



**The Good Companions
Seniors' Centre**
Supporting a Vibrant Community

Corporate Annual Report

June 11, 2012

Year ending March 31, 2012

Board of Directors 2011/2012 Committee List

Rock Falardeau

Sharon Collins
Richard Godding
Angela Campbell
Stephanie Keats
Ann McSweeney
Beryl McKale
Lisa Swant
Jim McCulloch
Barbara Powell
Ernie Glaude
Bob Jamison
Mya Sanmugam

President

Ex-Officio on all
Committees
Vice President
Past- President
Secretary
Treasurer
Executive Director
Members' Pres.
Director
Director
Director
Director
Director
Director

Finance Committee

Stephanie Keats **Chair**
Richard Godding
Bob Jamison
Joe Brown
Jim McCulloch
Mariola Kolakowski (Director of Finance)
Ann McSweeney (Executive Director)

Day Centre

Sharon Collins **Chair**
Beryl McKale
James Hurley
Isobel Bisby
Sharon Oatway (Director of Day Centre)
Ann McSweeney (Executive Director)

Fundraising and Marketing

Lisa Swant **Chair**
Stan Harris
Angela Campbell
Beryl McKale
Ann McSweeney (Executive Director)

Food Services

Beryl McKale **Chair**
Renee Langille
Ann McSweeney (Executive Director)
Frank Bowie (Employee)
Darlene Powers (Employee)

Community Support Services

Ernie Glaude **Chair**
Marci Clarke
Doris Hall
Andre Lachance
Rubyn Marcusohn
Judy Bedell (Director of CSS)
Ann McSweeney (Executive Director)

Human Resources

Rock Falardeau **Chair**
Lynn Harnden
Lynn Godding
Serena Chaudhari (Employee Representative)
Barbara Powell
Ernie Glaude
Mya Sanmugam
Ann McSweeney (Executive Director)

Property

Richard Godding **Chair**
Stan Harris
O'Reilly McIntosh (Staff)
Ann McSweeney (Executive Director)
Bill Campbell
Russ Gallant (Director of Admin)

*No Longer with the Corporation

Corporate Life Members

David K. Bernhardt, Joe Bones, Margo Borenstein, Richard Godding, Ken Hacker, Stan Harris, John Haydon, Harold Humber, David Lindsay, Diane McCaffrey, Dorothy Powell, Shirley Price, Ron Scott, Helen Sentence, Joan West, Vivienne Baxter



Rock Falardeau Ann McSweeney

A Message from the Board President and Executive Director

Our AGM is an opportunity to applaud our Board of Directors, volunteers and staff team for their commitment and hard work on behalf of The Good Companions. During the past year, our Board and Committees have greatly increased the profile of our Organization.

We wish to formally thank the many donors, sponsors and members for their financial support which greatly assists us to maintain our facility, services and programs.

From a financial perspective, we completed 2011/12 with a break-even operating budget. We greatly appreciate and acknowledge the financial support provided by the Province of Ontario (LHIN), City of Ottawa and the United Way Ottawa.

There were numerous reasons to feel pride in the Good Companions in 2011/12. We are committed to accreditation over the next two years. Accreditation recognizes the need for organizations to demonstrate formally to funders and the public/community that they are accountable for meeting accepted standards and promotes learning, improvement, excellence and innovation within the Organization.

We greatly strengthened our commitment to community partnerships and share two funded pilot projects – King's Daughters and Sons Outreach Program and Centertown Community Health Center - Cultural Competency Community Project.

We actively participate in the Ottawa Community Support Coalition, the Champlain Community Support Network and the Ontario Community Support Association as well as six other organizations representing seniors in Ontario.

With current economic conditions and ongoing budgeting constraints, we recognize the need to be proactive in order to improve our sustainability ongoing. For that reason, we have created a Fundraising Coordinator Position effective summer 2012.

Our facility “makeover” is almost complete creating a warm and welcoming ambiance when visiting the Center.

We hosted and participated in the National Elder Abuse Committee, Chaired by Minister Alice Wong and welcomed her back to the Centre for World Elder Abuse Day.

We continue to monitor the quality of our programs and services through surveys – three of which were completed this year – Members' Survey and two CSS Client Surveys. Results from both surveys will be published as soon as possible. Several mini surveys were also conducted focusing on particular events/program.

Commitment to increasing our membership has been and will continue to be a major priority for our organization in order to sustain our excellent programs and services.

Several successful fundraising initiatives were organized this past year: Bluesfest & Capital Hoedown Parking Fundraisers, Age Well Active Living Expo, Solicitation Letter, Walk of Ages, SENS Celebrating Seniors, Titanic Fundraising Dinner/Murder Mystery and our two Bazaars.

We continue to work closely with our funders to further develop services and programs which benefit seniors locally and across the Champlain Region.

We also wish to thank our Members' Executive for their support and feedback on behalf of our membership.

Our future challenges include: integration initiatives, CQI – database improvement, increases in non-profit agencies seeking funding and donations, sustainable funding concerns, staff capacity and current economic challenges.

Although these challenges are realistic, The Good Companions is well-positioned through our Strategic Plan and will monitor and adapt to any ongoing changes required. We are continually researching new and innovative ways of securing other sources of Revenue

Before continuing our journey, we recognize and acknowledge the invaluable contribution of Richard Godding, Past President who will be stepping down from our Board this year. Rick's dedication and guidance in service to our Center is reflected in the numerous successes and achievements during his years of service. He has remained loyal to our vision and mission and provided an excellent quality of support to The Good Companions.



Community Support Advisory Committee

Ernie Glaude, Chairperson

Community Support Services (CSS) is one of amongst 13 not-for-profit agencies in the Ottawa area providing support services to eligible seniors and persons with physical disabilities in their homes.

CSS Advisory (CSSA) Committee met eight times between April 2011 and March 2012 and provided advice, input, guidance and support on many CSS issues including expansion of our Urban Transportation partnership, the CSS flyer and service options for seniors within the City.

Two lawyers closely associated with The Good Companions, recommended discontinuing the Brokered Worker Program (December 16, 2011) due to the issue of lack of insurance for brokered workers and the resulting liability. As a result, a new Home Help Registry Model was approved by the Board at their meeting on January 24, 2012. We continue to work with the Ottawa Coalition on resolving this issue throughout Ottawa.

Two PhD students assisted in developing two surveys (CSS Client Satisfaction Survey and a Needs Assessment Survey) involving 400 unique clients and 200 key informants (non-service users). Major findings of the Client Satisfaction Survey respondents indicated that 90% found the Quality of Service to be excellent/very good, 98% indicated that our services helped them to live independently at home, and 90% indicated our services were extremely/very important to them.

I would like to conclude by saying thank you to the dedicated CSS volunteers, staff, PhD students, university/college student placements and members of the CSSA Committee. Thank you, once again to Rubyn Marcusohn, Doris Hall, Marci Clarke and André Lachance for their enthusiasm and commitment in helping and allowing seniors and persons with physical disabilities live in their own homes.



Day Centre Advisory Committee

Sharon Collins, Chairperson

The Day Centre Advisory Committee has made a commitment over the past year to gain a better understanding of the members and their needs through the Member Survey 2012. The survey was developed in an electronic version with the completion of the survey analysis scheduled for late summer. The Member Survey from 2010 guided us to improve services, programs and the overall environment of The Good Companions.

Erica Botner will replace Sharon Oatway in the position of Program Director, Ana Valencia stepped in to replace Robyn MacDonald while she was on maternity leave and Linda Janes-Peddle was hired as the Craft Coordinator.

We had record breaking program registrations during 2011. The Day Centre has enjoyed a huge success with *Zumba* classes this year followed by the popularity of the walking programs including *Walk & Stretch* with poles (indoors), *Nordic Pole Walking* (outdoors) and *Fitness Walking* (outdoors). The Day Trips continue to be enjoyed by the members of The Good Companions and two new services have been added this year, esthetics and dental hygiene clinics. The international milk bag project sent approximately 14 mats and 7 totes to Haiti (very commendable). The Crafts Department has enjoyed Linda with her fresh and creative ideas.

We will sadly miss Sharon Oatway, our long time Program Director, and we wish her well in her new position. We also welcome Erica as the team leader of the Day Centre.

The Chair would like to thank the members of the Committee Beryl McKale, James Hurley, Isobel Bisby and Sharon Oatway for their support and insights over the past year.



Finance Committee

Stephanie Keats, Chairperson

The Finance Committee spent much of its time throughout fiscal year 2011/12 advising both the Board of Directors as well as the Management Team of The Good Companions on matters pertaining to fiscal responsibility, reporting accuracy of revenues and expenses, and the accuracy of financial statements. Contained in this Annual Report is the Summary Financial Statement for reference.

Throughout the year, we worked diligently to begin replenishing the Special Reserve Fund within the Property Fund from which we drew upon a significant amount of cash reserves to move forward with last year's Infrastructure Project (refurbishing of our roof and HVAC systems). The current balance of this fund is approximately \$175,000, up from \$72,000 at the end of last fiscal year.

We acknowledge the many sources of funding that we receive throughout the year including our major funders, the Government of Ontario through the Ministry of Health and Long Term Care and the Champlain Local Health Integrated Network, the City of Ottawa and the United Way. We would also like to thank Mariola Kolakowski, Finance Officer, and the Management Team for their continued efforts in ensuring that the Operating Fund finished the year in fairly balanced position with a very modest \$66 Net Revenue for the year.

Sincerest thanks go out to the members of the Finance Committee – Richard Godding, Bob Jamison, James McCulloch, Joe Brown, Rock Falardeau (Ex-Officio), Ann McSweeney (Non-Voting) and Mariola Kolakowski (Non-Voting).



Fundraising and Marketing Committee

Lisa Swant, Chairperson

The Fundraising and Marketing Committee have been busy this year working on a comprehensive plan to increase membership at the Centre and working on fundraising events to raise the revenues required to implement this campaign. The focus on increasing membership will ensure stable funding for the Center's many activities as well as to enrich our current membership.

Special thanks to Stan Harris who spent considerable time and effort putting this membership plan together. The Committee would also like to thank Taggart Construction and our Members' Executive who have made generous donations to support this new campaign.

A number of new and exciting fundraising events took place over the past year. The "Senators Celebrating Seniors" Night at Scotiabank Place in February was a novelty and fun way to introduce the 18,000 attendees at the hockey game to all of the positive aspects of The Good Companions.

Ann and her Staff Committee worked for many months to plan the Titanic Gala which commemorated the 100th anniversary of the sinking of the Titanic. The event raised over \$5000 for the Centre, including a number of additional donations after the event from attendees who were very impressed by both the event as well as the focus of The Good Companions.

We have also included Facebook and Twitter to raise our profile in the community.

Congratulations and many thanks to Ann and her talented staff who put considerable effort into making these, and all of our many fundraising events such a huge success. I would also like to thank the members of the Fundraising and Marketing Committee for their efforts and commitment to increasing the Centre's profile in the community.



Human Resources Committee

Rock Falardeau, Chairperson

During the 2011/12 year the Human Resources Committee was comprised of: Executive Director, Ann McSweeney; Serena Chaudhari (Employee Representative); Lynn Harnden; Lynn Godding; Barbara Powell, Ernie Glaude and Mya Sanmugam.

The Committee focused on extensive HR Manual updates as well as the review of Staff Position Descriptions. The new Manual was approved by our staff team, HR Committee and Board. Performance Appraisals are being conducted annually.

Additionally the Committee reviewed the Good Companions Salary Grid using the CharityVillage Earnings Report, 2011 which surveyed nearly 1,200 Canadian charities and nonprofit organizations and collected data from approximately 16,000+ employees to compare employee salaries.

Our HR Committee is instrumental in resolving staffing issues involving litigation and conflict resolution as requested by the Executive Director.

23rd Annual Walk of Ages, June 11th, 2011.



Property Committee

Richard Godding, Chairperson

During Fiscal 2011/12 the Property Committee worked on several projects and reported regularly to our Board. The large projects of the previous year included replacement of the roof and HVAC (heating/cooling) systems. The Committee obtained ongoing information regarding the new systems to ensure efficiency and even temperature distribution throughout the Centre. No issues were reported and regular maintenance is ongoing.

Another project involved the optimization of our parking lot. We believed we could make the lot more efficient in terms of vehicle parking spaces and the accommodation of more vehicles. We met with parking companies to consider having a third party operate our lot and manage daily parking, providing this revenue back to the Good Companions. This idea was not accepted as the benefits of greater revenue would be offset by operational problems keeping spaces available for our members to use. The lot was expanded to accommodate approximately 20 additional vehicles by reducing the bushes to the east. This project is ongoing for further enhancements: paving, line painting, and lighting as funds permit.

The third project that the Committee worked on involved the replacement of the building-mounted sign facing Albert Street with a new sign that would allow remote message-changing and would provide additional visibility to passing traffic. It also would include our new logo and renter's signage.

Thank you to committee members Ann McSweeney (non-voting), Gord Thom, Bill Campbell, O'Reilly McIntosh (non-voting), Russ Gallant (non-voting), Stan Harris and Rock Falardeau (ex-officio).



Food Service Advisory Committee

*By Frank Bowie, Director of
Food Services*

The past year has been very exciting for the Food Services Team. With the return of Miranda, Food Services has run more smoothly and consistently even with some changes in our casual staffing. Eva and Aaron have contributed extra time and expertise above and beyond their jobs to fill in where needed over the past year as well.

We added a volunteer kitchen position which has helped us immensely. With volunteer help we are able to produce more home baked items and meals which help us in keeping our food costs down. Even with this, we had to increase the prices slightly in our dining room and our catering menu to stay ahead of rising food costs.

We are now producing approximately 95 to 105 meals per day or 25,000+ meals per year for Meals on Wheels (which is a 150% increase over the last five years without an increase in staffing). We are now at capacity without hiring extra staff or increasing equipment.

As well, we are providing around 60 meals per week, 3000+ meals per year to the Adult Day Program and another 30 to 40 meals per day or roughly 9000 meals per year in our Dining room. In addition to this we provide food at special functions and catering throughout the year which increases another few thousand meals to the total.

We faced many challenges with our equipment and facilities this past year. We replaced our dishwasher, refrigerator and a compressor for our freezer. We also had some tiling installed in our kitchen and a trough built around the kettle area to make our kitchen safer.

The past year has been interesting for the staff giving us a chance to demonstrate our skills with special meals

and desserts that we provided for the many holiday celebrations and teas. It is fun for the staff to create and make these dishes and they enjoy receiving all the positive feedback from our happy guests. This culminated in a very special evening and a huge challenge for the team preparing eight courses for the Titanic Fundraising Dinner.

Our partnership with Meals on Wheels increases each year and we are striving to increase our presence within the scope of hall rental and catering facilities. I believe we have a great venue for special functions, catering for weddings, parties and meetings. The Success of the Titanic Dinner demonstrated that we can provide a great meal at a very reasonable price and certainly compete with other facilities in the area.

Titanic Fundraising Dinner place setting



Volunteer Recognition (King and Queen of the Carnival) April, 2012.



Staff Team 2011/2012

Day Centre

Director	Sharon Oatway
Day Centre Coordinator	Darlene Powers
Day Services and Fitness Coordinator	Penny Durocher
Crafts Coordinator	Linda Janes-Peddle
Membership Coordinator	Ana Valenca Robyn MacDonald

Administration

Executive Director	Ann McSweeney
Director of Administration	Russ Gallant
Volunteer Services Coordinator	Tara Neal * Nicole Chouinard Martine Riendeau
Finance Officer	Mariola Kolakowski
Administrative Assistants	Tiffany Chiang Mary Wallace Serena Chaudhari Nicole Chouinard
Facility Coordinator	O'Reilly McIntosh
Facility Worker	Lori Clarke * Eric West
Casual Worker	Marc Nacheff

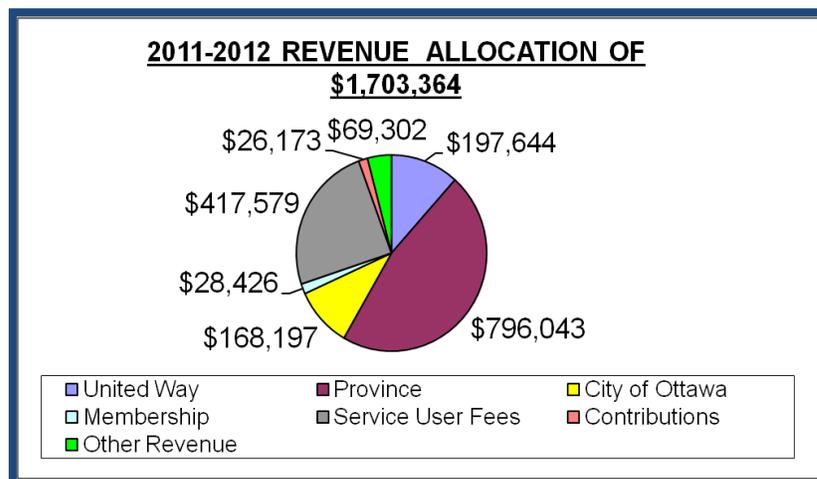
Community Support Services

Director	Judy Bedell
Snow Go/ Service Arrangement Coordinator	Anne Kendall
Transportation/ Social Visiting/ Grocery Bus Coordinator	Carolyn Calder
Casual Workers	Kwesi Indome Carole Grandmaison Hana Haines

Food Services

Director	Frank Bowie
Cook	Eva Mihili
Assistant Cook	Miranda Gumeni
Food Services Assistant	Aaron Brown
Casual Workers	Sezai Rrapi Ryan Haining

*No Longer Employed by the Corporation



Thank You to our Supporters

Ontario Ministry of Health- Long Term Care
Champlain Local Health Integration Network
Corporation of City of Ottawa
United Way/ Centraide Ottawa



Thank you to all our Sponsors who have contributed to all our special events over the past year. Our events: Walk of Ages 2011, International Women's Day, and the Titanic Fundraising Dinner could not have been a success without you!



*Titanic Fundraising Dinner, April 28, 2012 (above)
23rd Annual Walk of Ages, June 11, 2011 (below)*





THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION
(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2012, copies of which are available upon request.)

COMBINED STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2012

	<u>2012</u>	<u>2011</u>
CURRENT ASSETS		
Cash and short-term investments	\$ 269,925	\$ 154,113
Accounts receivable	53,788	94,205
Prepaid expenses	<u>22,286</u>	<u>22,506</u>
	345,999	270,824
CAPITAL		
Historical net cost \$2,871,474 less accumulated amortization \$998,531	<u>1,872,943</u>	<u>1,912,744</u>
TOTAL ASSETS	<u>\$ 2,218,942</u>	<u>\$ 2,183,568</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 101,514	\$ 95,245
Deferred revenue	<u>24,386</u>	<u>14,092</u>
	125,900	109,337
FUND BALANCES - END OF YEAR	<u>2,093,042</u>	<u>2,074,231</u>
TOTAL LIABILITIES AND FUND BALANCES	<u>\$ 2,218,942</u>	<u>\$ 2,183,568</u>

STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCE

OPERATING FUND

FOR THE YEAR ENDED MARCH 31, 2012

	<u>2012</u>	<u>2011</u>
REVENUE		
Grants - United Way/Centraide Ottawa	\$ 197,644	\$ 213,158
- Province of Ontario - General	783,643	768,579
- Base Increase	12,400	16,273
- City of Ottawa	168,197	165,307
User fees	427,276	412,709
Other	<u>114,204</u>	<u>94,609</u>
	1,703,364	1,670,635
EXPENDITURE		
Salaries and benefits	1,083,803	1,076,278
Program	255,380	259,626
Occupancy	219,257	212,808
Administration	104,841	87,144
Other	<u>40,017</u>	<u>34,718</u>
	<u>1,703,298</u>	<u>1,670,574</u>
NET REVENUE FOR THE YEAR	66	61
Fund balance (deficit) - beginning of year	(14,039)	(14,100)
FUND BALANCE (DEFICIT) - END OF YEAR	<u>\$(13,973)</u>	<u>\$(14,039)</u>