



## 2018 – 2019 EXECUTIVE DIRECTORS ANNUAL REPORT

My Annual Report is always a time of reflection, to look back at the many accomplishments our agency has seen covering a wide range from client interactions, services provided, fund raising initiatives, volunteer recruitment, expanding services and acquiring additional resources and staff to meet the needs of our community.

**LOVE READING PROGRAM** – has taken off with 8 volunteers attending 5 days a week to read with and to elementary children at St. John 23<sup>rd</sup> Catholic School. By all reports both facility at the school, Love Reading Volunteers and students are enjoying this intergenerational experience. It is our hope to be able to expand this program to other schools in Arnprior.

**MINISTRY OF TRANSPORTATION GRANT** – Although announced over a year ago, funds still have not flowed from the Provincial Government to the Municipality to allow the purchase of an accessible vehicle and staffing. It is our hopes that the funding which has already been approved for our agency will be released to allow us to expand our transportation services.

**IN TOWN SENIORS TRANSPORTATION ADDITIONAL VEHICLE** – In collaboration with the Champlain Community Transportation Collaborative (CCTC) and Arnprior Regional Health (ARH) through the Adult Day Programming we were able to acquire funding to lease for 4 years an additional vehicle for our In Town Seniors Transportation Service and hire two additional drivers. The purpose of this funding is to allow our agency to provide additional transportation resources to the Adult Day Program (ADP) at the Grove Nursing Home thus allowing them to increase the number of clients who are able to attend. I thank Tracey McCormack, ADP Manager and Brad Hilker, ARH Chief Financial Officer for their collaboration with our agency and to Mandy Stinson, Administrative Assistant her counsel. This additional vehicle to our In Town Seniors Transportation will allow us to better meet the needs of the ADP and our wider community. I would like to welcome Terry Lascelle and Dan Dubois to our agency staff as two of our newest drivers.

### PHILOSOPHY

The concept of maintaining quality of life is a key guiding principle in providing home support. The aim of the Agency is to enable those who are served to maintain maximum independence, hence enhancing their ability to live independently in their own homes as long as possible. Their own homes are places of comfort and security, an expression of their personalities, a place of memories, a reassurance of their place in the world, and become a crucial aspect of continued quality of life. Arnprior-Braeside-McNab Seniors At Home Program Inc. is a non-profit charitable organization. Ontario Incorporation #881849 – Charitable Reg. #106723042RR0001.

**ONTARIO HEALTH TEAMS** – This past spring, our agency participated in a joint application to the Ontario Government for the creation of “Three Rivers Health Team”. In collaboration with many other health service providers such as Carefor Health & Community Services, Arnprior Family Health Team, Ottawa Valley Family Health Team, Bayshore Health Care, Bruyere Continuing Care, The Dementia Society of Ottawa and Renfrew County, County of Renfrew Emergency Services/Paramedic Service, Eastern Ontario Regional Laboratory Association, Greater Arnprior Seniors Council, Hospice Care Ottawa, OMNI Health Care, Praxair Canada, Mills Community Support, Old Forge Community Resource Centre, Ottawa West Community Support, Renfrew County and District Health Unit, Sienna Seniors Living, Saint Elizabeth Health Care, Western Ottawa Community Resource Centre.

**STAFF...COMING AND GOING** – My congratulations is extended to Liz Wall, Development Coordinator and Margaret Bourk, Social & Volunteer Coordinator on their recent retirements. My appreciation is as well extended to Tammy Mondor, Transportation Coordinator for her years of service to our agency. We welcomed Becky Ranger as our new Development Coordinator, Nikki Rumbelow as our new Social & Volunteer Coordinator and Laurie Dupuis as our new Transportation Coordinator. In addition we also welcomed Terry Lascelle and Dan Dupuis to our In Town Seniors Transportation Program...thank you all and welcome.

**PROGRAMMING** – Our Programming for this past fiscal year saw us meeting and exceeding all Champlain LHIN budgeted numbers. Below is a breakdown of programs that are offered, the unique client numbers that used each program and the number of units that each client used.

**MEALS DELIVERY (INCLUDES, HOT MEALS, FROZEN MEALS)** – 5,666 meals were provided to 234 Individual Clients. My appreciation is extended to Nancy Peck, Program Coordinator and to all the dedicated volunteer drivers who faithfully deliver the meals Monday to Friday. We are excited to be bringing on a new frozen meal supplier this summer. Griffith Farms will be providing us with fresh local frozen meals in addition to our existing supplier, Apetito.

**SOCIAL & CONGREGATE DINING (INCLUDES, DINING WITH FRIENDS, FRIENDSHIP DAYS, ANNUAL SENIORS BBQ, ANNUAL SENIORS CHRISTMAS DINNER, BREAKFAST N’ LEARN)** – 454 Individual Clients received 1,333 dinners. Thank you to Nikki Rumbelow, Social Program Coordinator for overseeing these social events and to our volunteers who assist with set up, tear down and our entertainers, to Jim’s Restaurant, Riverside Grill and Bar, Glad Tidings Church, Antrim Truck Stop, Arnprior Villa and Carp Commons for their help in making these events a tasty treat for all.

**TRANSPORTATION (INCLUDES, IN TOWN SENIORS TRANSPORTATION, VOLUNTEER OUT OF TOWN MEDICAL DRIVES, NON-URGENT MEDICAL TRANSPORTATION)** – 13,733 drives were coordinated and provided to 796 clients. My gratitude to our volunteer drivers for giving of your time to assist with our medical transportation program, to our paid staff drivers, Colin Borshevsky, Dave Anthony, Kevin Osborne, Mike Walsh, Ken Carroll, Nancy Peck, Maurice Burnette, Terry Lascelle and Dan Dubois, thank you for your one to one service that you consistently provide our clients. My appreciation is extended to our former Transportation Coordinator Tammy Mondor and to our new Transportation Coordinator Laurie Dupuis for all the scheduling to make our transportation program second to none.

**SERVICE ARRANGEMENT / COORDINATION (INCLUDES, HOME HELP INSIDE THE HOME AND HOME MAINTENANCE)**

This past year we provided Home Help and Home Maintenance to 114 Individuals providing 87 jobs completed. Thank you Nancy Peck, Program Coordinator for all the coordination of these jobs and to our Service Arrangement Workers, thanks for your expertise.

**VISITING – SOCIAL SAFETY (INCLUDES, FRIENDLY VISITING, TELEPHONE SECURITY, SENIORS SHOPPING) –** Our dedicated volunteers provided 994 visits to 22 individuals this past year. Thank you to our volunteers, Community Living Renfrew County South for assisting us with our Seniors Shopping and to Mark at No Frill's Arnprior for their continued partnership with our Shopping Program.

**FOOT CARE –** 1,222 clinic visits were made to 306 individual clients. My appreciation to Carefor Health and Community Services for partnering with our agency for so many years, to Jenn Jones, Foot Care Nurse and to our volunteer receptionists for overseeing the clinic operations weekly.

**INCOME TAX PROGRAM –** This past year saw our agency complete 375 Individual Income Tax Returns for low income, students and the disabled in our community. Our partnership with Canada Revenue Agency allows our community volunteers to be trained in completing income tax returns. As this is a free service we do not charge the clients for having their income tax done but do accept donations towards all of the agency programs. We were very pleased to see our highest year ever with donations exceeding \$5,000.00. Thank you to our volunteer income tax preparers and to our volunteer administration receptionists for ensuring all documents are in order.

**DEVELOPMENT COMMITTEE –** This past year saw a change with the retirement of Liz Wall and the hiring of our new Development Coordinator, Becky Ranger. This past fiscal year has seen a large increase in the amount of fund raised and donated dollars coming into the agency. Many new ideas have been brought forth and will be implemented in the coming year. My appreciation to the hard working Development Committee; Sylvia Patterson, Chair, Karen Townley, Sandra Hall, Nancy Paquette, Pat Washington, Kathleen Bender, Sandy Jones and Phyllis Doherty-Hereford, ex-officio for all your thought and hard work.

**PROGRAMS COMMITTEE –** This committee oversees all programming that the agency provides. My appreciation to Patti McLean, Chair, Karen Townley, Donna O'Grady, Linda Chandler, Margaret Bourk, Nikki Rumbelow, Nancy Peck and Phyllis Doherty-Hereford, ex-officio for their dedication to this important committee.

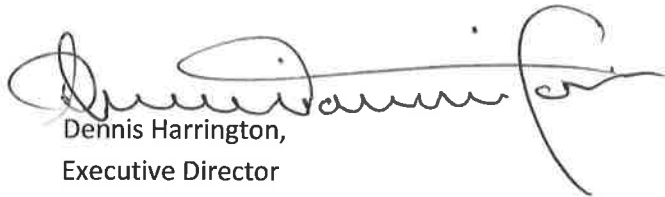
**CORE COMMITTEE –** Is responsible for the oversight of the agency finances and human resources. Thanks for Sheila McBride, Chair & Treasurer for her steadfast guidance, committee members, Sylvia Patterson, Sharon Sewter, Alan Sentance, Patti McLean, Frank Dugal and Phyllis Doherty-Hereford, ex-officio. To Carolyn Green, Finance Officer and Patti Farr, Finance, thank you both for your hard work.

**ADMINISTRATION SUPPORT** – I am very fortunate to have Mandy Stinson, Administrative Assistant as part of our Community Support Service Team and by my side. Mandy’s dedication to her job and sense of humor within the office is second to none, thank you! To our faithful Administrative Volunteers, Alexis Barr, Nancy Paquette, Pat Weir, Colleen Blimkie, Bertha Towey, Regina Palmer, Patti Farr & Nikki Rumbelow, thank you for giving of your time to assist with front reception duties and the many other tasks that you are assigned on a daily basis. To Kathleen Nunn, thank you for your dedication to our Ministry Screeners, it is always a pleasure to have you in our office and to Gilbert Paquette, your expertise with our agency website is greatly appreciated.

In closing, my deepest appreciation to our dedicated Volunteer Board of Directors (*Phyllis Doherty-Hereford, Sylvia Patterson, Sheila McBride, Patti McLean, Sharon Sewter, Alan Sentance, Karen Townley, Scott Murray and Frank Dugal*) who as a team, provide good guidance and counsel and always have the best interest of our clients and agency in mind with all decisions made. Our community is extremely fortunate to have such a wide range of skills sitting at the board level and it has been a pleasure to work with each one of you this past year.

We have provided Vital Community Support Services this past year to over 1,400 individual clients within the Town of Arnprior & Township of McNab/Braeside utilizing a staff of 15 and 155 dedicated volunteers. Each one of you are huge part of the success of our agency. To our greater community, business sponsors and health care partners, thank you for your continued support in enabling us to meet our mission and philosophy of assisting our clients to remain independent in their own homes for as long as possible.

Respectfully submitted,



Dennis Harrington,  
Executive Director