



Arnprior-Braeside-McNab Seniors At Home Program Inc.

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2020 – 2021 Annual Executive Directors Report

Another year has come and gone, little did we think that our world would still be in a pandemic 15 months later however, there is light at the end of the tunnel and with hope and optimism we soon should be able to once again provide our social programs to our area residents, open our office up, have more than one person being transported at a time and enjoy what will become our new normal post pandemic.

To say that this past year has been a challenging one is an understatement. COVID-19 saw our agency change overnight in how we operate on a day-to-day business. All social programming, Dining with Friends, Friendship Days, Annual BBQ, Christmas Party along with all Public Fund-Raising Events were cancelled. In saying all of this, we as an agency pivoted very quickly to meet the daily changing landscape that was put before us. I created a partnership with the Good Companions Centre in Ottawa to bring Senior Centres Without Walls to Renfrew County to enable our clients and those throughout Renfrew County the opportunity to partake in phone in programming. I redirected staff to oversee this new program to ensure their continuity of employment.

Our transportation services changed overnight in the way we transport our clients only allowing one passenger at a time in the vehicles, plexiglass barriers were installed in all agency vehicles and disinfecting protocols became the norm after each client exited the vehicle to ensure safety for the staff and other clients. Our Out of Town Volunteer Driving Program came to a halt for approximately 4 months with our paid staff drivers picking up more calls ensuring their continued employment. Our agency stepped up to the plate and provided our agency vehicles and staff drivers to cover the transportation needs for other agencies within Renfrew County who had to halt their Volunteer Drivers Programs i.e.; Renfrew and Area Seniors' Home Support, Calabogie Home Support and Eganville & District Seniors.

In light of our nonexistent public fund-raising abilities, we changed up our plan and created a Blue Envelope Campaign that focuses on the good work that is accomplished each day for our seniors and disabled through our dedicated staff and volunteers. This campaign exceeded our expectations by

bringing in over \$50,000.00 in fund raising revenue to our agency. Our appreciation to the generous communities of Arnprior and McNab/Braeside.

Throughout the year, our agency took advantage of grants being offered by the Federal Government to assist with the loss of revenue throughout the year and as well the pandemic pay increases that were given to employees.

I forged a strong relationship with the County of Renfrew that enabled our Renfrew County Community Support Service Agencies the ability to secure over \$747,000.00 in grants to assist all 7 Renfrew County Community Support Service Agencies with various identified items such as, Community Garden Funding, Advertisement and Media both print and radio ads of services available, a large stock of Personal Protective Equipment for each CSS Agency in the County, the purchase of 6 vehicles of which were two specialized wheelchair vehicles, two Care Call Out Systems that will be utilized by 4 agencies in Renfrew County, funding for promoting our Seniors Centres Without Walls and a number of tablets for each CSS Agency in Renfrew County to allow seniors and the disable access to the internet to enable them to have face to face time with families or to attend virtual medical appointments.

Our agency office has remained closed to the public since the beginning of the pandemic and will remain closed till we are fully confident that everything will be safe for our staff. This was done out of an abundance of caution due to the lack of space available to us in front reception for proper physical distancing.

Overall, although this has been the most challenging year in my 26 years with this agency, my deepest appreciation is extended to my staff and dedicated volunteers as everyone pulled together, took on additional or different responsibilities to ensure what programs we were able to provide were exceptionally run.

My appreciation to our staff and volunteers who in addition to their existing roles, took on the additional responsibility of making wellness check calls to all our clients to ensure each of them had what they needed. During these calls we were able to identify clients who were in or about to be in a crisis situation therefore we were able to make the necessary contacts with GEM Nurses at Renfrew Victoria Hospital to ensure no one was falling through the cracks.

In the early days of the pandemic, it was advised by the Ontario Government that those who were over 70 not be out in public and with the stay-at-home orders it made it necessary to supplement our Grocery Shopping Program and with a collaboration with several churches, their volunteers and community volunteers we were able to expand our Seniors Shopping Program to many seniors in our community.

In addition to an excellent staff and volunteer base, I would also like to express my appreciation to the Board of Directors who worked hand in hand with me through this past year and supported my decision making throughout the pandemic. Your time commitment and dedication to our agency is truly appreciated.

Programs Report – 2020-2021

Foot Care Services:

This past year has been a most challenging one for our Foot Care Clinic from shutdowns for months on end due to the pandemic to Carefor Health and Community Services (Renfrew County) deciding to cancel all Renfrew County Foot Care Clinics. We are presently trying to recruit an Advance Foot Care Nurse to allow us the ability to reinstate our weekly clinics. My appreciation to Carefor for the many years of collaboration as well as my thanks to Wanda Forrester who is stepping in and trying to accommodate our agency with clinic dates until we are able to move forward.

This past year saw our agency serve 153 individual clients with 331 foot care appointments...in normal operation we would have serviced 210 individual clients with 1,000 foot care appointments.

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. Due to the pandemic we had to curtail our Friendly Visits for a period of time. We initiated wellness check calls to all clients during the pandemic to ensure their safety. This past year we provided 3,695 calls to 1,490 individual clients. Volunteers and staff play a significant role in making this program a success and I personally thank them for taking on the extra calling this year...it made a difference.

Service Arrangement / Coordination:

Home Maintenance and Home Help programs are vital to ensuring our clients remain at home in a clean and safe environment. With the pandemic, we had to suspend our services for a period of time. Through the use of Service Arrangement Workers, we were able to provide 80 completed jobs to 60 individual clients.

Transportation:

With the pandemic, we moved very quickly to ensure the safety of all of our clients by installing plexiglass in all agency vehicles, ensuring disinfecting protocols were adhered to after each client, only driving one client at a time, ensuring the clients were transported in the back of the vehicles, ensuring as well that there was good air circulation within the vehicle and staff and clients wore masks/face shields. Our agency also took over transportation provision for 3 other Community Support Services in Renfrew County for the first 4 months of the pandemic.

This past year we provided 9,195 trips to 172 Individual clients...in a normal year we would have provided up to 15,300 trips to 714 individual clients.

Social and Congregate Dining: Program on hold due to pandemic.

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. Due to the pandemic, our faithful volunteer meal deliveries were removed from their role as an abundance of precaution. I wish to take a moment to thank our agency staff drivers who for the first number of months of the pandemic, took on the added responsibility of delivering the noon hour meals to ensure our clients never missed a meal. This past fiscal year I had applied to the Ontario Community Support Association to provide us with subsidy dollars to allow us the ability to lower the cost of the meals. We were very fortunate to have received three separate meal grants that allowed the reduction in price for both hot and frozen along with dollars to advertise our meals program via print and radio media which in turn has increased the awareness of this program. This year our agency provided 9,195 meals both hot and frozen to 172 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 year's Income Tax Program ran very smoothly with COVID-19 safety protocols in place. Through our dedicated Income Tax Volunteers, we were able to complete over 300 individual tax returns.

Respectfully submitted,

Dennis Harrington,
Executive Director