



# 2023-2024 ANNUAL REPORT

Advancing Our Mission & Deepening  
Our Impact

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# 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.

## ILS IMPACT STORY

In February 2024, our Assistive Technology & Aging At Home Coordinator received a call from an individual who had recently relocated to Wasaga Beach from North Bay. He sought assistance with reassembling his six-year-old wheelchair, which had been disassembled and wrapped in plastic during his extended hospital stay for recovery from an amputation. Unfortunately, despite efforts, no one was available to undertake the reassembly.

Determined to find a solution, our Coordinator reached out to a contact at the United Way, who had recently received a donation of wheelchairs from Reliant. This contact was keen to ensure these wheelchairs went to those in need. Within the same week, a new wheelchair was delivered to the individual, who had chosen Wasaga Beach for retirement and was without local support. We were delighted to assist in supporting his independence.



“ Every client I’ve spoken to says that they are so thankful that ILS exists. Funders and Occupational Therapists are always sending notes of appreciation.

~ Holly H



# MESSAGE FROM THE EXECUTIVE DIRECTOR & BOARD CHAIR

Reflecting on the past year, we are incredibly proud of the progress we've made in advancing our mission and amplifying our impact. This year has been transformative, marked by key achievements that position us for continued growth and success.

A key focus has been embedding Diversity, Equity, Inclusion, and Belonging into our work through our DEI Belong.Here. Committee, ensuring our services are accessible and inclusive for all.

We've also grown in performance management, equipping our team with effective practices to consistently deliver high-quality care and service, fostering continuous improvement across the organization.

In February 2024, we expanded our Client Services to the Barrie and Area Assisted Living program, allowing us to reach more individuals and ensure wider access to essential care.

This year also saw the launch of our Home Maintenance and Repair Program in North Simcoe, creating safer, more secure living environments for seniors and individuals with disabilities through essential repairs and maintenance.

We also deepened our collaboration within the Ontario Health Team (OHT) framework, participating in both the North Simcoe and the Northern York South Simcoe OHTs. These partnerships are crucial in delivering integrated, high-quality care to our clients locally, ensuring they receive the support they need, when and where they need it.

Looking ahead, we are excited to build on this year's successes and continue making meaningful strides in the future. Our heartfelt thanks go to our staff, board members, and the entire community for their unwavering support and dedication, helping us create a lasting impact and a brighter future for all.



*Cheryl Wilson*

**Cheryl Wilson**  
Executive Director

*Maureen O'Connell*

**Maureen O'Connell**  
Board Chair



## WHO WE ARE

ILS is a leading, CARF accredited organization providing individualized support and services to adults with physical disabilities and seniors living at home and in their community. We are a team of people dedicated to strengthening communities in Simcoe County. For over 40 years, our work has gone beyond healthcare to build a sense of belonging and a culture of care in Simcoe County. We have made it our mission to partner for possibilities, so our vision of **full life living** is realized with people accessing the resources and support they need to enjoy life fully. We value excellence to ensure a high standard of care, collaboration with clients and community partners to support peoples' independence, and respect as the foundation of our care.

## WHAT WE DO

We help adults with permanent physical disabilities and seniors aging in place to maintain their independence through an individualized, non-medical model of care that is holistic and self-directed. This means our approach centres on the choice, control, and freedom of the individual, allowing clients to make decisions about their own care based on what works best for them. All services are based on clients' assessed needs.

### OUR SERVICES INCLUDE:

#### **Assisted Living Services:**

Offers 24/7 pre-scheduled and unscheduled care for clients who can direct their own care and require regular support, at no cost.

#### **Personal Support Services:**

Offers personalized care plans for clients at home, work, or school scheduled daily from 7 AM to midnight, seven days a week.

#### **Homemaking Services:**

Assists seniors with essential tasks like housekeeping and meal preparation, with fees subsidized based on income.

#### **Assistive Technology & Aging at Home Program:**

Connects low-income seniors and people with disabilities to resources and equipment that support their independence, ensuring access to the devices and modifications they need.

# OUR IMPACT

## ILS Updates 2023-2024

### NEW Homemaking Program

We launched a new Homemaking Program, providing essential support for seniors 55+ and individuals with disabilities in Barrie & Area. This service offers up to four hours of assistance per month, including light housekeeping, meal preparation, laundry, and shopping. This program, previously operated by Helping Hands, allows us to expand our impact and continue offering valuable care to the community.



### Assistive Technology & Aging At Home



In 2023, our "Accessibility Resources & Connections" program was renamed "Assistive Technology & Aging At Home". It continues to support seniors and individuals with disabilities by providing assistive devices, home health equipment, and modifications. Referrals from healthcare professionals are used to secure funding from local clubs and groups, and clients receive help through consultations and community events, promoting safety and independence at home.

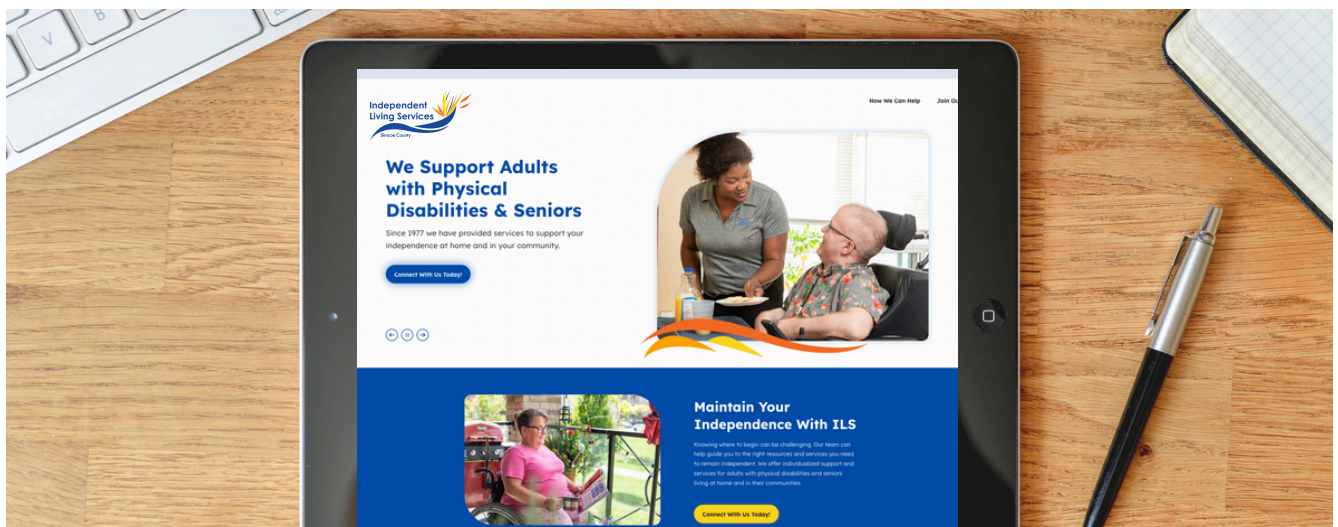
## NEW Home Maintenance & Repair Service

ILS received a one-year grant from the County of Simcoe to offer affordable home maintenance and repairs, helping seniors and people with disabilities maintain their independence. Launched in spring 2024 across north Simcoe County, services include tasks such as changing light bulbs, installing grab bars, smoke detector maintenance, eavestrough cleaning, and seasonal yard work like raking and snow removal.



## NEW Website Launched

In December 2023, we launched a new user-friendly website showcasing authentic images of our dedicated employees and clients. We extend our heartfelt gratitude to everyone who contributed to making this project a true representation of the ILS organization. Explore our new website at [www.ilssimcoe.ca](http://www.ilssimcoe.ca).



# Quipit™ . Empowering Access to Essential Equipment

## TOP 5 QUIPIT LISTINGS

Total Listings = 376

- 92 Wheelchairs
- 67 Bathroom Equipment
- 54 Hospital Bed and/or mattress
- 41 Walker/Rollator
- 39 Lifts

Quipit is a valuable, free, online social enterprise platform dedicated to connecting individuals with gently used assistive and home health equipment. Hosted by ILS, this website facilitates the buying, selling, and donating of vital items such as hospital beds, wheelchairs, lift equipment, and bathroom safety devices. Between 2023-2024 there were 2,251 total users on the platform, up from 1,638 the year prior. To learn more about Quipit, visit: [www.goquipit.com](http://www.goquipit.com).

## Continued Excellence: CARF Accreditation



ILS successfully maintained its accredited status in 2023. This recognition further underscores ILS' commitment to maintaining high quality service through ongoing adherence to CARF International standards throughout the accreditation term. ILS looks forward to the next CARF Accreditation review scheduled for January, 2025.





# Measuring our Impact

Our annual client survey indicates that ILS continues to provide quality service and support to our clients. Here is what our clients had to say in 2023.

**84%**

of clients say they received good or very good quality of service.

**94%**

of clients feel they are treated with respect and dignity at ILS.

**90%**

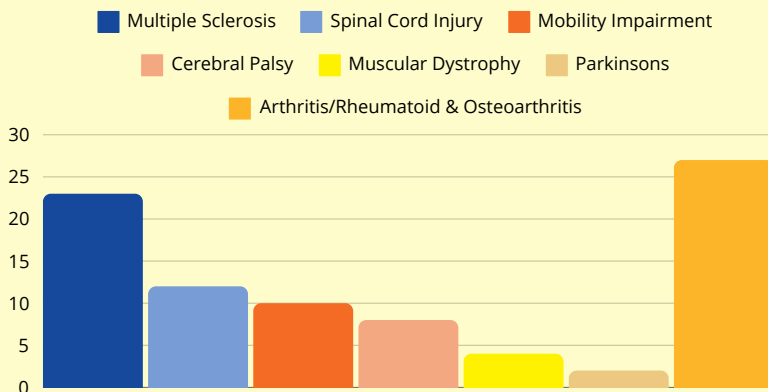
of clients feel safer and more independent at home with ILS services.

**78%**

of clients feel ILS services are there when they need them.

## Types of Disabilities our Clients Have

\*Note: 145 of our client's have "other" disabilities than those listed.



“ I love the friendship, the help that they give me, the trust. I look forward to my visits.

~ Christina C



# ILS BY THE NUMBERS

## Client Service Program

175

Total Clients Served



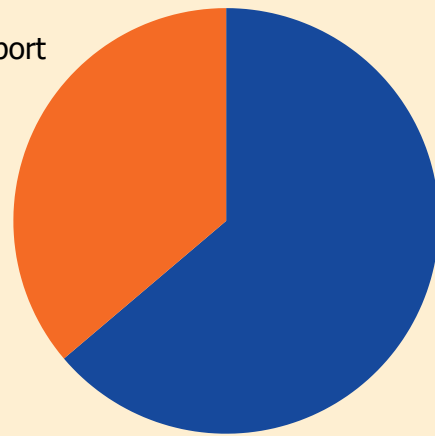
Service Hours Delivered  
**69,327.96 HRS**

74,198

Total Client Visits



Personal Support Services  
36.2%



Assisted Living  
63.8%

479

Total Clients on the Waitlist for Support Services



### Client Age Range

124

(OVER 65)

51

(18-65)

0

(16-18)



### Clients on Waitlist

Assisted Living

Personal Support Services



### Assistive Tech & Aging At Home Program

Clients served = 68  
Contacts made = 132  
Devices purchased = 93

### Homemaking

Clients served = 44  
Clients on waitlist = 169

### Age of clients served



### Top 3 Devices Purchased after ILS Funding Search



16 hospital beds



21 wheelchairs



8 bath safety items

# CLIENT & COMMUNITY ENGAGEMENT

## Fall Fair

The ILS Client and Employee Fall Festival, held on October 12, 2023, brought together over 70 participants for a day filled with food, fun and festivities. Clients, staff, and their families enjoyed a variety of activities, including games, a scavenger hunt, and pumpkin painting. The event fostered a sense of community and connection.



## Comfort & Joy

In December 2023, ILS employees came together for the Comfort & Joy initiative, assembling gift bags filled with hot drinks, cozy socks, and seasonal treats for their clients. Additional bags were donated to The Busby Centre, extending warmth and care to individuals experiencing homelessness during the holiday season. This initiative highlighted the compassion and generosity of our ILS team, spreading comfort and joy to those in need.

## PSW Day



On May 19th, 2023, in celebration of PSW Day, ILS honoured our dedicated Attendants and Homemakers with appreciation events. Employees were invited to drop by for treats, fun activities, and a special token of gratitude, recognizing their hard work and the invaluable care they provide to our clients year-round.

# DIVERSITY, EQUITY, AND INCLUSION

We secured funding from the Government of Canada's Community Services Recovery Fund for: fostering a culture of inclusion, engaging employees in DEI efforts, and addressing barriers in our programs and services. Our newly formed DEI Belong.Here. Committee will continue to guide these initiatives into 2024.

## In 2023, we secured funding for:

- ✓ A DEI assessment (surveys, consultations, policy review).
- ✓ Developing a DEI Strategy & Action Plan which will guide our newly formed DEI Belong.Here. Committee.
- ✓ Implementing customized DEI training.



“I love the opportunity we have as an agency to make a difference in people's lives every day.”

~ Janessa P.



# FUNDING & CONTRIBUTIONS

Our audited Financial Statements, as of March 2024, were prepared by BDO Canada LLP. To view our complete audited Financial Statement, visit our website: [www.ilssimcoe.ca/about/annual-reports/](http://www.ilssimcoe.ca/about/annual-reports/).

## Centralized Funding Pool (CFP) Contributions

Total Funds Raised in 2023-24: **\$89,609.17**

- Contributions to ILS Centralized Funding Pool: \$70,610.67
- Contributions for Individual Cases: \$18,998.50

These vital contributions ensure that our Centralized Funding Pool remains robust, enabling us to assist people with disabilities and seniors in financial need. This funding supports the purchase of prescribed assistive devices, mobility aids, and necessary home and vehicle modifications.



“ We would like to express our gratitude to all the donors and supporters who have contributed to our mission. Your support makes a significant impact on the lives of those we serve. ~ ILS Board & Staff ”

# OUR PEOPLE & CULTURE

We would like to thank our Board members for their support, innovation, and commitment to ILS between April 1, 2023 - March 31, 2024:

- Maureen O’Connell, Chair
  - Bruce Gennings, Director
  - Heather Parsons, Director
  - Krista Dalcourt, Treasurer
  - Magdalena Stapinski, Vice-Chair
  - Maria Kavanagh, Director
  - Bernard Tate, Director
  - Beth Stefaniuk, Director
  - Lorraine Smith\*
  - Christine Larochele\*
  - Kristen Douglas, LLB \*
- \*Term ended June 2023

Their generous contributions of their time, experience & expertise serves the best interests of our organization and we deeply appreciate their guidance.

## Celebrating Milestones

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 2023-24.

**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



# THANK YOU & ACKNOWLEDGEMENTS

We acknowledge and thank our employees for their consistent hard work, dedication, and commitment to client care. They embody our ILS values of excellence, collaboration, and respect while constantly striving to support full life living and, for that, we are profoundly grateful.

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.

- 100 Men who Give a Damn Innisfil
- Barrie Kinsmen Club
- Community Foundation Orillia
- Emmanuel Church Barrie
- Kiwanis Club Barrie
- Lions Club Huntsville
- Lions Club Innisfil
- Lions Club Stayner
- May Court Club of Barrie
- Rotary Club Gravenhurst
- Financial Assistance Partners Group Muskoka District
- Individuals who participated in our Purdy's Chocolate Fundraiser
- Innisfil Community Foundation
- Kinettes Wasaga Beach
- Rotary Club Huntsville
- Rotary Club Midland
- Terry McMillian
- United Way Urgent Needs Fund
- Westmount Congregation Orillia
- YWCA Bracebridge

## Our Partners



To view our other office locations visit:

[www.ilssimcoe.ca/contact/](http://www.ilssimcoe.ca/contact/)

705-737-3263 or TTY 705-737-3242

[www.ilssimcoe.ca](http://www.ilssimcoe.ca)



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