



# The Good Companions Seniors' Centre

*Supporting a Vibrant Community*

## ANNUAL REPORT

## 2019-20

670 Albert Street  
Ottawa, ON K1R 6L2

Phone: 613-236-0428

Fax: 613-230-2095

[info@thegoodcompanions.ca](mailto:info@thegoodcompanions.ca)

[www.thegoodcompanions.ca](http://www.thegoodcompanions.ca)

B.N. 11894 1152 RR0001

## Board of Directors 2019-2020

### **President**

Stephanie Keats

### **Past President**

Beryl McKale

### **Vice President**

Stacy Levac

### **Treasurer**

Jason Kempt

### **Secretary**

Leah Canning

### **Executive Director**

Monique Doolittle-Romas (ex-officio)

### **Directors**

Cathy Collett

Jeff Doll

Steve Ilnicki

Paul Kearns

Seán Kelly

Brian Robertson

Travis Ujjainwalla

## Committees

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

### **Day Centre (Advisory Committee)**

#### **Gertrude Gruber (Chair)**

Mary Ann Jenkins\*

Patricia Moscrip

Jackie Plumb

Darlene Powers (Day Centre Director)

### **Finance (Board Committee)**

#### **Jason Kempt (Chair)**

Joseph Brown

Steve Ilnicki

Stacy Levac

Mariola Kolakowski (Finance Officer)

### **Human Resources (Board Committee)**

#### **Stephanie Keats (Chair)**

Lynn Harnden

Brian Hobbs

Beryl McKale

Nikkie Snagg (Staff Liaison)

### **Fundraising and Marketing**

#### **(Advisory Committee)**

#### **Seán Kelly (Chair)**

Shawn Anthony

Dennis Turpin

Riaz Sidi

Brian Robertson

### **Food Services (Advisory Committee)**

#### **Brian Robertson (Chair)**

Viola Golden

Frank Bowie (Food Services Director)

Darlene Powers (Day Centre Director)

Katlyn Lecompte (Meals on Wheels)

Emily Fitzgerald, BSc., RD

### **Property (Board Committee)**

#### **Jeff Doll (Chair)**

Cathy Collett

Paul Kearns

Stacy Levac

Beryl McKale

Nancy Meloshe

Gord Thom

Vlodek Hnatiuk (Facility Coordinator)

\*Stepped down from the committee.

# 2019 - 2020 STAFF LIST

**Executive Director**

Monique Doolittle-Romas

**Finance Officer**

Mariola Kolakowski

**Corporate Administrative Assistant**

Nicole MacLean

Laura Fuentes\*

**Administrative Assistant**

Emma Revell

**Administrative Assistant (Reception)**

Véronique Bernier

Janet Cumming\*

**Facility Coordinator**

Vlodek Hnatiuk

**Facilities Assistant**

Mariusz Kielb

**Day Centre Director**

Darlene Powers

**Adult Day Program Coordinator**

Penny Durocher

**Day Centre Coordinator**

Ana Valenca

**Seniors' Centre Without Walls Coordinator**

Laura Ward

Rachel Sutcliffe

**Membership & Volunteer Coordinator**

Nikkie Snagg

**Craft Coordinator**

Linda Janes-Peddle

**Adult Day Program Assistant Coordinator**

Sonia Movrin

**Adult Day Program Assistant**

Caitlin Shanahan

**Adult Day Program Assistant**

Afua Okyere

Emma Ankney\*

**Community Support Services Supervisor**

Anne Kendall

**Community Support Services Coordinator**

Carolyn Calder

**Community Support Services Coordinator**

Brenda Packer

**Community Support Services Assistant**

Lu Chen

**Community Support Services Assistant**

Jessie Jin

Emily Chen\*

**Outreach Coordinator (Affordability Fund Trust)**

Lobna Aggour

**Food Services Director**

Frank Bowie

**Cook**

Eva Mihili

**Food Services Assistant**

Miranda Gumeni

**Food Services Assistant**

Aaron Brown

**Food Services Assistant**

Samantha Kelly

Karen Als\*

David Braun\*

Arash Ghaffari\*

No longer with the corporation\*

# 2019/2020 Statistical Achievements



## MEMBERSHIP AND DAY CENTRE

Total number of members: **1,065**

**23,464** clients, members, volunteers and guests visited the Centre

Total attendance of all programs (crafts, fitness, dance, etc.): **39,138**

Total number of in-house special events: **29**

## FOOD SERVICES



Our kitchen served over **57,060** meals.



**30,180** meals were prepared for Meals on Wheels



## SENIORS' CENTRE WITHOUT WALLS

The Seniors' Centre Without Walls program supported **124** clients in 2019/2020.



The program hosted **404** sessions with **4,557** participants!

## COMMUNITY SUPPORT SERVICES

**95** Adult Day Program clients attended a combined total of **3,126** days.

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

**12,555** drives were arranged for **406** transportation clients!

**679** clients took part in our congregate dining program, visiting **20,160** times!

**239** clients received **10,821** social and safety calls!



Service Arrangement/Coordination: **286** visits were made to **176** clients.

**405** foot care appointments were booked for **98** clients.






# THE GOOD COMPANIONS STRATEGIC PLAN 2017-2020

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

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## 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

- The Property Committee and Board of Directors continues to inform itself of major development to Lebreton Flats and areas around the Centre including the Ottawa Public Library, housing developments and the Slater and Albert Streets realignment
- Rural Ottawa South Support Services has rented an office at The Good Companions to deliver their Friendly Voice program for seniors
- The Centretown Community Health Centre LESA Program will continue to deliver services to seniors at The Good Companions
- Meals on Wheels will continue to be a great partner to The Good Companions and will share space at the Centre.
- The Good Companions has continued to be a champion for its members by working with members and the city to increase OC Transpo Service to the Centre to every fifteen minutes
- The reception area was completely renovated and a 2nd waiting area was created to alleviate congestion
- The city of Ottawa agreed to no parking in front of the Centre on Empress during the winter months

# THE GOOD COMPANIONS STRATEGIC PLAN 2017-2020

## 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 was pleased to host Minister Raymond Cho, Minister for Seniors and Accessibility, Province of Ontario and Deputy Minister Denise Cole Ministry for Seniors and Accessibility, Province of Ontario on two separate visits
- TGC participated in an International Research Project with Carleton University that focused on addressing social isolation for older adults
- TGC's media presence increased throughout the fall season. Media outlets featured ongoing coverage during our discussion with the city of Ottawa to restore OC Transpo service to the Centre. The media highlighted The Good Companions' important role in addressing social isolation for older adults
- TGC was featured in multiple media outlets starting in mid-March and throughout the past few months of the pandemic
- Members were featured on The Daily Goods on CFRA to celebrate Mother's Day
- Carolyn Calder, CSS Coordinator, presented a poster on The Good Companions LGBTQ Well-Being Check In program at the Ontario Community Support Association conference
- Laura Ward, Seniors' Centre Without Walls Coordinator, led a workshop at the Older Adult Centres Association of Ontario Conference on the success of the expansion of SCWW
- Nikkie Snagg, Membership and Volunteer Coordinator, presented a workshop on volunteer recruitment and volunteer engagement at the Older Adult Centres Association of Ontario Eastern Region meeting
- TGC and specifically the Adult Day Program were featured on the United Way Minute on CTV and Bell media outlets
- TGC has a new partnership with Somerset West Community Health Centre to provide health services for members. Both a Nurse and a Nurse Practitioner are on-site on a regular basis.
- TGC is building on its transportation program to serve additional Mandarin and Cantonese speaking seniors



# THE GOOD COMPANIONS STRATEGIC PLAN 2017-2020

## 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 2019/20, The Good Companions secured a one time grant from Telus to purchase iPads and to offer classes on the use of the technology and safe use of social media sites.
- In 2019/20 TGC received funding from New Horizons and the Ottawa Community Foundation. Both grants were converted to support TGC's COVID-19 response.
- The Good Companions also received one-time funding from the Champlain Local Health Integration Network and two one-time funding approvals for the Day Centre and Seniors' Centre Without Walls from the Ministry for Seniors and Accessibility.
- The 2019/20 Santa 4 Seniors Fundraiser raised funds to allow the purchase and delivery of more than 400 gifts for isolated seniors. Special thanks to our event partners: Shawn Anthony, Amy Friesen of Tea & Toast, and Bruyère Continuing Care.
- In 2019/20, The Good Companions was approved for a grant by HOPE Volleyball. The fundraiser would have taken place in July 2020. It has been postponed to 2021. The generous grant will allow TGC to upgrade its telephone system.
- The Good Companions is grateful for a generous donation from the Danbe Foundation.
- The Good Companions Christmas Bazaar drew a huge crowd again in 2019 and raised funds to support programs at the Centre and in the community.
- TGC's Race Weekend team was out in full force in May 2019. More than eighty members joined the team to walk, run and cheer us on. Huge thanks to our sponsors the Ottawa Health Group and Renos 4 Seniors.



# THE GOOD COMPANIONS STRATEGIC PLAN 2017-2020

## 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

- Darlene Powers was promoted to Director of the Day Centre
- Staff members continue to participate in Indigenous Cultural Awareness training
- TGC hosts an annual all staff training retreat to focus on bringing staff together to enhance the programs and services for our members, volunteers and clients
- Nikkie Snagg, Membership and Volunteer Coordinator, was awarded the inaugural Trailblazer award by the Older Adult Centres Association of Ontario for her support of our members
- Joan West, amazing TGC volunteer, was recognized for her 50 years of continuous volunteer work at The Good Companions
- In 2019/2020, 325 volunteers gave over 33,145 hours!





# THE GOOD COMPANIONS STRATEGIC PLAN 2017-2020

## 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

- In 2019/20 program registration and membership continued to grow. 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 is working in partnership with the United Way East Ontario to promote and assist seniors with the Affordability Fund
- In the winter of 2020 we were pleased to launch a Men's Shed Program in partnership with the Social Planning Council and members of the community.
- Our Open House and Wellness Fair in September 2019 was extremely successful and attracted more than 500 members of the community!
- The Good Companions held two well attended members' meetings to share updates and gather feedback from members
- On March 16<sup>th</sup>, 2020 The Good Companions closed the doors to the Centre and pivoted to deliver all of its programs virtually.
- TGC also trained and provided resources to agencies across the region to deliver Seniors' Centre Without Walls.

# 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, 2019.

## 5 YEARS

Boucher-McLeod, Simonne  
Gebara, Abir  
Gervais, Sylvia  
Jenkins, Mary Ann  
Larocque, Nicole  
Law, Joanne  
Monson, Evelyn  
Myers, Marie  
O'Connor, Elizabeth  
Taylor, Judy  
Warnock, Alf  
Wilkins, Robert

## 10 YEARS

Fyke, Mary  
Hurley, James Ross  
Jeejeebhoy, Adeline  
Mooney, Norman  
Newton, John  
Steers, Bill

## 15 YEARS

Beaudoin, Wayne  
Capogreco, Betty Ann  
Guthrie, Margaret  
Jacob, Pam  
Miller, Gail  
Price, Gordon  
Small, Valerie

## 20 YEARS

McLeod, Norman  
McLeod, Patricia

## 25 YEARS-40 YEARS

Baxter, Margaret  
Brown, Celia  
Brown, Ruth  
Carroll, Jean  
Duncan, Dawn  
Millson, Douglas  
Tannis, Linda

## RED ROSE (41+ YEARS)

Joan West

In 2019/20 **352** volunteers gave over **33,145** hours!





# 2019/2020 Special Moments

2019 proved to be our best Race Weekend yet! We had over 80 team members participate in the 2km walk, with 20 cheerleaders encouraging us from the sidelines!



We hosted our first Carivibe Luncheon, complete with a steel drum band and plenty of dancing!



We were thrilled to join OSPN once again for Ottawa's annual Pride Parade!



Left: A beautiful day at Spectacle Lake Lodge in Barry's Bay on the annual Fall Colour Tour.





On September 4, 2019, 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.



Members, volunteers, guests and community partners enjoyed our Santa 4 Seniors fundraiser, November 2019. The event attendees, partners, and many generous donors made the purchase and delivery of 400 gifts to isolated seniors in our community possible!



Above: Our Annual Christmas Bazaar & Craft Studio Sale was a big hit once again!

## THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2020, copies of which are available upon request.)

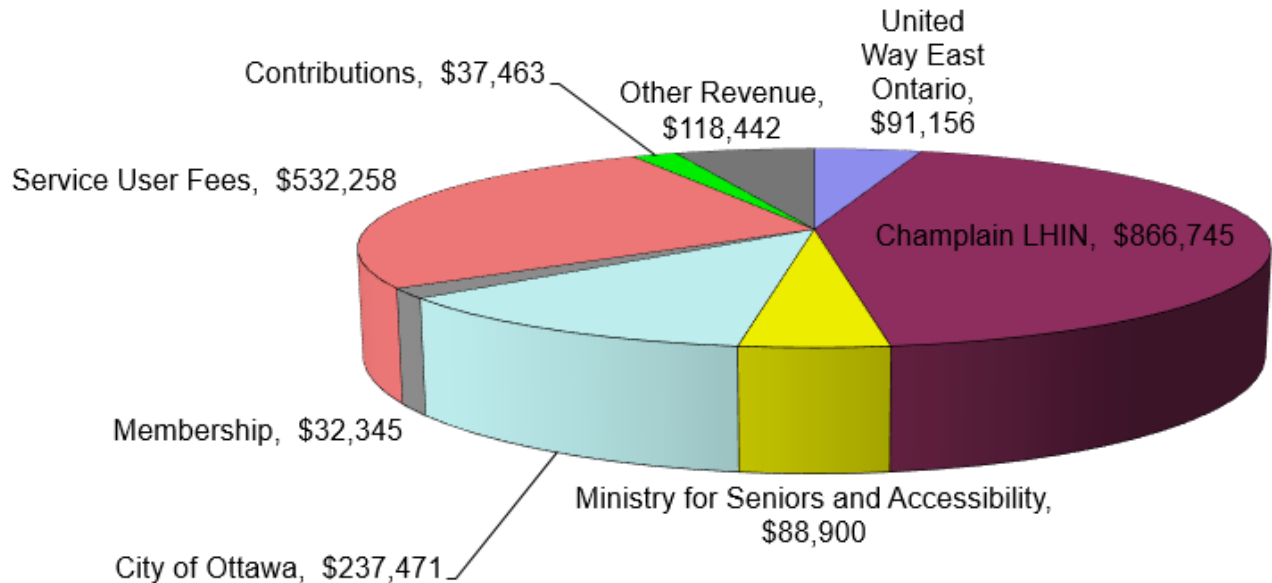
### COMBINED STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2020

	2020	2019
<b>CURRENT ASSETS</b>		
Cash and short-term investments	\$ 650,601	\$ 335,580
Accounts receivable	41,448	83,152
	<u>692,049</u>	<u>418,732</u>
<b>LONG TERM INVESTMENTS</b>	154,907	358,136
<b>CAPITAL</b>		
Historical cost \$3,044,205 (2019-\$3,044,205 )less accumulated amortization of \$1,324,988 (2019-\$1,284,780)	<u>1,719,218</u>	<u>1,759,425</u>
<b>TOTAL ASSETS</b>	<u>\$ 2,556,174</u>	<u>\$ 2,536,293</u>
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 36,318	\$ 82,322
Deferred revenue	<u>165,061</u>	<u>90,000</u>
	201,379	172,322
<b>FUND BALANCES - END OF YEAR</b>	<u>2,364,795</u>	<u>2,363,971</u>
<b>TOTAL LIABILITIES AND FUND BALANCES</b>	<u>\$ 2,566,174</u>	<u>\$ 2,536,293</u>

### STATEMENT OF OPERATIONS OPERATING FUND FOR THE YEAR ENDED MARCH 31, 2020

	2020	2019
<b>REVENUE</b>		
Grants - Champlain Local Health Integration Network (LHIN)	\$ 866,745	\$ 870,130
City of Ottawa	237,471	244,098
Ministry for Seniors and Accessibility	91,156	85,342
United Way East Ontario	88,900	78,287
User fees	532,257	555,551
Other	<u>188,250</u>	<u>168,465</u>
	2,004,779	2,001,873
<b>EXPENSES</b>		
Salaries and benefits	1,271,834	1,270,640
Program	367,633	359,214
Occupancy	237,387	234,381
Administration	93,284	98,759
Other	<u>34,641</u>	<u>38,877</u>
	<u>2,004,779</u>	<u>2,001,871</u>
<b>NET REVENUE FOR THE YEAR</b>	<u>\$</u>	<u>\$ 2</u>

## 2019/2020 Revenue Sources: \$2,004,780



## FUNDERS

### Federal

Employment and Social Development Canada

**Canada**

### Provincial

Champlain Local Integration Health Network  
Ministry for Seniors and Accessibility

**Ontario**

### Municipal

City of Ottawa  
Ottawa Community Foundation  
United Way East Ontario



**United Way**  
East Ontario



### Other

Telus Foundation  
Danbe Foundation  
Private Donors



## 2019 –20 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!

### \$10,000 +

- **Danbe Foundation**
- **TELUS**

### \$5,000—\$9,999

- Mary Ellen Fleck

### \$1,000—\$4,999

- Chartwell Retirement Residence
- First Memorial Funeral Services
- Johnson & Johnson
- David Jones
- MMBB Holdings Inc.
- Ottawa Senior Pride Network
- QuadReal Property Group
- Régimbal Ltd.
- Renos4Seniors

### Under \$999

- 3Sixty Public Affairs Inc. Bill Dempster
- Natasha Arruda Thom
- Borden Ladner Gervais
- Bruyère Foundation
- BuildAble– Sean MacGinnis
- CanPlan Event and Conference Services
- Dilfo Mechanical Services
- Julie Caldwell
- Clement Marchand Natural Gas Services Ltd.
- Dollarama
- Dianne Duffy
- IT Department
- Jason Kempt
- Meena Rajulu
- Mohan Vijay
- My Place Home Care
- Tea & Toast
- Whelan Funeral Home
- Vincent and Erin Alcaide

Thank you for your  
continued support!



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

- Absolute Comedy
- Ahora
- Al Jabar Bakery
- Albert at Bay Hotel
- All About You Spa
- Andaz Hotel
- Anytime Fitness
- Beavertails
- Beyond the Pale Brewery
- Bloomfields
- Boogie & Birdie
- Bowman's Bar & Grill
- Boxing for Health
- Bridgehead
- Busters Bar and Grill (2525 Carling Ave.)
- Canadian Linen
- Canadian Museum of History
- Canadian War Museum
- Canon Canada
- CanPlan Event and Conference Services
- Capital Meat
- Cartier Place Hotel & Suites
- Chances R
- Chartwell
- Chefs at Massine's Cooking School
- City View Retirement Community
- Clement Marchand Natural Gas Services Ltd.
- Colour Me Mine
- Complete Purchasing
- Delta Ottawa
- Deserres
- Discount Car Rental
- Dollarama
- Domenic's Academy of Music
- East Side Marios
- El Camino
- Elevate Yoga
- Elgin Street Diner
- Elmdale Public School
- Escape Manor
- ESSO on Island Park by John Newcombe
- Fairmont Chateau Laurier
- Farm Boy
- Fireplace Center & Patio Shop
- Fresh Air Experience
- Gezellig
- Gonfu Bao
- Hillary's Cleaners
- Hilton Garden Inn
- HMA Pharmacy (2948 Baseline Road)
- Ingenium—Canada's Museums of Science and Innovation
- Intercontinental Montreal
- JaniKing
- Johnny Farina
- Johnson & Johnson Inc.
- Keurig Canada Inc.
- King Eddy's
- Kneaded Touch Massage Therapy
- Lee Valley Tools
- Legends of the Trade
- Les Suites Hotel
- Lone Star
- Marriott
- Martial Arts Arcana
- Massine's Your Independent Grocer (Bank St.)
- Mezzanotte
- Mitra's Hair Design
- Napoli's Restaurant
- National Arts Centre
- Novotel
- Occo Kitchen
- Ottawa Children's Montessori School
- Ottawa Sports and Entertainment Group
- Petit Bills Bistro
- PetroCanada
- Pure Yoga
- Quelque Chose
- Ramona Esthetique
- Régimbal Ltd.
- Retire at Home
- Revera Westwood
- Sage Wellness
- Sean Copeland-Whelan Funeral Home
- SoftMoc
- Starbucks
- Stoneface Dolly's
- Studio X Dance
- Surmesur
- Suzy Q
- The Keg
- The Metcalfe Hotel
- The Shore Club
- The Works
- True Form
- VIA Rail Canada
- Vineyards Bar and Bistro
- Vittoria Trattoria
- Wellington Butchery
- Westin
- Whispers
- Yuk Yuks
- Weekly Flowers