



GRACE HOUSE INC.

ANNUAL GENERAL MEETING

TUESDAY JUNE 26, 2012

AGENDA

1. CALL TO ORDER/NEW MEMBERS
2. APPROVAL OF PREVIOUS ANNUAL MEETING MINUTES, JUNE 2011
3. DIRECTOR'S REPORT
4. CHAIRMAN'S REPORT
5. PRESENTATION OF AUDITED FINANCIAL STATEMENTS 2011/2012
6. APPOINTMENT OF AUDITORS FOR 2012/2013
7. PRESENTATION OF SLATE OF MEMBERS OF BOARD OF DIRECTORS
8. ELECTION OF BOARD MEMBERS
9. FURTHER BUSINESS
10. ADJOURNMENT

GRACE HOUSE INC.

38TH ANNUAL GENERAL MEETING

TUESDAY JUNE 26, 2012

DIRECTOR'S REPORT

2011/2012

Now in its 39th 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 18 on site and 25 through community support, for a total of 43 unique individuals being served.

RESIDENTS

The attached statistics are for the period April 1, 2011 to March 31, 2012. We again managed to achieve a high occupancy level of 94.8%, which represents continued community demand for our services. 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 77.8% (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 or compliments seemed to centre around food ☺, or wishing they could see the staff more...which is an unfortunate side effect of the continually increasing administration requirements 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, along with a bbq and fireworks on Canada Day. The Christmas trip to *Mo's* for a nice turkey dinner, complete with gift exchange and annual inspirational speech from the executive director, always seems to be the highlight of the year for our guys & gals.

This fall saw the return of the annual *Grace House/Summit House* baseball rivalry, With *Summit* as host (field and food). Once again the better program triumphed, with a 13-12 nailbiter victory by the *Grace House Gators*.

A number of outings were again organized, with staff and residents. Numerous walks, trips to *Tim Hortons*, *Shoppers Drug*, *Starbucks* and *Dairy Queen*, picnics (*Coronation Park*, *Niagara Falls*), 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. Expenses were moderated from *AMC* ticket sales, often on a cost-shared basis.

STAFFING

Staffing again remained stable this year. F/t staff achieved a length of service with the *Grace House* program of 19 to 32 years, and regular p/t 12 to 13 years. Sharon and Mike continued to facilitate the occasional community case management. *Grace House* benefited, and gave back, by continuing to utilize the valuable services of Sophia, followed by Chandni, both *Sheridan* and subsequent summer students (funded by *Service Canada* grants).

Further to *Grace House* policy, annual staff evaluations were successfully conducted, in addition to the biennial ED performance review by the board.

We were able to build in a 1% pay equity increase on the salary line.

22.5 sick/bereavement days in total (9.1 shifts) were distributed over two of the f/t staff in 2011/12. This was attributed, almost solely, to Joan's brother up north slowly passing away.

A number of our staff continued to volunteer their time to compliment the *Grace House* program this year - via *Sheridan* students, in direct service, community visits, social events, and facility upkeep. Other volunteers throughout the year included a computer-savvy gal, Val, completely revamping our website, Mark D. (a local chiropractor) doing a great job painting a bedroom and our kitchen, and *Appleby College* students sprucing up our grounds.

Joan and I were both able to attend training workshops pertaining to *Health & Safety* and *CBT* therapy.

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

COMMUNITY NETWORKING

Dave continued as an active participant with the local *Community Information 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 (which wasn't much, due to increasing administrative requirements).

Grace House regular staff all managed to attend both the *Summit House AGM/30th Anniversary* celebrations, and the *CMHA AGM* with Romeo Dallaire.

The Mayor of Oakville, Rob Burton, was given a facility tour in November.

Dave attended a *Munn's United UCW* meeting for a Q&A session about the *Grace House* program, to personify where and to whom their Christmas gift donations are going.

ACCREDITATION/INTEGRATION

This was the big story of 2011/12. While much time and effort was spent in the pursuit

of the requirements and parameters for both, groundwork and knowledge was about the only thing achieved. These are things that will be resolved and conclusive by this time next year.

LHIN

This has been our 5th full year directly dealing with the local *Mississauga Halton LHIN*.

For 2011/12, *Grace House* unexpectedly received a 1.5% "stabilization increase" to base funding. These adjustments aid us in meeting our annual increasing expenditures, but they are consistently reduced every year.

As part of our 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 include board self-assessment, governance training, meeting attendance, the obtaining accreditation (funding for our year two expense was included with our allocation), and client surveys. Sandeep and I also met with an assortment of *LHIN* "higher-ups" on October 31st to successfully complete a program review.

Grace House has agreed to participate in *OCAN* statistical data procedures, as our funder believes it is beneficial to them, and they agreed to our grant request. This process started in November 2011, and we continue to try to get it up and running!

UNITED WAYS

2011/12 was the first year of a 3 year funding cycle commitment from the *United Way of Milton* and the *United Way of Oakville*. We were allocated pretty much what we asked for from both; this predictable funding contributed greatly to the stability and effectiveness of the program provided. Dave attended a workshop at the Oakville office on *Outcome Measurement* requirements, which resulted in a much better understanding of this particular requirement (subsequently fully approved, without conditions).

Thanks again to the combination of both group home and case management services, *Grace House* was able to favorably 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.

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, E. Weiler, R. Pogany, N. MacRae, R. Pennett, *Prizelawn*, H. Parkhill, and S. Brown (including bedding), as requested by the donors. We continue to receive weekly food donations from *Food for Life*, and the *Church of the Epiphany* at Thanksgiving.

REPAIRS/MAINTENANCE/PURCHASES

Even though most of the big stuff was completed last year, 2011/12 brought major appliance purchases (new stove, fridge, freezer, microwave), a new lawn mower, and the replacement of all fire extinguishers. We appear all set for reliability, predictable/decreased capital expenditures, and stable utility costs, for many years to come.

Other significant items included a new staff computer (through *OCAN* funding), coffee maker, office stationary (to reflect new website address), the moving and rebuilding of our sheds (thanks to Mike), a few new alarm panel and emergency lighting batteries, parking lot lines, driveway patching, complete carpet/furniture cleaning, and plumbing repairs.

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. The beginning of the year saw the final transition of funds to *Momentum Credit Union*.

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

Our 2011/2012 audit was conducted in May/June of 2012 by *Glenn, Graydon, & Wright*, and shows the following:

	<i>Operating:</i>	<i>Overall Program:</i>
Total Revenue	\$ 341,293	\$ 343,324
Total Expenditures	\$ <u>340,096</u>	\$ <u>340,096</u>
Surplus/ (Deficit)	\$ 1,197	\$ 3,228* <i>unrealized</i>

Grace House continues to maintain a very healthy economic position.

What else can I add? This was quite a year... more discussion at the board level, involving various issues affecting the entire *Grace House* program, has not been seen since its inception. A more sincere, effective and co-operative board, like the one we have, would not be easy to find - as I've learned from discussions with other ED's along the way. I feel truly fortunate to be able to represent a group with such empathy for our client base, and for the program which the staff and I are devoted to delivering.

Respectfully submitted,

David Klarer
Executive Director

*GRACE HOUSE INC.
ANNUAL GENERAL MEETING
JUNE 26, 2012*

PRESIDENT'S REPORT

Welcome board members, members of Grace House Inc., visitors & guests, to our 2012 A.G.M.!

2011/12 Board Highlights:

- April: Mike Klink, Treasurer, resigned due to time constraints. His expertise will be missed.
Jeff Newhouse thankfully reinstated as treasurer
Don Lamont from MAS volunteer management agency, met with Dave, Gary and Jeff to begin organizing accreditation*
- May: Board governance decision, in conjunction with self-evaluation survey, that accreditation issues remain the focus for the upcoming year*
- June: Annual General Meeting: board elected; Michelle S. added to board
Officers elected at meeting following agm: Gary (President), Urszula (VP). Jeff N. remains on board but resigns as treasurer. Election of Treasurer and Secretary tabled until September.*
- Sept.: Sandeep accepted to board; elected Treasurer. Lois re-elected as Secretary.
Ad hoc committee struck (Gary, Lois) to initiate ED biennial performance review
LHIN proposal to establish integration plan for single agency not approved by board
Gary participated in Forum, chaired by Kevin Flynn, involving mental health and community stakeholders*
- Oct.: Gary attended/reported on United Way Oakville workshop on being an effective board chair*
- Nov.: Gary attended/reported on CMHA sponsored forum involving smaller agencies within the LHIN
Board approves Dave to pursue next integration steps with CMHA, including legal assistance*
- Jan.: Gary, Sandeep, Michelle L, Erica, Dave form ad hoc committee to supervise initiation steps for integration*
- Feb.: Lois resigns; Michelle S. elected board secretary*
- Mar.: Ivana elected to board*

Please see attached for this year's board attendance data

In closing, despite the extreme challenges presented by the consideration of integration with external agencies, and the completion of accreditation, 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, 2012

SLATE OF MEMBERS OF BOARD OF DIRECTORS

2012/2013

- ❑ *MIKE BYUN*
- ❑ *OLIVER GROVES*
- ❑ *ERICA ELLIOTT*
- ❑ *SANDEEP KAWADKAR*
- ❑ *MICHELLE LOCKHART*
- ❑ *GARY ROBINSON*
- ❑ *MICHELLE SIGOUIN*
- ❑ *VIDULA SHETYE*
- ❑ *IVANA SZAKAL*

GRACE HOUSE INC.

BOARD OF DIRECTORS

MEETING SCHEDULE

2012/2013

- *Tuesday September 25, 2012*
- *Tuesday October 23, 2012*
- *Tuesday November 27, 2012*

CHRISTMAS BREAK

- *Tuesday January 22, 2013*
- *Tuesday February 26, 2013*
- *Tuesday March 26, 2013*
- *Tuesday April 23, 2013*
- *Tuesday May 28, 2013*
- *Tuesday June 25, 2013* 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 david@grace-house.net or (905) 844-4772, A.S.A.P.