

ILS Values

*Dignity Equality Respect Independence
 Inclusion*



ANNUAL REPORT

2017 - 2018

Our Mission

Independent Living Services exists to provide support and services to people with physical disabilities or limitations in Simcoe County, to assist them to lead dignified, productive, and independent lives.

"Opening Doors & Minds" is our commitment to work with the community to increase opportunities for participation, making Simcoe County a welcoming place for all citizens

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A YEAR IN REVIEW Executive Director and Board Chair

Annual Report

In the rapidly changing health system environment, the Board of Directors developed an overarching Strategic Plan in 2015. This plan was designed to support a coordinated effort of our agency's staff and volunteers in preparing our agency to maintain an active role in supporting adults requiring ongoing support to live independently in the community. Since that time, we have had to re-adjust some of our efforts in response to unexpected developments in the local health system, but the plan has served us very well over the past few years. We have implemented significant changes to our outlook, and the effective use of our resources during that period. We have experienced several major accomplishments, and developed strategies that have evolved over the past year, that we would like to highlight for the membership.

Our first major goal was to strengthen our community engagement focus, so that more of the community would understand the programs we offer and the expertise we can share in our community. To support this goal we have developed a Centralized Funding Pool of community financial support which is used to enable community members in financial need to access needed assistive devices. We had been working closely with Service Clubs and Faith groups to support those in financial need in the past, however this new focus was supported by United Way of Simcoe-Muskoka also, and led to the following results:

- The average time required to access community funding support has been reduced from 12 weeks to 3 weeks;
- Staff time required to find community funding support has been reduced from 8 hours to 2 hours;
- We have doubled the number of service clubs supporting a Centralized Funding pool from 3 to 6 service clubs; and
- 90% of the clients using the ARC service rate it as good or very good, and they would all recommend using the ARC program to others.

A YEAR IN REVIEW

Executive Director and Board Chair

We have also approved the development of a Social Enterprise venture for ILS which will build on our existing Assistive Device Exchange. This new venture will be available across Canada, and will support the reuse of gently used assistive devices. This program also has the potential to generate revenue for the agency in the future to support our efforts to strengthen the infrastructure of the agency, and continue to provide public education, and awareness, in the community.

We have been continuing our work with community partners to strengthen efforts to recognize, and encourage, the development of accessible communities. We continue to be actively involved in Senior Friendly strategies throughout the County that embrace accessibility improvements.

We are strengthening our presence on social media, and have developed a small but loyal following of Facebook users who support our efforts at public awareness. Our efforts in this area will continue.

Our second Strategic Goal was focusing on developing responsive, respected community programs for Independent Living. This has involved the clear articulation of the Independent Living Philosophy in our staff training, and program materials. It has also supported our decision to broaden our target group for community programs to look beyond adults with physical disabilities, and develop supports for other community members needing assistance to live their lives in the community independently.

We have developed several proposals for funding over the past year, and have been recently approved by the NSM LHIN to offer Personal Support Services to seniors in the Barrie area.

Following the presentation at last year's Annual General Meeting, and developments in the community support sector, we have started to organize our service delivery model into the "neighbourhoods of care" model in the City of Barrie. As our programs expand across Barrie and area, this model will also support our services in the outlying communities close to Barrie.

A YEAR IN REVIEW

Executive Director and Board Chair

This program model should support the creation of more part-time, and full time, staff positions. This is one of the strategies we are using to support the stabilization of our front line Attendant staff in the Barrie sub-region of Simcoe County.

We have continued our preparation work to apply for accreditation under CARF (Center for Accreditation of Rehabilitation Facilities) in the future.

Our third Strategic Goal is enhance the role of staff involved in Client Care in our agency. We continue to work closely with Georgian College and the Simcoe County District School Board, in their training programs for Personal Support Workers. We have also worked closely with the NSM LHIN in their research regarding the shortage of PSWs in the region, and are supportive of developing joint strategies and approaches to strengthen this important component of the community support service sector. You will hear about the results and strategies of this report from our presentation at tonight's meeting.

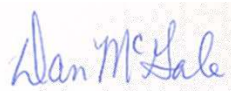
We are also exploring options with our sister agencies across the province, through the Ontario Community Support Association (OCSA), to ensure we are using best practices in scheduling, and supporting our front line staff in their important work.

Our fourth and last Strategic Goal is to work towards a Collaborative Governance Approach to Independent Living Services. Given the significant changes occurring in the local health care system, our Board members and senior staff have committed to remaining very actively involved with the planning and coordinating functions of making our health care system work better together as a system. This has involved active participation in Health Link developments across the County, working closely with other community agencies to standardized service delivery features, across the region, and supporting the emerging role of primary care as the cornerstone of our local health care system.

A YEAR IN REVIEW Executive Director and Board Chair

Our agency has continued to identify and raise awareness about the lack of new funding since 2000 to support the increased demand and need for Attendant Care services for adults with significant physical disabilities. We have also highlighted the increasing pressure on community agencies to support vulnerable citizens with decreased annual funding. Several members of the Board of Directors, and one of our clients, have been committed to ensuring that decision makers know about these challenges that are faced in offering community support services across Simcoe County.

It has been a busy year for our Association. The Board of Directors and senior staff have been pleased to represent our client base over the past year. We look forward to another productive year ahead, with new challenges and opportunities as our health care system continues to evolve and adapt to our changing needs and requirements.



Dan McGale
Executive Director



Lisa Belcourt
Board Chair

A YEAR IN REVIEW FINANCIAL STATEMENTS

Excerpt from the 2017-2018 Draft Audited Financial Statements as of March 31, 2018 prepared by BDO Canada LLP

Independent Living Services of Simcoe County and Area Statement of Financial Position

March 31	General Fund	Internally Restricted Fund	Total 2018	Total 2017
Assets				
Current				
Cash and cash equivalents (Note 2)	\$ 266,027	\$ 468,000	\$ 734,027	\$ 594,904
Accounts receivable	59,840	1,736	61,576	102,622
Prepaid expenses	25,774	-	25,774	27,708
Interfund balance	-	115,273	115,273	223,821
	351,641	585,009	936,650	949,055
Long-term investments (Note 3)	248,098	-	248,098	295,010
Capital assets (Note 4)	69,069	-	69,069	73,967
	\$ 668,808	\$ 585,009	\$1,253,817	\$1,318,032
Liabilities and Fund Balances				
Current				
Accounts payable and accruals (Note 5)	\$ 469,734	\$ -	\$ 469,734	\$ 416,168
Deferred revenue	7,413	-	7,413	23,053
Interfund balance	115,273	-	115,273	223,821
	592,420	-	592,420	663,042
Commitments (Note 6)				
Contingencies (Note 7)				
Fund Balances	76,388	585,009	661,397	654,990
	\$ 668,808	\$ 585,009	\$1,253,817	\$1,318,032

A YEAR IN REVIEW FINANCIAL STATEMENTS

Excerpt from the 2017-2018 Draft Audited Financial Statements dated March 31, 2018 prepared by BDO Canada LLP

Independent Living Services of Simcoe County and Area Statement of Operations and Changes in Fund Balances

For the year ended March 31	General Fund	Internally Restricted Fund	Total 2018	Total 2017
Revenue				
Grant - North Simcoe Muskoka LHIN (Note 8)	\$ 5,904,997	\$ -	\$5,904,997	\$ 5,930,419
Grant - United Way	16,693	-	16,693	-
Grant - Employment and Social Development Canada	9,224	-	9,224	4,984
Donations	9,278	-	9,278	8,843
Bingo (net of prizes)	11,820	-	11,820	10,069
Fee for service, interest, and other revenue	17,398	-	17,398	9,854
Membership Fees - collaborative	300	-	300	17,700
	<u>5,969,710</u>	<u>-</u>	<u>5,969,710</u>	<u>5,981,869</u>
Expenses				
Advertising and promotion	15,036	-	15,036	6,986
Amortization of capital assets	29,115	-	29,115	30,010
Building occupancy	190,834	-	190,834	180,393
Employee benefits (Note 9)	863,552	-	863,552	1,007,184
Insurance	26,707	-	26,707	26,415
Miscellaneous	10,309	-	10,309	7,944
Office	161,800	144	161,944	118,490
Professional fees	16,864	-	16,864	44,182
Purchased services	41,781	-	41,781	24,094
Salaries	4,412,580	-	4,412,580	4,360,281
Staff and volunteer training, conventions and seminars	27,039	-	27,039	28,653
Telephone	41,091	-	41,091	41,631
Transportation and accommodation	125,894	-	125,894	153,508
	<u>5,962,602</u>	<u>144</u>	<u>5,962,746</u>	<u>6,029,771</u>
Excess of revenues over expenses (expenses over revenues) for the year - operations	7,108	(144)	6,964	\$ (47,902)
Unrealized gain (loss) on investments (Note 3)	(557)	-	(557)	\$ 6,354
Change in fund balance for the year	6,551	(144)	6,407	\$ (41,548)
Fund balance, beginning of year	69,837	585,153	654,990	696,538
Fund balance, end of year	\$ 76,388	\$ 585,009	\$ 661,397	\$ 654,990

A YEAR IN REVIEW SUPPORT CARE SERVICES PROGRAM 2017-2018

DISABILITY DEMOGRAPHICS 2017-2018 ATTENDANT CARE

Type Of Disability	Total %
Multiple Sclerosis	21.25%
Spinal Cord Injury	17.32%
Stroke	13.38%
Cerebral Palsy	7.87%
Arthritis	7.08%
Spinal Stenosis	4.72%
Parkinson's	3.93%
Muscular Dystrophy	3.14%
Friedreich's Ataxia	3.14%
ALS	2.36%
Spina Bifida	2.36%
Amputation	1.57%
Guillain-Barré Syndrome	0.78%
Acquired Brain Injury	0.78%
Other	10.23%
Total	100%

WAITLIST FOR ATTENDANT CARE

Year	Attendant Outreach	Supportive Housing
2013-2014	57	7
2014-2015	49	16
2015-2016	60	11
2016-2017	88	21
2017-2018	94	19

CURRENT WAITLIST

AGE RANGES - ATTENDANT CARE

Age Range	Waitlist		On Service	
	Attendant Outreach	Supportive Housing	Attendant Outreach	Supportive Housing
18 and under	2	0	0	0
19 to 35	8	5	6	4
36 to 54	34	10	26	11
55 to 64	23	2	23	19
Over 65	27	2	41	26

A YEAR IN REVIEW
SUPPORT CARE SERVICES PROGRAM
2017-2018

New Admissions

Program	Number of New Admissions
Supportive Housing	9
Attendant Outreach	18
Assisted Living	18

Discharges

Program	Number of Discharges
Supportive Housing	14
Attendant Outreach	16
Assisted Living	19

A YEAR IN REVIEW Accessibility Resource Centre & ADE

Accessibility Resource Centre 2017-2018

Individuals Served	306
Financial Supports Accessed to Support Individuals	
Service Clubs	\$10,781
Faith Groups	\$ 2,507
Government Programs	\$ 7,060
Disability Groups and Individuals	\$ 7,475
United Way	\$10,584
Total	\$38,407

Assistive Device Exchange Program



Listings of Used Equipment	90
Matches	87
Unique Visitors to ADE Web Site	789

www.assitvedeviceexchange.com

A YEAR IN REVIEW The Board of Directors

Officers

**Lisa Belcourt
Patricia Copeland
Les Tutkaluke**

**Board Chair
Vice-Chair
Treasurer**

Directors

**Blair Almond
Jane Binns
Lorraine Smith**

**David Sibley
Kim Simpson
Louise Pope**

**Terry MacMillan
Kathy Boucquey**

Nominating Committee Report 2018—Presented by Lisa Belcourt, Chair, Nominating Committee

The following individuals are nominated to the Board of Directors as follows, to comply with our Bylaws:

Louise Pope	2 years
Kim Simpson	2 years
Blair Almond	3 years
Bruce Gennings	3 years
Bonnie Martino	3 years
1 additional vacancy	

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

Lisa Belcourt	2 years
Lorraine Smith	2 years
Dave Sibley	1 year
Jane Binns	1 year
Les Tutkaluke	1 year
Patricia Copeland	1 year

The following individuals were members of the Board of Directors over the past year, but are unable to continue their Board services in the upcoming year:

Kathy Boucquey (2015-2018) and Darryl Taylor (2014-2017)
Retiring Board Member: Terry MacMillan (2012-2018)

A YEAR IN REVIEW ILS STAFF

ILS STAFF

Administrative and Senior Staff Members

Dan McGale	Executive Director
Dianne Reynolds	Manager of Support Services
Tami Tarini	Program Manager
Cathy Moorhead	Office Manager
Brian Young	Human Resources Co-ordinator
Eileen Page	Executive Assistant
Brenda Honig	Human Resources/ Accounting Officer
Michelle Hughes	Administrative Assistant
Mary Ann Masters	Program Assistant
Sherry Stivrins	Finance Officer
Chris Rooney	Database Administrator

Program Supervisors

**Merja Manseau, Roberta McComb,
Shirley Robles, Gail Keohan & Breanne Guest**

Client Care Coordinators

**Susan Dawes, ALP
Tara Cole, AC**

Schedulers:

Valerie Richardson, Laura Rowley

Accessibility Resource Navigator

Christy Skelly

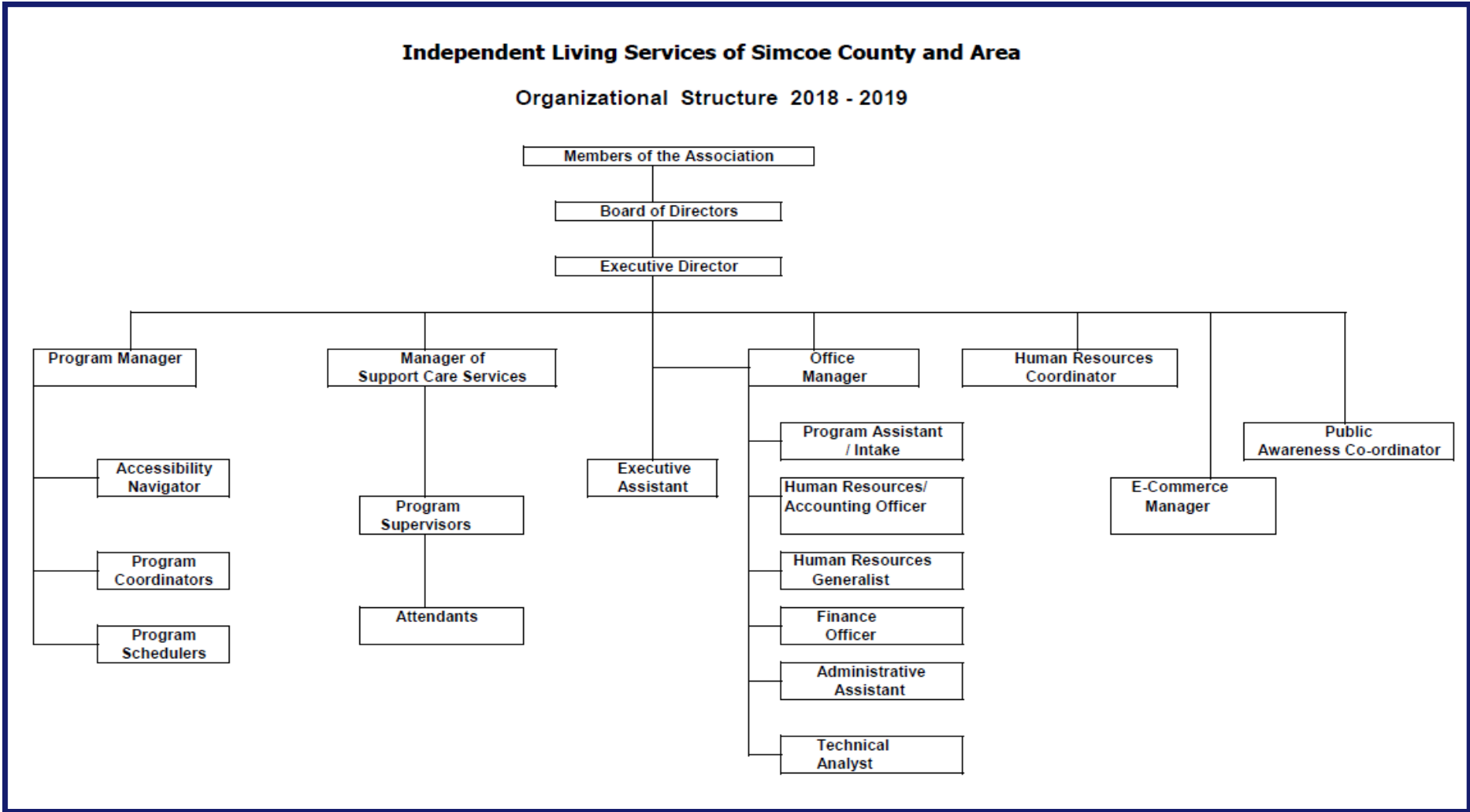
Public Awareness Co-ordinator

Christina Strong

130 Front line staff working in the Attendant Care and Senior Care Programs in Simcoe County Communities

Program Volunteers —30 Individuals offering 710 Hours of support to our programs

ORGANIZATIONAL STRUCTURE 2018—2019



**A YEAR IN REVIEW
ILS STAFF RECEIVING YEARS OF
SERVICE AWARDS**

*The Recipients Celebrating
Their Years of Service Awards*

30 Years of Service

Roberta McComb

15 Years of Service

**Susan Melanson
Teresa McKee
Brenda Emms**

10 Years of Service

**Sharon Cole
Christy Skelly
Jayne Gillett
Tina Longlade
Celeste Levy
Irena Pawul**



**A YEAR IN REVIEW
DONORS
2017—2018**

Thank you to our donors for their generous donations to Independent Living Services of Simcoe County and Area:



DONORS

Blair Almond
An Anonymous Donor
Barrie Civitan Club
Lisa Belcourt
Elke Bews
Jane Binns
Kathy Boucquey
Patricia Copeland
Joyce Evans

Sheila Farrance
Rod Ferguson
Nancy Gibson
Rheta Horne
Ken & Linda Huggins
Joan Lawton
Terry MacMillan
Laurie & Nicholas Marshall
Louise Pope

Donna Rolland
Murray and Dorothy Ross
Dave Sibley
Kim Simpson
Lorraine Smith
Marguerite Smith
Darryl Taylor
Third Age Barrie
Les Tutkaluke

**Independent
Living Services**



Opening Doors & Minds

**ANNUAL REPORT
2017 - 2018**

VISION STATEMENT

**A society where people with physical disabilities or
limitations have equal access and opportunity.**

**INDEPENDENT
LIVING
SERVICES OF
SIMCOE
COUNTY &
AREA**

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Barrie, Ontario L4N 5R7***

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Ontario

North Simcoe Muskoka Local
Health Integration Network
Réseau local d'intégration
des services de santé de
Simcoe Nord Muskoka

