



The Good Companions Seniors' Centre

Supporting a Vibrant Community

ANNUAL REPORT

2018-19

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Sandra Withers

Committees

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

Day Centre (Advisory Committee)

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Viola Golden

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Vlodek Hnatiuk (Facility Coordinator)

Paul Kearns

Stacy Levac

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Nancy Meloshe

Gord Thom

2018-2019 STAFF LIST

Executive Director

Monique Doolittle-Romas

Finance Officer

Mariola Kolakowski

Corporate Administrative Assistant

Nicole MacLean

Administrative Assistant

Emma Revell

Caitlin Hartigan*

Administrative Assistant (Reception)

Mary Wallace*

Facility Coordinator

Vlodek Hnatiuk

Facilities Assistant

Mariusz Kielb

Artan Vasili*

Day Centre Supervisor

Darlene Powers

Day Centre Coordinator

Penny Durocher

Day Centre Coordinator

Ana Valenca

Seniors' Centre Without Walls Coordinator

Rachel Sutcliffe

Seniors' Centre Without Walls Assistant

Laura Ward

Erin Harvey*

Membership & Volunteer Coordinator

Nikkie Snagg

Craft Coordinator

Linda Janes-Peddle

Day Program Assistant

Sonia Movrin

Day Program Assistant

Emma Ankney

Chao Wu*

Community Support Services Supervisor

Anne Kendall

Community Support Services Coordinator

Carolyn Calder

Community Support Services Coordinator

Brenda Packer

Community Support Services Assistant

Lu Chen

Emily Chen

Food Services Director

Frank Bowie

Cook

Eva Mihili

Food Services Assistant

Miranda Gumeni

Food Services Assistant

Aaron Brown

Food Services Worker

David Braun

Karen Als

No longer with the corporation*



2018/2019 Statistical Achievements



MEMBERSHIP AND DAY CENTRE

Total number of members: **1,056**

25,221 clients, members, volunteers and guests visited the Centre

Total attendance of all programs (crafts, fitness, dance, etc.): **39,735**

Total number of in-house special events: **26**

FOOD SERVICES



Our kitchen served over **55,500** meals.



31,317 meals were prepared for Meals on Wheels



SENIORS' CENTRE WITHOUT WALLS

The program hosted **385** sessions with **4,165** participants!

The Seniors Centre Without Walls program supported **125** clients in 2018/2019.



COMMUNITY SUPPORT SERVICES

100 Adult Day Program clients attended a combined total of **3,237** days.

Total number of clients: **1,325**

12,895 drives were arranged for **419** transportation clients!

658 clients took part in our congregate dining program, visiting **21,133** times!

184 clients received **9,784** social and safety calls!



Service Arrangement/Coordination: **303** visits were made to **182** clients.

418 foot care appointments were booked for **102** clients.



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, 2018.

5 YEARS

Babin, Rita
Caron, Paul
Cumming, Sharon
Dahms, Linda
Finnigan, Ron
Gheltaee, Karim
Hill, Corey
Koroniak, Lynn (Dr.)
Lamontagne, Pierre
Line, Joan
Magnusson, Mikel
Magnusson, Oweeny
McGrath, Heather
McNeill, Justin
Mercier, Betty
Mukerji, Amitabh (Monty)
Musson, Harry
Nicholas, Celine
Parker, Barbara
Potter, Valerie
Sullivan, Carl

10 YEARS

Aucoin, Jeanne
Fagan, Irene
Fagan, Joe
Fry, Sharon
Fuykschot, Coby
Koop, Rudy
Laplane, Andre
Lavoie, Ronald
Marcusohn, Rubyn
Murfin, Keith

15 YEARS

Albuquerque, David (Dr.)
Flegg, Carie
Godding, Richard
Surjadinata, Sara

20 YEARS

Denison, Kathleen
Nye, Robert
Sims, Patricia

25 YEARS

Brown, Celia
Tannis, Linda (Mrs.)

RED ROSE (40+ YEARS)

Joan West

Celebrating 50 years of Volunteer Service in 2018/19

During the annual Rabbie Burns luncheon, January 30, 2019, The Good Companions had the privilege to celebrate a very special volunteer... the incredible **Mrs. Joan West**, who has given an unheard of 50 years of volunteer service to our organization! Special thank you to CTV Ottawa's, Catherine Lathem, for covering the story. To honour Joan's achievement, the Volunteer Award for Compassion and Service will be forever in Joan's name: "*The Joan West Award for Compassion and Service*". Joan was also honoured at our annual Volunteer Recognition event and was presented with letters of congratulations from: MPP Nathalie Des Rosiers, MP Catherine McKenna, City Councillor Catherine McKenney, MPP Joel Harden, Mayor Jim Watson, and the Honourable Prime Minister Justin Trudeau! Congratulations and thank you, Joan, from The Good Companions and all those you have touched.



OUR VOLUNTEER COMMITMENT

In 2018/19
401 volunteers
gave over
27,800 hours!



THE GOOD COMPANIONS

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



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

OUR SUCCESSES

- A maintenance plan and listing of prioritized repairs has been approved by the Board of Directors for the coming 5 years.
- The Property Committee and Board of Directors continues to inform itself of major developments to the Lebreton Flats area surrounding The Good Companions, including the Slater street realignment, new site for the Ottawa Public Library and potential affordable housing development.
- The kitchen underwent minor modifications to improve function and provide additional space for carts and storage.
- Repairs have been completed on the roof to prevent water damage to the building and a number of heating units have been replaced/repared.
- The small kitchenette was removed in the assembly hall to create a fantastic fitness storage space.
- Centretown Community Health Centre LESA Program will continue its rental space with The Good Companions for the coming year.
- Meals on Wheels will continue to be a great partner to The Good Companions and also share our building space well into the future.
- The Good Companions has continued to be a champion for seniors with upcoming changes to bussing routes and implementation of the LRT.

STRATEGIC PLAN 2017—2020

ACCOMPLISHMENTS IN THIS FISCAL YEAR

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

- 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 committees, partnerships to ensure progressive programs and services
- Heighten awareness of The Good Companions to expand our influence
- Build on our inclusiveness and diversity

OUR SUCCESSES

- The Good Companions media presence has exploded! We have been featured on CTV numerous times (including our Grocery “Fun Bus” and on CTV’s Regional Contact with Larry McCloskey, Director, Paul Menton Centre for Students with Disabilities at Carleton University), were featured in an article in Centretown News, were interviewed on CFRA’s an Hour to Give, received media coverage from CBC, were recognized at the Ottawa Senators game on Tuesday, January 22nd as part of Bell Let's Talk, and members of the Centre also made two separate appearances on the Consumer Alert “Buy, or no Buy?” segments with CTV’s Michael O’Byrne.
- TGC has hosted two gatherings for Chinese seniors at the Centre to introduce them to our services and programs.
- The Good Companions is a leader in the new Caredove platform (a referral management platform for home care and community service providers, connecting clients to care).
- TGC and specifically the Adult Day Program were featured on the United Way minute on CTV and Bell media outlets.
- TGC has created a new partnership with Ottawa Community Housing to expand our grocery shopping program.
- TGC has expanded its transportation program to serve additional Mandarin and Cantonese speaking seniors.
- Seniors’ Centre Without Walls has surpassed all of its output measures and outcome measures required [for the one-time \$100,000 grant from the Ministry for Seniors and Accessibility]. TGC set a target of 200 isolated seniors participating in the program and it achieved 320 seniors participating in the program. TGC set a target of 150 workshops and achieved 309. TGC set a target of 30 new volunteers in the program and achieved 67. TGC set a target of 25 new partnerships and achieved 90. 89% of program participants agree that the project helped them feel less isolated and 90% reported that the project removed barriers to accessing programs and services.



THE GOOD COMPANIONS

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



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

OUR SUCCESSES

- In 2018/19, The Good Companions secured nine new funding grants for one-time projects for a total of \$184,600. The one-time funding projects included: Bell Let's Talk (Seniors Mental Health First Aid Training), Seniors' Centre Without Walls expansion, Non-Urgent Immigrant Transportation for Seniors, Adult Day Program Integrated Caregiver Program, LGBT Wellbeing Check-in Program, increased funds for Transportation for Chinese seniors, as well as two Sport Canada grants!
- The Good Companions secured ongoing funding in the amount of \$100,700 to ensure that Seniors' Centre Without Walls has ongoing funding and that we have an additional staff person in the Food Services department.
- The Good Companions also received one-time funding from the LHIN and two one-time funding approvals for the Day Centre and Seniors' Centre Without Walls from the Ministry for Seniors and Accessibility.
- The 2018/19 Santa for Seniors Fundraiser raised \$9,000 which allowed us to deliver 320 gifts to isolated seniors. Special thanks to our event partners: Shawn Anthony, Amy Friesen of Tea & Toast, and Bruyère Continuing Care.
- Over the past year we have raised more than \$110,000 in donations!



STRATEGIC PLAN 2017—2020

ACCOMPLISHMENTS IN THIS FISCAL YEAR

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

- Seniors Mental Health First Aid Training was provided to 25 staff/volunteers
- The Adult Day Program staff participated in training programs to enhance our ability to deliver dementia specific programming.
- 80% of staff members have completed Indigenous Cultural Awareness training with the Wabano Center.
- The Centre continues to host bi-annual all staff training retreats to focus on bringing staff together to enhance the programs and services for our members, volunteer and clients.
- Our Executive Director, Monique Doolittle-Romas, was awarded the very prestigious Order of Ottawa Award in November 2018.
- In 2018/19, 401 volunteers gave over 27,800 hours!



THE GOOD COMPANIONS

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

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

OUR SUCCESSES

- 2018/19 membership numbers were the highest in five years!
- In 2018/19 program registration brought in almost \$7,500 more than the previous year. We are serving more members and our members are participating in more programming than ever before; which means we are offering the right mix of programs and services!
- The Good Companions has included a number of new programs/services in 2018/19 including: table tennis, iceless curling, piano lessons, Integrated Adult Day Program and Caregiver Program, culturally appropriate sports program for Chinese seniors, non-urgent immigrant transportation expansion, LGBT wellbeing check-in program, and the Seniors' Centre Without Walls provincial expansion.
- Our Open House and Wellness Fair on September 5th, 2018 was extremely successful and attracted more than 500 members of the community!
- The Good Companions held two well attended members' meetings to gain input and gather feedback.
- Installed four new computers in the library for members.

STRATEGIC PLAN 2017—2020

ACCOMPLISHMENTS IN THIS FISCAL YEAR

In comparison to our previous fiscal year, 2017-2018, The Good Companions has...

- Served an additional 2,847 meals to the community (including Meals on Wheels and meals served in our dining room).
- Increased our group of dedicated volunteers by 136, for a total of 401 volunteers!
- Arranged an additional 4,233 drives for transportation clients for a total of 12,895 rides!
- Made an additional 900 social and safety assurance calls to clients.
- Included an additional 854 SCWW participants in program sessions.
- Welcomed 1,390 additional visits by members, volunteers and guests at the Centre.
- Welcomed an additional 2,405 attendances in our crafts, fitness, dance, etc., classes throughout the year!
- Brought in over \$7,500 additional revenue from program registration. Our programs are expanding and selling out!



The Good Companions has expanded its Non-Urgent Immigrant Transportation Program to include a grocery van for Chinese Seniors on Fridays, due to funding from the Local Health Integrated Network (LHIN) (Photo credit to the LHIN).

2018/2019 Special Moments



The Good Companions hosted it's annual Vintage and Vibrant Luncheon Fundraiser on Tuesday, March 19, 2019! It was a wonderful success. We were very thankful for all of our sponsors and donors and to our guest speaker, Dan Greenberg, and master of ceremonies, Lawrence Greenspon!



TGC partnered with the Ottawa Little Kickers for a cross generational event bringing together seniors and children for a soccer tournament, Summer 2018.

The Centretown Grocery Bus Program travels to Massine's Your Independent Grocer transporting clients to purchase groceries with help from staff and volunteers, and to enjoy a social outing!

The Indonesian Embassy visited TGC, bringing traditional dance and home baked desserts.



On September 5, 2018, The Good Companions hosted a Wellness Fair and Open House featuring information on health, safety and social services in the Ottawa area, as well as information and demonstrations of The Good Companions programs and services. TGC hosted 30 exhibitors from the not-for-profit and for-profit sector, held two educational seminars and a live healthy cooking demonstration. The event attracted over 500 attendees from the community and was made possible by our partnership with the Older Adult Centres' Association of Ontario and funded by The Ministry for Seniors and Accessibility.



A special gathering was held November 2, 2018, for Chinese seniors including socialization, traditional dance and refreshments. This event was made possible by a grant from the Ottawa Community Foundation.



The Good Companions was honoured and proud to accept an award for 10 years of Community Building & Outreach from Ottawa Senior Pride Network at the Visibility in Action Forum. We look forward to our continued partnership and providing inclusive programs and services to LGBTQ2 seniors.



Our Executive Director, Monique Doolittle-Romas, was awarded the very prestigious Order of Ottawa Award in November, 2018 for her outstanding career working to make a difference in the community and dedication to seniors services.



A group from the Courtyards on Eagleson enjoyed our Santa 4 Seniors fundraiser, November 2018. The event attendees, partners, and many generous donors made the purchase and delivery of 320 gifts to isolated seniors in our community possible!



Above—Some of our energetic walkers and cheerers who participated in the Ottawa Race Weekend Fundraiser, 2018!

THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2019, copies of which are available upon request.)

COMBINED STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2019

	2019	2018
CURRENT ASSETS		
Cash and short-term investments	\$ 335,580	\$ 540,356
Accounts receivable	83,152	54,450
	<u>418,732</u>	<u>594,806</u>
LONG TERM INVESTMENTS	358,136	186,070
CAPITAL		
Historical cost \$3,044,205 (2018-\$3,039,507)less accumulated amortization of \$1,284,780 (2018-\$1,242,706)	<u>1,759,425</u>	<u>1,796,801</u>
TOTAL ASSETS	<u>\$ 2,536,293</u>	<u>\$ 2,577,677</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 82,322	\$ 77,621
Deferred revenue	<u>90,000</u>	<u>105,522</u>
	172,322	183,143
FUND BALANCES - END OF YEAR	<u>2,363,971</u>	<u>2,394,534</u>
TOTAL LIABILITIES AND FUND BALANCES	<u>\$ 2,536,293</u>	<u>\$ 2,577,677</u>

STATEMENT OF OPERATIONS OPERATING FUND FOR THE YEAR ENDED MARCH 31, 2019

	2019	2018
REVENUE		
Grants - Champlain Local Health Integration Network (LHIN)	\$ 870,130	\$ 849,630
City of Ottawa	244,098	221,881
Ministry for Seniors and Accessibility	85,342	46,200
United Way/Centraide Ottawa	78,287	62,375
User fees	555,551	536,923
Other	<u>168,465</u>	<u>178,073</u>
	2,001,873	1,895,082
EXPENSES		
Salaries and benefits	1,270,640	1,207,888
Program	359,214	343,600
Occupancy	234,381	228,251
Administration	98,759	86,519
Other	<u>38,877</u>	<u>28,822</u>
	<u>2,001,871</u>	<u>1,895,080</u>
NET REVENUE FOR THE YEAR	<u>\$ 2</u>	<u>\$ 2</u>

2018–19 Sponsors/Donors

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

- Bell Canada Let's Talk
- Chartwell (donation of library computers)
- Mary Ellen Fleck
- TELUS

\$1,000—\$4,999

- 2 Keys Corporation
- ALAVIDA
- Chartwell New Edinburgh Square Retirement Residence
- The Courtyards on Eagleson
- First Memorial Funeral Services
- Régimbal Ltd.
- Scotiabank

Under \$999

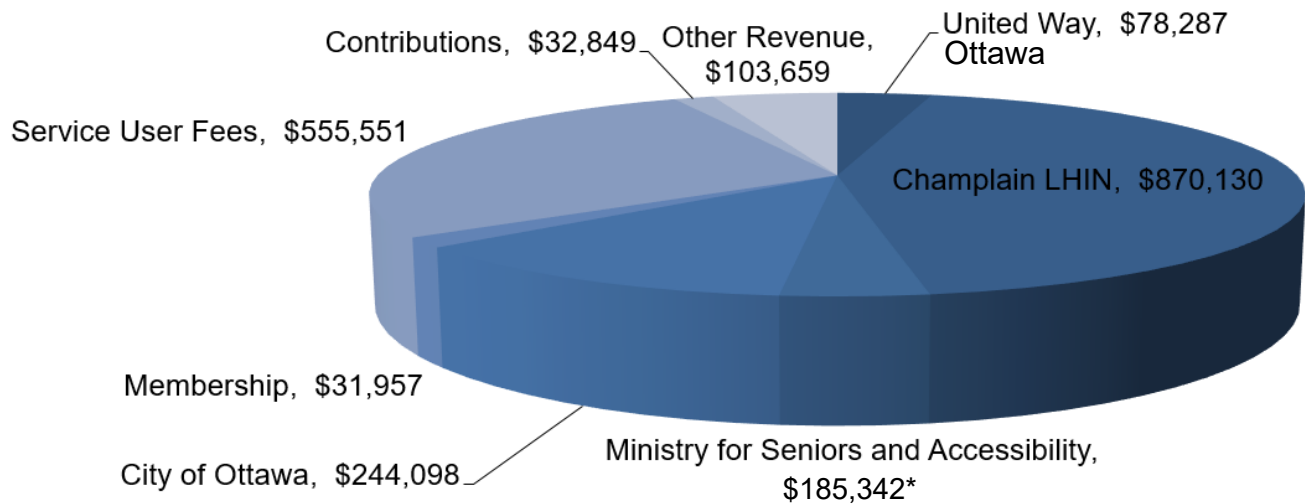
- 3Sixty Public Affairs Inc. Bill Dempster
- Assurance Home Care
- Borden Ladner Gervais
- CanPlan Event and Conference Services
- Clement Marchand Natural Gas Services Ltd.
- Dollarama
- IT Department
- Landmark Court by Revera
- Lansdowne Technologies Inc.
- Ottawa Little Kickers
- Susan Chell - RE/MAX Realty Group
- Meena Rajulu
- Mohan Vijay
- Tea & Toast
- Whelan Funeral Home
- Vincent and Erin Alcaide
- Canadian Environmental Assessment Agency with the Government of Canada—Funding Programs Operations Branch

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

- Absolute Comedy
- Arbor Memorial
- Albert at Bay Hotel
- Algonquin College Restaurant International
- All About You Spa
- Andaz Hotel
- Beyond the Pale Brewery
- Bowman's Bar & Grill
- Brian and Tracy Penny
- Bruyère Foundation
- Busters Bar and Grill (2525 Carling Ave.)
- Canada's Museums of Science and Innovation
- Canadian Linen
- Canadian Museum of History
- Canadian War Museum
- CanPlan Event and Conference Services
- Capital Meat
- Cartier Place Hotel & Suites
- Chartwell
- Clement Marchand Natural Gas Services Ltd.
- Complete Purchasing
- Costco, Gloucester Warehouse
- Daly's Restaurant—Westin Hotel
- Denis Office Supply
- Dollarama
- Escape Manor
- ESSO on Island Park by John Newcombe
- Farm Boy
- Fresh Start Foods
- Governor's Walk Retirement Residence
- HMA Pharmacy (2948 Baseline Road)
- Ingenium—Canada's Museums of Science and Innovation
- Island Park Drive Association
- J. A. Laporte
- Jake Wright Photography
- Johnson & Johnson Inc.
- Keurig Canada Inc.
- Kneaded Touch Massage Therapy
- Larry McCloskey
- Les Suites Hotel
- Lisa Sanchez—Lansdowne Technologies Inc.
- Loblaws College Square
- LOEWS Hotel Vogue Montreal
- Masha Krupp of The Masha Krupp Translation Group Ltd.
- Massine's Your Independent Grocer (Bank St.)
- Mitra's Hair Design
- Mr. Matt Moore
- Museum of Nature
- Museum of Science and Technology
- National Arts Centre
- Novotel
- Ottawa Senators Foundation
- Ottawa Sports and Entertainment Group
- Pizza Pizza
- Ramona Esthetique
- Régimbal Ltd.
- Rockin Johnny's Diner
- ROOTS
- Sean Copeland-Whelan Funeral Home
- Shoppers Drug Mart (2339 Ogilvie Rd)
- Stoneface Dolly's
- Surmesur
- The Loft Urban Spa
- The Metcalfe Hotel
- Tim McKee of Post media
- Trattoria Caffé Italia
- Unrefined Olive
- VIA Rail Canada
- VIVIANNA day spa
- Watson's Pharmacy and Compounding Centre
- Weekly Flowers



2018/2019 Revenue Sources: \$2,001,873



* To reflect total funding including the one-time grant of \$100,000 allocated to the Special Projects fund.

FUNDERS

Federal

Canadian Heritage—Sport Canada
Employment and Social Development Canada

Canada

Provincial

Champlain Local Integrated Health Network
Ministry for Seniors and Accessibility

Ontario

Municipal

City of Ottawa
Ottawa Community Foundation
United Way Centraide Ottawa

**United Way
Centraide
Ottawa**



Other

Bell Canada Let's Talk
Private Donors

**OTTAWA
COMMUNITY
FOUNDATION**
invested for good