

2025 – 2026 Annual EXECUTIVE DIRECTORS REPORT

As in past years, this time provides an opportunity for our agency to reflect on our accomplishments and challenges, while highlighting the exceptional work delivered by our staff and volunteers in service to clients across the Town of Arnprior and the Township of McNab/Braeside.

Sustainable government funding continues to be the most significant threat to the long-term viability of our programs. Funding levels that remain static and do not keep pace with rising costs including wages, fuel, maintenance, insurance, and rent place increasing pressure on our ability to maintain and expand services.

In this context, the ongoing support of our community and financial contributors is both critical and deeply appreciated. Through fundraising initiatives, sponsorships, and general donations, these supporters make a direct and meaningful impact on our ability to deliver essential services. Without this support, many of the programs we provide would not be possible. I extend my sincere appreciation to all who continue to demonstrate confidence in, and commitment to, our agency.

Below is a summary of the number of individual clients served and units of service delivered between April 1, 2025, and March 31, 2026. These figures reflect not only the scale of our work, but also the dedication of each staff member and volunteer who ensures that every client receives respectful, compassionate, and high-quality care.

PROGRAMS REPORT – 2025 - 2026

Visiting – Social and Safety:

With both our Telephone Security and Friendly Visiting Program in full operation, we have seen a steady year. Our appreciation is extended to all of our volunteers who dedicate their time to both of these programs.

This past year, **38** individuals received **866** check ins to ensure their safety. These numbers represent 152% target of budgeted individual clients and a 58% of budgeted visits or contacts.

Service Arrangement / Coordination:

Our Home Maintenance and Home Help Programs keep ever growing providing much needed outside and inside work to enable our seniors to remain independent in their own homes. Our appreciation is extended to all of our Home Maintenance & Home Help Service Arrangement Workers for the care they provide our seniors and disabled.

This past year, **107** individual clients requested either home help inside their home or home maintenance outside their home with **1182** jobs being completed. This year's numbers represent a 243% of budgeted matches and 165% of budgeted individual clients.

Foot Care Services:

Our partnership with Soft Soles Foot Care Services continues to grow in demand now offering up to two clinics in house per week.

This past year, **220** individuals were seen at our clinic with **2,794** appointments being completed, these numbers reflect an increase in the number of individuals and appointments being completed representing a 279% target budgeted visits and a 105% target of budgeted clients.

Social and Congregate Dining:

With all pandemic restrictions now lifted, we are seeing encouraging numbers of clients attending our congregate dining events, whether that is our monthly Lunch Bunch, our Annual Seniors BBQ or our Annual Christmas Party, it is so nice to see our clients and new clients coming out to enjoy socializing.

This past year when we were once again allowed to hold our social programs saw **576** individual clients enjoy monthly events and enjoying **2,122** meals. These numbers represent 146% of budgeted individual clients and 131% of budgeted meals.

Meals on Wheels:

This past year, our agency provided **13,176** meals to **494** individuals providing them with nutritious meals and allowing them to remain independent in their own homes. My appreciation to all of our volunteer drivers who deliver our Hot Meals on Wheels Monday to Friday, without each of you, we would not be able to provide this vital service to our community. These numbers represent 618% of budgeted individual clients and 293% budgeted meals.

Transportation Services:

Transportation is still one of the busiest programs our agency offers. With our fleet of vehicles, staff drivers and volunteer drivers, we strive each day to meet the needs of all our clients to get them to their medical appointments outside Arnprior, to Dialysis Treatments, for their shopping, social, banking and personal appointments. My most sincere appreciation is extended to our staff drivers and volunteer drivers who for the past two years have went above and beyond to ensure the clients safety.

This past year, our agency provided **14,733** trips to medical appointments, shopping, hair appointments, banking etc. to **1,125** individual clients. These numbers represent 225% of budgeted individual clients and 109% of budgeted trips.

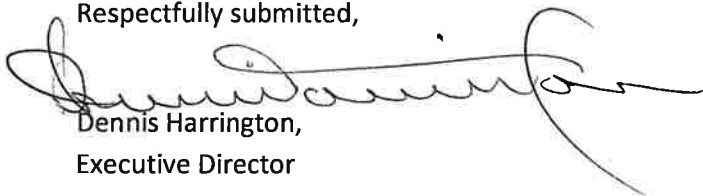
Community Volunteer Income Tax Program:

Through our dedicated Income Tax Volunteers, we were able to complete over **430** individual tax returns. Thank you to our volunteer tax preparers and our administration volunteers who without each of you, our agency would not be able to provide this service.

Medical Assistance Loan Cupboard:

Our loan cupboard has proven to be a much valued and needed service to our communities with this past year servicing **354** individuals with **706** various pieces of medical equipment. I wish to thank all those who took advantage of utilizing our loan cupboard and for their donations to ensure its success and continuation. My appreciation to Nikki Rumbelow and our loan cupboard volunteers for their exceptional work with this program.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Dennis Harrington', with a long, sweeping horizontal stroke extending to the right.

Dennis Harrington,
Executive Director