



GRACE HOUSE INC.

ANNUAL GENERAL MEETING

TUESDAY JUNE 28, 2011

AGENDA

1. CALL TO ORDER/NEW MEMBERS
2. APPROVAL OF PREVIOUS ANNUAL MEETING MINUTES, JUNE 2010
3. DIRECTOR'S REPORT
4. CHAIRMAN'S REPORT
5. PRESENTATION OF AUDITED FINANCIAL STATEMENTS 2010/2011
6. APPOINTMENT OF AUDITORS FOR 2011/2012
7. PRESENTATION OF SLATE OF MEMBERS OF BOARD OF DIRECTORS
8. ELECTION OF BOARD MEMBERS
9. FURTHER BUSINESS
10. ADJOURNMENT

GRACE HOUSE INC.

37TH ANNUAL GENERAL MEETING

TUESDAY JUNE 28, 2011

DIRECTOR'S REPORT

2010/2011

Now in its 37th 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 21 on site and 32 through community support, with a record total of 43 unique individuals being served.

RESIDENTS

The attached statistics are for the period April 1, 2010 to March 31, 2011. Despite some challenging clients, we again managed to achieve an occupancy level of 94.8%. 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% (identical to last year). See *Schedule 1*.

Client surveys were continued this year, in conjunction with our *LHIN* requirements. They were positive in almost every case...any complaints seemed to centre around food ☺, or wishing they could see the staff more...which is an unfortunate side effect of the continually increasing bureaucracy we encounter.

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 annual 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 (*Coronation Park*), Kevin Flynn MPP's annual open house bbq, bingo/games nights (with prizes, paid for by staff) and movies were attended by a number of staff and residents. New this year were Hallowe'en and Christmas talent nights, the occasional guest speaker on relevant topics, and a Secret Santa shopping trip. Expenses were moderated from *AMC* ticket sales, often on a cost-shared basis.

Our Christmas breakfast for our regular community case management clients and relevant staff was held at *Mo's Restaurant* this year, and was appreciated.

STAFFING

As usual, staffing remained stable this year. F/t staff achieved a length of service with the *Grace House* program of 18 to 31 years, and regular p/t 11 to 12 years. Sharon and Andrea continued to facilitate our community case management. *Grace House* benefited, and gave back, by continuing to utilize the services of a *Sheridan*, a high school and a summer student (funded by a *Service Canada* grant).

Further to *Grace House* policy, annual staff evaluations were successfully conducted.

Due to a 2% additional funding increment from the *LHIN*, *Grace House* was able to distribute its mandated pay equity increases to its staff, which helped to rectify wages that are on the lower end of the comparable sector chart.

20.4 sick days in total (8.4 shifts) were distributed over two of the f/t staff in 2010/11. This is objectively low, but historically high for our program, as one of these staff encountered a case of pneumonia.

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 our computer-savvy individual updating our website, and *Appleby College* students sprucing up our grounds.

Our staff Xmas lunch included a cookie exchange this year, which the female staff loved but the male staff could have lived without 😊

Our accountant, Laura, as a *QuickBooks* rep, is able to save us approximately \$1,800/yr on our accounting software renewal.

LHIN

This has been our 4th full year directly dealing with the local *Mississauga Halton LHIN*.

For 2010/11, *Grace House* unexpectedly received a 2% "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 extremely unlikely for the near future.

As part of our new 3 year *Service Accountability Agreement* with the *LHIN*, *Grace House* continues to be required to fulfill a number of specific performance obligations. Some of these items included board self-assessment, governance training, meeting attendance, the initiation of obtaining an accreditation body (funding for year one was included with our allocation), and client surveys.

UNITED WAYS

2010/11 was the final year of our 3 year funding commitment from the *United Way of Milton* and the *United Way of Oakville*. This predictable funding contributed greatly to the stability and effectiveness of the program provided. Subsequent application was submitted

for the next 3 year term with the same organizations (we were rejected by other funders), and Gary and I were on the hot seat at the application presentation to the citizen review panel over the winter.

Grace House was able to provide resident volunteers for the benefit of the *Oakville United Way*, handing out promotional pamphlets at the Oakville *GO* station. Others also volunteered to help out, doing the same thing for *Food for Life*.

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 *Ontario Non-Profit Network*, the *Sheridan College Social Service Worker Program Advisory Committee*, and *SIGMHA* (*Systems Integration Group for Mental Health and Addictions*) at the *LHIN*, when time allowed.

FUNDRAISING/DONATIONS

Sales of *AMC* tickets continued to supplement resident activities.

Grace House received donor choice donations, through the *Oakville* and *GTA United Ways*.

Significant donations came from a wide variety of sources, such as through A. Archer, M. Klinck, Erica Elliott, E. Weiler, *St. Jude's ACW*, R. Pogany, N. MacRae, R. Pennett, *Prizelawn*, a large tv (which almost put our ED and f/t staff in hospital!) and a batch of clothing from the *T. Hilfiger* outlet store. The donations from Ardie, Mike, Erica and the *ACW* went towards our Christmas dinner, gift cards for the staff, and new appliances (2011/12), as requested by the donors. 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.

POLICY

This year, our *Articles of Incorporation* were updated, with the help of Mike, Jeff and Dave, for the first time since 1993. *Grace House* joined the national *Ethical Code Program*, and initiated use of the *Canada Helps* online donation tool. In addition, our accreditation body was accepted, a date was set, and a *Capital Reserve Fund* amount was formalized.

REPAIRS/MAINTENANCE/PURCHASES

This year was a banner year, in terms of equipping *Grace House* for our future equipment and energy consumption demands. 2010/11 saw the replacement of all smoke and Co2

detectors, alarms at the 3 exit points, a new office desk with end units, staff computer, wireless laser printer, 2 dvd players for the residents (1 was stolen), free-standing basketball net set, bbq burner covers, parking lot lines, kettle, laundry soap dispensing unit, pot/pan set, iron, hand sanitizer units, and 2 portable winter rads for basement bedrooms. After utilizing the services of an engineer for a complete heat gain/loss analysis, we purchased a new top-of-the-line furnace and air system, and upgraded our attic insulation, for which we were able to recover approx. \$1,800 in *ECO* government rebates.

Other big ticket items included a new dishwasher and snow blower (to save on increasing annual contract fees). In combination with the new appliances in 2011/12, we appear all set for reliability, predictable/decreased capital expenditures, and stable or decreased utility costs, for many years to come.

FINANCES

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

After 37 years at *CIBC*, we were forced to switch banks to save on user fees,

Capital growth on our investments was significant this year; all holdings are almost back to their pre-recessionary values, while continuing to distribute higher interest rates.

Comparison/negotiation managed to lower our commercial liability insurance costs by \$1,000.

Our 2010/2011 audit was conducted in May/June of 2011 by *Glenn, Graydon, & Wright*, and shows the following:

| | <i>Operating:</i> | <i>Overall Program:</i> |
|---------------------------|-------------------|-------------------------------|
| Total Revenue | \$ 342,118 | \$ 344,513 |
| Total Expenditures | \$ <u>360,253</u> | \$ <u>351,495*</u> |
| Surplus/ (Deficit) | \$ (3,135) | \$ (8,758)* unrealized |

Given our upgrades, with the anticipation of stable funding, we continue to be in a very healthy economic position.

What else can I add? Such highly effective and co-operative boards, like the one we have, are not easy to find - as I've learned from discussions with other ED's along the way. I feel truly fortunate to be able to answer to a group with such empathy for our clients, and for the program the staff and I feel compelled to deliver.

Respectfully submitted,

David Klarer
Executive Director

*GRACE HOUSE INC.
ANNUAL GENERAL MEETING
JUNE 28, 2011*

PRESIDENT'S REPORT

Welcome board members, members of Grace House Inc., visitors & guests, to our 2011 A.G.M.! This was a year that contained lots of activities affecting our program...

Significant donations were received from a number of our board members: Ardie, Mike, Rina and Erica, daughter of Lynda (former member). Caroline chipped in with some lovely food items!

Please see attached for this year's board attendance data

2010/11 Board Highlights:

April: Still awaiting response from LHIN regarding funding for accreditation costs

*May: LHIN confirms accreditation funding
Board reviews and appoints COHI as GH accreditation body
Board adopts Imagine Canada Ethical Fundraising and Financial Accountability Code;
addresses governance of fundraising and financial reporting*

*June: Annual General Meeting; board elected
Officers elected at meeting following agm: Gary (President), Urszula (VP), Mike (Treasurer),
Lois (Secretary)*

Sept.: Formation of accreditation committee

*Oct.: Board establishes policy of attempting to maintain 3 months operating costs in capital reserve
Board approves quote to replace/upgrade air/heat/venting at Grace House
Review of "Outline of Board Roles and Responsibilities" article*

Nov.: Discussion: board roles and responsibilities

Jan.: board member Rina P. resigns

*Feb.: board reappoints Michelle L. as board member after LOA
Completion/collection of board self-evaluation surveys*

*Mar.: board revisits attendance policy; phone call from president will now be made to member after
3 absences total within a 12 month period*

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.

ANNUAL GENERAL MEETING
TUESDAY JUNE 28, 2011

SLATE OF MEMBERS OF BOARD OF DIRECTORS

2011/2012

- ☐ *LOIS FORD*
- ☐ *TERESA GRAHAM*
- ☐ *OLIVER GROVES*
- ☐ *CAROLINE KRUPICA*
- ☐ *MICHELLE LOCKHART*
- ☐ *JEFFREY NEWHOUSE*
- ☐ *GARY ROBINSON*
- ☐ *MICHELLE SIGOUIN*
- ☐ *URSZULA SZYCHOWSKA*

GRACE HOUSE INC.

BOARD OF DIRECTORS

MEETING SCHEDULE

2011/2012

- *Tuesday September 27, 2011*
- *Tuesday October 25, 2011*
- *Tuesday November 22, 2011*

CHRISTMAS BREAK

- *Tuesday January 24, 2012*
- *Tuesday February 28, 2012*
- *Tuesday March 27, 2012*
- *Tuesday April 24, 2012*
- *Tuesday May 22, 2012*
- *Tuesday June 26, 2012* ANNUAL GENERAL MEETING (7:00 p.m.)

SUMMER BREAK

All meetings will be held at GRACE LUTHERAN CHURCH (THROUGH SIDE DOOR TO 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.