

2023-2024

ANNUAL REPORT



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.

Vision

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

Values

Accessibility, Accountability, Collaboration, Compassion, Dignity, Innovation,
Respect for Diversity, Responsiveness.

Board of Directors



B.N. 11894 1152 RR0001

President

Paul Kearns

Past President

Seán K. Kelly

Vice President

Cathy Collett

Treasurer

Angela Dzinás

Secretary

Leann Halpenny

Executive Director

Chris Hughes

Directors

Amy Friesen

Barbara Parker

Brian Robertson

Bonita Goodison

Chelsea Larock

Jason Kempt

Jeff Doll

Judie Wheeland

Leah Canning

Shawn Hamilton

COMMITTEES OF THE BOARD

Paul Kearns (ex-officio), and Chris Hughes sit on all committees

FINANCE COMMITTEE

Angela Dzinás (Chair)

Gertrude Gruber

Jason Kempt

Joseph Brown

Mariola Kolakowski (Finance Officer)

Rick O'Rourke

PROPERTY DEVELOPMENT COMMITTEE

Seán K. Kelly (Chair)

Shawn Hamilton

Jason Kempt

Gord Thom

Chris Hughes

PROPERTY COMMITTEE

Jeff Doll (Chair)

Cathy Collett

Chris Huges

Curtis Murphy

Gord Thom

Mariusz Kielb (Facility Coordinator)

Nancy Meloshe

Staff List 2024

Executive Director	Chris Hughes
Finance Officer	Mariola Kolakowski
Corporate & Finance Assistant	Laydee Fuertes
Administrative Assistants	Véronique Bernier, Samantha Kelly, Laurie Pacey
Facility Coordinator	Mariusz Kielb
Facility Assistant	Vacant
Day Centre Director	Darlene Powers
Day Centre Coordinator	Ana Valença
Seniors' Centre Without Walls Coordinator	Emma Revell
Seniors' Centre Without Walls Program Assistant	Afua Okyere
Membership & Volunteer Coordinator	Nikkie Snagg
Craft Coordinator	Linda Janes-Peddle
2SLGBTQIA+ Program Coordinator	Stephane Gauthier
Adult Day Program Coordinator	Penny Bodnoff
Adult Day Program Assistant Coordinator	Sonia Movrin
Adult Day Program Assistants	Barb Loxton, Yasmin Rodriguez, Justin Sauvé
SCWW Partnership Program Director	Jennifer Wiebe
SCWW Community Resource Developer	Adrienne Tuffin
SCWW French Program Coordinator	Meghan Cornett
SCWW Ontario Lead Coordinator	Ornella Gatore
SCWW Atlantic Lead Coordinator	Betty Daniels
SCWW Mandarin Program Assistants	Yangjie Jin (Jessie Jin), Choi Yan Li (Mavis Li)
Community Support Services Manager	Anne Kendall
Community Support Services Coordinators	Carolyn Calder, Brenda Packer
Community Support Services Program Assistants	Rebecca Hosker, Yangjie Jin (Jessie Jin), Choi Yan Li (Mavis Li)
Transportation Drivers	Terry Dale, John Nofal, Barry Shirley
Food Services Director	Frank Bowie
Cook	Heather McDonald
Assistant Cook	Miranda Gumeni
Food Services Assistant	Zoubida Chouat

Executive Director's Message



As we move forward into another promising year, I want to take a moment to reflect on our shared journey and express my deepest gratitude for your unwavering dedication and support. Our community organization thrives because of the collective efforts of our incredible team and the vibrant participation of our members.

To Our Valued Staff: Your hard work, compassion, and professionalism are the backbone of our organization. Every day, you make a positive difference in the lives of our members, providing not only essential services but also a sense of belonging and companionship. Your commitment to excellence is evident in everything you do, and I am incredibly proud to work alongside such a talented and caring group of individuals.

To Our Cherished Members: You are the heart and soul of our community. Your stories, experiences, and wisdom enrich our lives and strengthen the bonds that unite us. Whether through participating in activities, volunteering, or simply sharing a smile, each of you contributes to making our organization a warm and welcoming place. We are here to support you, to listen to you, and to celebrate the incredible lives you lead.

Looking Ahead: As we embark on new projects and initiatives, we remain committed to enhancing our services and creating more opportunities for engagement and connection. Our goals for the coming years include expanding our outreach programs, improving our facilities, and introducing new activities that cater to the diverse interests of our members.

I am also excited to mention our volunteer program, who provide additional support to our staff and offer meaningful opportunities for members to participate in everything The Good Companions offers. We believe that everyone has something valuable to contribute, and this program continues to help us harness the collective strength of our community. Collectively at TGC we have over 173 volunteers donating a staggering 17,993 hours each year. This year at our Volunteer recognition event, we celebrated our long serving volunteers who collectively have given 238 years of service to TGC.

In Conclusion: I want to thank each and every one of you for your continued trust and partnership. Together, we have built a community that is not only supportive and nurturing but also dynamic and forward-thinking. Let us carry this spirit of collaboration and mutual respect into the future, ensuring that our organization remains a place where everyone feels valued and empowered.

With warm regards and best wishes,

A handwritten signature in dark ink, appearing to read "Chris Hughes". The signature is fluid and cursive, with a large, stylized "C" and "H".

Chris Hughes

Message from the Mayor



Mark Sutcliffe
Mayor | Maire

**Office of the Mayor
City of Ottawa**

110 Laurier Avenue West
Ottawa, Ontario K1P 1J1
Tel.: 613-580-2496
Fax: 613-580-2509
Email: Mark.Sutcliffe@ottawa.ca

**Bureau du maire
Ville d'Ottawa**

110, avenue Laurier Ouest
Ottawa (Ontario) K1P 1J1
Tél. : 613-580-2496
Téléc. : 613-580-2509
Courriel : Mark.Sutcliffe@ottawa.ca

I am delighted to have the opportunity to extend a warm welcome to the Board of Directors, management team, staff, volunteers and members of The Good Companions assembled here today for their Annual General Meeting.

The Good Companions, over the course of 68 years, has been instrumental in developing and offering a wide host of innovative services and programs to meet the changing needs and broad range of interests of a diversity of senior and disabled adults in our community.

Similarly, the City of Ottawa, recognizing the growing senior adult population, continues to make important investments in the Older Adult Plan, like accessible public transportation and free transit for seniors on Sundays and Wednesdays, to enhance Ottawa's reputation as an Age-Friendly community.

The Good Companions contributes to improving the quality of living of mature and disabled adults through the organization of a variety of physical activities, including day trips, to promote a healthy and active lifestyle for seniors, along with continuing education courses, games, crafts, affordable meals, hair and foot care, and a library to ensure their overall health and wellness.

The team behind The Good Companions also merits praise for offering diverse supports to senior and disabled adults to allow them to continue living independently, like transportation for grocery shopping and medical appointments, home help, as well as connecting them with home maintenance, repair, and snow removal services.

Additionally, The Good Companions play an important role in mitigating social isolation through their Telephone Assurance Program, Friendly Visiting and social activities at the Centre.

Today's Annual General Meeting will allow The Good Companions to plan their long-range objectives to expand outreach services, improve facilities and create more opportunities for community engagement to ensure The Good Companions can continue to offer barrier-free, inclusive and safe programs and services designed for the dynamic needs and interests of senior and disabled adults.

As Head of Council, allow me to offer you my best wishes for a productive and rewarding Annual General Meeting.

Sincerely,

A handwritten signature of Mark Sutcliffe in black ink.

Mark Sutcliffe
Mayor

Statistical Achievements



Day Centre

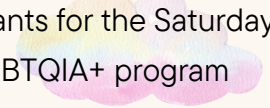
The Adult Day Program provided programming for 87 clients with 2260 session attendances!



TGC had 26,954 participations in fitness classes, continuing education, visual arts, games, performing arts, and more.

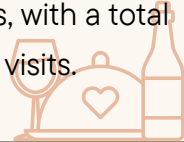


TGC hosted a total of 22 sessions and had 1,322 session participants for the Saturday 2SLGBTQIA+ program



Food Services

Our in-person congregate dining program accommodated 660 clients/members, with a total of 23,222 visits.



Our Food Services team prepared a total of 63,979 meals! Among them, 2,721 frozen meals were prepared by TGC's kitchen for online and in-person purchases.



Volunteers

179 Volunteers gave a total of 17,993 hours!

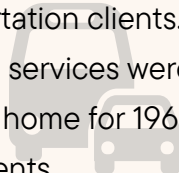


Community Support Services

6,577 Check-in calls made to 337 clients!



5,138 trips were arranged for 407 transportation clients. 261 In-home services were provided at home for 196 clients.



The Good Companions served a total of 1,759 Community Support Services clients.



Seniors' Centre Without Walls

Our SCWW program supported 145 clients over 586 sessions, with an average of 17 clients per call.

Our growing SCWW Mandarin program supported 85 Chinese clients over 40 sessions. Through our partnership with Yet Keen, the SCWW Cantonese program supported an additional 35 Chinese clients over 75 sessions.

SCWW had a total of 10,103 session participations!

The SCWW Mandarin and Cantonese programs had a total of 120 participants.



SCWW-Partnership

Since April 2023, TGC has delivered 52 micro-grants and trained 23 new partner agencies to deliver SCWW programming. Ten of these partners are located in Atlantic Canada, where we now have flagship SCWW programs in all of the Atlantic provinces.

2023-2024 Sponsors and Donors

Your belief in our cause and your willingness to stand with us means more than words can express. It's because of partners like you that we are able to achieve our mission and make a positive impact in our community. Together, we are creating meaningful change and touching the lives of those who need it most.

THANK YOU FOR YOUR UNWAVERING SUPPORT!



Sponsors and In-Kind Donors

3Sixty Public Affairs
Ainley Group
Alcaide Webster Architects
Aspira Bearbrook Retirement Living
Bayshore Home Health
Bell Canada
Beyond the Pale
Brian Robertson
Bruno Racine Salon
Carleton University
Chartwell
Chell Team - Ottawa - RE/MAX
Children's Place Kanata
Darling Solutions
Downsize Ottawa
Elmdale Public School
Hallmark Realty Group
Kenvue
Kiwanis Club Ottawa
Mann Lawyers
Massine's Independent Grocers

Murphy Group Ottawa Inc.
Older Adult Centres' Association of Ontario
Ottawa Health Group
Ottawa Hospital Association
RE/MAX Hallmark Giving
Régimbal Group
Renos4Life
Renu Spa
Richard Lepack
Shawn Anthony
Snowbusters Ottawa
Surmesur
Sparks Street BIA
Spring Living Retirement
Tea & Toast Inc.
The IT Department
The Merry Dairy
The Matt Foundation
Tinny Hoppers Findlay Creek
Villagia in the Glebe

*Thank
you!*

REFLECTING ON 2023-2024

For the past 68 years, The Good Companions (TGC) has played a vital role in the lives of seniors and adults. The Centre has always been a supportive place of friendship, providing a sense of belonging and a space where all older adults from every walk of life feel welcome. TGC continues to be a leader in our sector; identifying where supports are necessary, creating innovative programs, and making every effort to respond to the ever-changing needs of those we serve.

As the first year of the 2023-2026 Strategic Plan comes to a close, we reflect on the key highlights which were achieved over the past year. With programs and services returning to a place of normalcy, a new chapter, post-pandemic, focusing on recovery and rebuilding supports and support services has begun. This new strategic plan and directions have been collectively produced to support TGC for the years to come, which we look forward to sharing with you in the coming year!

Assess the Building and Property

Development in the LeBreton Flats area continues around The Good Companions and includes construction across the street for the brand new library, the re-alignment of Albert and Slater Streets, and other road repairs—all of which have added additional stress to TGC's aging building.

Over the past fiscal year, minor repairs were necessary. While The Good Companions continues to patch and repair its 64 year old building (which grew over the years to be 36,000 square feet), the Board of Directors has been eagerly planning and pursuing opportunities of what could be a brand new space for TGC in the future. We look forward to presenting our plan once we have settled on what makes sense for TGC now and into the future.

The Good Companions is a model Seniors' Centre and Community Support Services agency that meets the needs and exceeds the expectations of seniors (seniors 55+ and adults 18+ with physical disabilities) in Ottawa

As heightened response to emergencies and needs related to the pandemic continue to lessen, The Good Companions continues to expand its focus to rebuild and recover in-person programming and services to meet the needs of our members. We continue to use lessons from this to inform and to ensure that TGC has created a place and the necessary supports required that feel safe for its members and clients to return to and belong.

Increase and Diversify Funding to Achieve Sustainability

In the 2023-2024 fiscal year The Good Companions continued to ensure that our focus in funding was diverse and provides for long term sustainability. While much of our program funding utilizes one-time funds to benefit clients, members and volunteers, TGC seeks to also create new partnerships with businesses who generously sponsored client subsidy funds, events, and initiatives at the Centre.

- TGC has been approved for a \$10,000 grant from Help Age Canada to support the delivery of nutritious meals, frozen meals, subsidized transportation, and Chinese New Year visit and gifts for isolated Chinese seniors.
- TGC received a \$13,700 sponsorship from Bell Canada. The sponsorship included a “Voice to Face Party” for numerous Seniors’ Centre Without Walls clients, funding to purchase tickets for seniors to attend TGC events, and special occasion gifts for 2SLGBTQIA+ seniors. Supports for 2SLGBTQIA+ and Adult Day Programming, Saturday program, and special events.
- United Way East Ontario Community Services Recovery Fund (CSRF) – OSPN recovering and Rebuilding Organizational Capacity post COVID \$76,000.
- United Way East Ontario Community Services Recovery Fund (CSRF) Adapting TGC Volunteer Program \$100,000.
- New Horizons Stimulating Activities for Seniors \$22,523.

Establish a Healthy, Flexible and Engaged Workforce at The Good Companions

As mentioned in the previous year’s Annual Report, The Good Companions made wellness training, development, and practice a top priority for the 2022/2023 year. This continues in many ways. The Board of Directors has carried out an organizational review with Deloitte Management Consulting with the intention of ensuring that the Organization is set up for success now, and for the many years to come. The focus was on making sure that the outcome delivers an organizational design emphasizing that TGC’s people are organized in the best way to effectively deliver services to its clients and foster innovation. The Centre will once again partner with the Canadian Mental Health Association of Ontario to engage in a training series that focuses on various areas of mental health. The Good Companions recognizes that there is a need for continued work to understand Indigenous values, histories, peoples and experiences. All TGC staff will participate in various professional development opportunities to enhance self-awareness, and strengthen the skills of those who work both directly and indirectly with Indigenous people. For National Truth and Reconciliation Day all staff took time to pause and reflect.

THANK YOU TO OUR VOLUNTEERS!

Congratulations and thank you to our volunteers who have achieved their milestone years of service as of December 31, 2023.

5 YEARS

John Kearney
Nicole Larocque
Joanne Law
Evelyn Monson
Yvette Price
Judy Taylor
Ruth Tearreau-Lousley
Alf Warnock

10 YEARS

Joseph Brown
Frances Lake

20 YEARS

Patricia McLeod
Frances Roach

15 YEARS

Betty Ann Capogreco
Margaret Guthrie
Gordon Price
Valerie Small
Gord Thom

Volunteer Recognition, May 2023



The Good Companions was honoured to be selected as a charity through Deloitte "Impact Day", a national day of volunteering across the firm. On Friday, October 20th a large group of helpers were ready to tackle all kinds of tasks for the Centre. They helped with outdoor clean-up, washing windows, painting walls, while others decorated some pumpkins (among many other helpful assignments!)



GOOD MEMORIES

VOLUNTEER RECOGNITION MAY 2023



OTTAWA RACE WEEKEND, MAY 2023



SENIORS & INDIGENOUS MONTH POW WOW WORKOUT! JUNE 2023



CHRISTMAS IN JULY LUNCHEON, JULY 2023



PRIDE MONTH & CAPITAL PRIDE PARADE, AUGUST 2023



GOOD MEMORIES

SENIORS ACTIVE LIVING FAIR AND OPEN HOUSE, SEPTEMBER 2023



SENIORS' CENTRE WITHOUT WALLS VOICE TO FACE PARTY, SEPTEMBER 2023



68TH ANNIVERSARY LUNCHEON, NOVEMBER 2023



GOOD MEMORIES

SANTA 4 SENIORS, NOVEMBER 2023



THE QUEER CHRISTMAS CRAFT FAIR AND EXPO, NOVEMBER 2023



CRAFT STUDIO SALE & CHRISTMAS BAZAAR, DECEMBER 2023



CHRISTMAS BAZAAR, DECEMBER 2023



CHINESE COMMUNITY, FEBRUARY 2024



VALENTINE'S TEA, FEBRUARY 2024



The Good Companions'

Summary of Financial Information

(The following summary financial information is taken from the audited financial statements for the year ended March 31, 2024 copies of which are available upon request.)

COMBINED STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2024

	2024	2023
CURRENT ASSETS		
Cash and short-term investments	\$ 846,005	\$ 701,348
Accounts receivable	56,570	76,786
Prepaid expenses	256	233
	<u>902,831</u>	<u>778,367</u>
LONG -TERM INVESTMENTS	0	212,727
TANGIBLE CAPITAL ASSETS		
Historical cost \$3,090,217(2023—\$3,76,731)less accumulated amortization of \$1,474,353 (2023 -\$1,439,326)	<u>1,615,864</u>	<u>1,637,405</u>
TOTAL ASSETS	<u>\$ 2,518,695</u>	<u>\$ 2,628,499</u>
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 82,173	\$ 72,110
Deferred revenue	<u>261,757</u>	<u>253,666</u>
	343,930	325,776
FUND BALANCES - END OF YEAR	<u>2,174,765</u>	<u>2,302,723</u>
TOTAL LIABILITIES AND FUND BALANCES	<u>\$ 2,518,695</u>	<u>\$ 2,628,499</u>

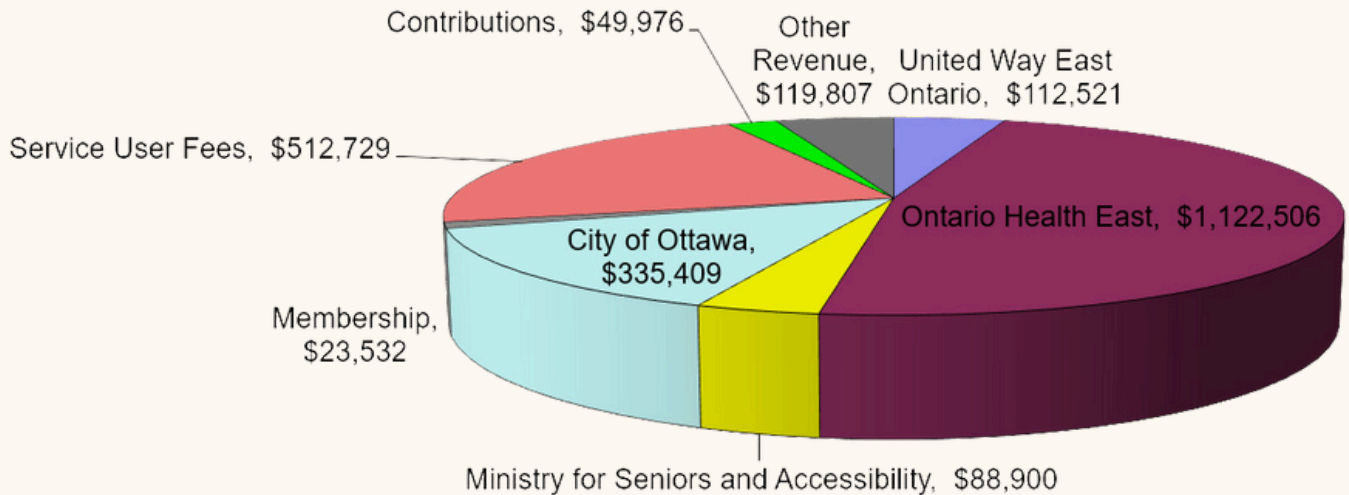
STATEMENT OF OPERATIONS OPERATING FUND

FOR THE YEAR ENDED MARCH 31, 2024

	2024	2023
REVENUE		
Grants - Ontario Health East	\$ 1,122,506	\$ 926,192
City of Ottawa	335,409	324,118
Ministry for Seniors and Accessibility	88,900	88,900
United Way East Ontario	112,522	115,053
User fees	512,728	600,459
Canada Emergency Wage Subsidy	0	47,500
Other	<u>193,315</u>	<u>216,350</u>
	<u>2,365,380</u>	<u>2,318,572</u>
EXPENSES		
Salaries and benefits	1,459,319	1,393,392
Program	470,682	443,521
Occupancy	259,473	251,654
Administration	138,484	133,921
Other	<u>37,422</u>	<u>96,081</u>
	<u>2,365,380</u>	<u>2,318,569</u>
NET REVENUE FOR THE YEAR	<u>\$ 0</u>	<u>\$ 3</u>

2023-2024 Revenue Sources

\$2,365,380



OUR FUNDERS

Federal

- Employment and Social Development Canada
- New Horizons

Canada 

Provincial

- Ministry for Seniors and Accessibility
- Ontario Health East

Ontario 

Municipal

- City of Ottawa
- United Way East Ontario



Others

- Bell Canada
- HelpAge Canada
- Ontario Community Support Association (OCSA)
- Older Adults Centres' Association of Ontario (OACAO)
- Ottawa Community Foundation
- Trillium Foundation



OACAO

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



An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



