

ANNUAL REPORT 2023-2024

GUELPH INDEPENDENT LIVING



GUELPH
Independent **LIVING**

A WORD FROM THE CHAIR & ED

I am filled with a deep sense of pride and gratitude for the remarkable achievements of our organization over the past year. It is my pleasure and honor to address you as the Chair of the Board of Directors.

Effective governance is critical to our success, and we have made concerted efforts to strengthen our board's capacity to lead with integrity, transparency, and accountability. This year, we have implemented several key initiatives aimed at enhancing our governance practices. These include comprehensive board training programs, the adoption of more rigorous oversight mechanisms, and the establishment of clear, strategic priorities. These steps have not only improved our decision-making processes but have also reinforced our commitment to ethical leadership and operational excellence. As a result, our board is better equipped to guide our organization through the complexities of the current landscape and beyond.

This period has been one characterized by a deepening of our organizational culture, a strengthening of our board governance, and a reaffirmation of our commitment to being the premier organization in providing excellent client care. Despite the many challenges we faced, our team, volunteers, and partners have demonstrated extraordinary dedication and adaptability.

One of our key accomplishments this year was the successful strengthening and streamlining of our in-home support services, which has enabled more individuals than ever to receive the care and assistance they need within the comfort of their own homes. This growth is a direct result of our strategic planning, effective use of resources, and the exceptional efforts of our staff and volunteers.

We have fostered an environment where every team member feels valued, heard, and empowered to contribute to our collective goals. Our emphasis on inclusivity, collaboration, and continuous learning has not only improved morale and engagement but has also driven innovation and excellence in all aspects of our work. These cultural advancements have ensured that our team remains aligned with our core values and mission, providing a solid foundation for sustainable growth.

I would like to extend my heartfelt thanks to our Executive Director, whose visionary leadership has been instrumental in steering us through another successful year. Additionally, my gratitude goes to our dedicated staff, whose passion and professionalism are the backbone of our organization, we owe a debt of thanks. And to our community partners and donors, your ongoing support and collaboration are vital to our success.

Looking ahead, we are excited about the opportunities that the future holds. We will continue to advocate for greater accessibility and inclusion, expand our services to meet evolving needs, and strive to enhance the well-being and independence of every individual we serve. Together, we will build on our achievements and work towards a brighter, more inclusive future for all.

Thank you for your continued dedication and partnership. Together, we will realize our vision and make a lasting impact on the lives of those we serve.



Lindsay Lennox
Chair



Malcolm Ponnayan
Executive Director

BOARD OF DIRECTORS



Lindsay Lennox

Chair



Cindy Kinnon

Past Chair



Lisa Gammage

Vice Chair



Ravi Sathasivam

Treasurer



Samantha Londerville

Director



Lorelei Root

Director



Lindsay Sieben

Director



CLIENT SERVICES

Attendant Outreach provides prescheduled attendant services to adults with physical disabilities and seniors 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 and seniors within integrated, accessible apartment buildings located at 238 Willow Road and 87 Neeve Street. The clients have access to scheduled and on-call services.

ATTENDANT OUTREACH PROGRAM

individuals Served	Service Hours
47	23, 677

ASSISTED LIVING PROGRAM

individuals Served	Service Hours
36	50, 251

SENIOR ASSISTED LIVING PROGRAM

individuals Served	Service Hours
23	7, 518

SENIOR SUPPORTED LIVING PROGRAM

individuals Served	Service Hours
124	2, 782

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 356 seniors and adults with physical disabilities with 35 screened homemakers who assist with light housekeeping, meal preparation and shopping.

COMMUNITY INCLUSION PROGRAM

Guelph Independent Living (GIL) enhances the quality of life for seniors and individuals with disabilities through community-oriented initiatives. Over the past year, GIL collaborated with local organizations and hosted events to foster engagement and support. This report highlights key activities and partnerships.

Collaborations and Events

Annual Picnic

A cherished event for clients, families, staff, and volunteers to socialize and build community bonds.

Paint Afternoon with Brain Injury Association

A creative event called "Brain Connect" to foster connections. Tablets were given for cognitive rehabilitation.

Agency Bake Sale

Raised funds for GIL's activities with homemade baked goods, bringing the community together.

Food Hampers with the Salvation Army

Delivered essential food items to those in need, ensuring access during challenging times.

Christmas Dinner

A festive celebration with a meal, entertainment, and community bonding.

Guelph Storm Fundraiser

Ticket sales and activities during a special game raised funds for GIL's inclusion program.

Impact and Community Support

- These activities and collaborations have significantly impacted the community by promoting inclusivity, ensuring seniors and individuals with disabilities can participate in meaningful activities.
- Providing essential resources like tablets and food hampers to enhance the quality of life for clients and community members.
- Strengthening community bonds through events that foster a sense of belonging and mutual support.
- Generating funds through the bake sale and Guelph Storm fundraiser to support GIL's events.

Guelph Independent Living remains committed to supporting individuals with disabilities through community engagement and resource provision. Our collaborations and hosted events exemplify our dedication to positively impact those we serve. We look forward to continuing these efforts and exploring new ways to support our community in the coming year.



TENANT SERVICES

Willow Place continues to demonstrate its commitment to excellence in property management through consistent maintenance, ongoing renovations, and planning. This summary highlights the progress made over the past year, the resolution to key challenges, and the future considerations necessary to ensure the property operates smoothly and efficiently.

Over the past year significant progress has been made. The generator was brought up to code, with the work completed in October 2023. Plumbing work orders are being addressed continuously, and pest control issues were successfully resolved in January 2024. Current renovations focus on aiming to enhance the living conditions of our tenants. Maintenance staff have conducted annual inspections, particularly focusing on carpet and paint conditions, to maintain high standards throughout the property.

As the property management contract was set to expire in October 2023, GIL tendered RFPs with a submission deadline of July 14, 2023. After a thorough review and collaboration with the County of Wellington, the contract was awarded to Precision Property Management. This decision followed a careful evaluation of proposals and recommendations presented to the Board to ensure the most suitable management option was selected.

In conclusion, the property management team at Willow Place remains dedicated to ongoing maintenance activities, overseeing renovations, and performing regular inspections to uphold high standards. By addressing challenges and maintaining quality, they strive to provide superior experience for all residents and stakeholders.





OUR EMPLOYEES

Our workforce is diverse and dedicated, comprising over 80 individuals. This includes 35 full-time employees, 20 part-time employees, 17 casual employees, and 10 members of our Administrative Team. We pride ourselves on fostering an environment that embraces diversity and inclusion, where every employee feels valued, respected, and empowered to contribute their unique perspectives and talents.

GIL's path forward includes digital improvements which create efficiencies for both the administrative team and employees alike in delivering client care, a focus on improved policies and processes, and enhanced communication.

On our path to becoming paperless, all reporting by employees is now done digitally, as is employee scheduling, clocking in and out, and HR functions too. This transition has streamlined many of our processes, resulting in a more efficient workflow.

GIL continues to embrace technological advancements within our agency. In July 2023, we launched AlayaCare, an innovative scheduling platform designed to enhance operational efficiency and improve client care. Our mobile app usage adoption is over 90%, demonstrating our staff's commitment to leveraging technology for better performance and client service.

Recently, GIL initiated in-house monthly training sessions. With the expertise of our RPN, whose presence also facilitates our coordinators' ability to be more responsive to clients, we have been teaching valuable clinical skills to our front-line staff. The HR department has complemented this training by focusing on essential customer service skills, such as professionalism, communication, and client-centred care.

Beginning in February 2024, 36 front line staff – 50%! – have received this training, designed primarily to improve the quality of client care and reduce workplace injuries.

Additionally, we participate in valuable off-site PSW training, most recently covering topics like abuse prevention, professionalism, and boundaries.



OUR EMPLOYEES

Employee retention and engagement are cornerstones of Human Resources' goals for the future. We strive to engage our staff through various in-person initiatives, including multi-cultural potlucks, dance classes, bake sales for staff and clients, fundraising events at the Guelph Storm Game, and the return of our annual agency picnic and Christmas parties. Our digital platforms also play a crucial role, providing comprehensive resources such as monthly safety talks and Wellness Wednesday informational posts. Positive engagement correlates with dedication to GIL's values and improved client care. We frequently receive compliments from clients about our dedicated staff, reflecting the high standards of service and care provided by our team.

We have improved our hiring process and retention, resulting in a leaner and more effective workforce, with no current external vacancies. This accomplishment underscores our commitment to building a strong, stable team.

In 2024, we proudly continue our participation in the Canada Summer Jobs Program. This year our student is providing crucial support to our administrative team at Head Office; we look forward to the positive impact the position affords the agency.

In conclusion, GIL is deeply committed to the strength of collective collaboration. By partnering closely with our Union, we uphold the highest standards of respect and dignity for our clients and employees alike. Through this collaborative approach, we are dedicated to consistently enhancing the lives of our clients through improved care and services, for them to achieve their goal of living independently with dignity. Together, we are building a brighter future and striving for unmatched success.

YEARS OF SERVICE AWARDS

In 2024 we celebrate 7 employees who have reached milestone years of service:

30 YEARS
STACEY JAYNE

10 YEARS
VIRGINIA DARMON
WINNIE SONGOK

20 YEARS
CATHARINE MAXWELL

5 YEARS
SENAIT KIFLAY

15 YEARS
JUNE BURKE
CHERYL MARETT



OUR TEAM



Malcolm Ponnayan
Executive Director



Rowena Calame
Executive Assistant



Katie Noseworthy
Human Resources Manager



Stacey Jayne
Program Manager



Catharine Maxwell
Program Manager



Monique Meikle
Registered Practical Nurse



Cheryl Marett
Neeve & Seniors Service
Coordinator



Kathleen Fagan
Willow Place Service
Coordinator



Maria Raymond
Outreach Service Coordinator



Gautham Anand
Human Resources
Coordinator



Patricia Koopmans
Bookkeeper/Accounting



Brenden Bellai
CPA

FINANCIAL REPORT - HEALTH

GUELPH INDEPENDENT LIVING
NON-CONSOLIDATED STATEMENT OF OPERATIONS
FOR THE YEAR ENDED MARCH 31, 2024

	2024	2023
REVENUES		
MOH LTC program subsidy	\$ 3,888,757	\$ 3,607,775
Outreach community services and programs	319,842	279,434
Investment income	90,957	16,695
Special project funding and other	97,416	41,828
Fundraising	<u>12,199</u>	<u>533</u>
	<u>4,409,171</u>	<u>3,946,265</u>
EXPENSES		
Advertising and promotion	17,081	7,711
Client service supplies	3,994	17,541
Computer	58,615	17,943
Consumer support	577	242
Insurance	13,695	14,319
Memberships	10,097	-
Office	137,609	80,246
Professional fees	124,304	123,119
Purchased administrative service	1,538	1,501
Rent	79,224	78,577
Repairs and maintenance	2,240	9,627
Telephone	25,381	17,440
Training and development	18,532	33,611
Travel	16,479	21,603
Wages and benefits	<u>3,738,009</u>	<u>3,598,675</u>
	<u>4,247,375</u>	<u>4,022,155</u>
EXCESS OF REVENUES OVER EXPENSES (EXPENSES OVER REVENUES)	<u>\$ 161,796</u>	<u>\$ (75,890)</u>

FINANCIAL REPORT - HEALTH

GUELPH INDEPENDENT LIVING
NON-CONSOLIDATED STATEMENT OF FINANCIAL POSITION
MARCH 31, 2024

	2024	2023
ASSETS		
CURRENT		
Cash	\$ 441,921	\$ 225,808
Marketable securities and investments (note 2)	1,134,837	1,226,084
Contributions receivable	69,196	66,424
Prepaid expenses	<u>27,674</u>	<u>23,491</u>
	1,673,628	1,541,807
RESTRICTED ENDOWMENT FUND		
Marketable securities and investments (notes 2 and 3)	<u>304,339</u>	<u>300,296</u>
	<u>\$ 1,977,967</u>	<u>\$ 1,842,103</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 217,448	\$ 288,721
Government remittances payable	41,619	210
Deferred revenue	<u>26,392</u>	<u>26,503</u>
	<u>285,459</u>	<u>315,434</u>
COMMITMENT (note 4)		
NET ASSETS		
UNRESTRICTED OPERATING FUND	1,388,169	1,226,373
RESTRICTED ENDOWMENT FUND	<u>304,339</u>	<u>300,296</u>
	<u>1,692,508</u>	<u>1,526,669</u>
	<u>\$ 1,977,967</u>	<u>\$ 1,842,103</u>

FINANCIAL REPORT - HOUSING

WILLOW PLACE - A PROJECT OF GUELPH INDEPENDENT LIVING

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED MARCH 31, 2024

	2024	2023
REVENUES		
County of Wellington subsidies	\$ 828,211	\$ 822,290
Rental - market	310,672	302,110
Rental - RGI	180,784	199,861
Interest and other	<u>21,654</u>	<u>24,462</u>
	<u>1,341,321</u>	<u>1,348,723</u>
EXPENSES		
Administrative (Schedule 1)	106,408	123,821
Allocation to reserve fund	65,562	60,829
Amortization	499,151	489,102
Insurance	25,832	22,396
Interest on loans payable (note 3)	24,733	34,798
Materials and services (Schedule 1)	281,117	268,668
Property taxes	198,701	186,914
Utilities (Schedule 1)	<u>161,556</u>	<u>135,408</u>
	<u>1,363,060</u>	<u>1,321,936</u>
EXCESS OF (EXPENSES OVER REVENUES) REVENUES OVER EXPENSES	(21,739)	26,787
SUBSIDY RECOVERABLE (PAYABLE)	<u>11,104</u>	<u>(48,513)</u>
EXCESS OF EXPENSES OVER REVENUES	<u>\$ (10,635)</u>	<u>\$ (21,726)</u>

FINANCIAL REPORT - HOUSING

WILLOW PLACE - A PROJECT OF GUELPH INDEPENDENT LIVING

STATEMENT OF FINANCIAL POSITION

MARCH 31, 2024

	2024	2023
ASSETS		
CURRENT		
Cash	\$ 12,239	\$ 59,633
Accounts receivable	67,355	101,284
Prepaid expenses	46,173	30,692
Short-term investments (market value - \$42,968)	43,408	42,619
Due from replacement reserve fund	<u>267,426</u>	<u>239,543</u>
	<u>436,601</u>	<u>473,771</u>
PROPERTY (note 2)	<u>2,729,764</u>	<u>3,228,914</u>
REPLACEMENT RESERVE FUND		
Investments (market value - \$403,660)	390,312	576,625
Due to general fund	<u>(267,426)</u>	<u>(239,543)</u>
	<u>122,886</u>	<u>337,082</u>
	<u>\$ 3,289,251</u>	<u>\$ 4,039,767</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 48,374	\$ 65,234
Deferred revenue	53,028	51,599
Due to County of Wellington	54,228	65,331
Scheduled repayments of mortgage payable (note 3)	<u>509,309</u>	<u>498,952</u>
	664,939	681,116
LONG-TERM		
Mortgage payable (note 3)	476,239	985,747
Loan payable to County of Wellington (note 4)	120,000	120,000
Loan payable to the Ministry of Municipal Affairs and Housing	<u>1,619,803</u>	<u>1,619,803</u>
	<u>2,880,981</u>	<u>3,406,666</u>
NET ASSETS		
RESTRICTED - REPLACEMENT RESERVE FUND	122,886	337,082
UNRESTRICTED	<u>285,384</u>	<u>296,019</u>
	<u>408,270</u>	<u>633,101</u>
	<u>\$ 3,289,251</u>	<u>\$ 4,039,767</u>

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.

Ontario 



CONTACT US

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