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# Annual Report 2020-21

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## ILS Report from the Board 2020-2021

On behalf of the ILS Board of Directors, I want to thank the entire team at ILS for their outstanding dedication during this unprecedented pandemic. Frontline workers have delivered excellent healthcare to us all at a time when we needed their professional support the most. THANK YOU!

The Board is equally very grateful for the dedicated ILS management and office staff team. You have also gone above and beyond to keep the doors open and the services our clients need running smoothly. The Board applauds your foresight and caring to ensure ILS carried on when COVID kept sending knock out punches our way every day. The sacrifices you make truly make the difference.

Our Board continues to support the good work done at ILS during this pandemic. Our volunteer members meet remotely to ensure policies and governance continue without interruption so our ILS team feels supported. As Ontario Health assumes responsibility for organizations such as ILS, we will work with the team to move forward under this new model. Our Board will continue to operate in the best interest of ILS and all the incredible people who work here or use ILS services.

To our ILS clients, we want you to know ILS is vigilant in its efforts to ensure your protection from the pandemic while we offer you professional care. You are important to us all and part of the ILS family.

In closing, our Board of Directors wish to thank you for allowing us to be part of that same ILS family. We are honored to be a part of this journey together. Stay well.

Sincerely,

Patricia Copeland  
Chairperson



## **From Our Executive Director - Cheryl**

ILS, like the world around us, was consumed with managing all things COVID-19 related in 2020/21. Largely due to the professionalism and diligence of all ILS employees over the past year, we were able to support the people we serve safely and effectively. Roadblocks and challenges were constantly put in our way. It was not easy managing schedules, securing enough PPE for all staff or implementing new procedures and policies on an ongoing basis but we went the extra mile to ensure clients were getting their needs met including virtually connecting with loved ones during the lockdowns.

As a team, we found creative ways to support each other, ensure self-care was a priority, embraced technology to communicate effectively and worked really hard to keep spirits up. During all this, we underwent a brand refresh including a more streamlined name, revamped our website, outfitted our amazing team of Attendants with ILS apparel, connected extensively with our regional Community Support Services organizations for information sharing, collaboration and support. We ensured we didn't lose sight of our strategic goals and objectives including making accreditation a reality in 2021.

COVID has taught us many things. As we move forward, we are inspired to incorporate what we have learned about our agency, our workforce and the clients we serve and grateful for the dedication and professionalism of all those associated with ILS.

Be well.

A handwritten signature in cursive script, appearing to read 'Cheryl'.



Over the past year, COVID-19 impacted all aspects of Client Service delivery, but our quality of service did not diminish as reflected in our annual Client Satisfaction Survey. When asked, “How would you rate the quality of service regardless of its employee,”

**78% of the clients responded with a level of High Quality of Service.**

# Strategic Plan 2021-2023

**Our Vision:** Full Life Living

**Our Mission:** Partnering for Possibilities

**Our Values:** Excellence, Collaboration, Respect

## OUR STRATEGIC DIRECTIONS

### Quality and Excellence

#1

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.

### Communication and Inclusiveness

#2

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.

### Partnerships and Collaboration

#3

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.

ILS brought on fewer clients due to the lack of Attendants and the Agency's decision that the risks were too high for the coordinators to go into a home of an individual not associated with the Agency.

We implemented Courtesy Calls to check in with isolated clients.

# 72%

of clients receiving these calls felt it was beneficial.

We created a Client Engagement Pilot by purchasing tablets to assist clients with bookings.

With assistance of their Attendant, clients participated in virtual visits with family and friends whom they were unable to see due to the COVID-19 restrictions.

We encouraged and assisted clients with ordering groceries online with delivery to their home. Other clients opted to have the Attendant assist with the online order using an ILS device and arrange for a curbside pickup time for the Attendant to then deliver the groceries to the client. This innovative approach created greater client involvement with the shopping experience, as well as a cost and time savings. Shopping assistance in this manner will likely continue.

We added some COVID-19 specific questions to the 2020 survey:

# 81%

of clients felt that the Agency communicated a clear plan of action in response to COVID-19 to protect their health & safety.

# 72%

of clients felt that Client Services kept the client informed and made themselves available to talk about the impact COVID-19 has had on their services.

Comments from the Client Satisfaction Survey when asked "What do you like about the program or services you receive?":

“

*Caregivers are amazing. Management listens to my concerns and allows me to be human and keep my independence*

“

*Staff are kind and thoughtful*

“

*They are prompt and on time*

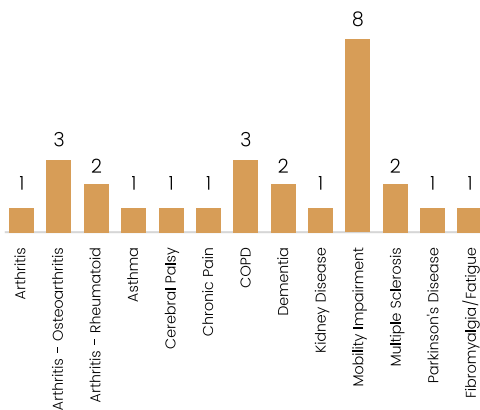
“

*Peace of mind knowing there is help when needed*

## Snapshot of our Client Service Programming

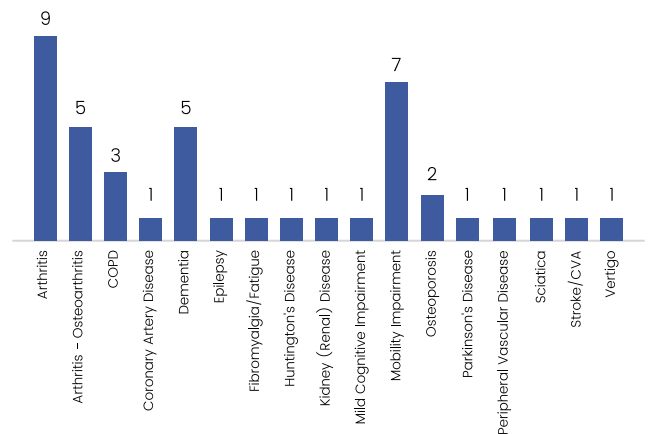
### Assisted Living Program for High-Risk Seniors

- Currently servicing 27 clients in the North end of Barrie
- Average time a client is on service is 3.25 years
- Clients can receive up to 4 visits/day, visits can range from 15 minutes to 1 hour
- Services are available 24-hours a day, 365 days a year
- Types of Diagnoses/Disabilities ILS supports below



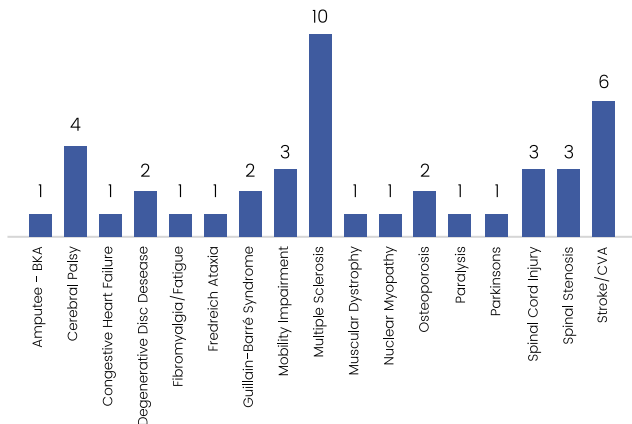
### Personal Support Program for Adults 55+

- Currently servicing 42 Clients in Barrie Area
- Average length of time on service is 1.8 years
- Clients can receive up to 2 visits/week, visits are 1 hour
- Services are offered Monday to Friday
- Types of Diagnoses/Disabilities ILS supports below



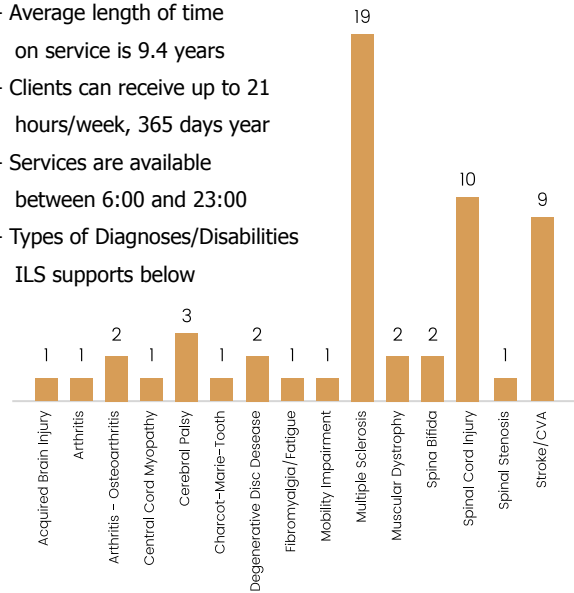
### Assisted Living for Adults with Physical Disabilities

- Currently servicing 43 Clients throughout Simcoe County (Barrie, Midland, Collingwood and Orillia)
- Average time a client is on service is 3.25 years
- Clients can receive up to 45 hours/week, 365 days year
- Services are available 24-hours a day
- Types of Diagnoses/Disabilities ILS supports below



### Personal Support Services for Adults with Physical Disabilities

- Currently servicing 56 Clients across Simcoe County
- Average length of time on service is 9.4 years
- Clients can receive up to 21 hours/week, 365 days year
- Services are available between 6:00 and 23:00
- Types of Diagnoses/Disabilities ILS supports below



**242**  
Listings since February 2020

**473**  
Number of Registrants

In 2020, we re-launched the Assistive Device Exchange (A.D.E) website, with a new name and website: "Quipit" [www.quipit.com](http://www.quipit.com)

With improved ease of use, and the latest security features, Quipit remains a free online classified website to buy, sell, or give away gently used equipment such as hospital beds, wheelchairs, and bathroom safety devices.

#### Top Five Devices commonly listed or requested for ARC funding: (cost new vs used)

Assistive Device/ Home Modification	New	Used on Quipit
Patient lift	\$2,400 - \$3,200	\$500 - \$900
Power wheelchairs	Gov,t pays 75%, purchaser pays \$1,200 - \$3,600	\$400 - \$1,900
Hospital beds	\$1,200 - \$2,800 depending on size required	\$400 - \$800
Commode – Wheeled Commode	\$120 - \$475	\$25 - \$200
Transfer pole	\$295	\$75

# The Accessibility Resources & Connections (ARC)

The Accessibility Resource Centre was renamed "Accessibility Resources & Connections." Our new name represents what we do: connecting people to information and resources (as opposed to confusing people that we were a bricks-and-mortar drop-in center).

The year was a busy one as ARC met a growing need of seniors and people with disabilities who required assistance with information, guidance and funding options for assistive devices, home health care equipment and home & vehicle modifications.

Unfortunately, due to the ongoing pandemic, community donations to help fund assistive devices decreased significantly. Due to the pandemic, Service Clubs, Faith groups and others had limited fundraising events which reduced their contributions to ARC.

Fortunately, ILS received several provincial and federal government COVID-19 relief grant programs that helped **456 people**. Supporting independence, safety and put money back into the pockets of people who really needed it.

## How We Helped Out

United Way Simcoe Muskoka partnered with 211 Community Connection and six community agencies to deliver the **Urgent Needs Fund**. The fund was available to individuals across Simcoe Muskoka experiencing or at-risk of poverty and offered emergency financial assistance with a modest one-time grant to address basic needs (e.g., groceries, clothing, transportation, housing startup costs, health and wellness, personal identification).

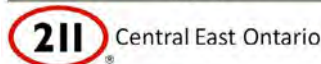
ILS acted as one of the six lead agencies. The project was a great success in supporting 903 individual grants which impacted 1,566 people and distributed over \$221,000 throughout Simcoe Muskoka.

# \$39,100

distributed through ILS to 159 people across Barrie & Area



ARC helped 456 people to purchase 136 assistive devices at a cost of \$63,544 in 2020-21





# People & Culture

## ILS Board of Directors

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

Patricia Copeland	Jill Belcourt
Lorraine Smith	Maureen O'Connell
Bruce Gennings	Rhonda Stevenson
Karen Collacutt	Heather Parsons
Christine Larochele	

A special thank you to three board members who have completed their terms on the ILS Board of Directors. Blair Almond, Jane Binns, and Lori Marshall have significantly contributed to the oversight of ILS over several years. Their contribution is greatly appreciated.

## Who We Are: Employees

2020-21 was exceptionally challenging and we are thankful for our employees who continue to show their dedication to our community. Please help us celebrate these employee milestones for this year.

## Milestones 2021 -Years of Service

### 30 Years

Shirley Robles  
Karen Sjerps  
Val Richardson

### 20 Years

Bronia Czopowik  
Tami Tarini  
Julie McDonald

### 15 Years

Kimberley Frank  
Jennifer Halbot  
Jean McAllister

### 10 Years

Sara Den Bok  
Sarah Vanstone  
Cathy Gutkowska

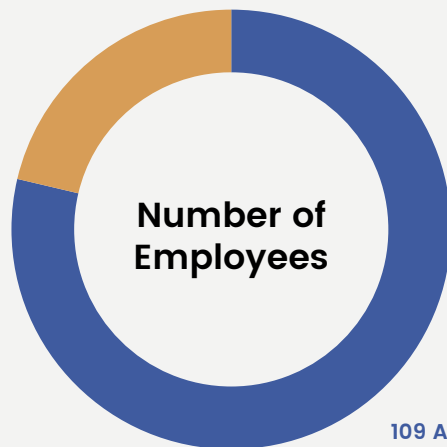
### 5 Years

Teresa Goguen  
Amy Zimmerman  
Sheila Hill  
Virginia Simpson  
Mary Ann Masters  
Courtney Elliott

Sharon Green  
Christine Raycraft  
Danielle Rowley  
Breanne Guest  
Brenda Joseph



26 Administrative



Number of Employees

109 Attendants



### PSW Day

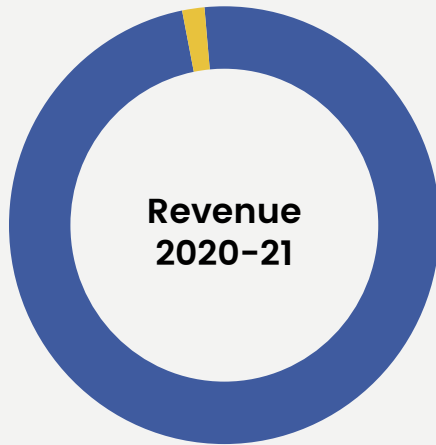
On May 19, 2020, we celebrated the incredible dedication of our Attendants by providing a token of appreciate at our site offices.



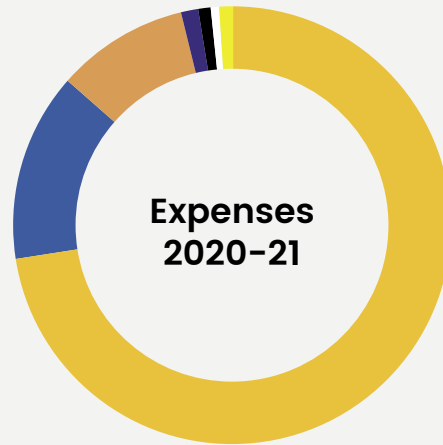
# Finance

Summary from the audited Financial Statements as of March 2021 prepared by BDO Canada LLP. Our complete audited Financial Statement can be viewed at our website

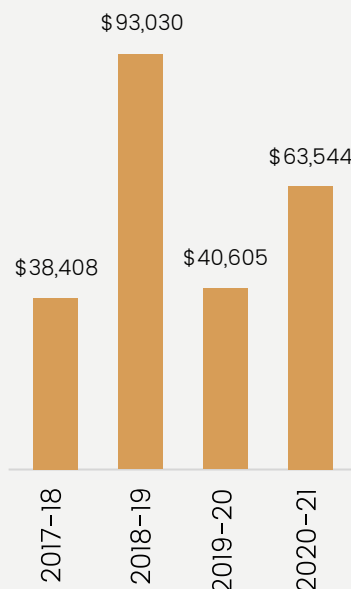
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- Government Funding = \$6,929,404
- Grants = \$0
- Donations/Membership = \$1,996
- Interest & Misc. = \$68,440
- Fundraising: = \$7,868
- Total: \$7,007,708**



- Salaries = \$5,012,492
- Benefits = \$964,033
- Buildings/Supplies/Office = \$683,947
- Transportation = \$95,995
- Contracted Out Services = \$55,294
- Amortization of Capital Assets = \$50,475
- Staff Training: \$61,386
- Total: \$6,923,622**



## Accessibility Resources & Connections (ARC)

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.

**ILS is thankful for your donations that helped secure essential supplies through COVID-19**

# Working Through COVID-19

ILS continues to support our employees during the 2nd, 3rd and now 4th wave of the pandemic. Some changes implemented, include:

- We increased the amount of personal protective equipment (PPE) available to our Attendants. Masks, gloves, and face shields are part of the PPE kit.
- During the school closures, ILS offered the option to ask for modified work arrangements or to take a leave of absence with access to the government programs for payment to employees who could not work from home.
- Employees who could work from home were supported to work remotely.
- The core group of employees who remained in the offices during were physically distanced, masked and followed rigorous screening and sanitization procedures. Their support is much appreciated!
- Technology is a vital support in working throughout COVID-19. All employees have access to email and Microsoft Teams to ensure continued communication throughout the Agency.
- Good news! Our dedication to using PPE, sanitizing, and following screening protocols worked tremendously!

**We had ZERO COVID-19 outbreaks in 2020-21**



**56,909**

Masks worn by clients and staff for safety



**64,308**

Pairs of gloves distributed



**1,044**

Gowns worn for protection



**557**

Containers of Hand Sanitizer needed



**8,174**

Disinfectant Wipes used



## “Full Life Living”

### 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.

Rotary Club Barrie  
Kiwanis Club Barrie  
Stayner Lions Club  
Innisfil Lions Club  
Rotary Club Barrie Kempenfelt

Innisfil Community Foundation  
Connie Raisbeck (Community  
Donation)  
Maycourt Club  
Innisfil Lioness Club

3 faith groups which wish to remain anonymous

Rotary Club of Orillia  
Penetanguishene Lions Club  
Wasaga Beach Kinette Club  
Barrie Kinsmen Club  
100 Men that Care Innisfil

### Government Grants and One Time Funding

New Horizon for Seniors Program  
North Simcoe Muskoka Local Health Integrated Network - NSM LHIN  
Emergency Community Support Fund - ECSF

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