



The Good Companions Seniors' Centre

Supporting a Vibrant Community

CORPORATE REPORT 2021 - 2022



@Good_Companions



@TheGoodCompanionsSeniorsCentre

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Board of Directors 2021-2022

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

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.

***Resigned during fiscal year**

2021-2022 Staff List

Executive Director	Monique Doolittle-Romas
Finance Officer	Mariola Kolakowski
Corporate Administrative Assistant	Nicole MacLean
Administrative Assistants	Véronique Bernier Samantha Kelly Emma Revell
Facility Coordinator	Vlodek Hnatiuk
Facilities Assistant	Mariusz Kielb
Day Centre Director	Darlene Powers
Day Centre Coordinator	Ana Valença
Seniors' Centre Without Walls (SCWW) Coordinator	Rachel Sutcliffe Emma Revell
SCWW Program Assistants	Emily Payne Rana Yassine
Membership & Volunteer Coordinator	Nikkie Snagg
Craft Coordinator	Linda Janes-Peddle
LGBTQ2+ Program Coordinator	Amanda Kristalovich
Adult Day Program Coordinator	Penny Bodnoff
Adult Day Program Assistant Coordinator	Sonia Movrin
Adult Day Program Assistant	Afua Okyere Maria Mangyao
Community Support Services Supervisor	Anne Kendall
Community Support Services Coordinators	Carolyn Calder Brenda Packer Katie Yedynak
Community Support Services Assistants	Jessie Jin
Food Services Director	Frank Bowie
Cook	Eva Mihili
Assistant Cooks	Miranda Gumeni Aaron Brown
Food Services Assistant	Samantha Kelly
Drivers	Barry Shirley George Romas
<u>SCWW Expansion Team</u>	
Expansion Director	Lisa Swant
Ontario Lead Coordinator	Rachel Sutcliffe/Lisa Hollingshead
Manager of Fundraising and Sustainability	Alan Muir
Community Resource Developer	Adrienne Tuffin
Mandarin SCWW Program Assistant	Helen Pei

Statistical Achievements



1,425 Virtual
Adult Day
Program
sessions were
hosted for
46 clients



9,090 virtual and in
person sessions were
hosted for **650** members
(including fitness classes,
continuing education,
visual arts, etc.)



Our Food Services
team prepared
a total of
48,243
meals



10,859
Frozen Meals
were prepared
32,576
meals were
prepared for
Meals on Wheels



1,096
Food Hampers were
prepared and
delivered to clients
facing food
insecurity



158 participants
joined TGC's Saturday
programming
provided "by, for and
with" LGBTQ2+ seniors



The Good
Companions served a
total of **1,542**
Community Support
Services clients



18,801
Check in calls were
made for
520
clients

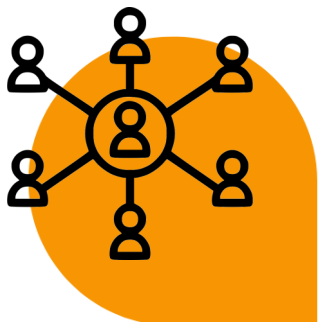


2,923 drives
were arranged
for **590**
transportation
clients



532
clients took part in our
congregate
dining program,
with **19,295**
virtual and in person
visits

Statistical Achievements



Seniors' Centre
Without Walls
supported **201**
clients with
574
sessions offered



Seniors' Centre
Without Walls
had total of
8,775
session
participants



SCWW Expansion
47 SCWW programs
joined the project as
partners



SCWW Expansion
39 Small Grants
awarded to build and
grow other SCWW
programs

Testimonials

"Many seniors who are affiliated with The Good Companions Seniors Centre live alone. I am one. The wellness check calls I receive bi-weekly from the Centre during the scourge of the pandemic help to contribute to my sense of being part of a caring community. The calls are dependable. The callers really do care. Bravo Good Companions. You never fail to live up to your mission. Thanks ever so much!" TGC Client

"I hope you and all your kind colleagues at Good Companions are keeping well and staying safe. As days, months and years move away, I keep thinking how fortunate we, the seniors, are in Ottawa, because The Good Companions take such good care of us." TGC Client

"I am thoroughly grateful for the extraordinary help Good Companions continues to provide to me through the Non-Urgent Medical Transportation Program. On my last appointment, the driver was considerate, professional, and kind. He was on time and demonstrated a helpful response. I can think of no better way to access an appointment. This service is always both a stress reliever and an affordable option for me. Thank you again, Good Companions, for being the quintessentially stellar provider of support to seniors. You always come through!" TGC Client

Strategic Plan 2020-2023

The Good Companions has continued to demonstrate its leadership as a vital resource in the community overcoming barriers to providing services despite the disruptions created by the COVID-19 Pandemic. Our mission continues to focus on providing connections, reduce isolation and ensure that seniors are able to stay safely in their homes for as long as possible. As part of our ongoing Strategic Plan, The Good Companions will focus efforts to put the right spaces, services, and programs in place to meet the needs of our members and clients.

Guided by our Strategic Pillars, our 2021-2022 highlights and achievements are shared with you here:

1. Assess the Building and Property

- The Good Companions continues to monitor and maintain its aging building and ensure repairs of the Centre are swiftly completed. Two emergency repairs to the roof were required to mend a leak on the roof and address deficiencies.
- In November of 2021 the City of Ottawa redesigned and reconstructed the sidewalk and entrance to the Centre to allow for two ramps to enhance safety for seniors who face mobility challenges.
- The Board will continue to search for new and exciting development opportunities addressing space requirements to fulfil our growing membership needs, and face the reality of an aging building.

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

- The Good Companions continued to meet the needs of its membership and clients by offering in person programming while it was safe to do so, and responded to the community with emergency food delivery, transportation to medical appointments, virtual adult day program, caregiver support, telephone assurance calls, COVID check-in calls, LGBTQ2+ well-being check-ins, virtual activities via Zoom, Seniors' Centre Without Walls programming, Snow Go and Snow Go Assist, etc.
- The Good Companions was presented with a Community Builder Award from the United Way East Ontario for its leadership at the Community Response Table in responding to the needs of seniors and adults with physical disabilities throughout the pandemic.
- In June of 2021 The Good Companions received an award from Somerset West Community Health Centre to celebrate all that it has done to support the community during the pandemic.
- The Good Companions worked in partnership with Ottawa Senior Pride Network to initiate in person programming twice per month on Saturdays for the LGBTQ2+ community. Some of the programming included: yoga, stimulating brain games, coffee club, table tennis, silent meditation, cards and board games, artist series presentations, fitness

programming, gardening workshops, educational sessions, and more! We also hosted a very successful Pride BBQ for 70 seniors in August of 2021.

- During the “Freedom Occupation” which began January 22 through to February 23, The Good Companions supported affected seniors living in Centretown and the Downtown area. The Centre delivered 85 emergency food hampers to seniors not able to leave their homes, grocery cards and personal care items. Countless check in calls were made to ensure the safety and wellbeing of clients and members. TGC partnered with Ottawa Public Health, Connect Counselling and the United Way East Ontario to offer debriefing sessions for seniors who dealt with high levels of stress due to the convoy, and also hosted a second sessions for Mandarin and Cantonese speaking clients.
- The Good Companions hosted two COVID-19 vaccine clinics in partnership with Ottawa Public Health, accommodating specialized needs of seniors and adults with physical disabilities.



3. Increase and diversify funding to achieve sustainability

- In September 2021 The Good Companions was awarded funds to expand its successful telephone-based program, Seniors' Centre Without Walls, across the province thanks to an extremely generous anonymous donor (funding in memory of John and Susanne Graham). The Expansion team, which is led by The Good Companions, and in partnership with The Older Adult Centres Association of Ontario, will lend their expertise, providing start up grants, training and networking opportunities, and ongoing assistance to senior serving organizations to host their own SCWW programs. This three-year initiative will bring hope and engagement to isolated seniors right across Ontario and into the Atlantic provinces!
- The Good Companions hosted a virtual seniors active living fair in partnership with The Older Adult Centres' Association of Ontario and funded by The Ministry for Seniors and Accessibility in March of 2022. 214 seniors registered over 15 sessions ranging from fitness classes to informative sessions on health, nutrition and wellness, tax benefits and credits for seniors, accessing help and guidance with technology, and learning about options regarding seniors housing.
- The Good Companions was successful in obtaining multiple one-time funding grants to ensure that seniors needs were met during the Pandemic. These funds were used to ensure food security with hot meals, frozen meals, food hampers, and grocery cards all delivered to our clients doors. The deliveries allowed our drivers to conduct a wellbeing check on clients and resulted in additional wrap around services such as medical assistance, counselling and other essential and helpful deliveries. Funding was also used to provide air conditioners and fans in the hot summer months, gas cards to cover the cost of driving seniors to their vaccination and medical appointments, caregiver support, and more!

4. Establish a healthy, flexible and engaged workforce at TGC

- Multiple educational and self care learning opportunities were provided to staff. These sessions helped to encourage The Good Companions team to be mindful and to take care of themselves!
- The Good Companions was able to secure additional funds to supplement contract staff across all departments to help alleviate pressures as the Centre responded to the increased needs of our members and clients throughout the pandemic.
- In September 2021 The Good Companions hired two transportation drivers and took responsibility for two vehicles. The drivers escort seniors to their medical appointments, deliver food and other essential items, and also provide backup coverage for other agencies across the Ottawa area.

Special Moments

Although it may not have been safe to meet in person for much of 2021-2022, The Good Companions found ways to ensure members and caregivers of its Adult Day Program continued to thrive and be supported. Virtual programs stimulated our clients with musical entertainment, trivia, fitness, sing-a-longs; and special care kits were delivered to each client and caregiver. In home support workers were also arranged to provide much needed respite to family members.



Quote from an Adult Day Program Caregiver who received their at home kit during the pandemic:

"Wow what a surprise goodie bag! You put a rare smile on Bertie's face. Things have been difficult so everything does go a long way. Actually, I don't know what I would have done without the devotion your group have shown towards your [Adult Day Program] group. All the varied activities have helped to keep us active. Thank you from the bottom of my heart!"

Meeting the needs of seniors during the pandemic:

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. There was abundant need for emergency food hampers, grocery cards, additional check in calls, rides to vaccination appointments, and opportunities for isolated seniors to connect with one another.



"My food hamper arrived today as promised. I am so very appreciative of your assistance in arranging this for me. There is an excellent assortment of food, all of which will keep me fed for a while. This is so wonderful, greatly alleviating my anxiety. Thanks again, God bless you."

Special Moments

The Good Companions is known for its wonderful luncheons, boasting 3 course gourmet meals and complete with musical entertainment. We relished the opportunity to welcome back our members, clients and volunteers to in person gatherings after being apart due to the pandemic. Voices, laughter and music could be heard echoing the hallways as we spent time together at our Welcome Back Luncheons (sponsored by Bell Canada), at our 66th Anniversary Luncheon, Christmas Dinner, and all of our special event teas.



"Thank you, The Good Companions, for the delicious meal and fantastic wonderful staff who were so helpful at the Luncheon. I am a Métis Man in my 70th year, and since I live on a small fixed income this excursion, my first in 17 months, meant a great deal to me. Thank you to the staff who ran the event run so very smoothly and safely, the wonderful servers, greeters and hosts. This outing meant so very much to me as I live alone."

Santa 4 Seniors Gift Initiative

2021 marks The Good Companions 5th year raising funds to provide gifts to seniors living in Ottawa who are in need, who may be spending the holidays alone, or would not otherwise receive a present. Thanks to our committed sponsors, donors, volunteers and Committee members, we were able to prepare and deliver **370** gifts this past December! We are so amazing by the generosity of our community!



"Hello to everyone at Good Companions: I want to say a heartfelt "thank you" for the wonderful bag of Christmas gifts you sent me. As I kept delving in, there was surprise after surprise. It was about the most magical thing since Christmas stockings as a child. Aside from the generosity involved, I am touched beyond measure by the thoughtfulness and imagination that went into the various choices. I will be appreciating so many things from you for the next few months and others forever!"

TO OUR VOLUNTEERS

Congratulations and thank you to our volunteers who have achieved their milestone volunteer years of service as of December 31, 2021.

5 YEARS

Jennifer Beharry
Leah Canning
Bill Caverly
Cathy Collett
Michel Gosselin
Brian Hobbs
Myungsook Jang
David Knowles
Pete Neubert-Jones

Carmel Rombough
Brenda Thompson
Sema Yusuf

10 YEARS

Gisele Cyr
Sue Balfour
Aleida Dikland
Gertrude Gruber
Louise Henry

Muriel Libby
Vicky Mok
Mary O'Brien
Jacqueline Plumb
Catherine Tremblay
Rick Whitford

15 YEARS

Beryl Walker

WHITE & RED ROSE (25+ YEARS)

Stan Harris
Dawn Duncan
Ruth Brown
Douglas Millson
Linda Tannis

thank you!

2021 –2022 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 generous sponsorship, donations and in-kind support:

- ALAVIDA Lifestyles
- Alcaide Webster Architects Inc.
- Algonquin College
- Alterna Savings
- Barristers for a Better Bytown
- Bell Let's Talk/Bell Canada
- BentallGreenOak
- Bill Dempster (3Sixty Public Affairs)
- Brenda Pinch
- Capital Home Hardware (Glebe)
- Carleton University
- Carefor
- Champlain Community Support Network
- Champlain Local Health Integration Network
- Chartwell Retirement Residences
- Chell Team - Ottawa - RE/MAX Hallmark Realty Group., Brokerage
- Children's Place Kanata
- City of Ottawa
- Elmdale Public School
- Estate of Marilyn Wagg
- Estate of Leslie Montbriand
- Fifty Creative Strategy
- Fullview Design
- HelpAge Canada
- Hyatt Ottawa West
- iGenOttawa
- Johnson & Johnson
- Mann Lawyers
- Mark's Work Wearhouse
- McKinsey & Company (Maria McKay)
- Ministry for Seniors and Accessibility
- MMBB Holdings Inc. (John Mitchel)
- Montfort Renaissance
- Nelligan Law
- New Horizons
- Older Adult Centres' Association of Ontario
- Ontario Community Support Fund (OCSA)
- Ottawa Community Foundation
- Ottawa West Community Support Services
- Queensway Carleton Hospital at Fairfield Hotel
- Hallmark Giving
- Red Oak Retirement Residence
- Rural Ottawa South Support Services (ROSSS)
- Shawn Anthony
- Sparks Street BIA
- Tea & Toast Inc.
- Tech Insights
- Tech Systems
- The Campbell Family
- The MATT Foundation
- Tiny Hoppers Findlay Creek
- United Way East Ontario
- Whelan Funeral Homes

THE GOOD COMPANIONS - SUMMARY FINANCIAL INFORMATION

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2022, copies of which are available upon request.)

COMBINED STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2022

	2022	2021
CURRENT ASSETS		
Cash and short-term investments	\$ 995,704	\$ 685,702
Accounts receivable	57,432	36,510
Prepaid expenses	9,637	9,380
	<u>1,062,773</u>	<u>731,592</u>
LONG -TERM INVESTMENTS	210,927	207,271
TANGIBLE CAPITAL ASSETS		
Historical cost \$3,076,731(2021-\$3,76,731)less accumulated amortization of \$1,402,954 (2021-\$1,364,332)	<u>1,673,777</u>	<u>1,712,399</u>
TOTAL ASSETS	<u>\$ 2,947,477</u>	<u>\$ 2,651,262</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 88,274	\$ 95,057
Deferred revenue	507,438	223,813
	595,712	318,870
FUND BALANCES - END OF YEAR	<u>2,351,765</u>	<u>2,332,392</u>
TOTAL LIABILITIES AND FUND BALANCES	<u>\$ 2,947,477</u>	<u>\$ 2,651,262</u>

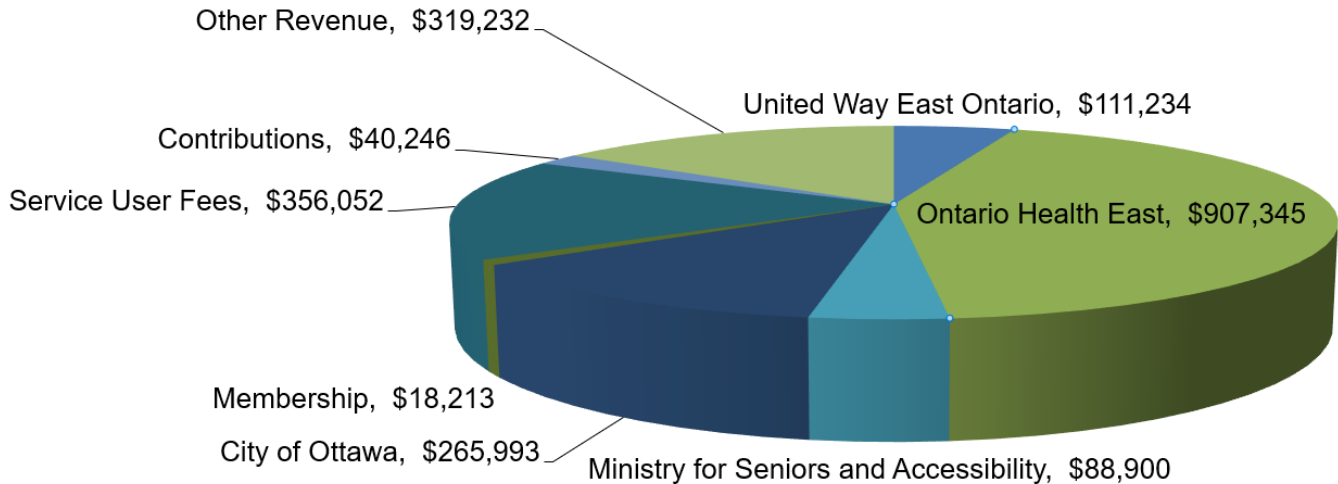
STATEMENT OF OPERATIONS

OPERATING FUND

FOR THE YEAR ENDED MARCH 31, 2022

	2022	2021
REVENUE		
Grants - Ontario Health East	\$ 907,345	\$ 894,093
City of Ottawa	265,993	300,291
Ministry for Seniors and Accessibility	88,900	88,900
United Way East Ontario	111,234	95,527
User fees	356,052	435,2152
Canada Emergency Wage Subsidy	264,257	365,201
Other	113,434	153,353
	<u>2,107,215</u>	<u>2,332,580</u>
EXPENSES		
Salaries and benefits	1,348,128	1,398,429
Program	357,166	516,138
Occupancy	239,270	229,875
Administration	111,667	118,855
Other	50,984	69,283
	<u>2,107,215</u>	<u>2,332,580</u>
NET REVENUE FOR THE YEAR	<u>\$ 0</u>	<u>\$ 0</u>

2021/2022 Revenue Sources: \$2,107, 215



FUNDERS

Federal

- Employment and Social Development Canada

Provincial

- Ministry for Seniors and Accessibility
- Ontario Health East

Municipal

- City of Ottawa
- United Way East Ontario

Other

- Bell Canada
- HelpAge Canada
- New Horizons
- Ontario Community Support Association (OCSA)
- Older Adults Centres' Association of Ontario (OACAO)
- Funding in memory of John and Susanne Graham

Canada 

 **Ontario**



**United Way
Centraide**
East Ontario
Est de l'Ontario

Bell

OACAO

The Voice of Older Adult Centres
La voix des centres pour aînés

**HelpAge
Canada**

OCSA
Ontario Community
Support Association