

Thank you ...

- To the City of Guelph for your ongoing support of our home and our staff.
- To our Board of Trustees whose support and encouragement has been invaluable over the past year.
- To our staff who have done everything and anything that has been asked of them to help support our residents and our home over the past year. We couldn't have done it without you!
- Finally to our residents and their families whose lives have been tremendously impacted by the pandemic. Your resiliency, adaptability and understanding has allowed us to pivot quickly when changes had to be made. This is your home and we will continue to work hard everyday to live our Mission and keep every one safe. Thank you for your continued patience as we adjust and adapt to the current realities of the pandemic.

#STRONGERTOGETHER

Residents enjoying some of the activities provided during the pandemic — some virtual while others were more hands on.



Contact Us

For more information on our different levels of care available contact us at:

519-822-0491

info@elliottcommunity.org

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Visit us on the web at
www.elliottcommunity.org
or follow us on:



ANNUAL REPORT

The Elliott Community Annual Report

2020

A Year In Review

As I reflect upon 2020, there are a variety of emotions and feelings that I have regarding the pandemic however, gratitude is one that most strongly resonates with me. While I would never underestimate the difficulties or challenges that many faced throughout this pandemic, I am grateful for the successes The Elliott Community has had over the past year. I am grateful and humbled by the resiliency of our staff, our residents and their families for their ongoing ability to adapt to the many changes that have taken place.

I am grateful and extremely proud of how our team worked together and fought to keep our home safe from COVID. The saying "many hands make light work" does not adequately reflect how nimble our team has been over the past year. We all had to pivot and change as Ministry Directives and Public Health mandates required us to do so. While our Life Lease community had to be separated from our LTC and Retirement residents, due to these Directives, we endeavored to communicate regularly with all our residents and their families as we navigated our way through this pandemic.

Finally, I am grateful that our residents and staff continue to be vaccinated and I am hopeful that many of our families will have had the opportunity to be vaccinated soon. While we continue to look forward to better and brighter days our team is committed to continuing to focus on caring for and keeping our residents safe. Our wish for everyone is for the pandemic to end so that we may come together and celebrate very soon!

Warm regards,

Michelle Karker

Chief Executive Officer

#STRONGERTOGETHER



Some of our amazing "Swab Squad Staff COVID Testing Team"

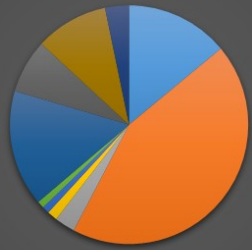
Our Mission:

"Quality choices in a caring and inclusive, home-like community. A tradition of promoting dignity and independence for those we serve and their families."

Interesting Elliott Facts

- We processed 653,218 pounds of laundry vs 562,597 pounds in 2019. With enhanced infection control measures we did an extra 90,621 pounds of laundry in 2020.
- We sent over 150 COVID Update email communications to our staff, residents and families in 2020 since the pandemic was declared on March 11th.
- We have done over 981 virtual visits with residents and held 707 virtual music visits and programs.
- Our team posted 199 social media posts in 2020.

2020 Fundraising Breakdown of Dollars Raised \$201,963



■ Mail Campaign ■ Grants ■ In Memory
 ■ Staff for Residents ■ LTC Specific ■ RET Specific
 ■ The Great Escape ■ Enhanced Living Fund ■ Staff Appreciation
 ■ Gift of Securities ■ Enhanced Living Fund

Annual Fundraising and Donations 2020

Gifts in Action

The Elliott Community is a registered not for profit charitable home and we rely upon donations to provide the necessary funding to support programs and equipment that are not funded by the government. In 2020, we were incredibly fortunate to receive a number of grants, as well as, generous in memory and bequest donations from former residents, their families and friends and the broader community. Thank you!

Thank you to all the donors who supported “**The Great Escape: A Ride to Remember**”. Last year we raised enough funds to purchase virtual bikes. Virtual bikes feature an innovative approach to holistic wellness. From the cognitive benefits created by reminiscing, to the physical benefits of moving the bike’s pedals, virtual bikes will give residents a window to the parts of the world that they’ve been missing during the COVID-19 pandemic. The power of this virtual reality allows residents a wonderful and unique opportunity to explore everything from childhood hangouts to the streets of any big city in the world.

- The Elliott Community launched our first ever Christmas Mail Campaign and the support of our families, donors, and the Guelph-Wellington community came together in a way we never thought possible. A total of \$33,698 was raised. As a result of the Christmas Mail Campaign, we received our first gift of securities donation. We had a donor donate \$20,000 in stocks directly to The Elliott Community this holiday season.
- This year The Elliott community received a \$20,000 donation for Wi-Fi to be installed in the Ellington retirement building.
- The Old Navy Senior Gifting program was a heartwarming program for 30 of our seniors, who were alone for many different reasons during the holiday season. Thank you Old Navy for making their season a bit brighter!
- For Christmas 2020, The Guelph Holiday Angel's partnered with Creative Edge in downtown Guelph who prepared gifts for all the residents in our Retirement and Life Lease buildings.

Staff Appreciation Fund

The Long-Term Care Family Council sought out the support of all LTC and Retirement families to show their gratitude for the ongoing dedication that’s been demonstrated by staff throughout the COVID-19 pandemic and have done so by establishing a staff appreciation fund which has raised \$17,348.30.

A number of staff appreciation days, coffee and lunch days took place over 2020. On behalf of our entire staff team —THANK YOU!

Grants in Action

This year The Elliott Community received \$88,260 in grants to fund virtual programs. This grant support has helped our residents and staff in so many ways, including supporting virtual programs and purchasing iPads for virtual visits and medical visits.

Some of our new Virtual Reality equipment being used by residents.



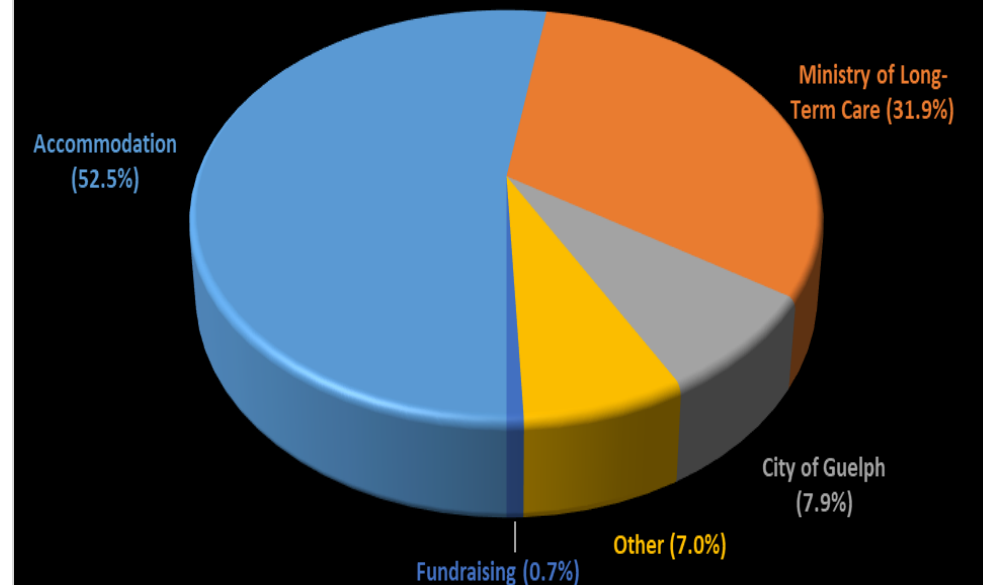
2020 Financial Highlights

As a Not for Profit Charitable Home and the designated Long-Term Care Home for the City of Guelph, we are supported by the Ministry of Long-Term Care, The City of Guelph and privately paid accommodations. Our Annual Revenue and Expenses are shown in the pie charts.

Key Strategies:

- ♦ Resident care that continues to evolve and integrates new models and programs while continuing to meet and exceed all legislative requirements in both Long-Term Care and Retirement.
- ♦ Continue to grow our fundraising activities and extend our granting opportunities in order to update our programs, equipment and services offered.
- ♦ Identify, plan and complete capital projects throughout The Elliott Community including our LTC, Retirement and Life Lease home areas.
- ♦ Maintain a balanced budget in all areas of the operation.
- ♦ Continue to invest in our staff and their wellbeing. They are our biggest asset and the heart and soul of our organization.

ANNUAL REVENUE



Annual Revenue and Expenses for 2020

ANNUAL EXPENSES

