

Independent Living Services

Simcoe County

Annual Report 2022-23



*Foundations For
Resilience & Growth!*

Vision:
*Full Life
Living*

Mission:
*Partnering for
Possibilities*

Values:
*Excellence
Collaboration
Respect*

Independent Living Services Simcoe County

15 Cedar Pointe Drive
Unit 10
Barrie, Ontario
L4N 5R7

Tel: 705-737-3263
TTY: 705-737-3242
Fax: 705-737-1874
Free: 1-800-465-1133

www.ilssimcoe.ca



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



Land Acknowledgement

In the spirit of truth and reconciliation, ILS acknowledges with humility, gratitude, and respect that we are located on the traditional territory of the Anishinaabeg, the Haudenosaunee, and the Wendat Peoples. We extend our appreciation to the many First Nations, Métis, and Inuit Peoples both past and present for their stewardship of the land on which we operate. We value the significant historical and contemporary contributions of Indigenous Peoples as vital contributors of society.

<http://pixabay.com>

ILS Report from the Board 2022-23

This marks the end of my first year serving as Chair of the Board of Directors for ILS. I have learned a great deal over this past year and have relied heavily upon the full Board, both newly recruited as well as long-serving members. Of course, our most valued Executive Director, Cheryl Wilson, along with her Leadership Team members, provide excellent support for all the Board's work and we are grateful! Their commitment to client care and ensuring quality services are upheld is tremendous as we continue to face the challenges of the pandemic.

We continue to seek board members from across Simcoe County who have knowledge, skills, and life experience to contribute to the Board's oversight work. I am very excited to learn from the roll-out of the ILS Diversity, Equity, and Inclusion project as I am certain that our approach to recruitment and Board processes will become even more robust.

As we enter a time of strategic planning, we can proudly reflect upon the history of ILS as a crucial provider of support in our communities. In so doing we take the lessons of the past and pair them with our knowledge of our current strengths and challenges to craft a path forward. I look forward to this process and the continued evolution of ILS in a challenging healthcare environment.

ILS is an organization of many facets; the Board is but one part. Please be assured that ILS clients and the individuals who carry out the work of the agency are always central to our deliberations.

Thank you.

Maureen O'Connell ~ Board Member, Chair 2022-2023



From Our Executive Director

While our efforts in 2022-23 continued to manage the ever-present pandemic, ILS teams remained resilient and made great strides in many ways, keeping client care at the forefront. I am constantly reminded of the professionalism, loyalty and dedication ILS Attendants and Administration staff demonstrate daily.

Our fiscal year began with our move to a smaller, modernized location for our Central Office. We further embraced technology to enable staff to do their work, participate in various training requirements, and access the GoldCare Employee Portal more efficiently. Hybrid work also allowed employees to remain safe through the ongoing waves of the pandemic while returning to some in-person meetings was possible as Public Health Measures & Guidelines evolved.

An operational priority was to strengthen our People and Culture department and we did this with the addition of a new Human Resources Associate and Director. The workforce pressures in the healthcare sector persist. Having a highly skilled and proactive team highly focused on our recruitment and retention efforts is helping us become an employer of choice in Simcoe County.

As our 3-year CARF accreditation status hit mid-point, we continued to work on our performance measurement and management framework. The learning we are doing in this area will align nicely with the new organizational strategic planning we will begin in the Fall of 2023.

We have worked hard to put in place strong foundational work for ILS over the past couple years. We are now ready to think about and plan for growth. Our hard work has paid off and it is an exciting time for ILS. We will continue to engage our clients, employees, and community stakeholders to collaborate on identified needs that align with our mission, vision and values. Stay tuned!

Wishing you well!

New Year, New Location!

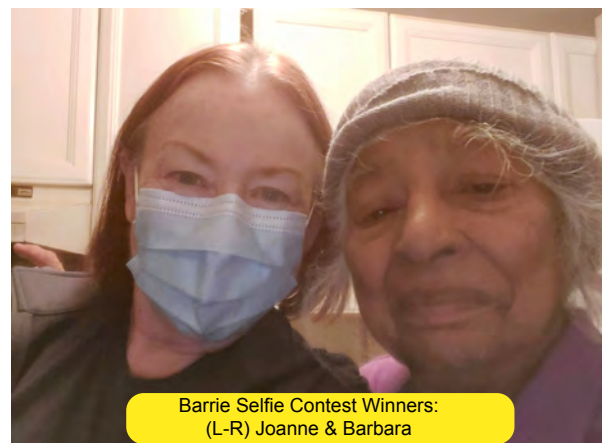
2022-23 started with an office move to a new location. On April 1, 2022, the Central Office for Independent Living Services Simcoe County moved to:

**Unit 10 - 15 Cedar Pointe Drive
Barrie, ON
L4N 5R7**

We invited employees, clients, partners, and members of the community to connect with us in our bright, new location during our Open House in August.



Winners of the Selfie Contest received gift cards.
(L-R) Joanne & Supervisor Miriam



Barrie Selfie Contest Winners:
(L-R) Joanne & Barbara



(L-R) Tami Tarini, Director Client Services with Open House visitors Crystal Gamess & Sarah Johnson of National Seating & Mobility



72-hour Emergency Kits delivered to all ILS Clients for their safety.

Engaging With Others in 2022-23

- ILS supported client safety with the provision of free home emergency kits.
- We held a "Client Selfie Contest" to spark some fun in the winter.
- We welcomed the community at our Open House at our new office.
- We invited new job recruits at local job fairs & "pop-up hiring days" at our Central Office.
- We donated surplus office equipment to Habitat for Humanity.
- We raised internal donations during a holiday campaign to buy seasonal treats & socks for our clients in December.



Midland Selfie Contest Winners:
(L-R) Nettie & Cathy



Our friendly HR Associate, Jenn, welcomes walk-in job applicants.

Client Bill of Rights:

The Connecting People to Home and Community Care Act, 2020 (Bill 175) was proclaimed on May 1, 2022, after the Home Care and Community Services Act, 1994 was repealed. We updated our Client Bill of Rights and distributed it to all clients and posted the Bill of Rights in all ILS offices.

Your Rights as an ILS Client:

Receive necessary information, be given reasonable choices, and be treated with dignity & respect.



To be treated with respect and be free from physical, sexual, mental, emotional, verbal, and financial abuse.



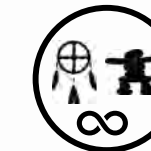
To have your dignity and privacy respected, and participate with autonomy in decision-making.



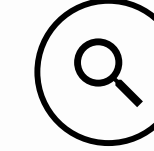
To have your individuality & preferences respected (including those based on ethnic, spiritual, linguistic, familial, and cultural factors).



To receive services free from discrimination under the Ontario's Human Rights Code & Canadian Charter of Rights and Freedoms.



To receive services in a culturally safe manner for those clients who are First Nations, Métis, or Inuk.



To receive clear and accessible information about your home and community care services.



To participate in your assessment & reassessment of your needs, as well as the development & revision of your care plan.



To designate someone to be with you during assessments, and to participate in the development, evaluation, and revisions to your care plan.



To receive assistance in coordinating your services.



To give or refuse consent to the provision of any home and community care service.



To raise concerns &/or recommend changes for your services, and with policies & decisions that affect you (without fear of interference, coercion, discrimination, or reprisal).



To be informed of the laws, rules, & policies affecting your service, and to be informed (in writing), of how to complain about the services you are receiving.

Questions? Please contact the Director of Client Services at (705) 737-3263.

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.



2022/2023 brought opportunities and changes for the Client Services team. We continue to feel effects of the reality of COVID-19, yet we've evolved and moved forward.

Our team diligently supports a safe workplace for Attendants and Clients with continued pre-screening of clients, providing PPE for clients, and maintaining regular masking for staff during client visits.

Quality Improvement

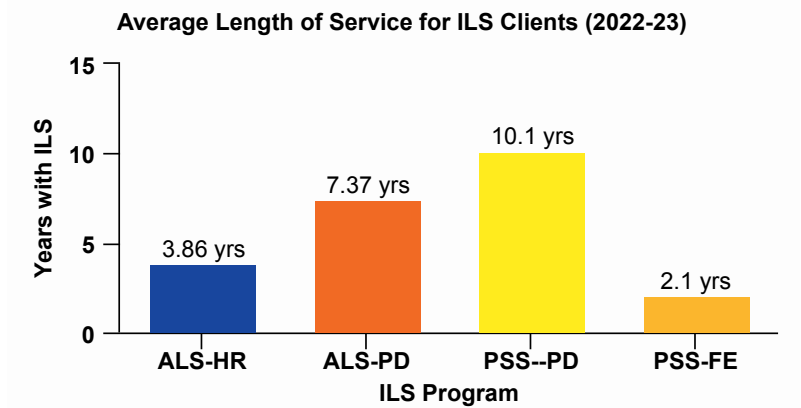
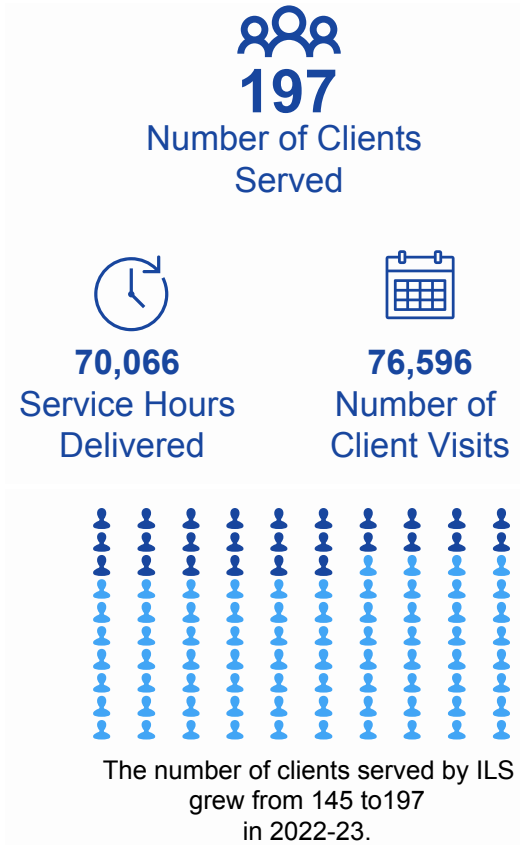
Over the past year, we worked to find efficiencies and make improvements to enhance our service delivery which aligns with the needs of clients, families, and our employees. We acknowledge the efforts & teamwork of the many people who supported these projects. Some of our **Service Delivery Strategies** in 2022-23 included:

- Further enhancements for reporting across the agency through GoldCare Mobility and mobile devices. This improved overall communications and supported timely reporting.
- Implemented a telephone recording system in the Planning Center to help with training and quality assurance purposes.
- Implemented scheduling efficiencies by creating staffing schedules to reduce travel time and "downtime" between client bookings. This improves continuity of care, increases our direct service hours, reduces expenses, and improves the onboarding process for new admissions.

These strategies were successfully implemented yet we have not seen changes as anticipated. The provincial PSW shortage impacts our service delivery as we have limited staff resources which can lead to unfilled shifts and cancelled hours of care. We acknowledge and apologize for the impact and inconvenience of this workforce shortage as it disrupts client & caregiver experience and adds pressure on our existing employees. Our commitment over the next year is to support our revitalized recruitment & retention strategy while actively working with community partners and the government on ways to improve upon the PSW shortages.



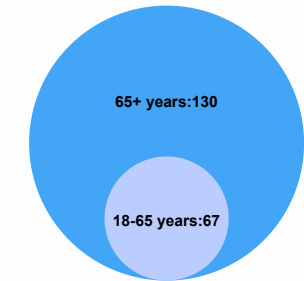
Client Services Snapshot:



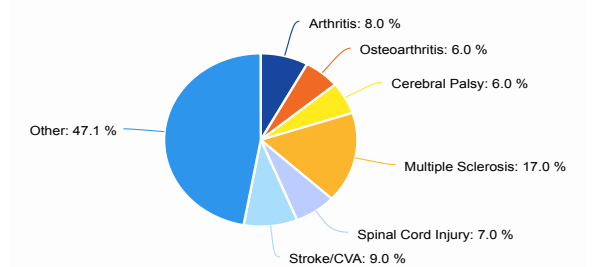
Acronyms for ILS Programming:

- 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

Age of ILS Clients Served



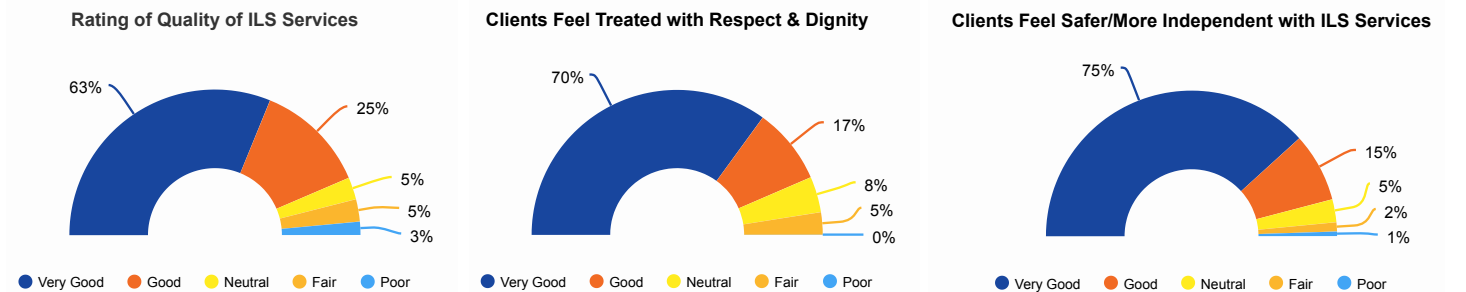
Types of ILS Client Disabilities



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 in 2022.

ILS Client Services Survey 2022 Results



Providing Guidance & Support:

Our Accessibility Resources & Connections program (ARC) connects people to information & resources to remain safe in their homes and community. In 2022-23, 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.

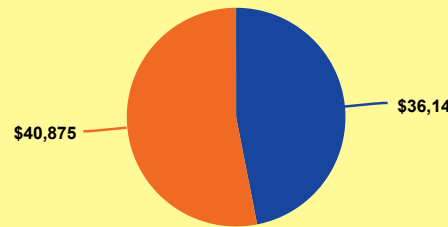
Accessibility Resources & Connections 2022-23



Did You Know?

The ILS Centralized Funding Pool is a combination of community funders and other sources of income. This fund is intended to support people with disabilities and seniors who are in financial need to purchase their prescribed assistive devices, mobility aids, home & vehicle modifications.

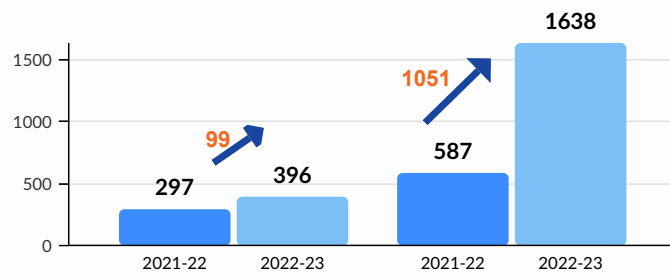
ILS Funding Sources to Purchase Assistive Devices



Top Three Devices Requested for Funding through ARC

- Wheelchairs
- Hospital Beds
- Walkers/Rollators

Comparison of Quipit Listings & Registered Users



Quipit Listings



Registered Users

Top Five Commonly Listed Devices on Quipit 2022-23



396
Listings since January 2022

1638
Number of Registrants

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 <http://www.goquipit.com> to see the wide variety of available devices

People and Culture

ILS Board of Directors

We would like to thank all our Board members for their support and commitment to ILS between April 1, 2022 - March 31, 2023:

- | | |
|----------------------|----------------------|
| Jill Belcourt | Christine Larochelle |
| Krista Dalcourt, CPA | Maureen O'Connell |
| Kristin Douglas | Heather Parsons |
| Bruce Gennings | Lorraine Smith |
| Maria Kavanagh | Magdalena Stapinski |

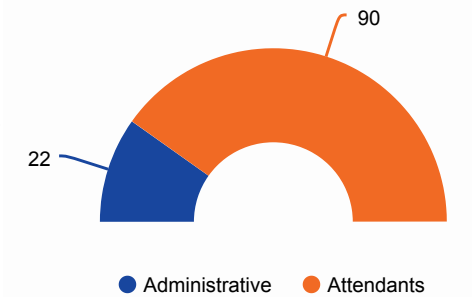


Their contributions are deeply appreciated, and we appreciate their wisdom and guidance as our agency continues to evolve through COVID-19 and beyond.

Who We Are: Employees

2022-23 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 2022-23

Number of ILS Employees



Milestones 2022-23

35 Years
Roberta McComb

20 Years
Teresa McKee

15 Years
Mabel Ndidi
Jayne Gillett
Tina Longlade
Celeste Levy
Irena Pawul

10 Years
Ashley Jennett
Kim McCallum

5 Years
Cheryl Hawkins,
Kemerya Jobir
Nicole Nahorney
Sharon Baker

PSW Day 2022

On May 19, 2022, we celebrated the incredible dedication of our Attendants by providing a token of appreciation at our site offices. COVID-19 Safety continued to be paramount but that didn't stop the fun!



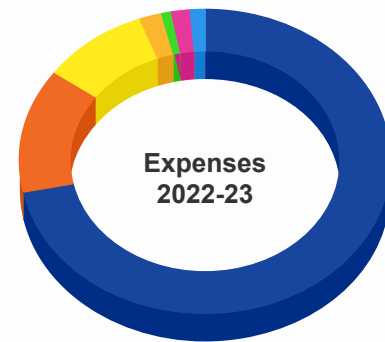
Finance

Summary from the audited Financial Statements as of March 2023 prepared by BDO Canada LLP. Our complete audited Financial Statement can be viewed at our website: www.ilssimcoe.ca



- Government Funding = \$6,711,461
- Interest/Misc. = \$28,666
- Donations/Membership = \$530

Total = \$6,740,657

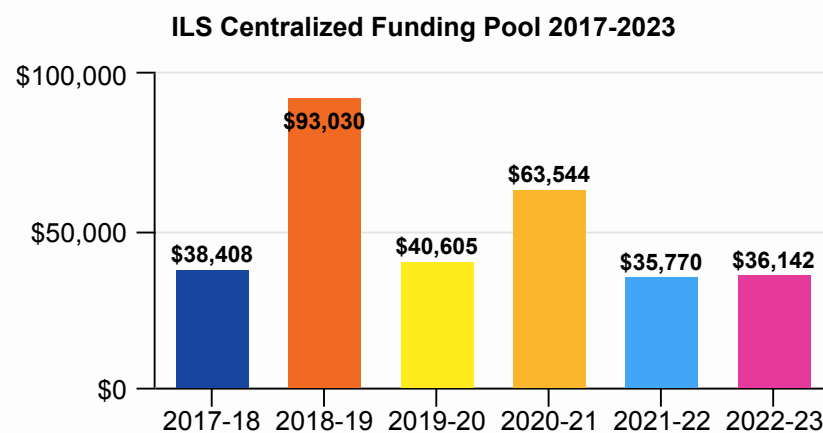


- Salaries = \$4,794,192
- Benefits = \$880,766
- Buildings/Supplies/Office = \$623,888
- Transportation = \$129,382
- Contracted Services = \$57,702
- Amortization of Capital Assets = \$109,890
- Staff Training = \$83,923

Total = \$6,679,143

Accessibility Resources & Connections Funding

ILS is thankful for your donations that helped support individuals needing assistance in purchasing mobility devices, home, or vehicle modifications. Funds are received from various sources including local service clubs, faith communities, community groups, private donations, and fundraising.



(L-R) Josh from Gateway Casino presents Cheryl, Executive Director ILS, with their GatewayGIVES donation in May 2022.

Working Through COVID-19: Our Commitment to Safety

Our commitment to the safety of our employees and clients continues and we constantly support them throughout the changing waves of COVID-19 variants and evolving Public Health Guidelines. Numerous policies exist and are annually reviewed to ensure both employees and clients are aware of their rights and responsibilities when it comes to personal safety. As we work and grow with COVID-19, our many measures help keep staff and clients safe. For example:

- 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 remains in place.
- A remote work/hybrid work force continues for administration employees. We provide the technology and equipment required for those working from home.
- ILS continues to update its protocols and policies as per the recommendations from the Simcoe Muskoka District Health Unit and Ontario Health.
- Employees who can not 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. There are ongoing virtual & in-person opportunities to engage with each other which fosters connection, trust, and confidence within our ILS teams.

- 36,250 masks + 17,712 N95 masks worn by clients & staff for safety
- 358 Face Shields worn to protect Staff
- 136,200 Pairs of gloves distributed
- 3991 Gowns/Coveralls worn for protection
- 25,345 Disinfectant Wipes Used
- 540 Containers of Hand Sanitizer needed
- 2,440 Shoe Covers Used
- 2296 Rapid Antigen Test Kits distributed
- 575 Coveralls donated to the IOOF in 2022-23



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
- Financial Assistance Partners Group
- Gateway Gives Innisfil
- 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 Bracebridge/Muskoka Lakes
- Rotary Club of Orillia
- Stayner Lions Club
- Tiny Township
- United Way Emergency Fund
- Wasaga Beach Kinette Club
- One faith group which wishes to remain anonymous

Independent
Living Services

Simcoe County

www.ilssimcoe.ca

 [facebook.com/
ILSsimcoe](https://facebook.com/ILSsimcoe)

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