



HOME & COMMUNITY  
SUPPORT

United in our commitment to care

Arnprior-Braeside-McNab

Seniors At Home Program Inc.

## 2017 – 2018 Annual General Meeting EXECUTIVE DIRECTORS REPORT

As we close out the fiscal year 2017/2018 it is important to look back and celebrate the accomplishments and vital services that our agency has provided. It is impressive to see the following statistical numbers of individual clients and units of service that have been provided.

Our **Foot Care Clinics** provided professional care to **267 individual clients** with **1,104 appointments** while the **Service Arrangement Coordination** of our Home Maintenance Program assisted **74 individuals** with **94 jobs completed**. Our **Visiting, Social Safety Program & Seniors Shopping Program** assisted **26 clients** by providing **2,237 contacts** to combat isolation. Our **Meals Delivery Programs** that include both Hot Meals on Wheels and Frozen Meals provided **6,011 meals** to **255 individual clients**. In addition to our Meals Program our **Social and Congregate Dining Program** provided **300 meals** to **73 individuals**. Our **Transportation Program** which consists of our In Town Seniors Transportation, Care Coach Para-Transit Program, Out of Town Medical Volunteer Drivers and our Non-Urgent Transportation provided **15,083 trips** to **729 individual clients**, allowing each of them to get to where they need to go. Our **Breakfast N' Learn** Education Sessions allowed **107 individual clients** learn about various topics of interest. Our collaboration with Canada Revenue Agency saw our **Community Volunteer Income Tax Program** completing **360 Returns** with our volunteers putting in well over **700 volunteer hours** for this program. My appreciation to our Community Volunteer Income Tax Receptionists who were able to gather over \$5,000.00 in donations over the two months the Income Tax Clinic Operated. Our **Administration Volunteers** provided our agency with **1,500 hours** of administration support, cost savings of \$21,000.00.

My appreciation is extended to our Volunteer Board of Directors who constantly provides excellent council, leadership and dedication towards to the success of our agency.

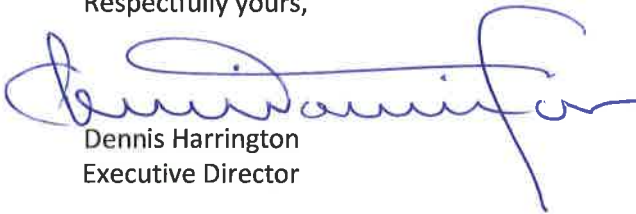
It is important to remind ourselves that our agency only receives partial funding from the Ministry of Health & Long Term Care in the amount of 39% that is directed through the Local Health Integration Network. Our financial donors, sponsors and volunteers make it possible for our agency to be able to provide the above services and make it possible for us to be the success we are.

As we look ahead to 2018-2019, we have many exciting things happening. Our First Annual Memorial Live Butterfly Release in which we hope to this this as an annual major fundraiser. The expansion of our transportation program with our half million dollar Ontario Ministry of Transportation Grant providing us a new Wheel Chair Accessible Vehicle, Full Time Driver and part time Transportation Coordinator, discussions on possible relocation of the agency and moving forward on integration opportunities.

In closing, my appreciation is extended to my staff, Mandy Stinson, Liz Wall, Nancy Peck, Tammy Mondor, Colin Borshevsky, Ken Carroll, Mike Walsh, Maurice Burnette, Kevin Osborne, Margaret Bourk and David Anthony, each of you bring with you your own sense of ownership to our organization, your professionalism in the way each of you conduct yourselves allows us to be second to none within the Community Support Service Sector and our local Health Care System.

To our volunteers, you are the foundation on which we stand, thank you for everything you do. To the spouses and partners of our volunteers, thank you for sharing them with us. Whether you are a volunteer driver, visitor, admin support, entertainer or special events volunteer, you play a huge part in our agency and we could not do what we do so well without you.

Respectfully yours,



Dennis Harrington  
Executive Director