ANNUAL REPORT
2017-18

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B.N. 11894 1152 RR0001
Committees

Stephanie Keats (Ex-Officio), and Executive Director, Monique Doolittle-Romas sit on all Committees.

**Day Centre (Advisory Committee)**
Dr. Lynn Koroniak (Chair)
Beryl McKale
Gertrude Gruber
Jackie Plumb
Mary Ann Jenkins
Patricia Moscrip
Darlene Powers (Day Centre Supervisor)

**Finance (Board Committee)**
Steve Ilnicki (Chair)
Joseph Brown
Stacy Levac
Beryl McKale
Mariola Kolakowski (Finance Officer)

**Human Resources (Board Committee)**
Stephanie Keats (Chair)
Lynn Harnden
Beryl McKale
Brian Hobbs
Nicole MacLean (Staff Liaison)

**Fundraising and Marketing (Advisory Committee)**
Leah Canning (Chair)
Louise Henry
Patricia Pearson
Dennis Turpin

**Property (Board Committee)**
Beryl McKale (Chair)
Jim McCulloch
Stacy Levac
Richard Godding
Nancy Meloshe
Gord Thom
Vlodek Hnatiuk (Facility Coordinator)

Board of Directors 2017-2018

**President**
Stephanie Keats

**Past President**
Beryl McKale

**Vice President**
Stacy Levac

**Treasurer**
Steve Ilnicki

**Secretary**
Dr. Lynn Koroniak

**Directors**
Wendy Tang**
Travis Ujjainwala
Leah Canning
Cathy Collett
Sandra Withers
Paul Kearns
Jason Kempt

Vision
To support and assist older adults and adults with physical disabilities to enhance their well-being by promoting independence.

Mission
The Good Companions is an incorporated, charitable organization in Ottawa dedicated to promoting, enhancing and supporting the zest for living, well-being and independence of older adults as well as adults with physical disabilities.

Values
Accessibility, Accountability, Collaboration, Compassion, Dignity, Innovation, Respect for Diversity, Responsiveness.
2017-2018 was another exciting and busy year at The Good Companions. The annual report has been modified this year so that our members can get a full picture of the programs and services as a whole rather than divided by department. The TGC team is progressing well with the strategic and operational plans. Highlights of the progress can be seen throughout the report. It is exciting to share the successes, growth and innovation over the last year. The strategic priorities are: assess the building and property; The Good Companions is the model seniors centre (55+ and adults with physical disabilities) in the city and province; increase and diversify funding; establish a healthy, flexible and engaged workforce at The Good Companions and deliver a range of programs and services that meet the needs of expanding membership and increasing number of clients.

This year, The Good Companions has more than 1,000 members who benefit from our programs and services and 240 volunteers have dedicated 34,000 hours of their time to serve others. There is also a growing need to assist our clients out in the community. The Community Support Services are designed to keep seniors and adults with physical disabilities living safely in their homes for as long as possible. The need for the programs and services continues to grow every year. By 2030, one in four Ottawans will be a senior. The Good Companions will continue to find innovative and creative solutions to meet the growing demand for these essential services into the future.

The Centre was filled with multiple activities from fundraisers, to celebrations to dances and an open house for 350 seniors!

None of these accomplishments would have been possible without the support of our funders and our generous donors! Our sincere thanks to the Champlain Local Health Integrated Network, The City of Ottawa, The Ontario Seniors Secretariat, the United Way/Centraide Ottawa, the Ontario Trillium Foundation and Ministry of Seniors Affairs for their support. Special thanks to our generous donors both corporate and individual who have given generously over the past year. During 2017/18 we have secured new partners in the community that have allowed us to raise more funds in support of the Centre! Our sincere thanks to all of our funders and donors!

We would like to recognize our friends and partners at the Ottawa Senior Pride Network. We are very proud of our ongoing work together! We were thrilled to present the Community Service Award to the Ottawa Senior Pride Network for their leadership in the community and for helping TGC ensure that it continues to be a welcoming and inviting centre for the LGBTQ members of our community. We want to acknowledge our collaborations with our community partners in the Community Support Services Sector. A special note of thanks to Meals on Wheels and the Centretown Community Health Centre LESA team members for being part of our extended TGC family.

Special thanks to all of the volunteers who give selflessly every day and who bring energy and smiles to The Good Companions each and every day. To our members and clients thank you for allowing us to be part of your lives!

None of these achievements would have been possible without the dedication and hard work of the staff. They have responded to the continuous growth and demand for services with enthusiasm and professionalism. Thank you to the Board of Directors for their guidance, leadership and stewardship!
The CSS Department has had an extremely busy and productive fiscal year. As well as continuing to provide our essential nine Community Support Services to over 600 clients, the main focus of 2017/18 was to reach more isolated and vulnerable seniors and successfully break down some of the barriers that exist to using CSS.

Non Urgent Transportation for Immigrant Seniors
We are proud to be one of four CSS agencies chosen to work collaboratively to help immigrant seniors access non-urgent transportation services. Funded by the Champlain LHIN in December 2017, recognising the past work we have done in this field, this initiative has helped us to reach over 60 more immigrant seniors thus far, and provide them with transportation services. The team also developed a new role for volunteers to accompany immigrant seniors who need support with language while travelling to their medical appointments. Drivers have been trained to use Ottawa Language Access Services to assist with translation and language barriers. An increase in staffing hours has allowed us to respond to clients' requests for services in their own language, and introduce our new immigrant clients to our basket of existing CSS services; in turn increasing opportunities for socialization.

Ottawa Community Foundation (OCF) Grant
We received exciting news of a grant from OCF for $10,000, which in the new fiscal year will enable us to further develop our grocery shopping van service to 2 new buildings in the Centretown area. This grant gives more food security to seniors on a low income by providing free van transport to a lower cost grocery store as well as the opportunity to get out, socialize, meet new friends and make their own food choices – thank you OCF!

A special thank you to Walmart for their generous donation towards client subsides.

A big thank you goes out to our team of caring, dedicated volunteers who help us provide essential CSS Services all year round. Whether its visiting clients at home, calling daily to check in and see if they are ok, helping with odd jobs around the home, or making sure they get safely on and off the grocery bus – we thank you so much for all you do.

Thanks also to Carleton University School of Social Work for the help of several wonderful placement students to work along side us during the year, and our amazing CSS Staff Team: Carolyn Calder, Brenda Packer, Lu Chen, and Emily Chen who are so dedicated and committed to ensuring the best possible service is provided to our clients – thank you!
The Good Companions was a hub of activity during the 2017/18 fiscal year. We had many special events including a lunch to celebrate Canada’s 150th Anniversary of Confederation, a Kitchen Party, Mardi Gras and International Women’s Day. Our day trips were extremely well attended and we visited some interesting places like the Kingston Penitentiary. The Alan P. Sentance Lecture Series continues to be a favourite. We are fortunate to have some amazing presenters to educate our members and guests. The Christmas Bazaar and Craft Studio Sale was another huge success. We also had four very successful program registrations that included some new programs such as piano lessons, Mindfulness and Meditation, Twiddlemuffs and Pickleball just to name a few.

The Adult Day Program (ADP) continues to thrive within the Day Centre. Our ADP operates Monday, Wednesday and Thursday each week providing care to 28 to 30 clients each day. Our clients participate in a variety of different activities. This year we acquired two robotic therapy cats, Lola and Felix, for our ADP members to enjoy. We also received some fun new games for our members to enjoy like “Plinko”. The Good Companions ADP also participated in a pilot project to test behaviour supports in ADP’s. This pilot project was delivered by the Geriatric Psychiatry Community Services of Ottawa. The pilot project was an initiative of the Champlain Dementia Network and the Champlain Community Support Network. This was a wonderful training opportunity for staff and volunteers of The Good Companions ADP.

The Seniors’ Centre Without Walls (SCWW) program completed its funding from the Ontario Trillium Foundation at the end of January. We are grateful to the Champlain Local Health Integrated Network who provided bridge funding for the program. Soon thereafter we received funding from the Minister of Seniors Affairs for ongoing funding to run the SCWW as a virtual seniors centre. The first one in Ontario. We also received one-time funding from the Minister of Seniors Affairs for $100,000 to take the SCWW program province wide. We will deliver a ‘SCWW in a box’ to the province of Ontario. We are working with Centre de services Guigues to deliver the program in French and with Barry’s Bay & Area Senior Citizen Support Services to offer the program to the rural communities. Using a simple teleconferencing system the SCWW brings free programs to isolated seniors and adults with physical disabilities in the community. It removes barriers for those who cannot access recreation centres in person due to financial constraints, transportation, illness and/or mobility issues. The program began in April 2015 with 3 programs running each week. The program now has approximately 35 - 40 programs each month.

I wish to extend my sincere thanks to the amazing Day Centre team for another fabulous year at TGC. Penny Durocher, Linda Janes-Peddle, Sonia Movrin, Emma Revell, Nikkie Snagg, Rachel Sutcliffe and Ana Valenca all work tirelessly and with great passion to provide excellent programs and services to our members and clients. The entire staff team of The Good Companions work together along with our members and volunteers to make The Good Companions the successful and thriving centre that it is. I look forward to another fabulous year!
Financial/Administration Report—Mariola Kolakowski, Finance Officer

With respect to financial matters for fiscal year 2017/18, summary financial information from the audited financial statements is included in this Annual Report. Once again, we ended the year at close to break-even with a balanced operating budget and a small surplus of $1.89. We would like to thank our funders: the Champlain Local Integrated Health Network, City of Ottawa, Ministry of Seniors Affairs, Ontario Trillium Foundation, United Way/Centraide Ottawa and private donors and sponsors.

We delivered Income Tax Clinics for seniors with low income thanks to the funding received from City of Ottawa. We held several amazing fundraising events (Ottawa Race Weekend, Christmas Bazaar, Vintage & Vibrant Luncheon, Santa 4 Seniors, Health Fair and Open House, Bluesfest, Solicitation Letter) raising $78,000.

Food Services Report—Frank Bowie, Food Services Director

2017/18 was a record year for the Food Services Department reaching nearly $347,000 in revenue; 13% higher than forecasted. The increase was due to additional meals for Meals on Wheels (MOW) and a very abundant amount of catering. The kitchen now prepares meals for 12 MOW routes with up to 150 meals per day. A permanent part-time dishwasher was hired to assist with the additional workload.

Over and above the daily dining room food selection, Adult Day Program meals, and in-house special events; catering was also provided to a number of groups, which included: a seniors’ tea with Catherine McKenna, MP Ottawa Centre, Keiros—a full three day Aboriginal Retreat, three events with the Ottawa Senior Pride Network, a United Way Seeing is Believing Tour, a meeting with Minister Dipika Damerla, Minister of Seniors Affairs, Santa 4 Seniors fundraiser, the Vintage and Vibrant Luncheon, the Kiwanis Christmas Luncheon, Volunteer Recognition as well as Canadian Society of Association Executives Ottawa Gatineau Board Meetings.

Our kitchen team continues to prepare healthy, nutritious and delicious meals for all of our members and clients. Special thanks to the staff: Eva Mihili, Miranda Gumeni, Aaron Brown, Artan Vasili, and Karen Als, as well to all of the wonderful dining room volunteers.

Property Report

Our Property Team duo, Vlodek Hnatiuk (Facilities Coordinator) and Artan Vasili (Facilities Assistant) have overseen many updates to the Centre in 2017/18.

Our duct system has been updated in the water heater room, a pipe connectivity issue (due to roadwork on Empress Avenue) has been rectified, actions have been taken to repair our roof, replace software for our heating and cooling system, and also plans are in place to replace the kitchen drainpipe. Updates also included: new electrical in the woodshop and craft rooms, new railings outdoors, trees pruned in the escarpment, a storage room revamp for the craft department, and fresh paint in a number of spaces—just to name a few!

Along with the many facility repairs, Vlodek and Artan continue to respond to daily programming setup, facility rental logistics and miscellaneous requests—and all with a smile! We thank them for their timely responses to our many requests.
“We feel we cannot let the occasion pass without writing a word to express our sincere thanks for the Good Companions’ Community Support Services, especially the Free Grocery Van, the Transportation Program and their well-trained staff members and well-organized volunteer workers. Their great kindness and excellent services give us such a good impression!” - CSS Client

<table>
<thead>
<tr>
<th>2017-2018 Staff List</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive Director</td>
</tr>
<tr>
<td>Monique Doolittle-Romas</td>
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<tr>
<td>Finance Officer</td>
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<tr>
<td>Mariola Kolakowski</td>
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<tr>
<td>Corporate Administrative Assistant</td>
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<tr>
<td>Nicole MacLean</td>
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<tr>
<td>Administrative Assistant</td>
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<tr>
<td>Caitlin Hartigan</td>
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<tr>
<td>Administrative Assistant</td>
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<tr>
<td>Mary Wallace</td>
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<tr>
<td>Facility Coordinator</td>
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<tr>
<td>Vlodek Hnatiuk</td>
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<tr>
<td>Facilities and Food Services Assistant</td>
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<tr>
<td>Artan Vasili</td>
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<tr>
<td>Day Centre Supervisor</td>
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<tr>
<td>Darlene Powers</td>
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<tr>
<td>Day Centre Coordinator</td>
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<tr>
<td>Penny Durocher</td>
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<tr>
<td>Day Centre Coordinator</td>
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<tr>
<td>Ana Valenca</td>
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<tr>
<td>Seniors’ Centre Without Walls Coordinator</td>
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<tr>
<td>Rachel Sutcliffe</td>
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<tr>
<td>Seniors’ Centre Without Walls Assistant</td>
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<tr>
<td>Erin Harvey</td>
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<tr>
<td>Nicolas Chranowsky*</td>
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<tr>
<td>Membership &amp; Volunteer Coordinator</td>
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<tr>
<td>Nikkie Snagg</td>
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<tr>
<td>Craft Coordinator</td>
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<tr>
<td>Linda Janes-Peddle</td>
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<tr>
<td>Day Program Assistant</td>
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<tr>
<td>Sonia Movrin</td>
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<tr>
<td>Day Program Assistant</td>
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<tr>
<td>Emma Revell</td>
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<tr>
<td>Community Support Services Supervisor</td>
</tr>
<tr>
<td>Anne Kendall</td>
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<tr>
<td>Community Support Services Coordinator</td>
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<tr>
<td>Carolyn Calder</td>
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<tr>
<td>Community Support Services Coordinator</td>
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<tr>
<td>Brenda Packer</td>
</tr>
<tr>
<td>Community Support Services Assistant</td>
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<tr>
<td>Lu Chen</td>
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<tr>
<td>Food Services Director</td>
</tr>
<tr>
<td>Frank Bowie</td>
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<tr>
<td>Cook</td>
</tr>
<tr>
<td>Eva Mihili</td>
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<tr>
<td>Food Services Assistant</td>
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<tr>
<td>Miranda Gumeni</td>
</tr>
<tr>
<td>Food Services Assistant</td>
</tr>
<tr>
<td>Aaron Brown</td>
</tr>
<tr>
<td>Food Services Assistant</td>
</tr>
<tr>
<td>Karen Als</td>
</tr>
</tbody>
</table>

No longer with the corporation*
THANK YOU TO OUR VOLUNTEERS

Congratulations and thank you to our volunteers who have achieved their milestone volunteer years of service as of December 31, 2017.

5 YEARS
Susan Barker
Margaret Binns
Valerie de Montigny
Robert Dunlop
Yvonne Emmett
Linda Fletcher
Beatrice Gaertner
Joyce Hunter
Ruth Jacobs
David Jones
Chantal Kielbas
Anna Lam
Stacy Levac
Susan Murray
Olga Nalesnyk
Marilyn O’Neill
Marlyne Saikaley
James Southcombe
Wendy Tang
Gerald Vink
Lionel Wagner
Helen Witkowski
Sharon White
Germa Yang

10 YEARS
Kellie Chapman
Robert Clark
Michel Gauvin
Norma Hedgecoe
Stephanie Keats
David Knowles
Joan Marson
Beryl McKale
Pearline Morton
Margaret Pippy
Barbara Rafter
Mary Simpson
Judy St. James
Linda Tennant

15 YEARS
Carol Andrews
Isobel Cameron
Barbara Lehman

20 YEARS
Fran Charlebois
George Petrellis

25 YEARS
Joan Glynn

White Rose
(25+ Years)
Margaret Baxter
Celia Brown
Donna Levesque
Douglas Millson

Red Rose
(40+ Years)
Joan West

Above: Volunteers in good company awaiting the annual recognition event.

Above: Volunteers enjoyed dancing to the steel drum band at Volunteer recognition, 2018.

Below: Congratulations to Dawn Duncan, who received the 2018 Senior Star Volunteer Award! Photo from left: MPP Yasir Naqvi, Mayor Jim Watson, Monique Doolittle-Romas, Dawn Duncan and MPP Natalie Des Rosiers.

OUR VOLUNTEER COMMITMENT

In 2017/18
265 volunteers
gave over
31,400 hours!
2017–18 Sponsors

We wish to thank all of our sponsors and donors who have supported The Good Companions over the past year. Every donation makes a difference!

$20,000 +
- Danbe Foundation

$5,000—$9,999
- Advanced Hearing
- TELUS

$1,000—$4,999
- 2 Keys Corporation
- Alterna Savings and Credit Union Ltd.
- Chartwell New Edinburgh Square Retirement Residence
- Hydropothecary
- Scotiabank
- Walmart

Under $999
- 3Sixty Public Affairs Inc. Bill Dempster
- Borden Ladner Gervais
- CanPlan Event and Conference Services
- Clement Marchand Natural Gas Services Ltd.
- IT Department
- Pye and Richards Architects Inc.
- Susan Chell, RE/MAX Broker
- Talbots (Rideau Centre)
- VLN Reach Foundation
- Whelan Funeral Home

We are grateful to the following companies and individuals for their In-kind donations:

- Absolute Comedy
- Albert at Bay Hotel
- All About You Studio Spa
- Allure Hair Design and Spa
- Andaz Hotel
- Bridgehead
- Bowman’s Bar and Grill
- Buster’s Bar and Grill
- Canadian AIDS Society
- Canadian Linen
- Canadian Museum of History
- Canadian Museum of Nature
- Canadian Space and Aviation Museum
- Canadian Officers’ MESS
- Canadian War Museum
- Canon
- Capital Meats Ottawa
- Cartier Place Hotel
- Chances R Restaurant
- Clement Marchand Natural Gas Services Ltd.
- Dan Dunlop Band
- Dollarama
- Denis Office Supply
- Escape Manor
- Gabriel Pizza
- HMA Pharmacy
- Home Depot (Barrhaven)
- Jabulani Vineyard and Winery
- Jake Wright Photography
- Jerome Photography
- Johnson & Johnson Canada Inc.
- Karen Zanet-deGruchy & Mark deGruchy
- Larry O’Brien & Colleen O’Brien McBride
- Larry McCloskey
- The Keg
- Keurig Canada
- Les Suites Hotel
- Lindt Sprungli Canada Inc.
- Loblaws College Square
- Loblaws Vanier Market
- The Lord Elgin
- Massine’s Your Independent Grocer
- Metro Beechwood
- Metro Ogilvie Square
- Mitra Hair Design
- Museum of Science and Technology
- National Arts Centre
- OASSIS
- Orleans Fresh Fruit
- Ottawa 67’s
- Ottawa Children’s Montessori Centre
- Ottawa Health Group
- Ottawa Marriott
- PCL Construction
- PETERwHART
- Pizza Pizza
- Preston Hardware
- Ramona’s Esthetiques
- Régimbal
- Restaurant International: Algonquin College
- Retire at Home
- Revera Barrhaven
- Rideau Mailing Services
- Royal Oak
- Scotiabank Cineplex Theatre Gloucester
- Shoppers Ogilvie Square
- St. Louis Bar and Grill (Clyde Ave.)
- Talbots
- Tea and Toast
- Thimblecakes
- Trattoria Caffé Italia
- Unrefined Olive
- Vimy Brewing Company
- Vivianna Day Spa
- The Westin Ottawa
- Whelan Funeral Home
Establish a healthy, flexible and engaged workforce at The Good Companions

- Ensure recognition city and province-wide of the work, leadership and community impact of the innovative and responsive programming of The Good Companions
- Develop and strengthen alliances with appropriate strategic partners to ensure community impact of our programs
- Take a leadership role in local, regional, provincial communities, partnerships to ensure progressive programs and services
- Heighten awareness of The Good Companions to expand our influence
- Build on our inclusiveness and diversity

Be the model seniors’ centre (55+ and adults with physical disabilities) in the city and province

- Implement an integrated human resource management strategy and system to ensure the capacity of the Centre can meet the Changing needs of the community
- Attract/recruit the best people for our organization
- Retain, recognize and develop our people through engagement, learning and wellness programs
- Attract, engage and support volunteers. Leverage their strengths, experience and expertise
- Ensure staffing reflects the program requirements

Put the right spaces, services, and programs in place to meet the needs of members and clients
STRATEGIC PLAN 2017—2020

1. Assess the building and property
   - Evaluate use of space based on current program needs and safety and security
   - Conduct Building Condition Assessment to determine Capital requirements (3-10 year plan)
   - Evaluate leases to ensure cost coverage and create a central Ottawa community hub
   - Assess the impact of rentals on the facility, furniture, costs, etc.
   - Ensure the physical space meets the future needs of The Good Companions

3. Increase and diversify funding
   - Leverage to the fullest extent possible opportunities presented by current and new funders, new and existing partners and influencers
   - Identify, pursue and increase funding opportunities that will meet existing, changing and future program and community needs
   - Explore and secure foundation and private donations that offer philanthropic objectives that align with our mission.
   - Recruit Champions to support The Good Companions

5. Deliver a range of programs and services that meet the needs of expanding membership and increasing number of clients.
   - Ensure range of programs and services meet the requirements of our members and clients
   - Attract and retain instructors and volunteer leaders to offer innovative and stimulating programs
   - Review all programs and services to ensure they contribute to the well-being of the members and The Good Companions
   - Offer innovative, exemplary and high quality programs and services that meet the needs of current and potential members and clients
2017-18 Special Moments

Wellness Fair and Open House: Wednesday, September 6, 2017.


Congratulations to our 2018 Vintage and Vibrant Senior Star Award recipients!
Community Support Award of Excellence
(left) Barry Deeprose accepting on behalf of the Ottawa Senior Pride Network
Corporate Engagement Award of Excellence
(right) Karen Zanet-deGruchy accepting on behalf of The Ottawa Health Group.

2017-18 Special Moments

(below) Clients of the Seniors Centre Without Walls program were able to meet for the very first time face-to-face at a wonderful Luncheon which was sponsored by Ministry of Seniors Affairs on October 3rd, 2017.

(above) Good Companions’ volunteers, Linda Tennant, Gail Miller and Beryl McKale, are recognized for their hard work and dedication by the province and are awarded an Ontario Volunteer Service Award!


(below) Seniors Tea on Nov. 22, 2017 with City Councillors, Catherine McKenney and Diane Deans.

(left) TGC was honoured to welcome our International Women’s Day guest: Mona Fortier, MP Ottawa Vanier, March 5, 2017.
2017/2018 Statistical Achievements

MEMBERSHIP AND DAY CENTRE

Total number of members: 1020
Total attendance of all programs (crafts, fitness, dance, etc.): 37,330
Total number of in-house special events: 26

RECEPTION

23,831 clients, members and volunteers visited the Centre

INCOME TAX PROGRAM

The Good Companions coordinated 649 income tax returns which were completed at 17 clinics by 200 volunteer accountants in 2018.

FOOD SERVICES

Our kitchen served over 52,700 meals.
29,916 meals were prepared for Meals on Wheels

SENIORS CENTRE WITHOUT WALLS

The program hosted 425 sessions with 3311 participants!
The Seniors Centre Without Walls program supported 120 clients in 2017/2018.

COMMUNITY SUPPORT SERVICES

Total number of clients: 1325
110 clients received 8885 social and safety calls!
8,663 drives were arranged for 371 transportation clients!
439 foot care appointments were booked for 121 clients.

643 clients took part in our congregate dining program, visiting 22,923 times!

92 Adult Day Program clients attended a combined total of 3164 days.
## THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2018, copies of which are available upon request.)

### COMBINED STATEMENT OF FINANCIAL POSITION

**AS AT MARCH 31, 2018**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
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<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash and short-term investments</td>
<td>$540,356</td>
<td>$366,768</td>
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<tr>
<td>Accounts receivable</td>
<td>51,210</td>
<td>57,635</td>
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<td>Prepaid expenses</td>
<td>3,240</td>
<td>13,816</td>
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<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>$438,219</td>
<td>$438,219</td>
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<td><strong>LONG TERM INVESTMENTS</strong></td>
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<tr>
<td><strong>CAPITAL</strong></td>
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<tr>
<td>Historical cost $3,030,210 less accumulated amortization of $1,199,217</td>
<td>$1,796,801</td>
<td>$1,830,993</td>
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<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>$2,577,677</td>
<td>$2,575,119</td>
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<tr>
<td><strong>CURRENT LIABILITIES</strong></td>
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<td></td>
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<tr>
<td>Accounts payable and accrued liabilities</td>
<td>$77,621</td>
<td>$63,079</td>
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<tr>
<td>Deferred revenue</td>
<td>105,522</td>
<td>144,331</td>
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<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>$183,143</td>
<td>$207,410</td>
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<tr>
<td><strong>FUND BALANCES - END OF YEAR</strong></td>
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<tr>
<td><strong>FUND BALANCES - END OF YEAR</strong></td>
<td>2,394,534</td>
<td>2,367,709</td>
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<tr>
<td><strong>TOTAL LIABILITIES AND FUND BALANCES</strong></td>
<td>$2,577,677</td>
<td>$2,575,119</td>
</tr>
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### STATEMENT OF OPERATIONS

**OPERATING FUND**

**FOR THE YEAR ENDED MARCH 31, 2018**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
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<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
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<tr>
<td>Grants - Champlain Local Health Integration Network (LHIN)</td>
<td>$849,630</td>
<td>$849,750</td>
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<tr>
<td>City of Ottawa</td>
<td>221,881</td>
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<tr>
<td>United Way/Centraide Ottawa</td>
<td>62,375</td>
<td>63,117</td>
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<td>Ministry of Seniors Affairs-EPC</td>
<td>46,200</td>
<td>46,200</td>
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<tr>
<td>User fees</td>
<td>536,923</td>
<td>531,403</td>
</tr>
<tr>
<td>Other</td>
<td>178,073</td>
<td>154,843</td>
</tr>
<tr>
<td><strong>TOTAL REVENUE</strong></td>
<td>1,895,082</td>
<td>1,853,290</td>
</tr>
<tr>
<td><strong>EXPENSES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salaries and benefits</td>
<td>1,207,888</td>
<td>1,153,715</td>
</tr>
<tr>
<td>Program</td>
<td>343,600</td>
<td>356,219</td>
</tr>
<tr>
<td>Occupancy</td>
<td>228,251</td>
<td>222,056</td>
</tr>
<tr>
<td>Administration</td>
<td>86,519</td>
<td>89,588</td>
</tr>
<tr>
<td>Other</td>
<td>28,822</td>
<td>31,709</td>
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<tr>
<td><strong>TOTAL EXPENSES</strong></td>
<td>1,895,080</td>
<td>1,853,287</td>
</tr>
</tbody>
</table>

**NET REVENUE FOR THE YEAR**

<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NET REVENUE FOR THE YEAR</strong></td>
<td>$2</td>
<td>$3</td>
</tr>
</tbody>
</table>
2017/2018 Revenue Sources: $1,895,082

LHIN $849,630
City of Ottawa $221,881
Service User Fees $536,922
United Way Centraide Ottawa $62,375
Ontario Seniors Secretariat $46,200
Other Revenue $111,978
Contributions $35,828
Membership $30,268
Other $111,978

FUNDERS

Provincial
Champlain Local Integrated Health Network
Ontario Seniors Secretariat
Ontario Trillium Foundation
Ministry of Seniors Affairs

Municipal
City of Ottawa
United Way Centraide Ottawa

Other
Private Donors