This summary comes from GIL's audited financial statements for April 2021-March 2022.

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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