



**Council
Workshop
June 12,
2024**



Guelph Museums



The Elliott Community

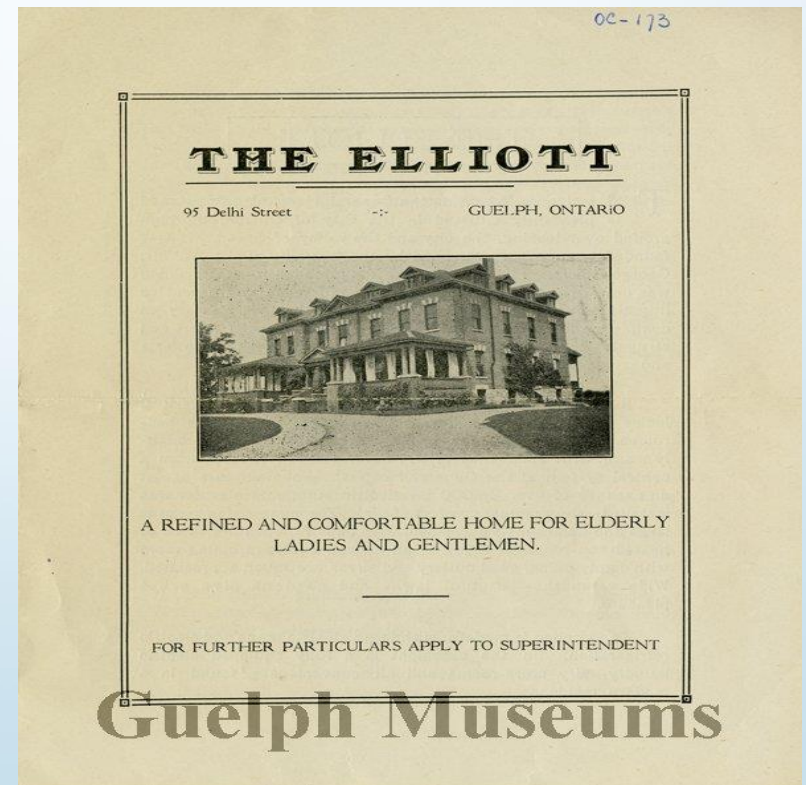
The Elliott was established in 1903 marking 120 years of service to the Guelph community in 2023.

The Elliott Community provides 4 levels of care:

- 85 Long-Term Care (LTC) residents
- 121 Supportive Retirement, Assisted Living and Transitional residents/patients
- 78 Life Lease suites

Supported by a team of:

- 290+ staff
- 51+ volunteers who contributed over 1915+ hours in 2023





Strategic Imperatives

Strategic Imperatives 2022 – 2024

The impact of the pandemic meant the Strategic Imperatives were set for a shorter time period. They were nimble enough to flex as we transitioned through the pandemic yet provided us with the strategy and metrics that supported the path forward.

The next slides highlight some of the key performance metrics that were measured in 2023.



Key Performance Metrics 2023

Expand and Strengthen Long-Term Care Facilities

The Elliott Community residents are well cared for in a state-of-the-art facility.

Achieved 4 hours of care - milestone met in June 2023, 1.5 years ahead of provincial requirements.

Expand LTC beds - milestone met in 2023, with the help and support of The City of Guelph, The Elliott secured Ministry approval and capital funding for 29 new LTC beds. Construction began in the fall of 2023.

Butterfly philosophy of care - was launched in late 2023 and we began our journey to becoming accredited in the spring of 2025.



Key Performance Metrics 2023

Sector Leader in Human Resources

The Elliott Community staff are well cared for and supported with services and supports that meet their needs.

Enhanced mental health supports & services

The Health System is in a Health Human Resource (HHR) crisis and the recruitment & retention of staff is critical. Based on feedback from our staff:

- We implemented 4 new wellness programs in 2023 for all staff in addition to our other programs and supports:
 - Free Digital Mental Health Therapy
 - Monthly “Ask a Therapist” sessions
 - Monthly “Workplace Wellness” newsletter
 - And our popular “Do what you love program”

Staff feel accepted and comfortable in their work environment

Education, events and celebrations have set the stage for meaningful Diversity and Inclusion conversations at The Elliott – this is an ongoing evolution.



STAFF APPRECIATION

Do What You Love Program
Elliott Smile Cookies
Fresh Box Holiday Giveaway
Guusto Holiday Gift Card Program
Nursing Week Celebrations
Random Act of Kindness Week
Staff Breakfast Day
Staff Rainbow Summer BBQ
Booster Juice Staff Appreciation Day
Canada Day Ice Cream Day
Mr. Puff Desserts (IPAC)
Slushy Day / 7-11 Day

STAFF WELLNESS

Bell Let's Talk Day
Elliott Community Wellness Fair (IPAC)
Group Benefit Plan Enhancements (Psychology, Paramedical, Vision Care, Dental Care)
Mind Beacon Mental Health Supports and Digital Cognitive Behaviour Therapy
Mental Health Supports, 'Ask a Therapist' monthly webinar, monthly newsletter
Digital Cognitive Behaviour Therapy

ENCOURAGEMENT

Annual Pumpkin Carving Contest
Baby Chicks Event
Community Easter Egg Hunt
Elfie Selfie (Selfie with Nurse Chelsea)
Guelph Storm Games (Adopt a Charity Program)
Winter Holiday Market
Spirit Days (Hawaii Day, Back to School, Christmas in July, Sports Day, Blue Jay Day, Holiday Theme Week)
Staff Colouring Contests - Easter/Diversity Week
The Elliott Community's HAPPY music video on Social Media

ENGAGEMENT

DIVERSITY & INCLUSION

Canadian Centre for Diversity and Inclusion
Diwali Celebration
Hanukkah Day
Love, Acceptance and Belonging Week
International Women's Day Guest Speakers
What Does It Mean to be Canadian
Black History Month Guest Speakers
National Day of Truth and Reconciliation Education Event

VISION & VALUES

Guelph Food Bank Holiday Food Drive
Guelph Food Bank East Food Drive
Out of Poverty Guelph - The Bench (hat, mitten, sock, toy tree)
\$1,769.00 Donated by Staff for our Residents
The WSIB Day of Mourning

CORPORATE PARTNERSHIP

2nd Chance Employment
Canada Summer Jobs
Community Commitment Program for Nurses
Labour Market Impact Assessment Program
Student Partnerships (varied post-secondary institutes)
Surge Learning Management
Perkopolis



Key Performance Metrics 2023

Widen our Reach into the Community

Build and enhance partnerships both inside and outside of the health care sector. Key examples:

Guelph Storm Adopt a Charity Partnership

260 residents, families & staff were able to enjoy home games for free this past season

Partnering with Guelph Wellington Ontario Health Team

Active partner on the GW OHT steering committee & work groups

Community partnerships

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.

Grants:

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



Partnerships Highlighted

We are proud of our staff preceptors who help pave the way for future healthcare professionals. We opened our Home to many post-secondary institutions as an offsite classroom. In total, we welcomed 32 students to our workplace in 2023. Learning partnerships include:

- The Centre for Learning, Research and Innovation
- The University of Guelph
- Conestoga College
- Upper Grand District School Board
- Academy of Learning
- College Heights Secondary School

We also have several community & employment partnerships including:

- 2nd Chance Employment
- Community Commitment for Nurses Program
- Canada Summer Jobs Program
- The Canadian Center for Diversity and Inclusion



Key Performance Metrics 2023

Strengthen Financial Wellbeing and Sustainability

The Elliott Community continues to adopt the best financial management practices and implements all potential revenues and cost saving opportunities to support short & long term sustainability.

1. Enhance charitable donations: \$240,000 was raised in 2023.
2. Invested & implemented a number of new technologies that enhance resident care and support operational efficiencies
 - 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
3. Partnering with GW OHT to ensure The Elliott is actively involved in local health system planning and future funding solutions.



Future Ready 2024 and Beyond

In order to be “Future Ready” the Board of Trustees and Senior Leadership updated the Strategic Imperatives for The Elliott Community in 2023. These imperatives cover the period from 2024 – 2027 which now aligns with the City’s budget & planning cycle.

Building upon the strong foundation these imperatives will help to shape our strategic & operational focus across the organization.

Our New Strategic Imperatives:

ENHANCE THE ELLIOTT COMMUNITY RESIDENT EXPERIENCE

BRING OUT THE BEST IN EVERYONE

CREATE COMMUNITY PARTNERSHIPS WITH PURPOSE

FOCUS ON FINANCIAL SUSTAINABILITY



Final thoughts

