



A year in review 2023

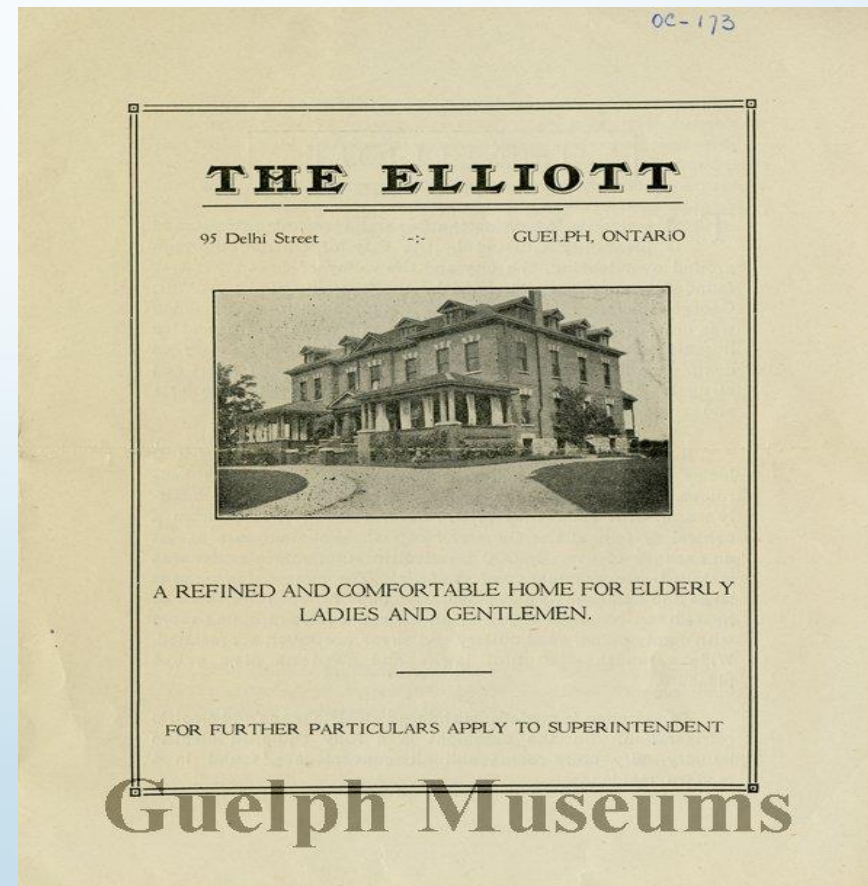


About us

The Elliott was established in 1903 marking 120 years of service to the Guelph community.

We have:

- 85 Long-Term Care(LTC) residents
- 121 Retirement, Assisted Living and Transitional residents/patients
- 78 Life Lease (LL) suites & 97 residents residing in those suites
- 290 staff
- 51 volunteers who contributed over 1915+ hours – including you the Board of Trustees





Building the Future

The Strategic Imperatives were updated in 2023 and span the time period from 2024 – 2027 aligning with the City's Budget cycle.

These imperatives lay the foundation that will shape The Elliott Community's strategic direction and operational focus over the next four years.

Our four strategic Imperatives are:

ENHANCE THE ELLIOTT COMMUNITY RESIDENT EXPERIENCE

BRING OUT THE BEST IN EVERYONE

CREATE COMMUNITY PARTNERSHIPS WITH PURPOSE

FOCUS ON FINANCIAL SUSTAINABILITY



Interesting 2023 Information:

17 Life Lease suites sold

Retirement welcomed 43 new residents

145 on RET wait list

220 on Life Lease wait list

LTC welcomed 30 new residents & has 800 on the waitlist

Honoured 24 staff with 5+ years of Service

Longest tenured staff celebrated 39 years with 12 staff celebrating over 25 years of service

296,837 pounds of laundry were processed



Notable highlights of 2023

1. Secured Ministry approval, capital funding and began construction on 29 new LTC beds renovating our Edinburgh home area from retirement to LTC
2. Began our Butterfly journey to become the 1st accredited home in Guelph
3. Invested & implemented a number of new technology's including:
 - **SURGE** learning supports the required annual training for all staff & volunteers – 348 courses and knowledge programs in total
 - **YARDI** implementation was completed supporting our Retirement and Life Lease operations with a new updated financial program & an Electronic Health Record (EHR)
 - **Nurse Call Bell** system was updated & installed in LTC
4. Implemented 4 new wellness supports for all staff that complimented our 6 other programs, which include:
 - Free Digital Mental Health Therapy
 - Monthly “Ask a Therapist” sessions
 - Monthly “Workplace Wellness” newsletter
 - And our popular “Do what you love program”



Community Partnerships

Some of our many Community Partnerships:

- Active partner on the GWOHT & various working groups
- 2nd Chance Employment
- Centre for Learning, Research and Innovation (CLRI)
- Community Commitment for Nurses program
- Canada Summer Jobs Program
- The Canadian Center for Diversity and Inclusion
- Educational preceptorships with students from:
 - The University of Guelph
 - Conestoga College
 - Upper Grand District School Board
 - Academy of Learning
 - College Heights Secondary School



The Elliott received 5 grants that engaged, supported and enhanced the quality of life for the Residents who call The Elliott home. Grants were received from:

- Seniors Community Grant
- Guelph Community Foundation
- Rotary Club of Guelph Trillium
- New Horizons
- Community Services Recovery United Way



Local partnerships & events in 2023

- 1st Easter Egg hunt was held in 2023 with many local community residents participating. The eggs were all donated for the event with staff, residents and families being the largest donors.
- Our neighbouring St. Georges Community Park Garden partnered with us & supplied flowers for our dining room centre pieces and flower arranging activities during the summer of 2023.
- Therapeutic Animal visits from Small Wonders Equine as well as, various pet therapy volunteers within the Guelph & Area community brought immense joy to both our residents & staff.
- Speaker series partnered with various community groups which included Alzheimer Society, Guelph women in Crisis and “Coffee with a Cop”. This is a Guelph Police Services program which facilitates discussions with seniors around local scams, fraud and financial abuse.
- Many businesses partnered with The Elliott to support residents with small gifts during the holiday season.
- A number of schools throughout Guelph dropped off cards during various holidays throughout the year for all our residents to enjoy.
- Two youth basketball teams helped to serve dinner at our annual Holiday dinner which was enjoyed by our residents & their families
- The Elliott Community gave back with a food drive in November donating 376 pounds of food for our community.
- Staff continue to support & volunteer their time at various events at The Elliott including the Fall Fair/Great Escape, Easter Egg Hunt, the Holiday Market and Christmas dinner.



Gifts in Action

Guelph Storm Adopt a Charity Partnership - **260 residents, families & staff were able to** enjoy home games for free this past season.

Thank you to our community ticket sponsors – Guelph Little Theatre, The Mortgage Group, The Co-operators/Holt Financial Group Inc., Rexall Pharmacy and the Guelph Storm OHL team.



“My Front Door” on Giving Tuesday supported the transformation of all our LTC resident room doors which is part of our Butterfly journey.

There were 6598 resident programs held in all areas of our operation – up from 4282 in 2022. Which includes our Music Therapy, Ukulele program, VON exercise program, Mind Body & Soul program, Computer Technology Program, Pet Therapy programs and many more outings, entertainers and socials.



Final thoughts

- The Elliott had many successes during 2023 and I have only highlighted a small number of them tonight. While we continued to manage COVID and other outbreaks we are optimistic that the pandemic has turned a corner.
- While some disruptions continue for our home we truly look forward to celebrating brighter days opening up our home to residents, their families and our neighbouring community.
- A special thank you to the Board of Trustees, for your ongoing commitment and support of The Elliott. The hours you volunteer to ensure The Elliott continues to be an exceptional home is appreciated.
- We have so much to look forward to and on behalf our the Executive Team we are fortunate you are all walking alongside us as we continue to pave a path forward ensuring The Elliott is not only future ready but serves as a model of what care can be now and into the future.