



**GRACE HOUSE INC.**  
**ANNUAL GENERAL MEETING**  
**TUESDAY JUNE 22, 2010**

AGENDA

1. CALL TO ORDER
2. APPROVAL OF PREVIOUS ANNUAL MEETING MINUTES, JUNE 2009
3. DIRECTOR'S REPORT
4. CHAIRMAN'S REPORT
5. PRESENTATION OF AUDITED FINANCIAL STATEMENTS 2009/2010
6. APPOINTMENT OF AUDITORS FOR 2010/2011
7. PRESENTATION OF SLATE OF MEMBERS OF BOARD OF DIRECTORS
8. ELECTION OF BOARD MEMBERS
9. FURTHER BUSINESS/ARTICLES OF INCORPORATION
10. ADJOURNMENT

**GRACE HOUSE INC.**  
**34TH ANNUAL GENERAL MEETING**  
**TUESDAY JUNE 22, 2010**

DIRECTOR'S REPORT

2009/2010

*Now in its 35th year of operations, Grace House Inc. continues to successfully offer its supportive services to disadvantaged adults, through both its flagship group home facility and community case management. This year our client portfolio, considering all program aspects and methods of contact, numbered 20 on site and 27 through community support, with a total of 36 unique individuals being served.*

RESIDENTS

The attached statistics are for the period April 1, 2009 to March 31, 2010. Despite having a larger number of challenging residents this year, we managed to achieve an occupancy level of 96.6%. Our overall rate of success, where a measurable level was achieved (*Moderate to Very*), as determined by having established evaluative criteria applied to discharges, was 63.6%. See *Schedule 1*.

One of our residents managed to utilize our *Education Fund* this year, to take a relevant course.

Client surveys were implemented this year, in conjunction with our *LHIN* requirements. They were positive in almost every case...any complaints seemed to centre around food ☺

*Grace House*, spearheaded by Joan McPhee, initiated a new, one-time fundraiser, with donations being allocated to the *Bailey Hincks-Slaughter Memorial Fund*. This was for the purpose of aiding one of our residents, who was financially unable to pay off the tombstone for her 5 year old son who died in a local fire a year ago. Thanks to many generous donors, the tombstone and some related expenses were paid in full!

## SPECIAL EVENTS

As per usual, this year saw a number of special events involving both staff and residents. Included in these events were the usual traditional celebrations (incl. special meals, treats, gifts) at Valentine's, Thanksgiving, Christmas, New Year's and Easter. The Christmas trip to *Tuckers Marketplace*, complete with gift exchange, complete with inspirational speech from the executive director, always seems to be the highlight of the year for our guys.

A number of outings were again organized. Numerous walks, trips to *Tim Hortons*, *Starbucks* and *Dairy Queen*, picnics, Niagara Falls, a military ship tour in Hamilton, *Coronation Park*, bingo/games nights (with prizes, paid for by staff) and movies were attended by a number of staff and residents. Expenses were moderated from *AMC* ticket sales, often on a cost-shared basis. A first-time Christmas breakfast for our regular community case management clients, and relevant staff, was appreciated.

Again, the big event of the past year was the 8<sup>th</sup> annual *Grace House/Summit House* baseball challenge and dinner in September, hosted by *Summit*. It ended in a highly disputed defensive battle, an 18-18 draw, but the great food supplied by *Summit* after the game took care of any residual effects! All had a terrific evening, and got to socialize with some new and old friends. Many thanks are due to the staff, for their hard work in again voluntarily contributing to such a successful event.

## STAFFING

Staffing again remained stable this year. F/t staff achieved a length of service with the *Grace House* program of 17 to 30 years, and regular p/t 10 to 11 years. Kim and Brad were presented with gifts in honour of their 10 years of service, while Dave hit the big "3-0". Sharon and Andrea continued to facilitate our community case management. *Grace House* benefited, and gave back, by utilizing the services of a *Sheridan* and a summer student (funded by a *Service Canada* grant).

Further to *Grace House* policy, annual staff evaluations and the E.D. biennial appraisal were conducted.

Due to a projected surplus, *Grace House* was able to distribute pay equity and bonus increases to its staff, which helped to rectify wages that are on the lower end of the comparable sector chart. This was overseen by the nominated *Employee Compensation Committee*.

23 sick days in total (9.3 shifts) were distributed over two of the f/t staff in 2009/10. This is historically high for our program, as one of these staff was granted sick leave due to temporary burnout. The silver lining to this was that it appeared to be effective.

A number of our staff continued to volunteer their time to compliment the *Grace House* program this year - in direct service, including *Sheridan* students, social events, and facility upkeep. Other volunteers throughout the year included a computer-savvy individual updating our website, another individual coming in to run a few craft nights, *Appleby College* students sprucing up our grounds, an x-resident coming to plant a few flowers, and some employees of *T. Eaton* in Milton coming to paint some rooms.

### LHIN

This was the third full year that *Grace House* has been directly dealing with the local *Mississauga Halton LHIN*.

For 2008/09, *Grace House* again received a 2.25% "stabilization increase" to base funding for salaries. These adjustments aid us in meeting our annual pay equity obligations, but the future of these increases remains unknown (extremely unlikely for the current year).

As part of our *Service Accountability Agreement* with the *LHIN*, *Grace House* was required to fulfill a number of specific performance obligations. Some of these items included the initiation of board self-assessment, governance training, the initiation of obtaining an accreditation body, and client surveys.

### UNITED WAYS

For 2009/10, full funding was received from the *United Way of Milton*, and almost full funding was restored from the *United Way of Oakville*. This stable funding contributed greatly to the stability and effectiveness of the program provided.

We were able to have more painting done at our facility; again, thanks to the *Milton United Way's Day of Caring*.

*Grace House* was able to provide volunteers for the benefit of the *Oakville United Way*, handing out promotional pamphlets at the *Oakville GO* station.

As an effective marketing/promotional tool for the *Oakville United Way*, a very professional video was completed by students and staff from *Appleby College*, which highlighted the community benefits of the program offered at *Grace House*.

Thanks again to the combination of our group home and case management services, *Grace House* was able to primarily provide support this year to individuals from both *United Way* funded areas of Halton.

In recognition of staff donor choice donations made to the *United Way of Oakville*, *Grace House* was able to thank those employees who contributed by taking them to lunch.

### COMMUNITY NETWORKING

Dave continued as an active participant with the local *Community Information Team*, the *Milton Community Support & Treatment Team*, the *Halton Mental Health & Addictions Partners*, and the *Sheridan College Social Service Worker Program Advisory Committee*. New this year was Dave's representation at *SIGMHA (Systems Integration Group for Mental Health and Addictions)* at the *LHIN*, which had to override attendance at the *CIT* meetings due to conflicting schedules.

### FUNDRAISING/DONATIONS

Sales of *AMC* tickets, and renting a parking spot, continued to supplement resident activities.

*Grace House* continued to receive donor choice donations through the *United Ways* of Oakville, Brant, and the *GTA*.

Significant donations came from a wide variety of sources, such as through Jeff Newhouse, A. Archer, M. Klinck, E. Weiler, S. Gracey, G&S Gracey, *St. Jude's ACW*, *OPG* employee(s), *Grace Lutheran Church*, R. Pogany, N. MacRae, R. Pennett, *Prizelawn*, *Tupperware* (gifts-in-kind), a batch of clothing from the *T. Hilfiger* outlet store and some used TVs. We continue to receive weekly food donations from *Food For Life*, from the occasional *United Way* function, and the *Church of the Epiphany* at Thanksgiving.

As mentioned above, *Grace House* staff facilitated numerous donations to the newly established, one-time *Hincks-Slaughter Memorial Fund*.

### REPAIRS/MAINTENANCE/PURCHASES

There were a number of significant purchases this year, related to the *Repairs/Maintenance* aspect of the house. These included annual and semiannual fire equipment inspection/replacement, including all new smoke and Co2 detectors, door alarms, a new front door chime, locks for bedroom doors (installed only while residents away for significant amount of time), range hood inspection, lawn sprinkler opening/closing, oven and plumbing parts, lawn trimmer parts, gas dryer hookup, furnace tune-up and new pre-filters, contracted recycling collection, a new staff computer hard drive and external backup. As usual, a significant number of repair and maintenance items continue to be completed by *Grace House* staff on a volunteer basis. For the first time ever there were no snow removal costs...and I'm not too sure that's a good thing!

Other item purchases worthy of note included a new hedge trimmer, a table top bbq (for day events), a new fridge, new lounge furniture, and the cleaning of our carpets by *RotoStatic*.

FINANCES

For the first time, *Grace House* was the victim of credit card fraud this year, but was fully reimbursed (approx. \$1,000).

Our annual *T3010* submission to *Revenue Canada* was very kindly completed on a pro bono basis by Jeff Newhouse and associates for the second year in a row, saving us about \$500.

Our 2009/2010 audit was conducted in May/June of 2010 by *Glenn, Graydon, & Wright*, and shows the following:

	<i>Operating:</i>	<i>Overall Program:</i>
Total Revenue	\$ 334,383	\$ 343,066
Total Expenditures	\$ <u>341,465</u>	\$ <u>342,351*</u>
Surplus/ (Deficit)	\$ (7,082)	\$ 715* <i>unrealized</i>

---

A genuine thanks to all, for your faithful support, through both the good times and the more difficult times. We have a wonderfully varied and qualified group of board members, starting with Gary as President, down through our 9 other active and valued contributors. Together with our financial donors, and our dedicated staff, there truly is strength in numbers...with the real winners resulting from the reason for our program in the first place - our residents.

Respectfully submitted,

David Klarer

Executive Director

*GRACE HOUSE INC.*  
*ANNUAL GENERAL MEETING*  
*JUNE 22, 2010*

*PRESIDENT'S REPORT*

*Welcome board members, members of Grace House Inc., visitors & guests, to our 2010 Annual General Meeting!*

*This was a year that contained lots of activities affecting our program...*

*Lynda Elliott, sadly missed, a valued contributor with a dry sense of humour, involved in many philanthropic activities for the benefit of the Grace House residents and staff, passed away in May, at far too young an age. This was a bittersweet moment, as it just preceded the wedding of her daughter Erica, who had volunteered at worked at our group home.*

*Donations were received from a number of our board members: Ardie, Mike, Rina and Linda.*

*Please see attached for this year's board attendance data, which improved over previous years.*

***2009/10 Board Highlights:***

*April: Grace House was chosen as the focus of a promotional video, produced by Appleby College, for the benefit of the Oakville United Way.*

*The investigatory stage of the mandated accreditation process commenced*

*May: New board members: Mike Klinck, Marg Mercer, Joe Henry*

*Board self-evaluation process begins*

*June: Annual General Meeting*

*Officers elected: Gary (President), Urszula (VP), Mike (Treasurer), Lois (Secretary)*

*Sept.: Joe Henry resigns; board approves the reinstatement of Jeff Newhouse*

*Ilya (volunteer) updated website*

*Oct.: Gary represents GH, gives presentation at Queens Park to Provincial Select Committee on Mental Health, chaired by Kevin Flynn*

*UWO/Grace House video premier showing to Board, to positive feedback*

*Marg Mercer resigns*

*Nov.: Board approves new procedure for acceptance of board members, by delaying vote to following meeting after initial introduction. Introduction of Teresa Graham, as first potential board member under this new policy*

*Board Governance review, topical discussion (Dealing With Difficult Board Members)*

*Jan.: Acceptance of Teresa Graham as new board member*

*Ad hoc committee nominated (Gary, Mike, Jeff, Dave) to examine feasibility of y/e staff salary adjustments*

*Gary presented biennial E.D. evaluation*

*Feb.: Employee Compensation Committee presents report; recommended adjustments approved*

*Ad hoc committee (Dave, Jeff, Mike) to review changes to GH Bylaws, for presentation at June AGM*

*Mar.: Board votes to not sign on with accreditation body until funding approved by LHIN in writing*

---

*In closing, Grace House continues to flourish, facilitating and supporting residents in building their strengths and their means to continue on in life as valued citizens in society. The team efforts of Dave and his dedicated staff make Grace House what it is. I deeply value the support of the board, its input, and its continued support of our program and, ultimately, the residents in its care.*

*Gary Robinson*

*President Grace House Inc.*

GRACE HOUSE INC.  
ANNUAL GENERAL MEETING  
TUESDAY JUNE 22, 2010

SLATE OF MEMBERS OF BOARD OF DIRECTORS

2010/2011

- *ARDIE ARCHER*
- *LOIS FORD*
- *TERESA GRAHAM*
- *OLIVER GROVES*
- *MIKE KLINCK*
- *CAROLINE KRUPICA*
- *JEFFREY NEWHOUSE*
- *RINA PENNETT*
- *GARY ROBINSON*
- *URSZULA SZYCHOWSKA*

**GRACE HOUSE INC.**  
**BOARD OF DIRECTORS**

MEETING SCHEDULE

2010/2011

- *Tuesday September 28, 2010*

- *Tuesday October 26, 2010*

- *Tuesday November 23, 2010*

*CHRISTMAS BREAK*

- *Tuesday January 25, 2011*

- *Tuesday February 22, 2011*

- *Tuesday March 22, 2011*

- *Tuesday April 26, 2011*

- *Tuesday May 24, 2011*

- *Tuesday June 28, 2011* ANNUAL GENERAL MEETING (7:00 p.m.)

*SUMMER BREAK*

All meetings will be held at GRACE LUTHERAN CHURCH (UPPER FRONT FOYER),  
304 Spruce Street, Oakville, Ontario. Time: 7:30 p.m..

Please convey regrets to Grace House staff, at (905) 844-4772, A.S.A.P..