



**The Good
Companions**

Supporting a Vibrant Community

ANNUAL
REPORT

2020-21

670 Albert Street
Ottawa, ON K1R 6L2

Phone: 613-236-0428

Fax: 613-230-2095

info@thegoodcompanions.ca

www.thegoodcompanions.ca

B.N. 11894 1152 RR001

Board of Directors 2020-2021

President

Seán K. Kelly

Past President

Stephanie Keats

Vice President - Property

Stacy Levac

Vice President

Paul Kearns

Treasurer

Jason Kempt

Secretary

Leah Canning

Executive Director

Monique Doolittle-Romas (ex-officio)

Directors

Cathy Collett

Jeff Doll

Steve Ilnicki

Brian Robertson

Travis Ujjainwalla

Maria McKay

Committees of the Board

President, Seán K. Kelly (Ex-Officio), and Executive Director, Monique Doolittle-Romas sit on all Committees.

Finance (Board Committee)

Jason Kempt (Chair)

Joseph Brown

Steve Ilnicki

Stephanie Keats

Mariola Kolakowski (Finance Officer)

Human Resources (Board Committee)

Stephanie Keats (Chair)

Lynn Harnden

Brian Hobbs

Beryl McKale

Nikkie Snagg (Staff Liaison)

Property (Board Committee)

Jeff Doll (Chair)

Stacy Levac

Nancy Meloshe

Gord Thom

Cathy Collett

Paul Kearns

Vlodek Hnatiuk (Facility Coordinator)

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.

2020-2021 Staff List

Executive Director	Monique Doolittle-Romas
Finance Officer	Mariola Kolakowski
Corporate Administrative Assistant	Nicole MacLean
Administrative Assistant	Emma Revell
Administrative Assistant (Reception)	Véronique Bernier
Facility Coordinator	Vlodek Hnatiuk
Facilities Assistant	Mariusz Kielb
Day Centre Director	Darlene Powers
Day Centre Coordinator	Ana Valenca
Day Centre Assistant	Jay Olaniyan
Seniors' Centre Without Walls Coordinator	Rachel Sutcliffe
SCWW Provincial and Regional Lead	Laura Ward
SCWW Program Assistants	Maria Mangyao Margaret Armitage Allison Garber
Membership & Volunteer Coordinator	Nikkie Snagg
Craft Coordinator	Linda Janes-Peddle
LGBTQ2+ Program Coordinator	Amanda Kristalovich
Adult Day Program Coordinator	Penny Durocher
Adult Day Program Assistant Coordinator	Sonia Movrin
Adult Day Program Assistant	Caitlin Shanahan Afua Okyere
Community Support Services Supervisor	Anne Kendall
Community Support Services Coordinators	Carolyn Calder* maternity leave Rachel Worden Brenda Packer Alisha Miller Katie Yedynak
Community Support Services Assistants	Lu Chen Jessie Jin
Outreach Coordinator (Affordability Fund Trust)	Lobna Aggour
Food Services Director	Frank Bowie
Cook	Eva Mihili
Assistant Cook	Miranda Gumeni Aaron Brown
Food Services Assistant	Samantha Kelly



Statistical Achievements




COVID-19 Response 2020-2021

Since the beginning of the pandemic, The Good Companions remained committed to providing support services to vulnerable seniors and adults with physical disabilities, and kept members and clients actively engaged in the safety of their homes. Thanks to the hard work and dedication from staff, volunteers, funders, donors and community partners, we have achieved the following:



1553
Virtual Adult Day Program connections made



8,030
Session participants
attended virtual programming sessions:
(i.e., fitness classes, continued education, visual arts)



332
clients took part in our congregate dining program, with **7,871** virtual visits!



Our Food Services team prepared a total of **53,215** meals!

17,679 Frozen Meals were prepared
32,035 meals were prepared for Meals on Wheels

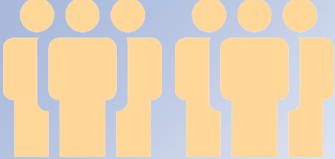


3,166
Food Hampers were prepared and delivered to clients facing food insecurity



335
Online grocery orders placed

261 foot care appointments were booked for **41** clients.

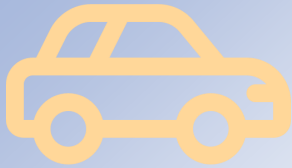


The Good Companions served a total of **1,866** Community Support Services Clients



Statistical Achievements

COVID-19 Response 2020-2021 Cont'd



4,640 drives were arranged for **726** transportation clients!

25,869

Check in calls made!



Seniors' Centre Without Walls (SCWW Regional & Provincial)

159 Groups Trained



SCWW (Regional and Provincial)

12 Networking sessions delivered

SCWW supported

262

clients with **707**

sessions offered!

SCWW total session participants:

10,599



Testimonials

"I don't know what I would do without The Good Companions, they have been my lifeline. They gave me a new life!"

"I don't know what I would have done without the devotion that the ADP staff have shown. All the varied activities have helped to keep [Mary] active. Thank you from the bottom of my heart!"
Thanks from an Adult Day Program client's Caregiver.

"The zoom programs help me to keep sane during this pandemic—I still get to interact with my friends. The Good Companions is the best!"



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, 2020.

5 YEARS

Rozana Alam
Margo Charette
Mark Chase
Francie D'annunzio
Marlin Dale
Wendy Hall
Steve Ilnicki
John Kearney
Marion Kizas
Andrzej Kubacki
Patricia McGrath
Sylvana Paquette

Eileen Park

Yvette Price
Bernadette Rykes
Ruth Tearreau-Lousley

10 YEARS

Joseph Brown
Lana Burton
Loretta Chapman
Marci Clarke
David Clemis
Frances Lake
Kathleen O'Toole

15 YEARS

Constance Cloutier
Jim Flegg

20 YEARS

Frances Roach

25 YEARS YEARS

James Glover
Tang-Siam Lim
Barbara Townsend

WHITE & RED ROSE (25+ YEARS)

Celia Brown
Ruth Brown
Douglas Millson
Joan West

Volunteer Recognition remembering the past:





THE GOOD COMPANIONS STRATEGIC PLAN 2020-2023

Put the right spaces, services, and programs in place to meet the needs of members and clients

1. Assess the building and property

- Ensure ongoing maintenance of the building and property
- Evaluate partnerships and their space requirements that will support a central Ottawa community hub for seniors
- Assess the impact of rentals on staff, the facility, furniture, costs etc.
- Ensure the physical space meets the future needs of The Good Companions and the community

OUR 2020-2021 SUCCESSES

- The Centre replaced some equipment in the kitchen, and made repairs to the flooring of the fridge and freezer.
- Facilities staff updated the Centre to accommodate all required COVID-19 measures related to physical distancing.
- TGC installed additional security cameras inside and outside of the Centre
- The deck outside the dining room has been resurfaced so members can safely access the outdoor gardens
- Custom built storage was installed by the facilities team on the lower level to accommodate the needs of our growing Centre.
- TGC has begun to identify future partners to create a seniors' community hub.
- Consultations have begun to identify the programming and space requirements for the future needs of The Good Companions





THE GOOD COMPANIONS STRATEGIC PLAN 2020-2023

Put the right spaces, services, and programs in place to meet the needs of members and clients

2. The Good Companions is a model seniors centre and Community Support Services agency that meets the needs and exceeds the expectations of seniors (55+ and adults with physical disabilities) in Ottawa

- Develop and strengthen alliances with appropriate strategic partners to meet the needs of clients and members
- Take a leadership role locally, regionally, provincially to deliver innovative programs and services
- Build on The Good Companions inclusiveness and diversity programming to meet the needs of the community
- Review all programs and services to ensure they are aligned with The Good Companions mission and contribute to the well-being of the members and clients
- Offer innovative, exemplary and high quality programs and services that meet the needs of current and potential members and clients
- Deliver programs to meet the needs of younger seniors.
- Explore the feasibility of expanding the provision of meals in collaboration with community agencies

OUR SUCCESSES 2020-2021

- The Good Companions quickly pivoted to provide virtual programming for members and clients
- In order to meet the needs of seniors in the community and assist those who were facing food insecurity, TGC began preparing and delivering up to 60 food hampers per week to seniors who could not shop on their own or who had no other means
- Tablets were distributed and delivered to clients and members to allow them to participate in virtual programming
- The Good Companions introduced the sale of frozen meals and soups with an online order form
- The Food Services department prepared as many as 150 hot meals per day for Meals on Wheels
- The Food Service department prepared hot and frozen meals for families in temporary shelters, funded by the City of Ottawa
- The Good Companions trained agencies across the region who are now responsible for delivering their own Seniors Centre Without Walls programs. TGC also expanded the Seniors' Centre Without Walls programs to reach seniors across the region, and expanded into additional languages.
- The Good Companions in partnership with the Champlain Community Support Network and affiliated agencies prepared an action plan to transport seniors safely to their vaccination appointments free of charge with participation from 2-1-1 and Ottawa Public Health.
- The Good Companions trained agencies in Ontario to deliver their own SCWWs programs.
- The Good Companions served on the City of Ottawa COVID-19 Human Needs Task Force, and the United Way Eastern Ontario Community Response table.



THE GOOD COMPANIONS STRATEGIC PLAN 2020-2023

Put the right spaces, services, and programs in place to meet the needs of members and clients

3. Increase and diversify funding to achieve sustainability

- 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
- The Good Companions continues to deliver programs and services under the Ontario Health Agency

OUR SUCCESSES 2020-2021

- TGC successfully received numerous one-time funds (funders listed on page 13) to support and respond to the needs of seniors during the pandemic. These additional funds were used to go above and beyond regular programming to deliver the following:
 - Food Hamper arrangement, preparation and delivery
 - Transportation to vaccination appointments for seniors
 - Seniors' Centre Without Walls (SCWW) regional/provincial expansion, and language expansion
 - Day Program Without Walls, and caregiver support
 - Caregiver Respite
 - COVID Check-in Calls (telephone assurance)
- TGC received funding from the City of Ottawa Social Emergency Fund as well as United Way East Ontario/ESDC to fund and hire a LGBTQ2+ Program Coordinator in partnership with the Ottawa Senior Pride Network to establish a more robust and supportive grouping of programs for the LGBTQ2+ seniors community
- TGC successfully identified opportunities to further expand programs for Immigrant seniors in collaboration with other service providers. The Seniors' Centre Without Walls program received funding from the Seniors' Community Grant to develop the program in Russian, Spanish, Arabic and Somali.
- TGC is a partner in the Ottawa Health Team and will participate in the first project to support 100 frail and elderly seniors.
- TGC, in partnership with the United Way Eastern Ontario, hired an Outreach Coordinator to run a community activation pilot program including an energy affordability service.



THE GOOD COMPANIONS STRATEGIC PLAN 2020-2023

Put the right spaces, services, and programs in place to meet the needs of members and clients

4. Establish a healthy, flexible and engaged workforce at The Good Companions

- 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

OUR SUCCESSES 2020-2021

- TGC hired a Mental Health Expert to deliver ongoing workshops and individual training session for staff, to help them cope with the frequently changing realities of being an essential worker during these unprecedented times.
- TGC implemented a frequent and transparent departmental meeting routine to engage and maintain good communication among the staff, while working remotely.
- TGC staff receive regular training on Infection Prevention and Control (IPAC) protocols, which includes the proper donning and doffing of Personal Protective Equipment (PPE).
- TGC hired additional contract staff in order to meet the increasing demand of the Seniors' Centre Without Walls program (Regional), Community Support Services, and the Day Centre.
- TGC staff continue to demonstrate incredible creativity and resilience in order to respond to the shifting and evolving needs of seniors in our community.



Special Moments

Special thanks to **Bell Let's Talk/ Bell Canada** for funding the 2020 TGC Christmas drives in efforts to reduce social isolation, and allowing clients a safe socially distanced visit with their favourite TGC staff members.



"This outing has lifted my spirit! Nothing like a chat with dear friends to make you feel happy and forget all your problems." Client's thanks after going for a Holiday drive to the Centre, and to collect their TGC Christmas gift.



The 2020 Santa 4 Seniors event was a major success. A very special thank you to our friends: **Shawn Anthony, Amy Friesen and Tracey Parslow** for their incredible support and assistance raising funds to provide Christmas gifts to isolated seniors in Ottawa. Membership and Volunteer Coordinator, **Nikkie Snagg**, coordinated over 370 gift deliveries! Also, a great big thanks for all of our volunteer delivery elves!

Major donors: **Chartwell Retirement Residences, and RE/MAX Hallmark Realty Group.**

THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2021, copies of which are available upon request.)

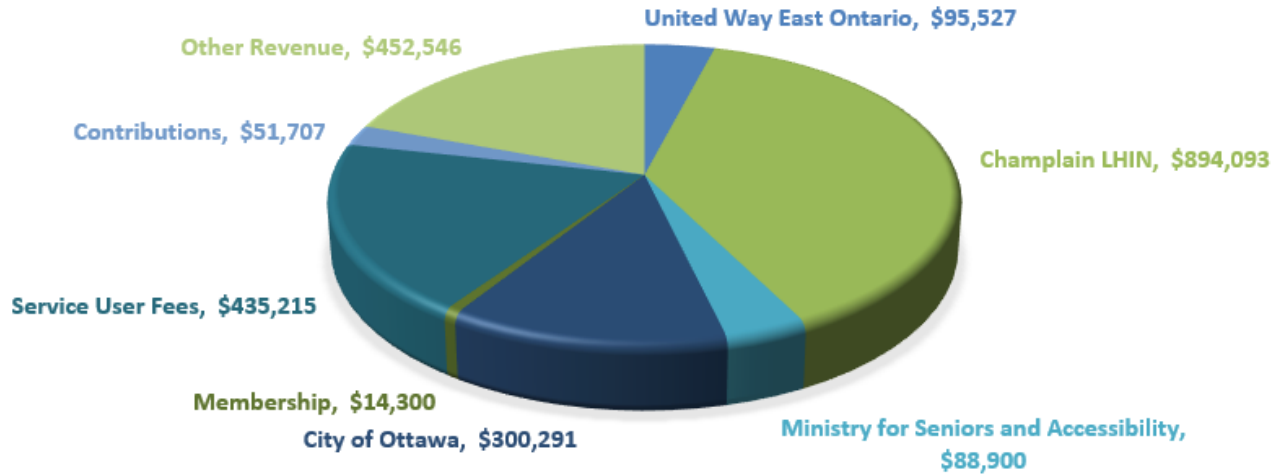
**COMBINED STATEMENT OF FINANCIAL POSITION
AS AT MARCH 31, 2021**

	2021	2020
CURRENT ASSETS		
Cash and short-term investments	\$ 685,702	\$ 650,601
Accounts receivable	36,510	39,329
Prepaid expenses	9,380	2,119
	<u>731,592</u>	<u>692,049</u>
LONG -TERM INVESTMENTS TANGIBLE CAPITAL ASSETS	207,271	154,907
Historical cost \$3,076,731(2020-\$3,044,205)less accumulated amortization of \$1,364,332 (2020-\$1,324,987)	<u>1,712,399</u>	<u>1,719,218</u>
TOTAL ASSETS	\$ <u>2,651,262</u>	\$ <u>2,566,174</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 95,057	\$ 36,318
Deferred revenue	223,813	165,061
	318,870	201,379
FUND BALANCES - END OF YEAR	<u>2,332,392</u>	<u>2,364,795</u>
TOTAL LIABILITIES AND FUND BALANCES	\$ <u>2,651,262</u>	\$ <u>2,566,174</u>

**STATEMENT OF OPERATIONS
OPERATING FUND
FOR THE YEAR ENDED MARCH 31, 2021**

	2021	2020
REVENUE		
Grants - Champlain Local Health Integration Network (LHIN)	\$ 894,093	\$ 866,745
City of Ottawa	300,291	237,471
Ministry for Seniors and Accessibility	88,900	88,900
United Way East Ontario	95,527	91,156
User fees	435,215	532,257
Canada Emergency Wage Subsidy	365,201	0
Other	153,353	188,250
	<u>2,332,580</u>	<u>2,004,779</u>
EXPENSES		
Salaries and benefits	1,398,429	1,271,834
Program	516,138	367,634
Occupancy	229,875	237,387
Administration	118,855	93,283
Other	69,283	34,641
	<u>2,332,580</u>	<u>2,004,779</u>
NET REVENUE FOR THE YEAR	\$ <u>0</u>	\$ <u>0</u>

2020/2021 Revenue Sources: \$2,332,579



FUNDERS

Federal

Employment and Social Development Canada



Provincial

Champlain Local Integration Health Network
Ministry for Seniors and Accessibility



Municipal

City of Ottawa
Ottawa Community Foundation
United Way East Ontario



Other

New Horizons
Danbe Foundation
HelpAge Canada
OCSA
Private Donors



2020 –2021 Sponsors/Donors

The Good Companions is incredibly thankful for the support of our donors. We wish to acknowledge the following companies and people for their generosity:

Alcaide Webster
Alterna Savings
Amelie Theriault
Bell Let's Talk/Bell Canada
BentallGreenOak
Bill Dempster (3 Sixty Public Affairs)
Buddha's Light International Association
Buildable (Accessible Design Renovations)
Canada Sews Eastern Ontario
Champlain Community Support Network
Champlain Local Health Integration Network
Chartwell Retirement Residences
City of Ottawa
Cocktails with Grandma (Donna Calcutt-Andrew)
Conquer COVID-19
COVID-19 Emergency Response Fund, Employment Social Development Fund
Dana Mather
Danbe Foundation
Dilfo Mechanical
Donna Heney
Export Development Canada
Family of Terry Weber
Giant Tiger
The Grace Rodwell-Muncaster Foundation
HelpAge Canada
Hilary Roberts
Howard & Shirley McBride
iGenOttawa
Irene Gendron
Jaime Impey
Jean-Claude Allen
Johnson & Johnson
Karen Tucker
Kristina Bolon & Rafael Bolon-Casal
Lynda St. Cyr
Mann Lawyers
Michael McNeill
Miller McConnell Signs
Ministry for Seniors and Accessibility
Natasha Arruda Thom
Nelligan Law
New Horizons
Ontario Community Support Fund led by the Ontario Community Support Association
Ottawa Community Foundation
QuadReal Property Group
RE/MAX Hallmark Realty Group
Red Oak Retirement Residence
Sandra & Ronald Nelson
Scotiabank
Shawn Anthony
Sheri Creese Mortgage Brokers Ottawa
Social Services Relief Fund, City of Ottawa
Sparks Street BIA
Steve Kelly
Stirling McNeil
Tea & Toast
Tech Insights
The Bradley Gracious Retirement Living
The Diamond Divas 4
The MATT Foundation
The Older Adult Centres Association of Ontario
Three Bees Foundation
Tompkins Housing Co-op
United Way East Ontario
Valerie Small
Walmart
Whelan Funeral Homes

Thank you for your continued support!