

Independent Living Services



2019-20 ANNUAL REPORT

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A Year in Review

From our Board Chairperson...

The year 2020 and COVID-19 has brought us all unprecedented challenges in our personal and workplace lives. It has been a time for reflection and a time to pivot each day to meet the constant changes this pandemic throws at us all. But I think you will agree the Canadian healthcare sector has most certainly carried the heaviest load and we should be proud of their efforts to keep us all safe.



So on behalf of our Board at ILS, I want to acknowledge and thank the entire team at ILS for rising to the ever changing challenges COVID-19 continues to deliver. They have worked together each day to deliver professional quality care to our clients. We should all be incredibly proud of all of the ILS staff for their extraordinary service to our community in 2020. The team at ILS continues to put clients first so they can carry on with their lives knowing they are getting the best possible care. The Board is very proud of all of you. Thank you for your service.

I also want to thank our Board as they continue to volunteer their time remotely to support ILS during this pandemic. They are ensuring ILS has strong policies and they provide any additional efforts needed so senior management staff can react quickly to an ever changing healthcare environment. We will continue to give them our help so ILS will excel during this healthcare crisis.

Finally I am pleased to announce we will induct four new board members this fall to ensure our board is strong. But we also bid a fond farewell to three outstanding Board members; Lisa Belcourt, Louise Pope and Kim Simpson. Your service and kind commitment to ILS will not be forgotten.

My greatest hope for the remainder of 2020 is that a vaccine is discovered to combat COVID-19. I wish you all well as we adjust to the new normal. I have every confidence ILS will continue to provide stellar health care as we move through 2020 together.

Sincerely,
Patricia Copeland
Board Chairperson

From our Executive Director...

My first year in the Executive Director role at ILS has been a tremendous experience. 2019-2020 was an incredibly busy year which ended with us managing all things COVID related. Prior to COVID we undertook a number of tasks to position the organization well for moving forward given the changes being driven by the development of the OHT's and the changes at the Ministry of Health.

We restructured departments, clarified roles and responsibilities and began the process of reviewing and updating all our policies. Our accreditation efforts were reactivated with an eye on 2020 as the year we would become accredited by CARF. We also started a formal strategic planning process for ILS.



On the Client Services side, we continued the integration of all our programs to increase the quality of care we provide and making the best use of our limited staff resources. We enhanced the use of technology by putting mobile phones in the hands of the Attendants who can now track and respond to their work details while out in the field.

As you can see, we were moving forward in leaps and bounds. The work was hard and there was lots of it but everyone was feeling energized and motivated. We had great momentum. When COVID became our reality, all the planned work very quickly went on hold as we came together to make sense of the pandemic. Although we were in the midst of chaos, the ability of all team members to draw upon their past pandemic experiences, their highly professional competencies and their commitment to care meant that everyone worked exceptionally hard to ensure we were able to meet client needs the best we could given the circumstances. The team effort by all and professionalism and dedication of our frontline workers contributed to no positive client or employee cases in the first wave of the pandemic.

As we move into the fall, we feel very well prepared for what will come our way as managing the pandemic becomes more and more a new way of life for all of us. We are picking up on some of the work we had begun in 2019 and hope we will be able to achieve great successes with new work coming out of the completion of our Strategic Framework.

Stay well.
Cheryl Wilson
Executive Director



Strategic Framework 2020-2023

Our Vision

Full Life Living

Our Mission

Partnering for Possibilities

Our Values

Excellence • Collaboration • Respect

Strategic Directions and Goals

Quality & Excellence

We direct all elements of the organizations' efforts to the highest standards of service, best-practices and through responsible and prudent use of financial resources.

Communication & Inclusiveness

We consistently engage with clients, families and employees in meaningful ways.

We communicate effectively with clients, employees, partners and stakeholders, involving them in decisions.

Partnerships & Collaboration

We collaborate and grow programming to align with community needs.

We work with the community to help build a better care system for people with disabilities and seniors aging at home in Simcoe County.

Objectives

Improve client experience through increased access to high-quality service.

Empower and invest in a diverse team.

Ensure the safety of our clients, employees and volunteers.

Engage the agency to identify and implement best practices within financial realities.

Develop plans and processes for engaging clients and community.

Develop enhanced communications capacity and practices which shares targeted and more effective messages to the community and broader audiences.

Use evidence-based decisions to plan and implement growth pathways for ILS.

Develop and implement a process of forming and maintaining strategic partnerships within our community and service sector.

CLIENT SERVICES

Modernization of Our Offices

As we evolve our delivery models with our program integration efforts we have also been changing our work environments. We moved staff into the new office located on Bell Farm Road as we closed our offices located in 2 apartment buildings in Barrie. We later moved the staff out of the Edgehill apartment building and relocated them to the end office space at the Cedar Pointe office. We achieved our goals of returning valuable housing space back to the community and created professional work environments for staff to support our Neighbourhoods of Care service model.

Staffing Changes and Enhancements

During this moving of offices, we took the opportunity to undergo a restructuring of the Client Service Department. We hired a Manager of Client Services to replace Dianne Reynolds who moved into a Director position. In addition, we restructured the Scheduling Department and it is now called the Planning Centre. We added a new position called the Supervisor of Planning and Coordination with a priority mandate of looking at processes to improve the scheduling practices of the department.

Improvements in Service Delivery

Along with the big efforts being made to improve our scheduling practices; communication with the Attendants over the past year has also seen some changes. We now provide the Attendants in Barrie and Orillia with a smartphone that allows them to view their schedules that reflect last minute changes, track their work hours and keep updated on agency communications. The Midland and Collingwood Attendants will be receiving their schedule on their smartphone this fall.

The integration of our different programs into one service delivery model was another improvement we finalized in 2020. This allows staff to support clients in all programs in the area which makes the best use of our limited staff resources.

COVID-19

We ended our fiscal year with the implementation of many changes to our services due to COVID 19. Our infection prevention and control efforts for all ILS employees and clients went into effect in early February and continue to date to ensure the safety of both staff and clients.

Program Review 2019–2020

Personal Support Services



42 935 Hours of Care Provided
158 Individuals Served



Assisted Living Services



30 926 Days of Care Provided
90 Individuals Served

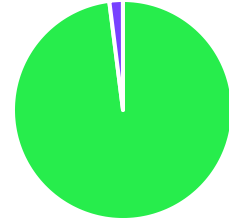


FINANCE

Summary from the audited Financial Statements as of March 31, 2020 prepared by BDO Canada LLP. Our complete 2019-2020 audited financial statement can be viewed at our website: www.ilssimcoe.ca

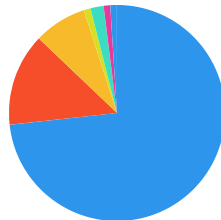
Revenue 2019 - 2020

Government Funding \$6 433 944
 Grants \$3 971
 Donations/Membership \$5 200
 Interest and Misc. \$39 949
 Fundraising \$12 467
Total \$6 495 531



● Gov't Funding
 ● All Other Sources

Expenses 2019 - 2020



● Salaries
 ● Benefits
 ● Buildings & Supplies
 ● Staff Training
 ● Transportation
 ● Amortization of Capital Assets
 ● Contracted Out Services

Salaries	\$4 552 894
Benefits	\$ 964 548
Buildings/Supplies/Office	\$ 482 221
Transportation	\$ 142 675
Contracted out Services	\$ 54 250
Amortization of Capital Assets	\$ 42 939
Staff Training	\$ 15 883
Total	\$ 6 255 410

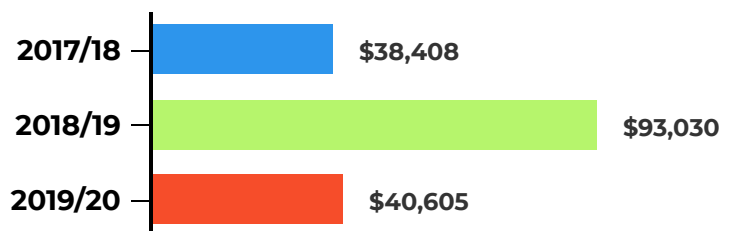


● Adiministration
 ● Direct Client Service

Staffing Breakdown

Accessibility Resource Centre

Funds used to provide support to individuals needing assistance with their mobility devices or home modifications. Funds are received from various sources including local service clubs, private donations and fundraising.



Additional Remarks

ILS receives 99% of it's funding from the North Simcoe Muskoka Local Health Integration Network.

The majority of the organization's expenditures are direct costs related to providing services.



Accessibility Resource Centre: A Year in Review 2019 – 2020

The Accessibility Resource Centre (A.R.C) is now in its 12th year of operation and continues as a free service funded by the North Simcoe Muskoka Local Health Integration Network (NSMLHIN). A.R.C. offers guidance & support to seniors & people with physical disabilities in searching out information on the assistive devices, home and vehicle modifications that allow them to live independently & safely in their homes & community.

Contact A.R.C. at arc@ilssimcoe.ca or 705-737-3263 ext. 239



The Accessibility Resource Centre helped 425 individuals in 2019/20! A.R.C. guides and offers support to adults as they search for assistive devices, home and vehicle modifications. A.R.C. may also be able to guide people to funding resources as well.



42 of the individuals who contacted A.R.C. required help finding the funds they needed to buy their assistive devices. A.R.C. was able to search out \$40,605.89 ensuring they were as safe and independent as possible .



The Assistive Device Exchange website

www.assistivedeviceexchange.com

This is an online classified website for people to sell or give away equipment they no longer need and for people who are looking for free equipment or at a good price.

You Can Help
Us Help More
People!
It's Simple!
C.F.P.

The Assistive Device Exchange will have a whole new name and look.

Coming Soon !



The **C**entralized **F**unding **P**ool

consists of businesses, organizations, community service clubs, faith groups, local foundations and private individuals who contribute a funding amount of their choosing to the **C.F.P.**

Frequency of contributions and geographic areas are determined by each group. For example, the Stayner Lion's has chosen Clearview Township as their boundary; the Community Foundation of Innisfil has set the boundary of the Township of Innisfil.

The Centralized Funding Pool have partnerships with individuals and groups who wish to remain anonymous as well.

In 2019–2020 the **C**entralized **F**unding **P**ool contributors helped purchase \$10,073.95 worth of assistive devices.

For more information about the **C**entralized **F**unding **P**ool please email: arc@ilssimcoe.ca or call 705-737-3263 ext. 241

Who We Are: Board

The following individuals are nominated to the 2020-2021 Board of Directors:

Lorraine Smith	3 years (further)
Rhonda Stevenson	1 year (replacing David Sibley – then 3, then 2)
Christine Larochele	3 years
Jill Belcourt	3 years
Maureen O’Connell	3 years

The following individuals were previously elected and will be continuing with their term:

Jane Binns	1 years (retiring 2021)
Blair Almond	1 years (retiring 2021)
Patricia Copeland	2 years (retiring 2022)
Laurie Marshall	2 years (then 3)
Karen Collacutt	2 years (then 3)
Bruce Gennings	1 years (then 3)

We have 1 vacancy for a 2 year term to replace Les Tutkaluke.

Thank you!

A special thank you to three board members who have completed their terms on the ILS Board of Directors.

Lisa Belcourt, Louise Pope, and Kim Simpson have significantly contributed to the oversight of ILS over a number of years. Their contribution is greatly appreciated.



Who We Are: Staff

We are thankful for our dedicated employees who work tirelessly to serve the community. A big THANK YOU celebration will be held to recognize those with many years of service including:



George Clarke



Nancy Ouderkirk
Ginelle Brooks
Nancy Small
Sheila Tryon



Sylvia Black
Christina Strong
Beata Piotrowska



Susanne Pulver
Maryann Ramos
Maria Cecillia Esteron



Shelly Hurley
Christine Majewski
Jazzmin Scott



**ILS Employee
and
Volunteer
Appreciation
Day**

Friday October 4th, 2019

127 Number of Attendants

A dedicated team of professional care providers that go above and beyond to ensure ILS clients can live safely and well in their homes.

26

Number of Admin. Employees

A committed and hard working team of folks who provide support to their teams, ensure PPE gets ordered, and that staff get paid. Ensures potential new hires get interviewed, who reach out to clients through reassurance calls and help find funds to purchase assistive devices and equipment for folks in the community.



Acknowledgements

Thank you to our donors and fund contributors for their generous donations and support for Independent Living Services of Simcoe County & Area.



A special thank you to all the members of the volunteer service clubs, church groups and the community organizations who graciously donate funds to ILS which helps us to contribute to the purchase of assistive devices and equipment for Simcoe County residents so they can continue to live safely and well in their homes.

Rotary Club of Barrie
Rotary Club of Kempenfelt
Kiwanis Club of Barrie
Innisfil Lions Club
Stayner Lions Club
Emmanuel Barrie
Orillia Alliance
Penetanguishene Lions
Orillia and Area Community Foundation

Rotary Club of Orillia
First Baptist Church Stayner
Westmount United Church Orillia
Knights of Columbus Barrie
Kinette Club of Wasaga Beach
Barrie Kinsmen Club
Innisfil Community Fund
New Horizons Senior Fund

Thank You!

The **ILS BINGO Volunteers** are a small yet mighty group that supports the generation of around \$10,000 of revenue each year which supports clients and residents of Simcoe County in various ways.

