

Who Are We?

- A non-profit organization focused on providing assistive living services to adults 16 years+ with physical disabilities in Halton Region
- Established as Independent Living Halton in 1992
- Launched services in Milton in 1995 with Deborah's Home, a wheelchair accessible home scaled to fit into a residential neighborhood
- Expanded services in 1998 to offer attendant outreach to individuals in their home, at work or at school
- Operating in Halton Region as Independent Living Halton, parent company is Joyce Scott Non- Profit Homes Inc.

What Do We Do?

- Assist each of our clients in maintaining their independence, self-determination and citizenship
- Provide assistance allowing adults with disabilities to live life in their community, participating in the activities available
- Ensure the right service providers reach each of our clients at the right time to assist them with the usual tasks of daily living
- Enable each individual to be in control of and responsible for their own decision making, daily schedule and activities
- Provide accessible housing and support services for 5 residents
- Provide personal and homemaking assistance to 30 clients in their homes, schools or workplaces

What is Our Ambition?

- To provide superior assistance services to a larger number of adults with disabilities in Halton Region.

What is Our Vision?

- All people with physical disabilities can achieve their dreams, and live life to the fullest extent possible

What is Our Mission?

- Facilitate independent living for adults with physical disabilities by providing superior support services to our residents and to individuals living in their own homes

What Do We Believe?

- That life is yours to control
- Everyone deserves their independence
- An individual should have the freedom and ability to make their own choices and decisions
- Making choices involves risks and responsibilities
- Enabling risk-taking facilitates independence
- Individuals should understand the risks and be prepared to be responsible for the effects their decisions may have on others
- Taking risk decisions should be made by oneself and not by the direction of others
- These lifestyle decisions create a personal identity

What are Our Values?

- Each individual's autonomy
- Opportunities for independent living
- Environments where individuals can take responsibility for the kind of person they are and want to be
- Opportunities for individuals to reflect upon their preferences, desires & wishes and their ability to accept or change them as they desire
- Ability to control one's own personal situation, making decisions and choices that minimize reliance on others in performing everyday activities

What is Our Value Proposition?

- Independent living with continuity of care provided in our residence or our client's home, workplace or school
- Individual centred, eliminating the frustration of not knowing which choices are available
- One staff member responsible for managing multiple personal and homemaking tasks for each outreach client
- Discrete, trusted, reliable services
- Assistance with high care needs
- Provide assistance and support for in-person access for appointments in the Healthcare/Medical systems

What is the Opportunity for Growth?

- Significant need exists within Halton Region for services that enable self-directed, independent living within the community
- Proven, successful track record of providing assistance services for residents and individuals living at home
- Existing business model, core skills, processes and knowledge can be leveraged
- Limited private market development of specialized residences like Deborah's Home
- Outreach service model to assist more adults with physical disabilities in their own residence can be expanded
- Pursue opportunities to assist new clients such as students with disabilities and frail/elderly individuals living at home
- Secure new sources of funding to facilitate long term growth
- Engage key decision makers on the benefits of the independent living model

Halton Growth Components

- Halton Population: 596,645 (2021)
- 51% Female 49% Male,
- Senior 12.8%, Youth (U15) 14.9%, remainder 10.6%
- Burlington 2% population increase from 2016
- Halton Hills 3% population increase from 2016
- Oakville 10% population increase from 2016
- Milton 21% population increase from 2016
- 1 in 7 Ontarians are disabled = 15.5%, by 2036, 1 in 5 (projected)

Why Will We Succeed?

- Focussed on individual clients, promoting independence, decision making & freedom of choices
- Ongoing, successful community-based organization serving Halton Region since 1995
- Established business models:
 - Accessible housing with in-home support for residents
 - Attendant outreach services in individual's residence, schools, workplaces
- Services delivered within the scope of:
 - The Occupational Health and Safety Act
 - The Fixing Long-Term Care Act
 - The Ontario Human Rights Code
 - The Workplace Safety and Insurance Act
 - The Employment Standards Act

Why Will We Succeed? (Continued)

- Services funded by the Ministry of Health and Long -Term Care
 - Planning body the Mississauga-Halton Local Health Integration Network
- Ontario non-profit organization and Federally registered as a charitable organization

Key Objectives & Strategies

- Ensure long-term growth of Independent Living Halton
 - Partner with key government agencies in service provision
 - Develop plan to increase outreach services (minimum of 30 clients) and residents (minimum of 10 clients) by 2026
 - Develop recommendations for new business models leveraging both not-for-profit and for-profit components
 - Develop Key Stakeholder engagement program
- Enhance client experiences
 - Conduct research and implement action plans to build upon areas of strength and address opportunities for improvement
- Enhance staff capabilities and capacity
 - Develop and implement robust training and development programs
 - Engage a larger pool of trained staff to provide flexible coverage and ensure sufficient care hours are available
- Drive significant improvements in operational excellence
 - Identify and develop key performance indicators and metrics
 - Measure performance and implement processes for continuous improvement