



2018-19 ANNUAL REPORT

**Annual General Meeting
September 25, 2019**

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.



Dignity, Equality, Respect, Independence, Inclusion

A Year in Review

Executive Director Report

In these times of rapid and significant changes in the healthcare system in Ontario, Independent Living Services Simcoe County and Area (ILS) is working diligently to ensure the needs of the people we serve are being considered as planning evolves and moves forward. During these turbulent times, I am grateful that I have arrived at ILS with a tremendous team of administration and client care staff who are dedicated and committed to the people we serve and the work we do. This organizational culture of quality and caring will support us well as we move forward.



As Ontario Health Teams become established and the provincial health system transforms, adults with physical disabilities and seniors wishing to continue to live independently in their homes and communities are clearly a priority for the current government.

To strengthen in-home care and community supports in Simcoe County, ILS will continue to find ways to engage the people we serve and collaborate with our community and sector partners. We will find innovative ways to address the Personal Support Worker and Attendant Care Provider shortage and continue with our quality improvement plans to enhance our client experience.

I am proud and honoured to be joining ILS at this time in its 43 year history. These are exciting waves of change for everyone. Together we can shape the kind of community Simcoe County and area residents desire and need to ensure everyone can continue to contribute in their own way.

Cheryl Wilson
Executive Director

Board Chair Report

Change is most certainly the operative word in Ontario healthcare today and as it holds true at ILS this past year too. As a Board we have embraced that change both externally and internally. We have taken the opportunity to review our practices, policies and committee structures to ensure they reflect the new health care environment we find ourselves operating inside in Ontario today. We have bid a fond farewell to valued Board members Terry MacMillan, Kathy Boucquey, Les Tutkaluke and Darryl Taylor and welcomed new Board members to serve ILS well.



This year of change has also been a time of reflection. The Board understands that an organizations strength comes from the firm foundations it lays over time. So it is important we recognize the enormous contribution of Executive Director, Dan McGale as he enjoys retirement after almost two decades at ILS. ILS thrived under his calm and steady leadership as his management team and staff provided needed services to our clients. Dan's good work created a strong platform for positive growth and professional service to our community. We are forever grateful for his service to ILS.

To help move ILS forward, in April of 2019 the Board recruited new Executive Director, Cheryl Wilson. Change is a positive thing and under Cheryl's new leadership style she has brought a fresh perspective of how ILS can grow and flourish. The Board is confident that Cheryl's ability to embrace change will move ILS easily through the challenging new OHT process and ensure positive outcomes for our organization and our community. The Board looks forward to an even stronger ILS.

Sincerely,
Patricia Copeland
Board Chairperson

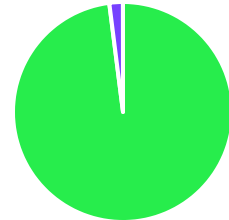


FINANCE

Summary from the audited Financial Statements as of March 31, 2019 prepared by BDO Canada LLP. Our 2018-19 audited financial statement can be viewed at our website: www.ilssimcoe.ca

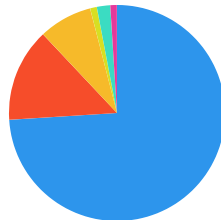
Revenue 2018-19

Government Funding	\$6 120 539
Grants	\$16 801
Donations/Membership	\$16 869
Interest and Misc	\$43 741
Fundraising	\$12 343
Total	\$6 210 293



● Gov't Funding
● All Other Sources

Expenses 2018-19



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

Salaries	\$4 533 493
Benefits	\$889 255
Buildings and Supplies	\$475 393
Transportation	\$120 450
Contracted out Services	\$58 133
Amortization of Capital Assets	\$35 549
Staff Training	\$35 253
Total	\$6 147 526

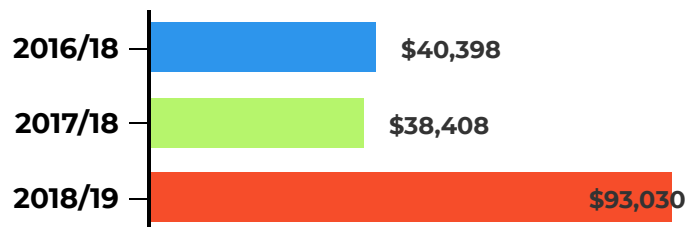


● Adiministration
● Direct Client Service

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 Integrated Network.

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



Client Care Services

- We received new funding to enhance our Personal Support Service program which serves low needs seniors in Barrie and Area
- We received expansion funding to increase services for an additional 10 individuals with physical disabilities needing in-home support services
- As a part of our efforts to streamline operations and make best use of our funding and resources, ILS opened a new staff facility on Bell Farm Road in Barrie

A Human Resources Generalist was added to the team to focus on increasing our recruitment efforts and the on-boarding processes used when hiring new Attendant Care Workers. In the tight labour market for Personal Support and Attendant Care Workers, being efficient in our hiring practices has meant we are able to engage new staff and better meet the needs of our clients.

In December of 2018 we signed the renewal agreement with Service Employees International Union (SEIU). The union agreement will be in effect until June 30, 2021.

Program Review 2018-19

Personal Support Services



157 Individuals Served

48 293 Hours of Care Provided

Assisted Living Program



138 Individuals Served

32 932 Days of Care Provided

Annual Client Satisfaction Survey

How would you rate the quality of service you received from ILS in the past year?





Public Awareness

Disability Awareness, Sensitivity & AODA Training



27

Programs



717

Participants



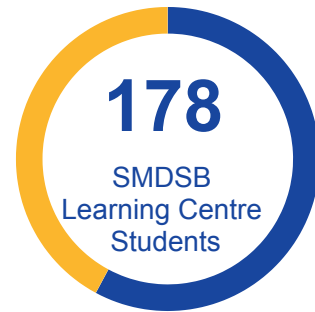
\$4830

Revenue



125

Followers



Community Engagement



- ✓ Attended Accessibility Awareness Week events in Township of Tiny & Bradford West-Gwillimbury, including the Bradford Board of Trade Annual General Meeting
- ✓ Keynote speaker at SMDSB Learning Centre Graduation Ceremony
- ✓ Collaboration with Inclusive Design Research Centre at OCAD to offer "Our Doors are Open" events
- ✓ Partnered with Brain Injury Services Muskoka Simcoe to create & present Ethics training
- ✓ Engaged in The County of Simcoe Age Friendly Communities Advisory Committee
- ✓ Nominated for a Community Supporter Award at the Southern Ontario Chamber of Commerce Annual General Meeting
- ✓ Appeared in media articles seven times throughout the year

Accessibility Resource Centre (ARC)



432
Individuals supported



74
funding searches



Top 3 Devices
-Walkers/Rollators
-Bathroom Equipment
-Wheelchairs

Collaboration = Centralized Funding Pool

The Centralized funding pool (C.F.P) consists of businesses, organizations, community service clubs, faith groups, foundations and private individuals who contribute funds to a centralized funding pool. This fund reduces the wait time for clients in need of financial support to purchase their assistive device.



11
Active community members & groups contributed



\$23,414
Funds used to purchase assistive devices



Community Engagement with ARC

ARC offers the "Make Your House a Home for a Lifetime" presentation to help people plan to age safely and independently at home. Christy Skelly, Navigator of ARC, attended over 14 community events throughout the year, building connections throughout the community. ARC also responds to multiple inquiries on assistive devices and accessibility in the community.



A.D.E.
The Assistive Device Exchange

The A.D.E. helped people in British Columbia, Alberta, Nova Scotia and Ontario list and sell or give away their gently used assistive and mobility devices.

www.assistivedeviceexchange.com

The most popular categories?
Wheelchairs, Bathroom, Home Modifications, Bedroom, Scooters and Walkers/Rollators.

Who We Are: Board

2018 ILS Board of Directors

Officers

Patricia Copeland - Board Chair

Lorraine Smith - Vice-Chair

Les Tutkaluke* - Treasurer

(*Resignation received Aug. 2019)



Directors

Blair Almond

Lisa Belcourt

Jane Binns

Karen Collacutt

Bruce Gennings

Laurie Marshall

Louise Pope

David Sibley

Kim Simpson

Nominating Committee Report 2019

The following individuals are nominated to the Board of Directors at the 2019 AGM:

- David Sibley 2 years
- Jane Binns 2 years
- Blair Almond 2 years
- Patricia Copeland 3 years
- Laurie Marshall 3 years (then another 3 years)
- Karen Collacutt 3 years (then another 3 years)

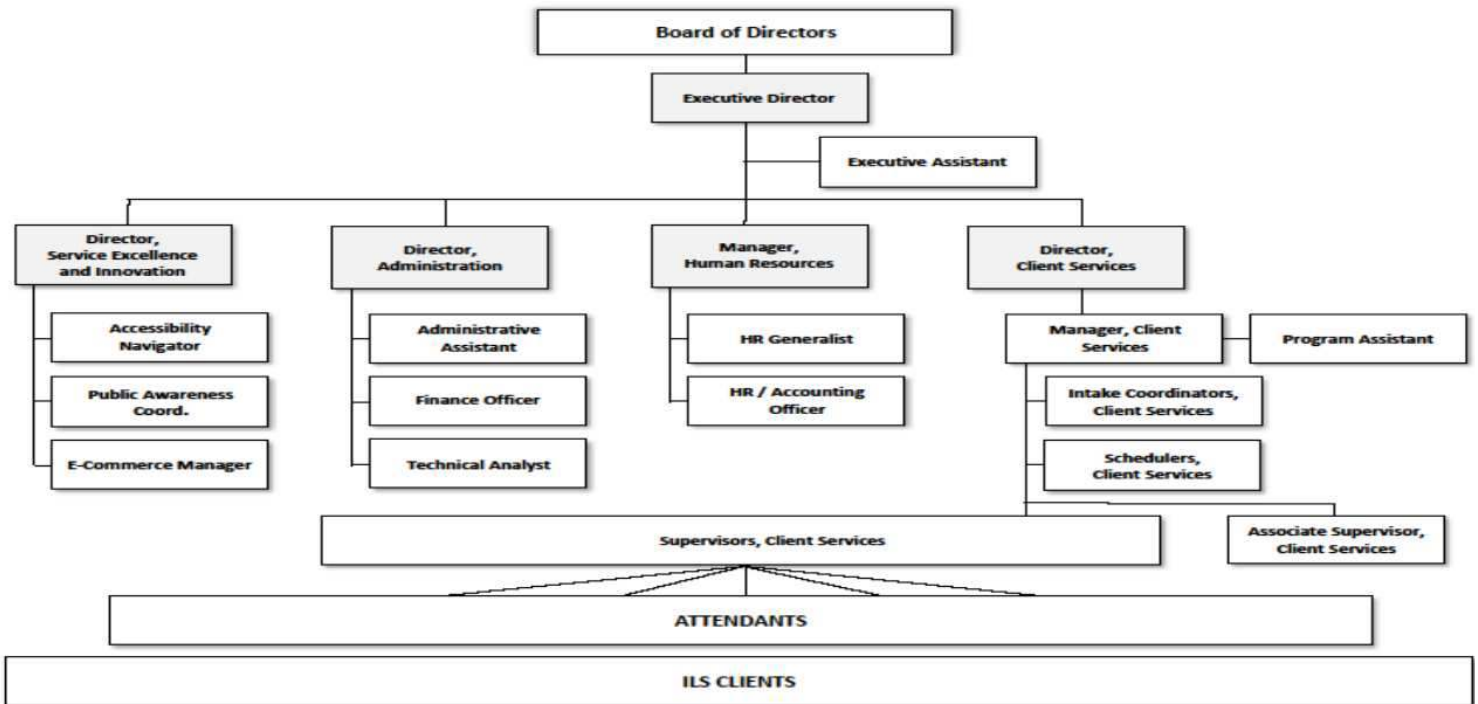
The following individuals were previously elected and will be continuing with their term as follows:

- Lisa Belcourt 1 year
- Lorraine Smith 1 year (then another 3 years)
- Bruce Gennings 2 years (then another 3 years)
- Louise Pope 1 year
- Kim Simpson 1 year

Who We Are: Staff



Independent Living Services of Simcoe County and Area ORGANIZATIONAL STRUCTURE 2019



123 Attendant Care Workers in Simcoe County & Area



30 volunteers offering 710 hours of support to our programs



**Dan McGale,
ILS Executive Director
for 19 years retired
in April 2019.**

All the Best Dan!

Our Dedicated 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:



Dianne Reynolds - started February 14, 1984



Bonnie Hamilton - started May 13, 1999

Tara Cole - started July 30, 1999

Kim Teel - started October 22, 1999



Lisa Rowley - started March 4, 2004

Laura Rowley - started March 4, 2004

Debbie Van Laarhoven - started November 10, 2004



John Grabowski - started February 2, 2009



Megan Basaraba - started February 28, 2014

Lindsay Guillou - started March 3, 2014

Thalita Garcia - started June 3, 2014

Shade Ogunniyi - started October 27, 2014

Julie Bernadelli - started November 6, 2014

Special Note

The United Way of Simcoe Muskoka recognized the ILS staff in Midland with a Spirit Award as Ambassador of the Year Award in 2018!

Congratulations!



Acknowledgements

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



DONORS

Blair Almond
Bruce Gennings
Dianne Reynolds
Anonymous Donors (Two)
Nancy Gibson
Donna Rolland (Orthotics Specialties)
Hiliary Astely-Smith
Mary Anne Gilbert
Murray and Dorothy Ross
Lisa Belcourt
Rheta Horne
Dave Sibley
Barrie Civitan Club
Ken & Linda Huggins
Kim Simpson
Jane Binns
Joan Lawton
Lorraine Smith
Karen Collacutt

Terry MacMillan
Marguerite Smith
Patricia Copeland
Laurie & Nicholas Marshall
Dan Smolka
Carol Currie
Bonnie & Michael Martino
Third Age Barrie
June Dennison
Helen Miller
James and Marion Tizzard
Joyce Evans
Cathy Moorhead & Tim Favreau
Les Tutkaluke
Sheila Farrance
Louise Pope
Rod Ferguson
Paul Rabinovitch



Your support helps us in our vision to see a society where people with physical disabilities or limitations have equal access and opportunity!