



## 2019 – 2020 Annual EXECUTIVE DIRECTORS REPORT

Once again it gives me great pleasure as your Executive Director to report on the past year's accomplishments. My appreciation is extended to my dedicated staff who day in and day out provide the highest caliber of services to our clientele. To our agency Volunteers, we could not begin to do what we do for our clients without your steadfast commitment and to the spouses of our Volunteers, thank you for sharing them with us.

The end of our fiscal year 2019-2020 saw some of the most challenging times in my years here with Seniors at Home Program with the declaration of a Worldwide Pandemic, COVID-19. This pandemic change overnight how we conducted business and put our organization into an unprecedented situation both fiscally and with our service provision. With the cancellation of all of our social programs and some of our CSS programming we had to rethink how to make connections with our seniors. We immediately implemented wellness check calls on all of our clients, these calls still continue today. My appreciation to all the volunteers and staff who stepped up when asked to make our calls. Our agency implemented Senior Centres Without Walls, a telephone-based program in collaboration with the Seniors Active Living Centre (Arnprior) and the Golden Age Activity Centre (Renfrew). This program is being well received by those who participate weekly.

The pandemic has indeed been the main focus of the last month of our fiscal year and has now run into our new year with really no end in sight, so we adapt as best we can, think outside the box, ensure the safety of our staff and volunteers who carry out our vital services to our clients. This has been a tremendously stressful period on all of our staff, and I want to commend each of them for handling everything that was changing so rapidly, in a very capable and honorable manner.

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### PHILOSOPHY

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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.

## **Programs Report – 2019-2020**

### **Foot Care Services:**

As always, our Foot Care Clinic remains a very popular service to our clientele, this year we saw 302 Individuals receiving 1,209 foot care appointments. My appreciation to our Foot Care Nurse, Jenn Jones and all of our Volunteer Receptionists to keep each clinic running smoothly. Covid-19 saw the closure of the clinic for safety reasons on March 12<sup>th</sup>, 2020.

### **Visiting – Social and Safety:**

Our Friendly Visiting and Telephone Security Programs are an important part of keeping our seniors safe at home and still connected with the community. This past year we provided 725 visits/calls to 30 individual clients. Volunteers and staff play a significant role in making this program a success.

### **Service Arrangement / Coordination:**

Home Maintenance and Home Help programs are vital to ensuring our clients remain at home in a clean and safe environment. Through the use of Service Arrangement Workers, we were able to provide 134 completed jobs to 104 individual clients.

### **Transportation:**

As the biggest program we offer within our agency, we have seen the steady growth of our Transportation System. The addition of our newly acquired second In Town Seniors Transportation Vehicle and our new Pro-Master Wheelchair Van through our MTO Community Transportation Grant has been welcomed by our community as those clients who use them. Our fleet here at Seniors At Home now stands at 6 vehicles with a 7<sup>th</sup> being added within the next few weeks. This past year we provided 14,349 trips to 845 individual clients. My appreciation is extended to our volunteer drivers and staff drivers for providing 143,124 Kilometers of safe travel to our clients and to our volunteer drivers for providing 4,172 hours of their own time to our agency.

### **Social and Congregate Dining:**

Socialization is a tremendous factor in our clients wellbeing and we are proud to provide many opportunities through our Dining with Friends, Breakfast N' Learn, Friendship Days, Annual BBQ and Christmas Dinner to allow our clients the opportunity to enjoy a nutritious meal, entertainment and of course many laughs. This past year we were able to provide 1,435 meals at our events to 481 individual clients. My appreciation our entertainers who provide their talents to each of our events, it would not be the same without you.

**Meals on Wheels:**

Our Meals on Wheels Program encompasses a choice for our clients, Hot Meals or Frozen Meals. We were pleased to welcome a new supplier of Frozen Meals to our program, Griffith Farm and Market is a local supplier of fresh, locally grown meat and has become a favorite of many clients. In addition to Griffith Farm and Market we also have continued our full line of Apetito Frozen Meals giving our clients a wonderful variety of meals. Our Hot Meals on Wheels continue to be supplied through the Grove Nursing Home and are always well received by our clients. This year our agency provided 5,618 meals both hot and frozen to 140 individuals. Our agency could not offer our Hot Meals on Wheels Program without the assistance of our dedicated volunteer drivers...thank you for your continued service to this wonderful program.

**Community Volunteer Income Tax Program:**

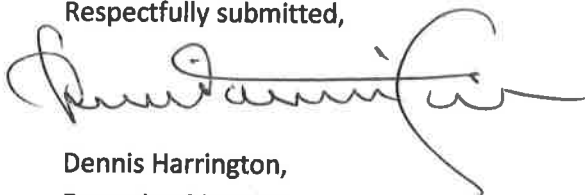
This years Income Tax Program saw a disruption just as it was getting underway due to COVID-19. The cancellation of the clinic had a huge impact on our number of returns completed and the revenue from donations received. It is safe to say that we only completed less than half of the returns that we would have normally completed. My thanks to our gifted volunteer tax preparers and our volunteer receptionists for their time given to this program.

**Executive Director – Renfrew and Area Seniors Home Support Inc.**

This past January 2<sup>nd</sup>, 2020, I assumed the role of Executive Director of Renfrew and Area Seniors Home Support Inc., I must say that it has been a great six months of listening and learning and putting my own style of leadership to an organization with a wonderful history of providing Community Support Services to the Town of Renfrew, Township of Horton, Township of Admaston/Bromley and Township of Whitewater Region. I have been welcomed by the Board of Directors, Staff and Volunteers and I can say that their enthusiasm has made taking on this new role much easier.

In closing, I would like to thank our Board of Directors for their dedication, sight fullness and council during this past year. Your varied backgrounds and expertise along with your passion for our agency is truly appreciated and makes my role as the leader of this fine agency very enjoyable. As I enter my 25<sup>th</sup> year with Arnprior-Braeside-McNab Seniors At Home Program Inc. I look back with fondness of many great memories and look forward with optimism and enthusiasm for our future as a health care provider agency and a vital part of our community.

Respectfully submitted,



Dennis Harrington,  
Executive Director