

Independent Living Services

Simcoe County

Annual Report 2021-22



*When we work together,
we shine!*



Independent Living Services Simcoe County

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ILS is proud of its Three-Year Accreditation by CARF for Home & Community Services, Supported Living, & Governance Standards Applied



**Ontario Santé
Health Ontario**

Land Acknowledgement

ILS offices are located in Simcoe County. We acknowledge that the land on which we work in is the traditional territory of the Anishinaabek Nation. The Wendat and the Haudenosaunee Nations have also walked on the territory over time. We acknowledge the enduring presence of Indigenous people and are grateful to have the opportunity to be present in the territory.

Spirit Catcher image from www.barrie.ca



ILS Report from the Board 2021-22

This is my farewell to ILS as the Fall season marks my final time as a volunteer member of the Board of ILS and as the current Chairperson. It has been a wonderful experience over the years I shall always value. It truly has been a privilege and an honour to work beside the talented and committed members of our Board and the outstanding staff at ILS to ensure our clients receive the best possible health care in their own homes. As the pandemic is now an endemic, we are all learning to live in the new normal in our daily life. We all strive to find what works best for ourselves and those we love or care for each day.

The ILS family is no different and I want to commend everyone at ILS for the constant care and dedication to ensure ILS operates in the best interest of those it serves each day. ILS has reduced the office sizes, offered staff the opportunity to work from home where it made sense, and ensured the Agency met or exceeded government mandates for care as they continued to change to respond to COVID pressures. They did it with grace.

I also want to thank our clients for their kindness and patience as ILS continues to pivot and react to ensure those high standards of service are provided. It has been challenging for everyone not knowing what tomorrow might hold. I appreciate your thoughtful support of ILS.

I trust you will continue to be well served by the management, staff, and incoming Board of Directors at ILS. Many Board members are from the health care professions and others bring financial and lived experience to the board. The executive team at ILS is respected and valued by the Board and they will continue to work as a team. Thank you for entrusting me to serve you well. I shall always have a place in my heart for ILS.

Sincerely,

Patricia Copeland
ILS Volunteer Board Chairperson



From Our Executive Director

As we moved through the past year, our optimism for bigger and brighter days was frequently challenged by the ever-present pandemic. COVID-19 was not ready to move on and drove all of us to dig deeper and persevere. With a resilient spirit, we moved forward.

Some highlights from the past year include our CARF accreditation in January 2022. We're proud of our three-year accreditation for Home & Community Services, Supported Living, & Governance Standards Applied and we have clear direction on our development and quality improvement areas. CARF accreditation sets the stage for new strategic planning which will occur next year.

Working with SEIU, we successfully negotiated a three-year Collective Agreement. We continue to prioritize employee health, safety, and wellness with the provision of personal protective equipment and access to our Employee Assistance Program for all staff. We are mindful of the fatigue that weighs on our workforce and strive to find ways to show appreciation and support for their service to ILS clients every day.

We are working differently because of COVID-19. Plans were made & executed for the relocation and modernization of our Central Office in Barrie. As a team, we have embraced the use of technology more than we ever anticipated. Front-line staff join meetings via video conferencing on their mobile phones, view their up-to-date schedules through a GoldCare Mobility app, and can immediately connect with Supervisors via text while working in the community. Although we are physically much farther apart than in the past, our technology efforts have seemingly brought us closer together.

These efforts and many others ensure we are delivering the best services possible to support the people we serve. Everyone at ILS should feel proud of their contribution during these difficult times. When we work together, we shine!

Be well.



Big News!

ILS Simcoe County Received 3-Year Accreditation Designation from CARF INTERNATIONAL for Home & Community Services, Supported Living, & Governance Standards Applied.

Achieving this accreditation demonstrates our **commitment to exceptional, personalized care.**

We are proud of our CARF 3-year accreditation designation & will continue to demonstrate our commitment to **Full Life Living** while valuing **Excellence, Collaboration & Respect.**



Our Direction 2021-2023

Vision:
Full Life Living

Mission:
Partnering for Possibilities

Values:
Excellence
Collaboration
Respect

Our Strategic Directions

Objectives

1

Goal

Quality & Excellence

We direct all elements of our organization's efforts to the highest standards of professionalism, best-practices and through responsible and prudent use of our financial resources.



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.

2

Goal

Communication & Inclusiveness

We consistently engage with our clients, their families and our employees in meaningful ways. We communicate effectively with our clients, employees, partners and stakeholders, involving them in decisions.



Develop plans and processes for engaging clients and community.



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

3

Goal

We collaborate and grow our programming to align with community needs.



Using 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.

Freedom to Speak Out

Control & Consent

Community

Knowing the Rules

Respect

Confidentiality

Right to Risk

Being an individual

Dignity

Independence

Care

Participation

Cultural Values

Service

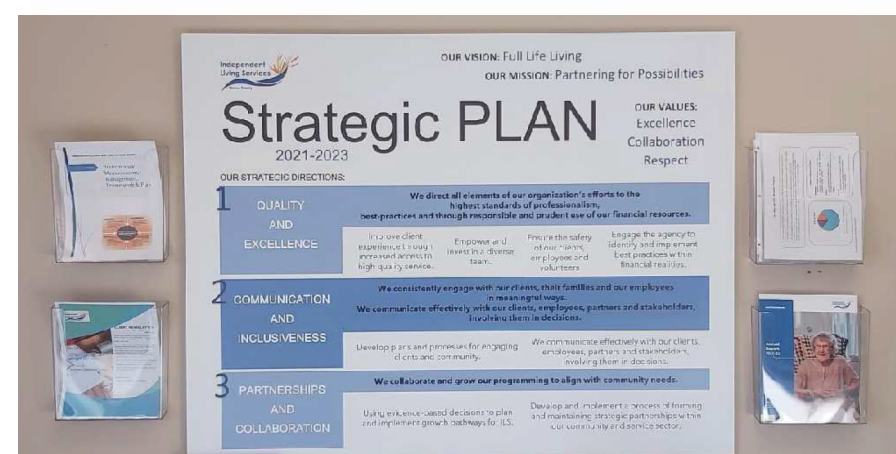
Privacy

Information & Answers

Courtesy

Supports

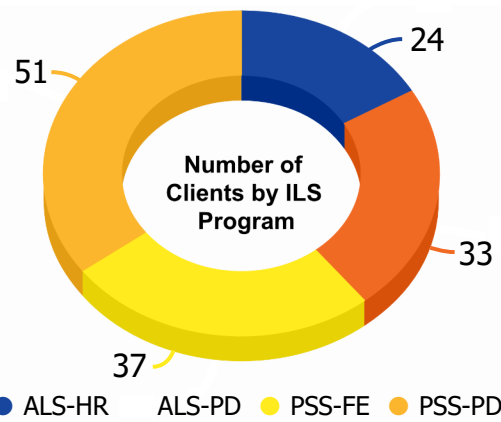
Freedom from Abuse



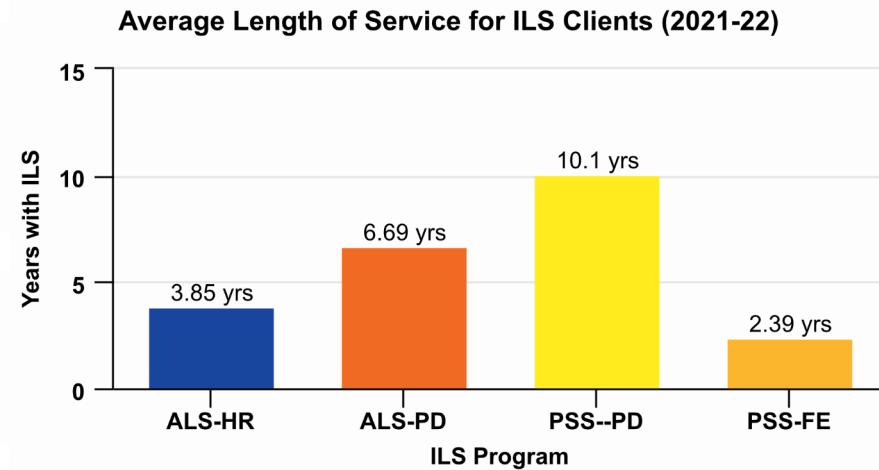
We communicate our Strategic Plan initiatives at our offices through visual representation and supporting documents that are rotated regularly.

Client Services Highlights

ILS serves a diverse community of adults with disabilities and older adults in Simcoe County. Many clients express their feelings of companionship and sense of belonging over the years.



ALS-HR: Assisted Living Services for high risk seniors (65yrs+)
ALS-PD: Assisted Living Services for people with disabilities



PSS-FE: Personal Support Services for Frail Elderly (55yrs+)
PSS-PD: Personal Support Services for people with disabilities

Ongoing Support to Clients:

We continuously engage with clients through daily staff interactions, Care Plan reviews, general communications, bi-annual Client Newsletters, and Client Satisfaction surveys. To support client safety, we assist clients with online grocery orders with delivery or curbside pickup (i.e., the Attendant can pick up the order & deliver to the client). This innovative approach minimizes client exposure to COVID-19 while generating a cost and time savings. Shopping assistance in this manner will continue in the future.

Measuring Success:

Our annual client survey is conducted by mail and over the phone and indicates that ILS continues to provide quality service and support to our clients. Here's what our clients had to say:

Quality Improvement

ILS has a Client Service Quality Improvement Plan that has goals for our programming to align with the needs of clients, their families and our employees, while creating efficiencies in what we do. In 2021-22, we:

- Integrated the Barrie & Area programs.
- Leveraged technology to improve

communications and enhance service delivery.

- Explored scheduling efficiencies to improve consistencies in client care.
- Provided ongoing opportunities for employee input and engagement.

In 2021-22, many benefits were gained by using GoldCare Mobility Plus software.

Saving time & trees by using electronic forms.

Online schedules maximize staff time & resources.

Convenient tool for employees to access real-time information at their fingertips.

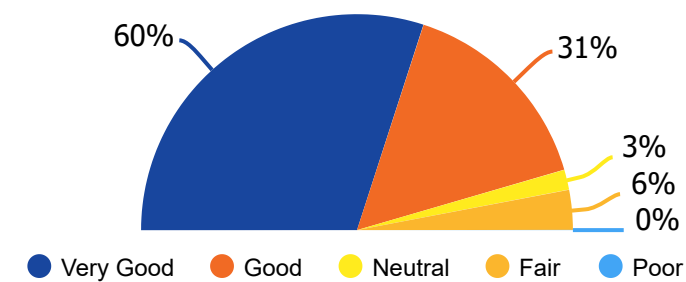
GoldCare Mobility Plus Software & App

Summary reports are generated which makes it easy to identify trends & areas of improvement.

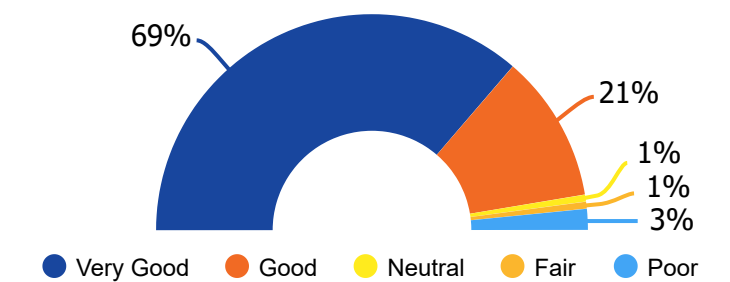
Virtual workspaces in the app organizes information & highlights tasks for Supervisors, Planners, Coordinators, Managers, and ARC Navigator.

Client COVID-19 Screening Tool prevents Attendants from exposure to the virus.

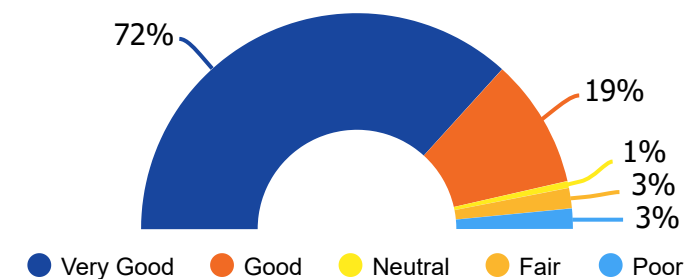
Rating of Quality of ILS Services



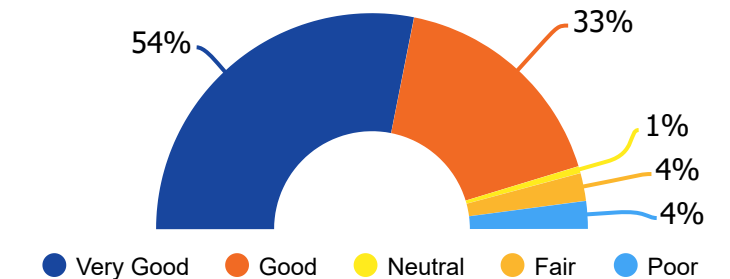
Clients Feel Safer/More Independent with ILS Services



Clients Feel Treated with Respect & Dignity



Clients Feel That ILS Services Are There When They Need It



Accessibility Resources & Connections: How We Help

Our Accessibility Resources & Connections program connects people to information and resources. In 2021-22, we continued to meet the growing need of seniors and people with disabilities who required assistance with guidance and funding options for assistive devices, home health equipment, and home & vehicle modifications.



302
clients served



2049
contacts made through ARC



106 assistive devices purchased after ARC searched for funding

We continued to feel the impact of the COVID-19 pandemic through decreased community donations to help fund assistive devices. Service Clubs, Faith Groups and Community Organizations had limited fundraising events which reduced their contributions to ARC.

Community Partnership: Distributing Hospital Beds



In the Spring of 2021, Paul Taylor, Executive Director of Grove Park Long Term Care Home, contacted ILS to partner in distributing hospital beds in the community after they replaced beds for their residents (following a generous donation from Sandra Nymark and the Nymark Foundation). Rather than storing the older hospital beds, Paul and our ARC team distributed 23 hospital beds to people who needed a bed but simply could not afford to buy one. This partnership proved extremely successful and made a meaningful impact on the quality of life for many people in the County of Simcoe and District of Muskoka.

Top Three Devices Requested for Funding through ARC

- 1 Hospital Beds
- 2 Wheelchairs
- 3 Walkers/Rollators



297 LISTINGS **587** REGISTRATIONS

Since January 2021

Quipit is a **free** online classified website that helps get gently used assistive and home care equipment to people who need it most. ILS is the host organization for this website that helps people find, buy, sell, or give away gently used equipment such as hospital beds, wheelchairs, and bathroom safety devices.

Be sure to visit www.goquipit.com to see how this amazing site works!



People and Culture

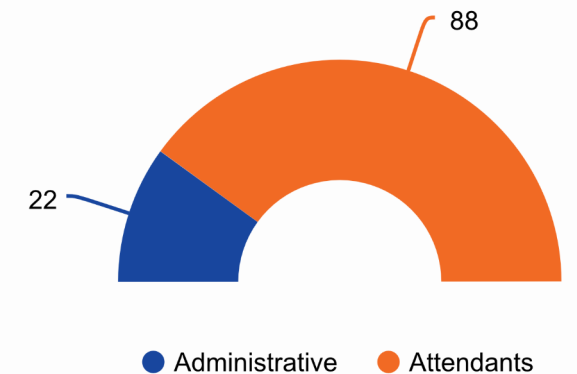
ILS Board of Directors

We would like to thank our Board members for their support and commitment to ILS over the past year:

| | | |
|-------------------|----------------------|----------------------|
| Patricia Copeland | Christine Larochelle | Kristen Douglas, LLB |
| Lorraine Smith | Jill Belcourt | Krista Dalcourt, CPA |
| Bruce Gennings | Maureen O'Connell | Magdalena Stapinski |
| Karen Collacutt | Heather Parsons | |

A very special thank you to two Board members who have completed their terms on the ILS Board of Directors. Patricia Copeland and Karen Collacutt significantly contributed to the oversight of ILS for several years, including the challenging times during COVID-19. Their contribution is deeply appreciated, and we wish them well in their future endeavours.

Number of ILS Employees



Who We Are: Employees

2021-22 continued to present challenges through multiple waves of the pandemic. We are grateful to all employees who continue to demonstrate their commitment and dedication to our clients and community. Please help us celebrate the following employee milestones for 2021-22.

Milestones 2021-22

25 Years

Nellie Teekens
Catherine Moorhead

20 Years

Michelle Hughes
Kim Haines

15 Years

Brenda Slack
Jane MacDonald

10 Years

Shannon Parker
Brenda Honig
Jodie Martin
Laura Hamilton

5 Years

Marcia Webley
Elene Domingo
Danyelle Ruscitti
Edith Mukayiranga
Gail Travers
Alma Blenkinsop
Sheri-Lynn McGrath
Bobbi-Jo Kalen
Sharon Roach
Laurie Valade
Dawn Smith
Sherry Stivrins

PSW Day 2021

On May 19, 2021, we celebrated the incredible dedication of our Attendants by providing a token of appreciation at our site offices.



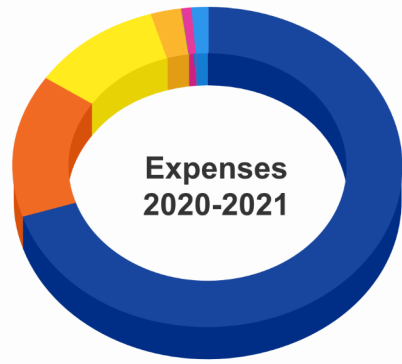
Finance

Summary from the audited Financial Statements as of March 2022 prepared by BDO Canada LLP. Our complete audited Financial Statement can be viewed at our website www.ilssimcoe.ca



- Government Funding = \$6,705,418
- Grants = \$0
- Donations/Membership = \$1,005
- Interest/Misc. = \$72,054
- Fundraising = \$281

Total = \$6,778,758

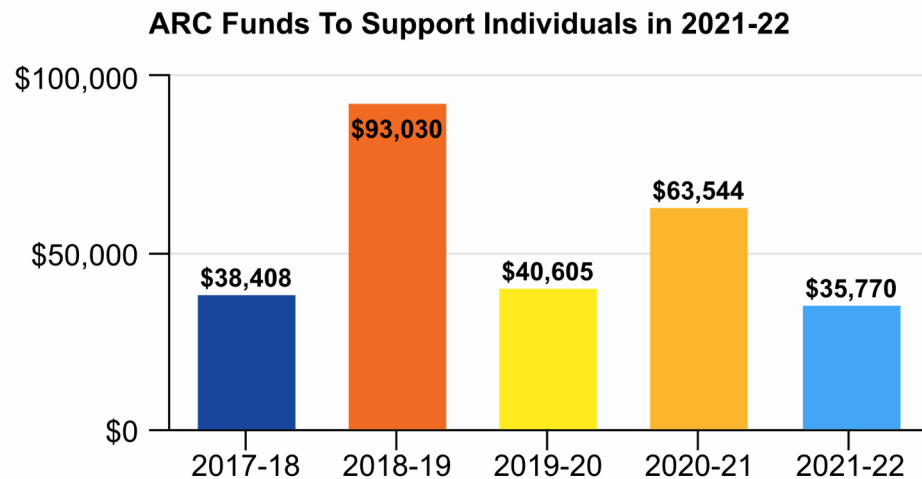


- Salaries = \$4,456,696
- Benefits = \$916,792
- Buildings/Supplies/Office = \$692,879
- Transportation = \$159,193
- Contracted Out Services = \$2,279
- Amortization of Capital Assets = \$52,618
- Staff Training = \$80,547

Total = \$6,361,004

Accessibility Resources & Connections Funding

ILS is thankful for your donations that helped secure essential supplies through COVID-19. Accessibility Resources & Connections (ARC) funds were 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.



L-R: Dan Leonard accepting ARC donation from Rob Wilcox, Rotary Club of Barrie-Kempenfelt

Working Through COVID-19: Our Commitment to Safety

ILS is committed to the safety of our employees and clients and we continue to support them throughout the ongoing waves of the COVID-19 pandemic. Numerous policies exist to ensure both employees and clients are aware of their rights and responsibilities when it comes to personal safety. As we work through COVID-19, we've implemented many measures, such as:

- Personal protective equipment (PPE) is always available to our Attendants. Masks, gloves, and face shields are part of the PPE kit.
- Rapid Antigen Test kits are supplied to all employees.
- ILS Immunization for COVID-19 Policy is in place.
- A remote work/hybrid work force was adopted for administration employees. We provide the technology and equipment required for those working from home.
- ILS updates its protocols and policies as per the recommendations from the Simcoe Muskoka District Health Unit and Ontario Health.
- A core group of employees continue to report to the offices during the pandemic and are physically distanced, masked and follow rigorous screening and sanitization procedures as per Public Health Guidelines and ILS protocols.
- Employees who cannot work from home are supported to work remotely and/or offered modified work arrangements/leave of absence if required.
- We offer an Employee Assistance Program to ensure employee wellness is a top priority.
- Virtual meetings decrease the risk of COVID transmission and virtual "Fireside Chats" are held on a quarterly basis to enable our employees to ask questions and voice their comments and concerns. These ongoing opportunities to engage with each other fosters new levels of connection, trust, and confidence within our ILS teams.



42,088 masks + 2030 N95 masks worn by clients & staff for safety

850 Face Shields worn to protect Staff

292,650 Pairs of gloves distributed

1346 Gowns/Coveralls worn for protection

29,065 Disinfectant Wipes Used

866 Containers of Hand Sanitizer needed

58% of ILS Clients self reported* receiving at least one COVID vaccine dose

* self reported numbers cannot be verified by ILS.

100% of ILS Employees attested receiving at least two COVID vaccines & required boosters as per ILS Immunization Policy

1550 Rapid Antigen Test Kits distributed

63 Client Reported COVID cases
100 Employee Reported COVID cases



Acknowledgements

Thank you to the many donors who helped support the purchase of assistive devices, home health equipment, and home & vehicle modifications for individuals in need.

- Barrie Kinsmen Club
- Barrie Senior Community Fund
- Community Foundation of Orillia
- Innisfil Community Foundation
- Innisfil Lions Club
- Kiwanis Club Barrie
- May Court Club of Barrie
- Nancy Kelly (Community Donation)
- Penetanguishene Lions Club
- Rotary Club Barrie
- Rotary Club Barrie Huronia
- Rotary Club Barrie Kempenfelt
- Rotary Club of Orillia
- Stayner Lions Club
- Wasaga Beach Kinette Club
- One faith group which wishes to remain anonymous

Government Grants and One Time Funding

- Ontario Health

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www.ilssimcoe.ca



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You can find us on LinkedIn at “Independent Living Services Simcoe County.”