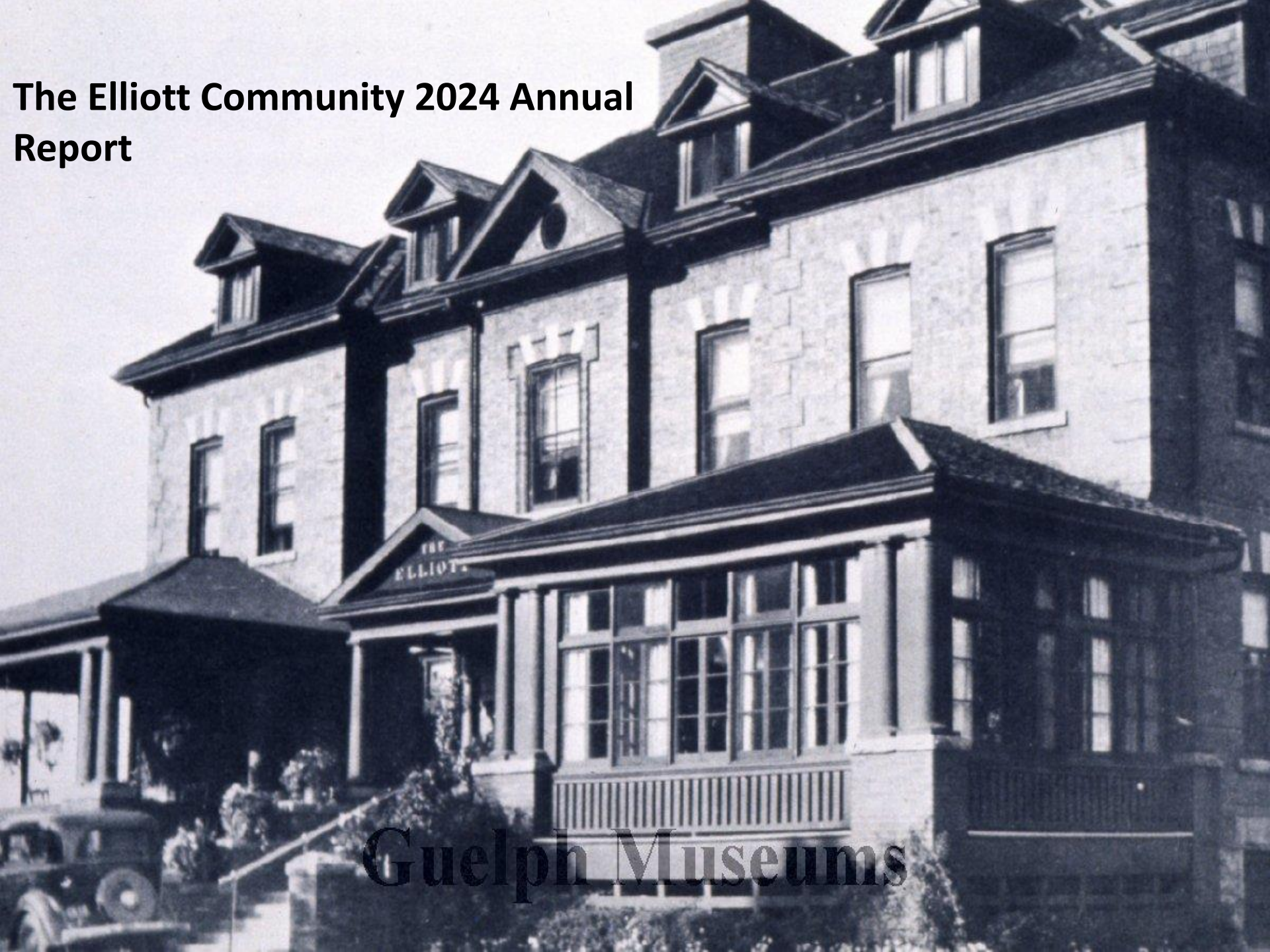


# The Elliott Community 2024 Annual Report



Guelph Museums

# Message from the CEO

**Dear Residents, Families, Staff, and Supporters,**

As we reflect on the past year, I am filled with immense gratitude for the strength, compassion, and resilience that define our community. Each day, our residents inspire us with their spirit, our staff amaze us with their dedication, and our families and supporters remind us of the power of trust and partnership.

This year has been a testament to what we can accomplish together — from enhancing the quality of care to expanding programs that enrich the lives of those we serve. None of this would have been possible without your unwavering support.

Thank you for standing with us as we continue our mission to provide compassionate person-centred care. Together, we are building not just a home, but a true community of belonging.

With heartfelt appreciation,

*Michelle Harker*

Chief Executive Officer

# Our Year in Review

- Completion of the 29 new LTC spaces with the first residents joining us in November 2024
- Grand Opening Celebrations in January 2025 with Municipal & Provincial partners joining us
- We now have **330 residents** who live at The Elliott Community
  - 114 Long-Term Care (LTC) residents ( 85 to 114 in November 2024)
  - 121 Retirement residents ( includes 5 transitional residents)
  - 95 Life lease residents (78 suites with 23% double occupancy)
- High Family & Resident satisfaction in all levels of care: 89% - 100% recommending The Elliott Community

# Quality of Care Initiatives

- Achieved 3 year CARF Accreditation with an Exemplary Rating
- Achieved & continue to maintain the mandated 4 hours of care in LTC per the FLTCA
- Launched our 'Butterfly Training journey' to become the 1<sup>st</sup> home in Guelph to be Accredited as a 'Person-Centered Butterfly Home'.
- 101 staff or 30% of staff have participated in butterfly training
- 100% of all Leadership positions completed Butterfly Training

# Quality of Care Initiatives

- The 3<sup>rd</sup> floor began its metamorphosis and began its dramatic transformation into a Butterfly Home.
- Training partnership with RNAO (Register Nurses' Association of Ontario) – “Critical Pathways” to ensure The Elliott exceeds standards for person centred care, emotional expressions/responsive behaviours and legislated programs.
- Project AMPLIFI with Guelph General Hospital(GGH) enhanced technological systems that enables two way information sharing of medical records between The Elliott & GGH

# Resident Life 2024

- Group programs(not including 1:1 sessions) domain breakdown is: 40% social, 18% emotional, 19% intellectual, 13% physical and 10% spiritual. Total number of programs held:
  - LTC: 3600
  - Retirement: 3356
  - Music Therapy: 264 sessions
  - Spiritual programs: 134
    - Note: a majority of music therapy & spiritual supports are 1:1 and not reflected in the group programs.
- We also track engagement scores for every resident in every program. Each resident receives a score between 1-3 based on their engagement during each program. In 2024 our average score was 2.8/3.0

# Strategic Grants & Community Partnerships

- *Balnar Family Foundation* – The Hub Community Café: \$34,000
- Guelph Storm – Adopt a Charity – 204 vouchers to Guelph Storm hockey games for residents, families and staff.
- Community Easter Egg Hunt attracted 100 children from the local community
- Joy of Music holiday concert donation from the Sloan Family
- *Seniors Community Grant* – Mind, Body and Spirit Wellness Program: \$6,977.55
- *Alectra CARES Community Support Program* – Moving Music in Long-Term Care and Assisted Living \$5,000
- *4imprint One by One Grant* – Volunteer Appreciation

# Volunteers and Donations

- 2158+ volunteer hours contributed increase of 246.6 hours from 2023
- Highlights: First annual “Spreading the Joy” volunteer award was presented to Denise Frasson for her extraordinary dedication, commitment & compassion to The Elliott Community.
- Donations that enriched our residents holidays:
  - Guelph Storm teddy bears, blankets from Winners & local neighbours, Cards from University of Guelph & Local Elementary schools and caroling from St. Johns Elementary School ensured all our residents received something special over the holidays



# Staff Recognition

- 312 staff at the end of 2024
- 30 staff recognized with over 400 collective years of service ( 5, 10, 15, 20, 25+ years recognized)
- 17 staff awarded for 25+ years of service highlighting our organizations enduring commitment to our team

# Staff Wellness & Appreciation

- ‘Do What You Love Program’ – Exemplary Rating from CARF Accreditation 2024
- Group Benefit Enhancements
- Kii Mental Health supports were added to our benefits and included programs like ‘Ask a Therapist’ monthly webinar
- Holiday Fresh Box Program for all staff
- Long Service Awards
- Nursing Week Celebration
- Coffee Talk Program where we encouraged staff to have coffee with someone they don’t know or would like to know better.
- Various staff diversity recognition, education and events

# Professional Partnerships

- 91 students participated in placements in 2024
- Partnered with 10 secondary and post secondary institutions
- Partnered with RNAO – Critical pathways
- Meaningful care Matters – Butterfly program
- Pearl Street– Equity & Inclusion work

# The Elliott Community's Equity Statement

- Our Journey to create:
  - It started as a requirement for DEI training via our LSAA but realized this could be so much more than that.
  - It aligned with our 'Butterfly Journey' and person centred care.
- Our Why:
  - Created an **Equity Statement** that clearly expresses our commitment to fairness and inclusion on how we will treat employees, residents, volunteers and the communities we serve
- This Living Statement will evolve and adapt as The Elliott continues its commitment to creating a welcoming and inclusive community where all residents, families volunteers, and visitors feel valued and empowered. Building on our rich history while continuing to look forward.

# Strategically Looking Ahead

In 2025 we will:

- Continue our focus on 'Butterfly' by expanding onto the 2<sup>nd</sup> floor in LTC so all residents benefit from this person centred care model
- Facility renovations and refreshing of space to better serve our all our residents
- Create new partnerships that expand services and supports to our community