

Since 1955

The Good Companions



# ANNUAL REPORT

2025-2026



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www.thegoodcompanions.ca



The Good Companions Seniors' Centre



The Good Companions Seniors' Centre

# OUR CULTURE STATEMENT

At The Good Companions, we are committed to fostering a safe, caring, and inclusive environment where staff, volunteers, members, and visitors feel valued and respected. We believe the way we work together is as important as the work we do, which is why we embrace open communication, accountability, and collaboration. With positivity, curiosity, and a spirit of cooperation, we empower one another to be authentic, support each other's growth, and create a connected community where everyone can thrive.

## Our 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 and adults with physical disabilities.

## Our Vision

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

## Our Values

Accessibility	Dignity
Accountability	Innovation
Collaboration	Respect for Diversity
Compassion	Responsiveness

# REFLECTIONS FROM OUR EXECUTIVE DIRECTOR



As I reflect on the past year at The Good Companions (TGC), I am struck by the remarkable progress we have made together. The 2025–2026 fiscal year was one of growth, renewal, and purposeful change. It has been a year in which we not only strengthened our organization but also laid important foundations for the future.

Throughout this report, you will see how our programs, services, membership, and community impact have grown compared to the previous year. Be very mindful that behind those numbers is a story of people: members who shape our direction, staff who bring passion and dedication to their work every day, volunteers who generously give their time, community partners who share our vision, and donors whose support makes our work possible.

Over this past year, we invested in our people by becoming a Living Wage Employer, published our first ever Culture Statement, and created new opportunities for leadership development and advancement. We celebrated the careers and contributions of retiring employees while successfully welcoming and onboarding new team members and thoughtful leaders. We redesigned our organizational structure, created new positions, and strengthened our team capacity to better serve our growing community.

We also deepened our commitment to collaboration. We welcomed HelpAge Canada as a new tenant, continued our valued partnerships with Meals on Wheels and Centretown Community Health Centre, and expanded relationships across Ottawa that help us better support older adults. Our 2SLGBTQ+ Coordinator and Community Support Services team reached new corners of our community and carried TGC's name and history into creating new partnerships. We restructured and improved our volunteer services and student placements and added fresh touches to our dining experiences and programs and services within our Day Centre.

At the same time, we invested in smart and effective planning. Through strategic planning initiatives, careful stewardship of our building and property, and a renewed focus on emerging community needs, we have begun important conversations about what TGC can become in the years ahead. We are listening, thinking big and ready to connect to our community in new and impactful ways.

As we celebrate our 70th Annual General Meeting, we look at the accomplishments highlighted in this report not simply as milestones from the past year, but they are building blocks for the future. Together, we are creating a stronger, more responsive, responsible, and innovative TGC, one that is well-positioned to serve 21st Century older adults and our community for generations to come. We can reimagine together and deliver exceptional care.

Here's to all of you for what we have accomplished together and to an exciting year ahead,

**Matthew Ottaviani**



# A MESSAGE FROM OUR CHAIR OF THE BOARD



As Chair of the Board of Directors, it is my privilege to reflect on a year of progress, renewal, and thoughtful preparation for the future at The Good Companions. We gather for our 70th Annual General Meeting, we celebrate not only the accomplishments of the past year but also the remarkable legacy of an organization that has been serving older adults in Ottawa for seven decades. That legacy was built by generations of members, volunteers, staff, donors, and community leaders who understood the importance of connection, belonging, and support for older adults. Today, we have the responsibility of carrying that legacy forward.

Over the past year, the Board has worked closely with Executive Director Matthew Ottaviani and his leadership team to provide strategic oversight and ensure the long-term sustainability of the organization. We have been encouraged by the many positive developments highlighted throughout this report—from organizational growth and strengthened partnerships to investments in staff, culture, and community engagement.

At the Board level, much of our attention has been focused on balancing the needs of today with the opportunities of tomorrow. We recognize that the needs and expectations of older adults are evolving, as are the communities we serve. At the same time, we remain committed to ensuring that the programs, services, and activities that our members value continue to thrive.

The Good Companions has always been more than a building or a collection of programs. It is a community. Its strength comes from the members who participate, the volunteers who generously share their time and talents, and the staff who support them every day. Together, they create the welcoming and vibrant environment that makes The Good Companions such a special place.

As a Board, we have begun important conversations about the organization's future through strategic planning, environmental assessment, and engagement with members and stakeholders. Our goal is not to change what makes The Good Companions successful, but to build upon that strong foundation so that future generations of older adults can continue to benefit from the same sense of connection, belonging, and support that members enjoy today.

What gives me confidence is the strength of the foundation already in place. The Good Companions benefits from dedicated staff, passionate volunteers, engaged members, strong community partnerships, and sound leadership. Together, these strengths position us to embrace new opportunities while remaining true to our mission and values.

On behalf of the Board of Directors, I extend my sincere thanks to Matthew, the staff team, our volunteers, donors, community partners, members and clients. Your commitment is what makes The Good Companions such a special and vital part of our community. The future of The Good Companions is bright. By honouring our past while thoughtfully planning for what comes next, we will continue to create opportunities for older adults to connect, thrive, and age well for generations to come.

Sincerely,  
**Ted Cohen**



# OUR BOARD OF DIRECTORS



**TED COHEN**  
Chair



**PAUL KEARNS**  
Past Chair



**NADINE VALK**  
Vice Chair



**JASON KEMPT**  
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**CHELSEA LAROCK**  
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Director



**GERTRUDE GRUBER**  
Director



**JOHN ORR**  
Director

# INVESTING IN CHANGE

## STATISTICAL COMPARISONS & HIGHLIGHTS

### EXPANDING OUR REACH: SUPPORTING MORE CLIENTS AND WELCOMING NEW MEMBERS

**Total Number of Clients & Members**

2024-2025

**1,695**

2025-2026

**1,759**

**Year-over-Year Growth**

**+4%**

Our community continues to grow, and it's been uplifting to see more people taking part in our programs and services.

In 2024–2025, we supported 1,695 clients and members. In 2025–2026, we grew to 1,759.

It's a small but steady increase, and it reflects what we feel day to day: more people are connecting, returning, and finding their way into the life of The Good Companions.



### RISING DEMAND, GREATER REACH: SERVICE UNITS AND CLIENT NUMBERS ON THE RISE

#### Total Number of Units

2024-2025

**37,166**

2025-2026

**41,002**

**Total Number of Clients Services**

2024-2025

**1,752**

2025-2026

**1,762**

**Year-over-Year Growth**



**+10.3%**

Across our programs, including Service Arrangement, Congregate Dining, Transportation, Adult Day Program Services, Telephone Assurance, Friendly Visiting, and Footcare, we continue to see steady growth in both service delivery and community reach.

In 2024–2025, we delivered 37,166 total service units and supported 1,752 clients. In 2025–2026, this increased to 41,002 service units and 1,762 clients. Changing how we deliver, expands care.

# STATISTICAL COMPARISONS & HIGHLIGHTS

## STRONGER TOGETHER: RISING VOLUNTEERISM IN A SYSTEM THAT MAKES SENSE

Total Volunteer Hours  
2024-2025

24,404

Total Volunteer Hours  
2025-2026

27,073

Number of Volunteers

2024-2025

164

2025-2026

278

Year-over-Year  
Growth in hours



+11%

Our volunteers are at the heart of The Good Companions, and their involvement only continued to grow this year.

In 2024–2025, 164 volunteers contributed 24,404 hours. In 2025–2026, this increased to 278 volunteers contributing 27,073 hours.

Behind these numbers are people showing up in real ways, from welcoming members, leading programs, helping at special events, driving people to appointments, making phone calls, serving meals, crafting, and stepping in wherever they're needed. We reimagined what a Volunteer Coordinator could do and this has resulted in increases and energy to our volunteers.

## FROM CLASSROOM TO COMMUNITY: EMPOWERING STUDENTS, ENHANCING SERVICES

At The Good Companions, we believe supporting older adults today also means helping prepare the professionals who will serve communities tomorrow. This year, 7 students completed placements across our organization. One of those students, Maria, a third-year Bachelor of Social Work student from Carleton University, shared:

*"I couldn't have asked for a better first placement experience than the one I had at TGC. The staff and supervisors made me feel incredibly welcome and supported from day one, and I was given opportunities to directly connect with Ottawa's senior community in meaningful and impactful ways. At TGC, I gained valuable skills and experience that I know will stay with me throughout my future career in social work."*

Experiences like Maria's reflect a two-way exchange. Students gain hands-on skills and real-world insight into community-based support, while also contributing fresh perspectives, energy, and support that strengthen our programs and enrich the lives of the older adults we serve.



# WE'RE MOVING IN THE RIGHT DIRECTION. IMAGINE WHAT MORE WE CAN DO. WE CAN!

## RIISING PARTICIPATION IN OUR PROGRAMS AND FOOD SERVICES: INCREASED REVENUE

<b>Program Registration</b>	2024-2025 <b>\$44,527</b>	2025-2026 <b>\$51,261</b>	Year-over-Year Growth <b>+15.1%</b>
<b>Food Services, Dining Room Sales and Catering</b>	2024-2025 <b>\$173,971</b>	2025-2026 <b>\$187,539</b>	Year-over-Year Growth <b>+7.8%</b>

## FOOD, FELLOWSHIP, AND WELL-BEING: STRENGTHENING COMMUNITY THROUGH DINING

At The Good Companions, food is one of the ways we build community.

Whether sharing lunch with friends, celebrating a birthday, or attending a special event, members are doing more than meeting a nutritional need; they are maintaining relationships, strengthening their sense of belonging, and staying connected to the community around them.

The meals we serve support physical health, but they also support something just as important: the relationships and connections that help people stay engaged in community life. We are seeing a return of many friendly faces and even some new neighbours too!

### This year, relationships came to life through our food programs:

Meals served in the dining room

**27,996**

Meals prepared for Meals on Wheels

**20,768**

TGC frozen meals sold, bringing affordable and nutritious meals home

**1,713**



# THE GOOD COMPANIONS BEING A COMMUNITY CONNECTOR

## COMMUNITY OUTREACH, ADVOCACY AND INITIATIVES

Over the past year, we've worked to be more present in our community by getting back into neighbourhood spaces, meeting people where they are, and reconnecting in the places where everyday life happens.

We visited 11 buildings across Ottawa, including Naturally Occurring Retirement Communities (NORCs) and Aging in Place residences. We joined coffee groups, Lunch and Learns, roundtable discussions and community gatherings to share information about our programs, services, membership, and volunteer opportunities. These were often informal conversations, answering questions, explaining what we do, promoting our many programs like Seniors' Centre Without Walls and helping people figure out how to connect with us when they need support or want to access programs and services.

We heard directly from older adults about what they were looking for, what felt unclear, and what would make it easier to access programs and services. Those conversations continue to shape how people find and engage with us.

We met with partners through the Aging in Place Partners' Group of Coordinators and clinical staff at Élisabeth Bruyère Hospital, talking through how community supports connect and how people are referred across different parts of the system. Our Executive Director was 1 of 10 key contributors to the City's Older Adult 2025-2030 Plan. We also took part in Ottawa Public Health's Aging Well in Ottawa Fall Health Fair in Sandy Hill. We hosted an information table and provided foot care assessments alongside 25 community organizations. More than 170 older adults came through the space - stopping to talk, asking questions, and connecting with services in real time.

That same sense of community life continues inside the organization. We hosted a range of celebrations and events that brought people together across programs and cultures, including a 2SLGBTQ+ Pride BBQ, Fall Harvest, Oktoberfest, a Voice to Face Party for Seniors' Centre Without Walls clients, Mid-Autumn Festival Tea and Lunar New Year celebrations for Chinese seniors, a Halloween Tea, our 70th TGC Anniversary Luncheon, the Queer Christmas Craft Fair, the Christmas Bazaar and many beautiful musical and animal therapy events for our Adult Day Program.

We also saw connection extend outward through shared action. As one example among many, members and volunteers took part in a donation drive supporting Highjinx, a local community hub rooted in neighbour-to-neighbour support. Alongside this, we continued hands-on programming such as crafting milk bag mats - woven from recycled plastic milk bags into durable sleeping mats that provide practical bedding and are used in care and outreach settings across the community. We can do so much beyond our walls. We can!



**Giant Tiger  
Santa 4 Seniors**



**Highjinx  
Emergency Community  
Furniture Bank Drive**



**T&T  
Grocery Trip**

# THANK YOU TO OUR VOLUNTEERS!



**5 Years**  
Bruce Cameron  
Gloria Jean Baker  
Daniel Hamelin

**10 Years**  
Yvette Price  
Marion Kizas

**15 Years**  
David Clemis  
**White Rose Club - 35 Years**  
Douglas Millson



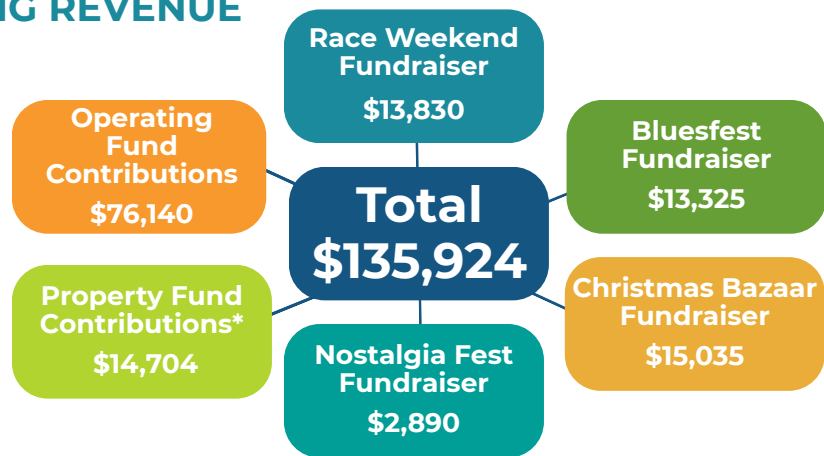
## VOLUNTEER RECOGNITION APRIL 2025



# PARTNERS, SPONSORS AND DONORS

## CONTRIBUTIONS & FUNDRAISING REVENUE

We extend our heartfelt thanks to all our individual and corporate donors, and fundraising volunteers whose generosity makes our work possible. Your contributions ensure we can continue creating a welcoming space where older adults stay active, connected, and engaged. Together, we are building a stronger, more compassionate community for all. Thank you for being such an important part of our work.



\*Holiday Giving Letter, Bequests and Memorial Donations

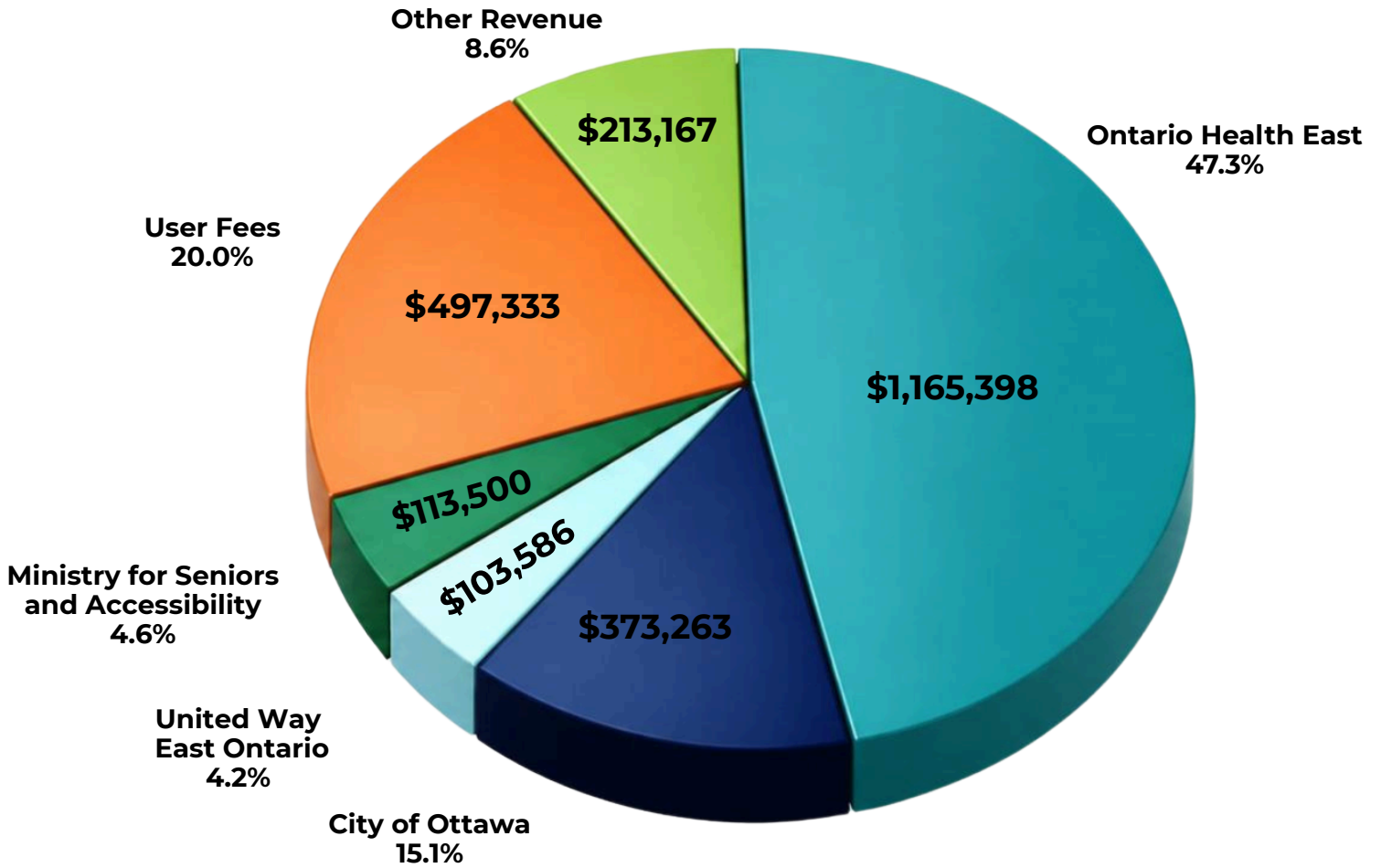
Special thanks to the following partners for their invaluable support and commitment to our community

Centretown Community Health Centre  
Élisabeth Bruyère Hospital  
HelpAge Canada  
Meals on Wheels  
Ontario Community Support Association  
Ottawa Chinese Community Services Centre  
City of Ottawa/Ottawa Senior Pride Network  
Parkdale Food Centre  
The Older Adult Centres' Association of Ontario

Special thanks to the following corporate and individual donors for their incredible generosity

- A Plus Physio
- B. Robertson
- Darling Solutions
- Downtown BIA/Sparks Street Mall Authority
- E. Hamacher
- Estate of J. Carroll
- Estate of M. Donnelly
- Estate of M.A. MacLeod
- Giant Tiger
- Gift Funds Canada
- J. Au
- J. Mitchel
- Kelly Funeral Homes
- RE/MAX Hallmark Giving
- Régimbal Group Ltd.
- Spring Living Retirement – Villagia in the Glebe
- Stonemont Retirement Lifestyle
- The Matt Foundation
- Viva Retirement Communities
- All donors, big and small, thank you!

# REVENUE SOURCES



# OUR FUNDERS

Ministry for Seniors and Accessibility

Ontario Health East

City of Ottawa

United Way East Ontario

Ottawa Community Foundation

