



Supporting the wholeness of life.

# Our Vision, Mission & Guiding Principles

**Our Vision** is for people living with intellectual disabilities to be empowered to lead full and meaningful lives.

**Our Mission** is to provide individualized care and support that nurtures growth, well-being and belonging for people living with intellectual disabilities.

#### **Our Guiding Principles:**

- Resident First
- Teamwork
- Respect & Dignity
- Relationships & Partnerships
- Community Inclusion
- Continuous Reflection & Growth
- Communication & Openness
- Innovation & Creativity
- Integrity & Accountability
- Advocacy

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## Message from the **Board Chair** & Executive Director

On behalf of the community of Elmwood, we are pleased to share our 2021-2022 Annual Report with you!

As we look back on the 2021-2022 year, we remember that we entered this year with optimism and excitement for some sense of normalcy - whatever that means. We know now that it was a year filled with many hills and valleys, with excitement and defeats. And through all of this - residents, team members, families, and partners alike - came together to ensure connection in a time of isolation and to embrace innovation in a time of uncertainty.



#### Together, we got through it.

But this year was about much more than surviving - this year was about embracing the future with enthusiasm and ensuring Elmwood is a great place for the residents of today, while also preparing for the residents of tomorrow.

Thank you to the Board of Directors – who have provided guidance, direction, and support over the course of the past year and challenged the operations team to think beyond what we know and into the world of making the impossible, possible.



We wish to extend our sincere gratitude for the support of our Major Funder – the Ministry of Social Services - Community Living Services Delivery (CLSD) who provides the operational funding to make our services possible and to our partners at the Saskatchewan Health Authority (SHA) and the Saskatchewan Housing Corporation (SHC) in ensuring our foundations are strong.

Thank you to each and every one of our Team Members! Elmwood serves people with people and through our employee's individual and collective passion, these supports are delivered with heart, soul and immense love. We could not provide these supports without our incredible teams. Thank you to our Team Members for their commitment, advocacy and sense of adventure which together, makes great things happen!

Thank you to our partners in advocacy - Inclusion Saskatchewan (InSK) and Community Living Association of Saskatoon Inc (CLASI) - for their focus on ensuring those we serve are not forgotten during a global pandemic. Thank you to SARC, for their efforts to ensure the Disability Service Sector can recruit and maintain a skilled workforce to provide instrumental and heartfelt work which makes a difference in the lives of those we serve. We stand with you in advocating for the needs of the sector as this work will enhance the quality and consistency of services we are able to deliver.

To our many partners, donors and broader community, thank you for your compassion, confidence and support in making dreams come true for those we serve and for your recognition of our team members who provide incredible supports on a daily basis.

As we enter 2022-2023, we are empowered, impassioned and energized for the great things that will come to fruition this year and in the many years that follow. Let's do this!

Gary Emde, Board Chair Elmwood Residences Inc.

Rachael Steinke. Executive Director Elmwood Residences Inc.

# **Strategic** Accomplishments

1

Strengthening Core Functions of Elmwood to ensure residents live fulfilled lives

#### **Investing in Staff**

 Supported team members through updates to the Training and Onboarding Programming, improving access to external training opportunities and the implementation of a Performance Management system to ensure quality service delivery.

#### Maintaining and Growing Elmwood's Programs and Services

- Implemented the Community Inclusion Program to increase availability and choice of day programming options for those we serve in line with their Person-Centred Planning goals.
- Initiated improvements to Community-Based Nursing to ensure all residents and individuals supported by Elmwood have access to supports when they most need it.
- Introduced key systems of evaluation including the use of surveys, engagement opportunities and data analysis to ensure a continued focus on continual reflection and organizational growth.

#### Learning, Planning and Preparing for Change through a Resident First Approach

#### **Creating Organizational Capacity for Innovation**

- Redesigned the Human Resource Department to ensure a continual focus on our most valuable resources, our employees.
- Completed an external review of our Operational Policy Manual to ensure alignment with Disability Sector Standards and better equip and empower team members to do great work.

#### **Exploring Opportunities for New Programs and Services**

 Initiated the Manor Transition Initiative with a focus on communicating openly and transparently with key partners and stakeholders. Learn more about the Manor Transition Initiative on page 6-7.

#### Building Financial Capacity of the Organization to better serve individuals living with intellectual disabilities.

 Developed a strong capital plan to ensure we are planning and preparing for the maintenance needs of Community Homes by accessing residential capital funding as we embrace a bright future at Elmwood.

#### **Connecting and Engaging** with Partners and Stakeholders

#### **Engaging with Internal Stakeholders**

- Embraced our collective journey to reconciliation through the National Day for Truth and Reconciliation by providing educational opportunities for residents and team members alike.
- Partnered with Little Learners Preschool at Elmwood to support intergenerational and inter-ability learning. This important program fosters a sense of purpose for each individual, strengthens the community and enhances quality of life for all.

#### **Pursuing Collaborative Opportunities with External Partners**

· Advocated for the needs of Elmwood and the broader Disability Service Sector by meeting with MLAs to highlight the need for increased funding for staffing and a targeted recruitment strategy for the sector.



### Manor **Transition** Initiative

#### **Launch of Kinsmen Manor Transition Initiative**

Elmwood officially announced the Kinsmen Manor Transition Initiative in October 2021. The launch included residents of Kinsmen Manor, all Elmwood families, Team Members, and stakeholders with interest in Elmwood and the Initiative.

The Initiative includes several new-to-Elmwood Community Homes, uniquely designed and built for individual needs. Designs will have built-in features to accommodate the needs of today's residents and those of tomorrow.

#### **Connecting and Engaging with Key Partners** and Stakeholders

The Kinsmen Manor Transition Initiative and the design process for homes is a collaboration between Elmwood, the Ministry of Social Services (CLSD) and the Saskatchewan Housing Corporation (SHC).



#### **Planning for the Future**

Four lots have already been acquired, two in the tendering phase and two in the design phases. Lots are in the neighbourhoods of:

- Greystone Heights
  - Lakeridge
    - Stonebridge
      - Montgomery

#### **Evolving Supports and Services to those Elmwood serves**

We are evolving and expanding health services to be inclusive of all health and wellness needs now and in the future. Services could include physical therapy, occupational therapy, Mental Health support, and Health Connectors to ensure access to and continuity of services to all individuals Elmwood serves.

Elmwood's current Nursing Team (Manor Coordinators) began regular in-home visits to all Community Home residents in 2021-2022. This will help to ensure regular access to a range of health supports.

#### **Commitment to Maintaining Supports and Services**

We are committed to nurturing and growing opportunities for residents to be an integral part of their new communities. This includes increased opportunities to be a part of and participate in their new community while accessing all activities they enjoyed while residing at Kinsmen Manor.

#### **Design Process for Homes**

Key elements of homes as part of the transition:

- Minimum 50-foot lots in Saskatoon
- Bungalows approx. 2,000 square feet in size
- 4 bedrooms per home, equipped with ceiling tracking to support changing needs/aging in place
- 2 fully-accessible bathrooms

#### **Manor Transition Project Specialist**

To ensure the success of this Initiative, a new role has been developed. The Manor Transition Project Specialist has been embraced by our previous Director of Resident Supports, Linda Boyko.

In this role, Linda will support the Operations Team as they bring together key elements of this initiative. A few of those elements include:

- Resident Engagement
- Family Communication and Engagement
- Team Member Engagement
- Program Planning

For more information on this transition please visit elmwoodyxe.ca/kinsmen-manor-transition/ or contact Linda at 306-374-5151 ext. 236 or email at lboyko@elmwoodyxe.ca to learn more!



#### **Evaluation and Outcomes**

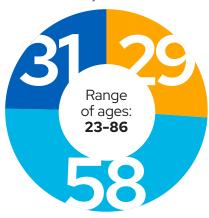
In collaboration with the Community-University Institute for Social Research (CUISR), research will be conducted to evaluate the Kinsmen Manor Transition Initiative. This will provide an opportunity for us to share insightful learnings and outcomes.



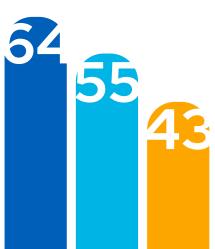
## Who we Serve & How we Serve



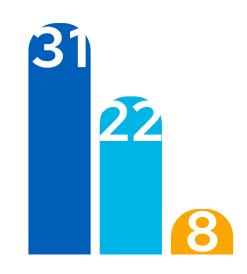
#### Numbers represent total number served throughout the year and may not reflect today's numbers.







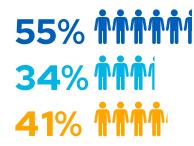
Average years of support



**Female** 



Male



**Individuals** received trust services

### Community Inclusion Program (Day Program)

In March 2022, we officially launched the Elmwood Community Inclusion Program (Day Program) after two years of anticipation. The Program was developed in partnership with CLSD and will offer opportunities for individuals to engage in purposeful programming that will support and encourage new skill and quality of life opportunities. The Program will provide a variety of recreational opportunities to support individuals in meeting their goals as outlined in their Person-Centered Plans using the Resident First Approach. There will be both traditional and untraditional programming focused on community inclusion and belonging.

**Total participants** (internal)

**Female** 

50% **†††††** 50% **†††** 

Average age

# **Virtual** Programming & Tech Updates

In the Spring of 2021, Elmwood received a generous gift from an anonymous granting foundation. It was meant to reduce isolation, increase a sense of belonging and improve mental health during the pandemic. This came in the way of technological upgrades and programming. Smart TVs and new laptops were installed in all eleven Community Homes and Kinsmen Manor.

In April 2021, residents participated in an activity together for the first time in over a year, which was a virtual Flower **Arranging class**. Without this technology, we would've had to host separate events at all locations. Given the success of this virtual program, we coordinated other virtual activities.

A **Superhero Day** with Batman and Spider-man, who taught residents how to become a superhero.

A **Private Elvis Party** had the residents tapping their toes and dancing to all the classics!

A **Princess Tea Party** where Cinderella, Mary Poppins, and Alice from Wonderland shared a magical fairy tale with popular songs and tea and treats.

We didn't forget our SILP Participants. They were gifted personalized "Happiness Hampers," which catered to their individual needs, interests, and hobbies. Items included grocery gift cards, funding for clothing, puzzles, games, and activities to keep participants engaged.

**THANK YOU** to this generous anonymous donor for creating connection when isolation was strong. You created smiles when there were few and helped develop our operational efficiency. We look forward to using this technology for years to come!



### **Team** Elmwood

The Elmwood Human Resource Department is rebranding to the Department of Team and Culture. This is to ensure a continued focus on our most valuable resource, our employees, and to build an organizational culture which supports team members and residents alike to thrive. Over the coming years, the Department of Team and Culture will transition to a consultative delivery method, while continuing to deliver on key strategic initiatives.

- The personal wellbeing of our Team Members is essential to delivering quality supports. Elmwood is actively peeling back the layers to better understand what is important to our employees and how we can support them to do their best work. Through this analysis, we will re-focus on Organizational Happiness – recognizing that happy team members ensure residents are living fulfilled lives.
- 2021-2022 has been an unprecedented year in the Disability Service Sector, creating separation for our Teams physically and impacting our wellbeing. As we embrace 2022, Elmwood is taking a more holistic approach and is focused on removing these barriers through the development of communication cadences, supporting people to reconnect and a relaunch of the Canadian Mental Health Association – Not Myself Today Initiative.

NOT TODAY

• Elmwood is passionate about supporting the success of our team members. This begins at the outset of their employment journey, with a solid onboarding program and through continuous learning in line with Disability Service Sector standards. In 2022, Elmwood is committed to ensuring every Team Member has completed the Training and Onboarding Program to set us up for success as we embrace a bright future and strive for excellence.





Helpful

Average Age of Team Member Average Years of Service

Team members were asked in our Staff Culture Survey to provide three words that describe the current culture at Elmwood.

# Team Member **Excellence Awards**

At Elmwood, we believe that staff recognition and development is foundational to developing a culture where all team members can grow and flourish. We believe that recognizing one another is essential in encouraging and supporting one another to be all that we can be. The Elmwood Excellence Awards are peer-nominated and awarded by a selection committee involving previous years recipients. Awards are presented to employees who exemplify and embody the principles of the following awards.

Resident First Award – Ingrid DeGracia

Ingrid has worked at Elmwood for many years as Kinsmen Manor Care Staff. She is soft spoken, kind, and gentle, but incredibly thorough in the care and support she provides. She's developed strong relationships with many residents through her gifts of

active listening and observation. Ingrid can take the information she is given to make informed decisions when providing exceptional individualized care.

Ingrid understands the importance of allowing residents to make their own choices within the context of their individual capacities. She has a great ability to motivate individuals to participate in activities they enjoy – and supports them to have great experiences!

Above and Beyond Award – Rhonda Savage

Rhonda has been a Team
Member at Elmwood for many
years, currently serving as the
Senior Community Home
Coordinator. She has a strong
passion and love for the residents
we serve and the team members
she works with.

Rhonda is a fierce advocate for residents, ensuring they receive the best care and support possible. Team members turn to her in times of hardship – she is a rock. It could be a hug, a coffee or even a late-night errand to buy medication for a friend's sick child. The list of caring and thoughtful gestures is far too long to list. Beneath her "hard exterior", those who know her well, know that her heart melts when she is around residents and those she cares deeply about.

She loves a good challenge and anything that keeps her busy and moving. Over the past year she has been able to encourage, support and mentor many people around her.

Positivity and Passion Award - Feteh Derese

Fetch is a Community Home Support Worker with many years of experience. She is passionate about supporting residents, always bringing light and love by sharing her pure heart and kind spirit while creating new and innovative ideas to improve the resident's quality of life.

Feteh is a hardworking, energetic, considerate, and positive woman. Always ready to help residents and her colleagues, she treats everyone fairly and is always able to problem solve, creating unique and successful solutions.

### Fall **Feast** 2021



On the evening of September 23rd, 2021, Elmwood hosted a modified in-person Fall Feast presented by the Kinsmen Club of Saskatoon, raising awareness and funds to support our residents and their need to access the community through safe, reliable, and appropriate transportation.

Elmwood operates a fleet of vehicles to help residents be meaningfully included in their communities, which is essential to fulfilling our Resident First Culture. Yet, despite the importance of these vehicles, capital funding to purchase them is not provided by the government. In fact, we only received \$1,900 per community home in the 2021-2022 fiscal year for all transportation costs, which is not nearly enough to maintain or improve our fleet.

At the Fall Feast, we were able to demonstrate the many places our residents go with our vehicles and the challenges faced with accessibility.

Murray Fulton, brother to resident Don Fulton, shared how Elmwood has positively impacted his family's life and how important transportation is to Don – especially with his love for the Saskatoon Blades Games where he cheers loudly in the crowd!

Brittany Zuleta (SILP Participant) shared her personal experience with Elmwood supporting her to live independently – including her need for accessible transportation due to her mobility needs to attend her Day Program, appointments, and social activities.

We also learned that resident Garry Barker utilizes Elmwood vehicles to attend his medical appointments. We heard the challenges Rhonda Weir has experienced using some of Elmwood's older vehicles that are unequipped to accommodate her and her specialized wheelchair.

Events like the Fall Feast are only possible and successful with the support of our community. We want to thank all those who attended, sponsored, and donated to this event. This event raised a net profit of more than \$50,000 and helped to purchase a new ProMaster Accessible Van expected to arrive in Spring 2022.

#### **Sponsors:**

Presenting Sponsor – Kinsmen Club of Saskatoon Champion in Community Inclusion – Willowgrove Pharmacy Silent Auction Sponsor - Miners Construction Friends of Elmwood - Golden Mobility, MNP, SaskTel and **RBC Wealth Management Dominion Securities** Supportive Sponsor – Mobo Promotional

















# Elmwood Champions

Elmwood was honoured to celebrate two all-star volunteers in the fall of 2021 who received prestigious community awards!

Ross Revill, Awarded the SARC Saskatchewan 2021 Community Builder Award

Elmwood has an extended history with the Kinsmen Club of Saskatoon and Ross is one of their dedicated and long-standing members. When he joined the Kinsmen Club in 2002, he became Elmwood's main contact with the club and remains that contact. For almost 20 years Ross has been by our side, developing meaningful relationships and community inclusion opportunities with the residents we serve.

He has been integral in making our wheelchair bowling league what it is today. He's been a leader in the Kinsmen and Elmwood Christmas Shopping Night, a dedicated Board Member for 9 years and participates in countless recreational activities with residents, such as hockey games, concerts and holiday festivities where his wife Janet often joins.

Ross has a real talent for advocating for residents and helping break down the barriers that many with disabilities face. We are extremely grateful to have his support and see him honoured for his work in the community by being the 2021 Community Builder Award Recipient.

#### **Congratulations and THANK YOU Ross!**

Michelle Cates, Awarded the Association of Fundraising Professionals, Honoured Supporter Award

Elmwood proudly nominated Michelle Cates and the Local Love Saskatchewan Shopping Guide Facebook Group for the Honoured Supporter Award, which recognizes the leadership and important role of philanthropists in our community who have provided an important gift of time, expertise and resources to an organization. This recognition is awarded by the Association of Fundraising Professionals, Saskatoon Chapter as part of Saskatoon's National Philanthropy Day celebrations.

Early in 2021, when Elmwood experienced its first Covid outbreak at Kinsmen Manor, Michelle coordinated over 115 Local Love Members to "adopt a resident," creating incredible joy for those we serve. These donors stepped up and shopped locally to create

gift baskets specialized to each individual residents' interests in Kinsmen Manor and SILP. They then continued their efforts and coordinated themed baskets based on home interests for all eleven Community Homes.

Again in 2022, when Covid outbreaks began to go through our Community Homes, Michelle and the Local Love Members came together to create activity baskets for our homes and Manor.

These gifts are still being used today and continue to bring smiles and laughter. We continue to be incredibly grateful for this kindness and community support!

Congratulations and THANK YOU Michelle and Facebook's Local Love Saskatchewan Shopping Guide!

### Elmwood Summer Day Camp

The Elmwood Summer Day Camp, sponsored by the Kinsmen Club of Saskatoon, the City of Saskatoon and Saskatchewan Lotteries, provided another incredible summer to those we serve – including our Supportive Independent Living Program (SILP) participants!

The Summer Day Camp provides experiences to residents who are unable to attend other summer vacation opportunities and is organized and personalized to the residents using our Resident First Approach. Summer 2021 included a combination of internal and community programming:

- Nature Scavenger Hunts, Ice Cream Making, Hot Dog Roasts, Camping Games, Campfires and Backyard Tenting, Snacks in the Park
- Low Risk Community Events: Go-Karting at Wilson's, Saskatoon Forestry Farm & Zoo, Wanuskewin Heritage Park, Prairie Lily boat tours, day trip to Pike Lake for some beach fun and mini-golf, Crossmount Cider Company tour and tastings

Though our SILP Participants are often unable to participate in traditional summer activities due to tight budgets, we were generously provided with a summer spending budget. This greatly improved mental health, allowed them to enjoy local attractions, and supported the skills our SILP Mentors are regularly working on with each individual. The skills this funding and program enhanced included: goal setting, decision making, budgeting, scheduling and interpersonal skills.





### Galon Christmas Party at Kinsmen Manor

In December 2021, for the first time since the pandemic began, Elmwood welcomed corporate partners, Galon Insurance and Mortgage Brokers, in for a joyful Christmas Party and Reunion.

Galon Insurance and Mortgage Brokers has been an important partner of Elmwood for several years. For the residents, the highlight of this partnership has always been the annual Christmas Party. This annual celebration was launched in 2019, moved virtual in 2020 and was a

welcomed treat to be held in person once again, this past holiday season.

With enhanced precautions in place, including proof of vaccination and rapid testing, it was a great opportunity to come together in a safe way over the holiday season.

Residents were given gifts, enjoyed hot chocolate and some good old-fashioned visiting! Residents, led by Mary-Ann, even sang "We Wish You a Merry Christmas," for the Galon staff.

We can't wait for 2022!



# **Looking** Ahead



Strengthening Core **Functions of Elmwood to** ensure residents live fulfilled lives.

- Embracing technology to access resources, improve key functions and connect with others through the development of a Staff Portal and the implementation of the Administrative Information Management System (AIMS) program for payroll and scheduling.
- Completing a Safety Plan for the Organization and an external overhaul of our OH&S Policies to ensure we are aligning with best practice and to support consistency of support through the roll-out of Standard Operating Procedures.





Learning, Planning and **Preparing for Change** through a Resident First **Approach** 

- Strategic Planning to guide the organization into future vears with important feedback from Elmwood's Teams and External Partners, focused on the **development of a Disability Community Hub** of services.
- Focus on the Manor Transition **Initiative** as we support Community Home development for the residents of Kinsmen Manor, Learn more about the Manor Transition Initiative on page 6-7.
- Developing a **Replacement** Home Strategy for Elmwood's existing Community Homes. Through this strategy, Elmwood plans to replace several Community Homes and provide updated homes and equipment for those we serve.



**Connecting and Engaging** with Partners and Stakeholders

- **Advocacy** to address the needs of Elmwood and the Disability Service sector to ensure the continued provision of quality supports and services.
- Delivery of two (2) **Truth and Reconciliation Speaker Series** for the Disability Service Sector through a partnership with several organizations.



# Breanne's Story

Breanne became a resident of an Elmwood Community Home in 2017. She now resides in Eastview with five other ladies—her roommates and friends. Her days are best enjoyed when spending time with her roommates, visiting family and friends, watching movies, or going on outings in her community.

When Breanne first moved, she was happy in the home and within her job. About three years later, her supports and close family members noticed some changes. Breanne seemed increasingly unhappy. Like many, this only worsened as the pandemic forced necessary isolation from her community and loved ones.

Breanne's Community Home Coordinator set up multiple meetings with her and the Support Workers to learn more about how she was feeling and what could be causing her unhappiness. They needed to know how she could better be supported and ensure her needs were being met. The team also took some time to track what types of situations triggered Breanne.

Through open and honest conversations, Breanne was able to advocate for herself. She expressed how she wanted to engage in the home and the choices she wanted to make. Most importantly, she explained how she felt when someone communicated with her in a certain way and how



she actually wanted to be interacted with. This led to the development of a Comprehensive Behaviour Support Plan for Breanne. Which included:

- · her preferred interaction styles to be utilized by her support team
- the use of a timer and other visual tools to improve her moods during distress
- · and the creation of a daily responsibility and goal checklist

These strategies contributed to an overall stronger sense of happiness and contentment for Breanne. The daily checklist allowed her to become the star in her own life, leading to improved feelings of fulfillment and accomplishment. Whenever Breanne completes an activity or task, she uses her checklist to track what has been completed and what's next. She's taken on many responsibilities in the home and loves to help however she can.

Her relationships and interactions with her roommates have greatly improved and relaxed with the honest communication and learnings of how to better interact with one another. Breanne is now more aware of herself and can express patience and understanding. If at any point she is experiencing stress or challenging emotions, she has the tools and ability to calm herself.

We are so proud of Breanne and all the hard work she put in to developing a stronger sense of self and fulfillment in her life. It's so heartwarming to see the relationships with her roommates and support worker's flourish. With the love and support of her family and Support Team, we celebrate Breanne!

# Home **Improvements**

Kinsmen Manor's main entrance and lobby received an update, including a fresh coat of paint, new furniture and branding. Our Vision, Mission and Guiding Principles are proudly displayed throughout. We also received an important art piece, titled "Do With, Not For", by artist Charlie French which was won through an Open Future Learning contest. This piece speaks directly to Elmwood's values of providing choice and support in a manner that recognizes the capabilities and strengths of each individual.

Two Community Homes received kitchen renovations to improve functionality, safety, and accessibility for those in the homes. Other community homes had the addition of a second entrance/exit, received new flooring throughout the home and had a new ramp installed at the front of the house.

Elmwood would like to thank CLSD and the Sask Housing Corporation for funding these renovations and to TJR Construction for completing the work.

A special thank you goes out to our maintenance staff for all of the tasks completed, and for their flexibility and passion to ensure our eleven Community Homes and Kinsmen Manor, including ESILP home and suites, run as efficiently and safely as they can! Thank you to all our staff for all their hard work, and to the Board for all of their support.









### **Finance**

#### **Funding Sources**



\$196,442

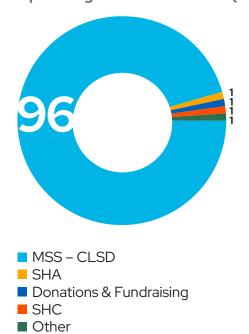


#### **Finance Stats**

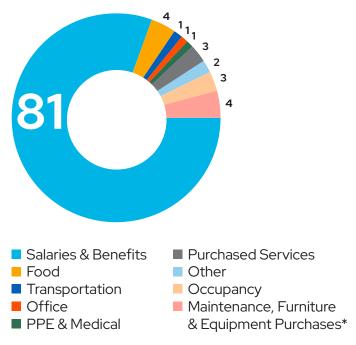
Funding Increases and other One-time Funding received in the year:

- One-time Funding of \$167,302 related to the Manor Transition Initiative to support Staff Exploration Shifts, Evaluation and Research, Communications, Safety Policy Enhancements, and Capital Modifications required to Kinsmen Manor
- Overall funding standard increase to Salaries and Medical Supplies
- Enhancements to the Community Inclusion Program Funding (Day Programming)
- One-time funding of \$100,000 to assist in alleviating the stress of Covid-19 related costs
- One-time Capital Project funding of \$100,000 to assist in capital renovations

#### Operating Revenue Sources (%)



#### Operating & Maintenance Expenses (%)



<sup>\*</sup>Expenses in reserves

Elmwood is **dedicated** to creating a **community** that helps people who experience intellectual disabilities to **thrive**—not just survive.

Thank you to our donors, volunteers, partners and sponsors for making this possible!



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