



SENIORS'
COMMUNITY SERVICES

Living Well in YOUR Community



Community in Action

2021 ANNUAL REPORT

Our Mission

To provide meaningful, timely services and activities that enhance the independent living of seniors and adults with physical disabilities within our community.



It is a meeting place. A social hub that makes sure no one is lonely, and so many friendships have been made there.
- Keith

Thank you for taking care of my mom.
- Client's son

We know that supporting the centre is an important way to be involved in the overall health of the community.
- Jim & Judy Beveridge,
B&H Grocer



A Message from the Board President



I am very pleased to report that Seniors' Community Services has exceeded expectations as a provincial charity, a community outreach and most importantly, a critical support mechanism, for our senior population. To go into depth on our challenges would take too long in this forum; suffice to say that our priorities are vastly different than even a few years ago. Our clients are similar in nature but their needs and services are more complicated while being more demanding.

Our Executive Director, staff and volunteers understand the importance of evolving and embracing this change. Today we are modernizing all aspects of our organization both internally and also with our Health Partners. We are refocusing our strategies while mitigating the risks involved. Our principles of sustainability and accountability are always at the core of decision making with your Board of Directors.

We are in a good position going forward. The passion and dedication of our leadership is what fuels future success. I believe this organization sets the benchmarks for Ontario in many capacities.

We certainly appreciate everyone's support, individually and financially, and especially those local entities that we are building partnerships with, from our Mayor and Council, service organizations, commercial businesses, and of course community citizens. If you feel that you would like to join us, we would be proud to have you.

Bill Forbes, Board President

Board of Directors

Executive Committee

Bill Forbes, President

Ross Hebert, Vice-President

Aaron Nichols, Treasurer

Joanne Lincoln, Secretary

Board Members

Kim Holland-Perrier, Director

Rick Baker, Director



A Message from the Executive Director



The last year has been an extraordinary one, and as much as we wished COVID would be on the downward trend we continued to face the mounting challenges before us. We persevered, pivoted and modified service delivery and organized fundraisers on the fly, enabling us to open our doors to receive clients on September 1st. The 18 months of somber quiet was soon replaced with sounds of belly laughter resonating from the dining room and scrumptious smells emanating from the kitchen. Victory was ours! A step in the right direction to alleviating the profound sense of loneliness clients were feeling and the disconnect our team was experiencing with limited face-to-face human interaction.

Although our doors were closed, behind the scenes our team was flexing their creative genius to bring connection to people's porches that would infuse joy. For three months, Shoeless Joe's provided 20 lunches weekly in support of our Diners' Club. Delicious meals were delivered by our incredible volunteers who continued to put themselves at risk daily, all in the name of community. Our centre hub was refreshed with new paint, and a welcoming photography wall was assembled. We reduced costs by delivering our invoices by email, streamlined external communications and revised our website to enhance the user experience. The Diners' Club engaged five volunteer chefs on a weekly rotation to lessen their workload. In the spirit of improvements, we received funding from Ontario Health to replace our four aging freezers, consolidating them into two commercial freezers—a delivery adventure!

This year our key areas of focus will include a review of our service delivery, a redesign of our volunteer program and pursuing our Active Living Centre designation, all while remaining an active participant in the evolution of our Ottawa West Four Rivers Ontario Health Team. This is made possible by the dedicated leadership of our board of directors and the ongoing commitment, effort and heart of our team. My colleagues advocate for the under served, never hesitating to roll up their sleeves to get a job done and to do what is right and just by our clients and their families. They hold my feet to the fire daily which keeps me grounded, ensuring that operational decisions align with client interests within a balanced budget, not an easy task by any means.

Through it all we remain grateful for our community who has supported us in so many ways during such a challenging time. If you or a loved one has been impacted by our services, volunteers or staff, please consider Seniors' Community Services as your charity of choice when giving. Your support has the ability to transform community.

Dawn Rodger, Executive Director

Leadership Team

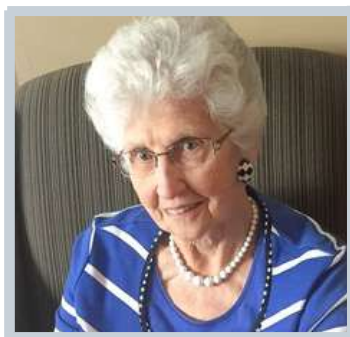
Dawn Rodger, Executive Director
Jennifer Graham, Client Service & Program Coord.
Carol Friesen, Client Service & Volunteer Coord.
Tracy Severenuk, Bookkeeper
Jill Woodley, Marketing & Communications Specialist

“ Every day I am inspired by the remarkable clients who use our services, and the warm embrace of the community who support them. From Porch Chats to hosting SCWW, every experience is a cherished one.

- Jill Woodley, Marketing and Communications Specialist



Mamie Johnston – A Legacy of Kindness and Community Impact



In March of 2021, SCS received the sad news of the passing of Mary (Mamie) Johnston. She was a remarkable and humble woman who left a deep impression on the Kemptville community.

For over 25 years, she volunteered in the Kemptville & District Hospital Pharmacy and was recognized by the province for her work there. Mamie was a dedicated volunteer and supporter of Seniors' Community Services. She began by delivering Meals on Wheels and moved to assisting in food preparation and volunteering for the Diners' Club until her health began to fail.

Mamie's daughter Mary described her as a "real human being who saw all the good SCS was doing, and the beneficial service it provided to the community. Seniors' Community Services gave to Mom as much as she gave to them." At age 86, Mamie was still volunteering weekly at the Diners' Club. When Mamie could no longer volunteer, she was grateful for the continued support of SCS and in her quiet way, she began to plan for a legacy that would continue to impact the lives of others after she was gone.

Working with financial planner Betty-Anne Howard, Mamie began to plan, not only for herself and her family, but for the future of organizations of personal meaning. Betty-Anne fondly recalled Mamie as a "delightful woman, with the biggest heart, who cared for her community. She was thrilled that she had the potential to make such a big impact in her community." Through understanding the benefits of providing an in-kind* donation to SCS, Mamie was able to donate a legacy gift that would ultimately benefit clients, and the health of the organization now, and in the future.

Seniors' Community Services had the opportunity to visit with Mary, one of Mamie's daughters, to listen to stories of her life and see this humble and generous woman through the eyes of those who loved her. It was a fulsome life where time was given generously and with humility. As Mary noted, Mamie was never one to be the focus of any attention and her gift to SCS was given with a quiet generosity that complemented the way Mamie lived her life.

SCS was so privileged to have Mamie as part of our extended family as a volunteer, and we are so grateful for the legacy she chose to leave behind that will support the community she cared about so much.

“ The things you do for yourself are gone when you are gone,
but the things you do for others remain as your legacy.
– Kalu Ndukwe Kalu ”

**An in-kind donation, also known as a gift-in-kind, is usually a specific non-cash asset that is contributed to a charitable organization for which the donor may receive a donation receipt. A gift-in-kind can be made in the form of an asset or property that has real value and is not a gift of cash.*

Your Impact

Financial and in-kind donations not only contribute to supporting SCS programs and services, but also provide opportunities to personally impact the lives of those served by Seniors' Community Services.

Financial Donations

O'Farrell Financial
 Knights of Columbus
 100 Women Who Care North Grenville
 McGahey Insurance Brokers Ltd.
 Grenville Mutual Insurance Services
 I.O.O.F. Grenville Lodge #279
 New Horizons Club - Burritts Rapids
 Community Individuals



27 Thanksgiving gift bags were assembled by the Driscoll-Peca Team and delivered to clients who were feeling the impact of social isolation.



In-Kind Donations

Driscoll-Peca Team
 Kemptville Youth Centre
 Shoeless Joe's Kemptville
 Klondike Farms
 Richmond Village Eye Care Centre
 Walker and Associates
 Casa Blanca Designs



For three months, Shoeless Joe's Kemptville prepared 20 hot meals weekly for Diners' Club clients, while the program was closed due to the pandemic. This encouraged a very special connection to the community during a difficult time.

Klondike Farms donated 80% of their produce to SCS. From farm to field, clients were thrilled to have this fresh delivery to complement the MOW program.

Over the last year **266** individuals have supported SCS with financial donations or by attending a fundraising event.

“My first year here at SCS has been such a great learning experience. It is my first time working for a non-profit and that in itself has been such a blessing. I couldn't have asked for nicer co-workers or volunteers that work at the centre. Everyone has made me feel so welcomed. And now that things have opened back up again, I look forward to meeting more of our volunteers and clients.
 - Tracy Severenuk, Bookkeeper



Your Involvement

In 2021 the fundraising committee was tasked with another year of pandemic barriers with planning and implementing events. A dash of creativity mixed with some persistence and SCS had three sold-out events **raising over \$11,100!**

Community members also rallied and held third-party events with proceeds donated to SCS. The pandemic had people thinking outside the box and the community stepped up.

Fundraising Events 2021



Soup & Go! – May 27, 2021

GOLD OUT

Supported by local potters: Gilmer Clayworks Pottery, MonSky Creations Gallery, Linda Hynes Pottery, Johanna Jansen Artist and Vanda Stanley of Honeyfield Studio.



Yoga in the Park – Summer, Fall 2021

Spearheaded by SCS volunteer Sandy Guest, Yoga in the Park began as a fundraiser and became a fitness program three days a week at SCS. Winter classes took place at The Workshop Dance Studio.



Heritage Stables Horse Show Fundraiser – June 6, 2021

A third-party in-house horse show organized by owner Katie Drummond and Heritage coaches with all proceeds donated to SCS.



Photos in the Park – September 26, 2021

GOLD OUT

First-time event had attendees smiling in Curry Park for a day of professional photos supported by Jill Woodley Photography.



Holiday Wreath and Planter Sale – November 17, 2021

Our parking lot was full of 240 gorgeous handmade holiday wreaths and planters for this first-time event. Thank you to our community who decorated their doors and porches in support of the Meals on Wheels service.



Holiday Tourtière – December 2021

GOLD OUT

A delicious fundraiser spearheaded by long-time volunteers Val and Byron Morris who helped raise funds by preparing 43 pies. It was sold out in a flash!

Funding

Kemptville and District Home Support Inc. is a charitable, non-profit organization operating as Seniors' Community Services.

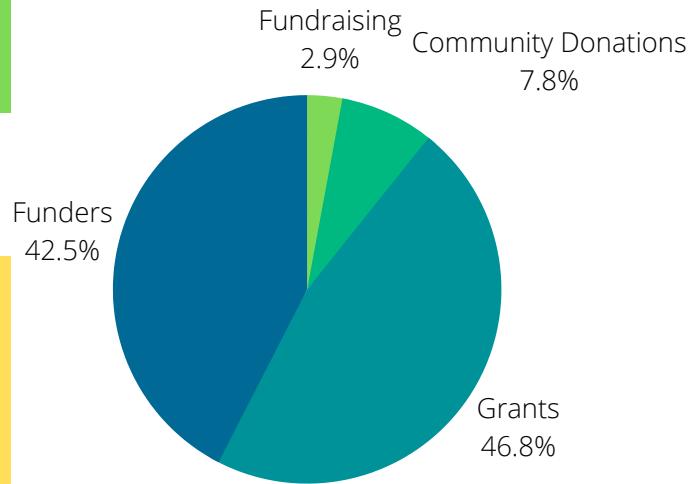
We are a volunteer-driven community organization that depends on the generosity of funders, grants, fundraisers, businesses, and individual donations.

Funders

Ontario Health
Municipality of North Grenville

Grants

United Way Leeds and Grenville
Older Adult Centres' Association of Ontario
Ontario Community Support Association
Walmart
Ontario Trillium Foundation
Ministry of Seniors and Accessibility – Seniors Community Grant Program



“ The centre is an integral part of the community and supports so many people, including those who sometimes are overlooked. We are pleased to support such an important organization in our community.
- Daren Givoque, O'Farrell Financial Services ”



A special thanks to PROBASE WEB for their continued in-kind support of our website, and the NG Times for supporting our community outreach.



Our Work

Seniors' Community Services offers a wide variety of programs and services designed to enhance and support living with wellness, independence and confidence at home and in the community.

Programs and services are designed to:

- decrease social isolation and loneliness
- increase connection with clients
- serve as wellness checks
- increase both physical and mental activity
- support food security and healthy eating
- increase community engagement and connection
- provide an opportunity to learn new skills



“ The success of this past year is a direct result of our clients' trust in SCS services & programming. Funding opportunities helped increase access to our Meals on Wheels program; the volunteer Assisted Transportation services continued to operate safely and seamlessly; and our clients' enthusiastic participation allowed our social and recreational programming to thrive when offered both virtually and in person. ”



Jennifer Graham, Client Service & Program Coordinator

2021

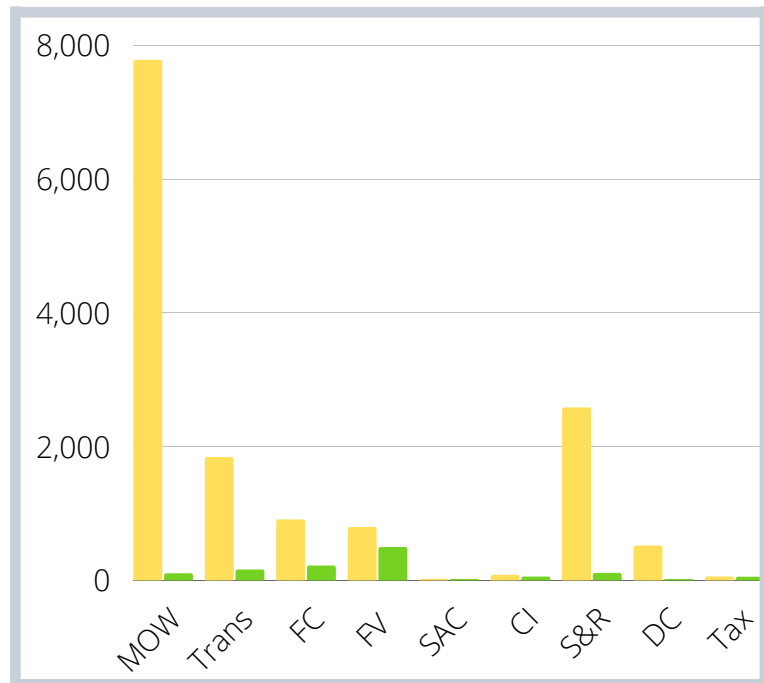
of unique services delivered



2021

of unique clients served

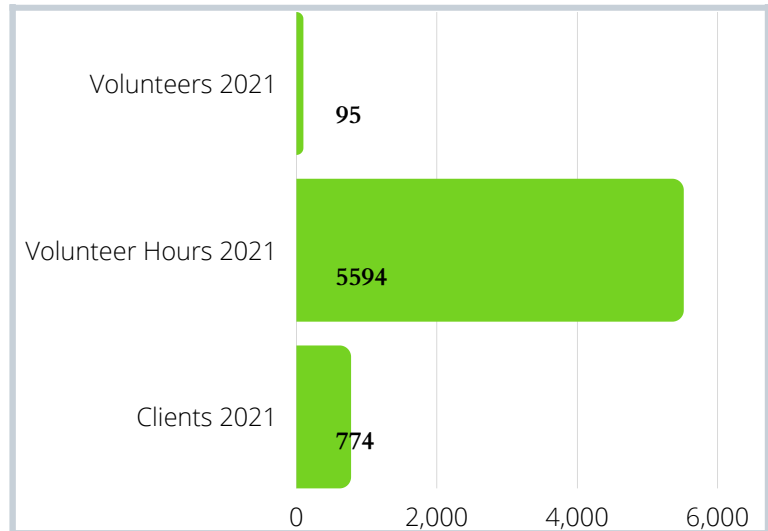
- MOW - Meals on Wheels
- Trans - Transportation
- FC - Footcare
- FV - Friendly Visiting
- SAC - Service Arrangement and Coordination
- CI - Client Intervention
- S&R - Social & Recreation
- DC - Diners' Club
- Tax - Income Tax Clinic



Volunteers

Community in action starts with the volunteers who keep the wheels in motion at SCS every day.

Transportation drivers clocked over **73,000 kms** ensuring clients had access to essential medical appointments, grocery visits and social events. **Meals on Wheels** volunteers **delivered 7778 meals door-to-door** ensuring no client faced food insecurity, and all had access to nutritious meals. Volunteers were the comforting voice on the phones, and the familiar face at reception. Volunteers brought yoga to the park, served delicious meals to the Diners' Club, and were behind the success of our 2021 fundraisers. Tireless, optimistic, compassionate and action-oriented—we thank each and every one!



5594 volunteer hours is equivalent to a \$168,000 salary.*

Ontario Volunteer Service Awards

The Ontario Volunteer Service Awards recognize volunteers for providing committed and dedicated service to an organization.

We were very honoured to recognize Etta Drost, Fran Lapenna, John Baldwin, Rudy Finzel and Sara Paquette for their commitment to SCS and their advocacy of seniors, and adults with physical disabilities.



“A huge thank you to all of our amazing volunteers! We often hear from our clients who comment on their interactions with our volunteers—they appreciate the support, as well as the kindness, laughter, and company. Whether a volunteer helps in the car, in the office, in our kitchen, or from home, we appreciate your dedication in supporting our clients. Thank you for going above and beyond in so many ways!

- Carol Friesen, Client Service & Volunteer Coordinator



* The Conference Board of Canada - Value of Volunteering in Canada Conference Board Final Report

2021 Financials

KEMPTVILLE & DISTRICT HOME SUPPORT INC.

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31

ASSETS

	Community Support Program Fund	General Program Fund	<u>2022</u>	<u>2021</u>
CURRENT				
Cash	\$ 105,285	\$ -	\$ 105,285	\$ 163,020
Accounts Receivable	26,956	-	26,956	29,364
HST Receivable	4,550	-	4,550	9,031
Prepaid Expenses	-	-	-	30
Due From Community Support Fund	<u>-</u>	<u>114,921</u>	<u>114,921</u>	<u>176,558</u>
	136,791	114,921	251,712	378,003
INVESTMENTS	<u>-</u>	<u>182,611</u>	<u>182,611</u>	<u>99,729</u>
	<u>\$ 136,791</u>	<u>\$ 297,532</u>	<u>\$ 434,323</u>	<u>\$ 477,732</u>

LIABILITIES AND FUND BALANCES

CURRENT				
Accounts Payable	\$ 16,636	\$ -	\$ 16,636	\$ 21,550
Source Deductions Payable	5,234	-	5,234	5,977
Deferred Contributions	-	40,000	40,000	40,375
Due to General Program Fund	<u>114,921</u>	<u>-</u>	<u>114,921</u>	<u>176,558</u>
	136,791	40,000	176,791	244,460
CEBA LOAN PAYABLE				
0% interest, nil payments, due Dec 2023	<u>-</u>	<u>30,000</u>	<u>30,000</u>	<u>30,000</u>
TOTAL LIABILITIES	136,791	70,000	206,791	274,460
FUND BALANCES	<u>-</u>	<u>227,532</u>	<u>227,532</u>	<u>203,272</u>
	<u>\$ 136,791</u>	<u>\$ 297,532</u>	<u>\$ 434,323</u>	<u>\$ 477,732</u>

Kemptville and District Home Support Inc. is a charitable, non-profit organization operating as Seniors' Community Services. Registered Charity BN 118979111RR0001

**STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
FOR THE YEAR ENDED MARCH 31**

COMMUNITY SUPPORT PROGRAM FUND

	<u>2022</u>	<u>2021</u>
RECEIPTS		
Government Contributions	\$ 179,502	\$ 162,889
Client Fees and Recoveries	92,101	82,691
Contribution - United Way	17,589	35,020
Fundraising and Other	<u>43,861</u>	<u>95,867</u>
	<u>333,053</u>	<u>376,467</u>
DISBURSEMENTS		
Fundraising	6,814	3,458
Occupancy Costs	53,518	45,952
Office	7,941	8,727
Other	114,734	126,427
Purchased Services	21,703	22,304
Vehicle	-	2,076
Wages and Benefits	<u>242,253</u>	<u>225,585</u>
	<u>446,963</u>	<u>434,529</u>
DISBURSEMENTS OVER RECEIPTS	(113,910)	(58,062)
TRANSFER FROM GENERAL PROGRAM FUND	<u>113,910</u>	<u>58,062</u>
FUND BALANCE, END OF YEAR	\$ <u>-</u>	\$ <u>-</u>

GENERAL PROGRAM FUND

RECEIPTS		
Donations	\$ 32,064	\$ 25,986
Grants	105,101	107,147
Interest	1,005	2,387
CEBA Loan Forgiveness	<u>-</u>	<u>10,000</u>
	138,170	145,520
DISBURSEMENTS		
Transfer to Community Support Program	<u>113,910</u>	<u>58,062</u>
	24,260	87,458
RECEIPTS OVER DISBURSEMENTS	<u>203,272</u>	<u>115,814</u>
FUND BALANCE, BEGINNING OF YEAR	<u>203,272</u>	<u>115,814</u>
FUND BALANCE, END OF YEAR	\$ <u>227,532</u>	\$ <u>203,272</u>

Get in Touch



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By email: hello@seniorscs.ca



By phone: 613-258-3203



Facebook



Check out the new look on our website
www.seniorscs.ca



Instagram

Our office is open Monday to Friday 8:30 am to 4:00 pm.