



Every **Moment Matters**

2023 Impact Report



Our Mission

To enhance the independent lifestyle of seniors and adults living with physical disabilities in our community by offering meaningful and timely services and activities.



A Message from the Board President

This year has been a significant period of transition for our organization, marked by changes within our staff and Board of Directors. Despite these shifts, we have navigated this period with resilience and grace, thanks in no small part to the strong leadership and strategic vision provided by our Executive Director, Dawn Rodger. This was acknowledged by the Minister of Seniors and Accessibility, Raymond Cho who personally dedicated our organization as an Active Living Centre which came with significant prestige and investment. Everyone's efforts in steering our organization through these changes have been truly commendable.

This year we have seen a remarkable increase in the number of donors returning to support SCS. This speaks volumes about the trust and confidence our community places in us. This resurgence of support has enabled us to expand our programs and services, reaching even more seniors in need.

Our achievements this year would not have been possible without the incredible contributions of our volunteers. Our volunteers day at Heritage Stables was exhilarating. Your selfless service and dedication are the bedrock of our organization. Whether you are delivering meals, transporting our seniors, providing companionship, or assisting with administrative tasks, each of you plays a vital role in our success.

We remain committed to our mission of enhancing the quality of life for seniors in our community. Together, with the continued support of our volunteers, staff, Board of Directors, community and Provincial stakeholders, we are confident that we can achieve even greater heights.

Thank you once again for your unwavering support and dedication.

Bill Forbes, SCS President of the Board

Board of Directors



Executive Committee

Bill Forbes, President
Ross Hebert, Vice-President
Aaron Nichols, Treasurer
Rick Baker, Secretary



Board Members

Jennifer Ketchum, Director
Terrance Patterson, Director
Cathy Sheppard, Director
Luisa Russo-Lemay, Director



A Message from the Executive Director

As we reflect on our achievements from the past year, it has become evident how often our seniors are overlooked in general planning. At Seniors' Community Services, we stand ready to make a difference. Our dedicated staff and compassionate volunteers amplify the voices of those who feel unheard. Whether it's providing transportation, offering home support advice, or assisting caregivers, our responsive team demonstrates the effectiveness of our mission. I am pleased to share our 2023/2024 Annual Report Highlights with you.

Annual Report Highlights

Funding

- Despite pandemic challenges, our attendance numbers have significantly increased and returned to pre-pandemic levels.
- The community recognizes Seniors' Community Services (SCS) as vital in supporting seniors.
- Recently, we received the prestigious Seniors' Active Living Centre designation, along with an additional annual funding of \$50,000. This funding will enhance our social and recreational programming, allowing us to reinstate day trip opportunities and expand our human resource capacity.

Operational Changes

We've strategically improved our services:

- **New Transportation Guidelines:** Ensuring consistent and reliable service delivery.
- **Streamlined Volunteer Application Process:** Tech-savvy individuals can now easily join our cause, reducing administrative burden.
- **Meals on Wheels Success:** During Community Champions Week, we partnered with our friends at Community Living for efficient Meals on Wheels deliveries.
- **Community Heroes Recognition:** Our SCS volunteers received Provincial and Municipal recognition.

Other Initiatives

We've proactively enhanced our organization:

- **Enhanced Physical Space:** Activity room and dining room updates, renovated offices, and upgraded computer systems—all thanks to successful grant applications.
- **Training:** First Aid and Dementia training for volunteers and staff.
- **Collaborations:** Strong service delivery partnerships with the OPP Mobile Crisis Unit, Leeds & Grenville Community Paramedicine Program, Kemptville District Hospital Discharge Planning, Carefor, and the Ottawa West Four Rivers Ontario Health Team.
- **Advocacy for Funding:** Presentations to the Standing Committee on Finance and Economic Affairs advocating for increased funding on behalf of SCS and 31 community support sector organizations.
- **Volunteer Insights:** Continuous improvement through volunteer surveys.
- **Strategic Planning:** Our 3-year Strategic Plan sets an exciting course forward.
- **Meals on Wheels Enhancement:** Switching to a local family-run provider, Timesavers, for cost-effective and high-quality meal delivery.
- **Waitlist Management:** Streamlined Diners' Club processes for effective waitlist management.

Sincerely,

Dawn Rodger, Executive Director

Leadership Team



Dawn Rodger, Executive Director
 Antonia Reynolds, Program Coordinator
 Jill Woodley, Volunteer Coordinator
 Cheryl deVries, Bookkeeper
 Heather Strader, Program Coordinator



“

It is satisfying to provide services like Meals on Wheels, as the benefits are abundant. Growing as a hub for seniors now that we are a Seniors' Active Living Centre is also exciting.
 – Antonia Reynolds

”

“

It is a wonderful feeling to help take some of the stress off when organizing drives for the clients. Sometimes the relief in their voices sends such a clear message of the importance of our transportation service.
 – Heather Strader

”

A Year in Review

Seniors' Active Living Centre Designation



Valvular Heart Disease Clinics at SCS



MOW Community Champions Week



Therapeutic Art for Seniors



Volunteer Recognition Event



North Grenville Civic Awards



Photo cred Ryan Lindsey

Our Clients – The direct impact of SCS services and programs

At Seniors' Community Services, we recognize the need to create and sustain a support system dedicated to seniors and adults with physical disabilities.

In 2021 a stroke changed Ron's life, and tragically, and unexpectedly he lost his partner six months later. Ron was left to pick up the pieces and navigate living on his own with the effects of aphasia, loneliness, and the weight of his grief. Ron's daughter found SCS, and we worked together to support his needs.

Five days a week a hot lunch is delivered to his home by Meals on Wheels volunteers. Access to healthy meals and a friendly visit from a volunteer to connect him to his community. These are the moments that created a support system to ensure Ron lives well at home. Every moment matters.



Meals on Wheels

SCS is our lifeline. We simply could not have faced this uncertain time without their caring and support. A healthy meal, a check-in, and a smile. With aphasia comes a communication deficit, and SCS has helped to build my Dad's life back.

There is no instruction manual when you are faced with overwhelming personal challenges. The staff and volunteers continue to help guide us with encouragement and a human connection that is so important to my Dad's overall health.

-Terra, Daughter of Ron



Exercise and Yoga

Stella is a vibrant and energetic member of our community. She has been a long-time member of the Yak and Yarn group, and enjoys the weekly Diners' Club. Several months ago she found her mobility was declining and she was using her walker more often.

Stella made a decision to join the exercise program at SCS. This program is designed specifically for the unique needs of older adults. She dedicated herself to moving and stretching her body, knowing it is never too late to start.

Within a couple of months, Stella was no longer using her walker, she felt stronger, more balanced and her confidence in her body returned. You are never too old to move your body. Every moment matters.

My walker stays mostly in my trunk now, and I do not rely on my cane. Yoga and exercise have helped me feel more flexible and stronger. And it is a great to socialize with a wonderful group of people under the watchful eye of our instructors.

- Stella, SCS Client

Volunteers - Making moments matter.

Volunteer *moments* added together is an invaluable sum. Their gifted *moments* provide tangible services, like transportation, and meals delivered; policies written, and telephone calls answered. But more importantly, their *moments* provide the intangibles that lighten lives and provide hope, dignity and joy. They are part of the peace of mind for hundreds of people in this community, and by extension, their families who want them to live well, while living independently.

“
Thank you to the volunteers of SCS for being the heart of our mission.
- Dawn Rodger, Executive Director
”

Volunteer Milestone Years



Brian Larmour
15 years of service



Heather Murphy
15 years of service



Aurele Labonte
15 years of service



Joanne Lincoln
10 years of service



Ramona Dunahee
10 years of service



Pauline Field
5 years of service



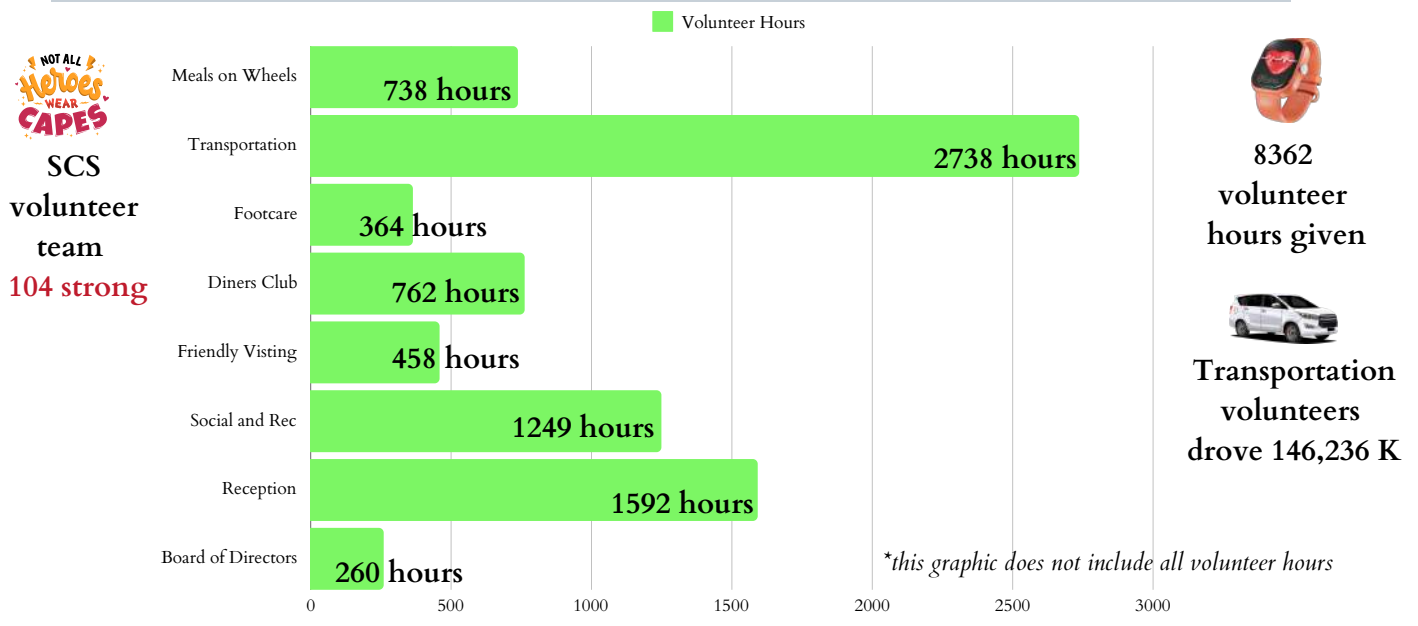
Wendy Bray
5 years of service



Sherry Potter
5 years of service



Elizabeth McNally
5 years of service



Community Generosity & Involvement

Community donors empower SCS to make a positive impact and create lasting improvements in the places where they live and work. Their contributions not only address immediate needs but also contribute to long-term sustainable development and community resilience.

Community Donors

100 Men Who Care
IPM 2023 Local Committee
Kemptville Lions Club
McGahey Insurance Brokers Ltd.
Grenville Mutual Insurance
Klondike Farms
Kemptville Christian Reformed Church Diconate
Driscoll and Peca Team
Knights of Columbus 5333
Anonymous Donor – Supporting our volunteers
Ralph and Maureen Phillips Family Foundation
171 Individuals



Donor Spotlight

Ken has been a dedicated volunteer driver with SCS for over 6 years. Not only does he gift his valuable time to ensure access to transportation in North Grenville, he also donates monthly to the transportation service. He exemplifies the power of quiet kindness.

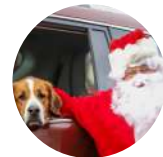
3rd Annual Photos in the Park – September 26, 2023

A beautiful fall day with 13 families capturing some memories behind the lens. Thanks to a generous donation from the Ralph and Maureen Phillips Family Foundation \$3305 was raised.



3rd Annual Holiday Wreath and Planter Sale – November 18, 2023

Another drive-through success with 104 attendees. Doors and porches decorated with 67 wreaths and 109 planters. Almost \$1500 was raised for the MOW program



Holiday Tourtière – December 2023

Another sell out of the famous Morris Family Tourtières. This is the legacy of the late Byron Morris, and each pie is made by hand by Val Morris. A community favourite that raised \$1084.



“

I can think of so many reasons to support volunteers because they are crucial to the success of any charitable organization. But the number one reason is because they spread happiness.

–Proud donor

**\$10,000 was donated to the Volunteer Program from a community donor who wishes to remain anonymous.



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.

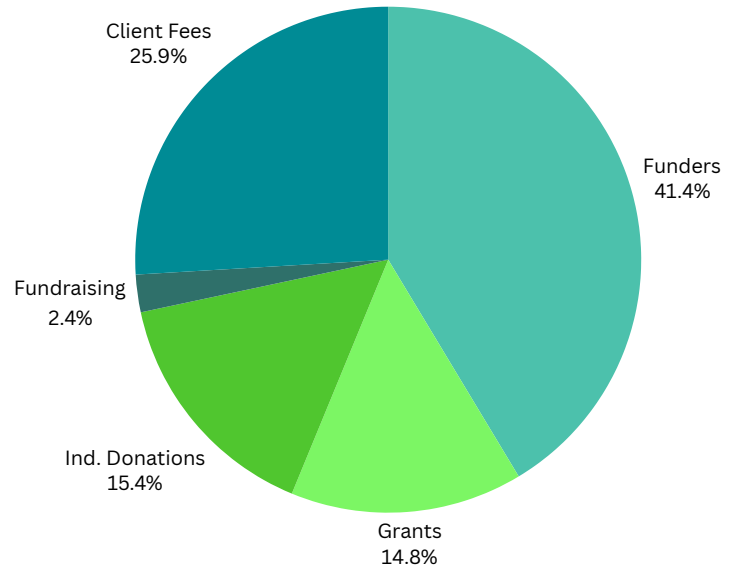
Funders

Ontario Health
Ministry of Seniors and Accessibility
Municipality of North Grenville

Grants

United Way Leeds and Grenville
Seniors Community Grant
Walmart Community Grant
The Good Companions

Revenue Breakdown



Seniors Active Living Designation

The Seniors' Active Living Centre designation will support programs that promote health and well-being among our Seniors. Through social, cultural, learning, and recreational activities, we aim to give every opportunity to older adults to keep fit, active, healthy, and socially connected. SCS is one of 316 Seniors Active Living Centre Programs in Ontario.



This SALC designation reinforces Seniors' Community Services' dedication to enhancing seniors' well-being by enabling us to offer more opportunities for physical fitness, mental wellness, exploration and, best of all, adventure.

- Dawn Rodger, Executive Director with Seniors' Community 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

One of the benchmarks that determine a healthy and compassionate community is how we treat those who live in it. Action-oriented programs and services ensure no one is left behind, and every person has an equal opportunity to thrive both physically and mentally. For seniors and adults living with physical disabilities, access to transportation, nutritious food, and social activities enriches their quality of life and ensures they remain a vibrant part of this community. SCS is dedicated to serving the unique needs of every client with programs and services that enhance the choice to age at home.

of Unique
Clients
Served

of Services
Delivered

Clients Served - 795

Meals on Wheels - Meals delivered

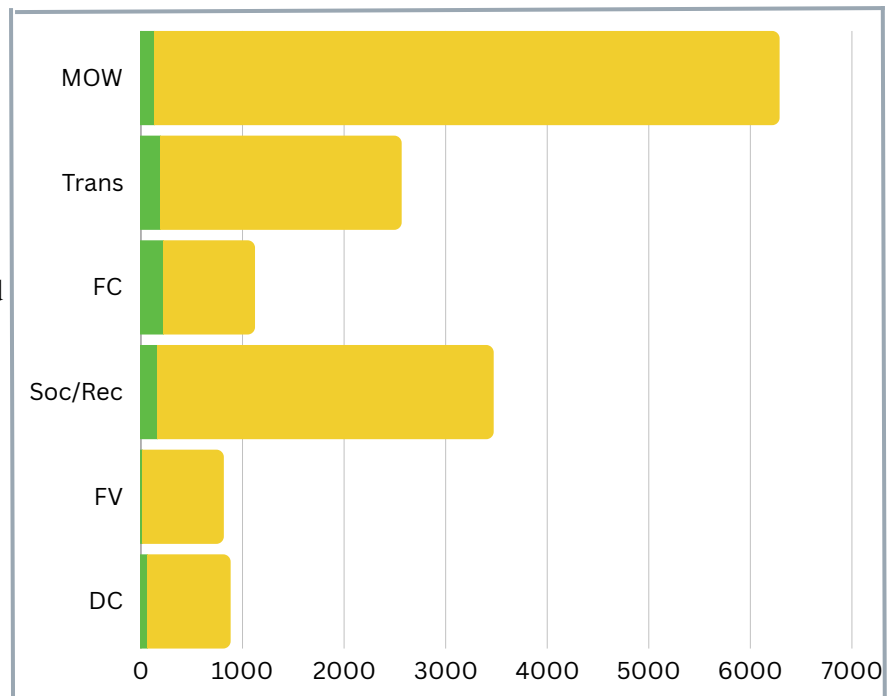
Transportation - # of drives

Footcare - # of appointments

Friendly Visiting - # of in-person
and phone connections

Social & Recreation - # of unique
visits

Diners' Club - # meals served



The Singing Seniors

This group of volunteers are the joyful song of SCS. Every Thursday, they practice in the activity room, filling the centre with music and laughter. Once a month they perform at local long term care facilities bringing their unique program full of nostalgia and fun props. We are very fortunate to have this group spreading happiness in our community.



The Legacy of Helen Phillips

For close to 40 years Helen inspired change and advocated for the well being of seniors in our community. She was a force, and gifted immeasurable hours to this community, and specifically to SCS. She will be dearly missed, and we are thankful we had such a remarkable woman in our corner.



United Way Harvest Lunch

In September, volunteers with the Harvest Lunch facilitated by the United Way Leeds & Grenville helped deliver meals with longtime SCS volunteer (28 years!) Jean. Their moments mattered.

2023 Financials

KEMPTVILLE & DISTRICT HOME SUPPORT INC.

O/A SENIORS' COMMUNITY SERVICES

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31

ASSETS

	Community Support Program Fund	General Program Fund	2024	2023
CURRENT				
Cash	\$ 90,764	\$ -	\$ 90,764	\$ 102,703
Accounts Receivable	1,715	-	1,715	2,983
HST Recoverable	8,662	-	8,662	3,772
Prepaid Expenses	2,771	-	2,771	3,216
Due From Ministry of Health	-	-	-	13,800
Due From Community Support Fund	-	82,527	82,527	109,483
	103,912	82,527	186,439	235,957
INVESTMENTS	-	174,793	174,793	166,756
	<u>\$ 103,912</u>	<u>\$ 257,320</u>	<u>\$ 361,232</u>	<u>\$ 402,713</u>

LIABILITIES AND FUND BALANCES

CURRENT				
Accounts Payable	\$ 17,254	\$ -	\$ 17,254	\$ 9,374
Source Deductions Payable	4,131	-	4,131	7,617
Deferred Revenue - Note 3	-	-	-	20,000
Due to General Program Fund	82,527	-	82,527	109,483
	103,912	-	103,912	146,474
CEBA LOAN PAYABLE				
0% interest, no monthly payments, due Dec 2025, net of forgivable portion if paid by Dec 2023	-	-	-	30,000
TOTAL LIABILITIES	103,912	-	103,912	176,474
FUND BALANCES	-	257,320	257,320	226,239
	<u>\$ 103,912</u>	<u>\$ 257,320</u>	<u>\$ 361,232</u>	<u>\$ 402,713</u>

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

KEMPTVILLE & DISTRICT HOME SUPPORT INC.
O/A SENIORS' COMMUNITY SERVICES
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
FOR THE YEAR ENDED MARCH 31
COMMUNITY SUPPORT PROGRAM FUND

	<u>2024</u>	<u>2023</u>
RECEIPTS		
Government Contributions	\$ 208,009	\$ 197,309
Client Fees and Recoveries	131,134	109,364
Contribution - United Way	17,000	17,000
Fundraising and Other	<u>12,115</u>	<u>20,544</u>
	<u>368,258</u>	<u>344,217</u>
DISBURSEMENTS		
Fundraising	4,234	10,872
Occupancy Costs	47,591	46,510
Office	50,174	8,229
Other	157,930	143,486
Purchased Services	23,840	23,076
Wages and Benefits	<u>210,517</u>	<u>199,897</u>
	<u>494,286</u>	<u>432,070</u>
DISBURSEMENTS OVER RECEIPTS	(126,028)	(87,853)
TRANSFER FROM GENERAL PROGRAM FUND	<u>126,028</u>	<u>87,853</u>
FUND BALANCE, END OF YEAR	<u>\$ -</u>	<u>\$ -</u>

GENERAL PROGRAM FUND

RECEIPTS		
Donations	\$ 78,008	\$ 51,760
Grants	75,005	30,248
Interest	<u>8,055</u>	<u>4,552</u>
	<u>161,068</u>	<u>86,560</u>
DISBURSEMENTS		
Transfer to Community Support Program	126,028	87,853
Other	<u>3,959</u>	<u>-</u>
	<u>129,987</u>	<u>87,853</u>
REVENUE OVER (UNDER) DISBURSEMENTS	31,081	(1,293)
FUND BALANCE, BEGINNING OF YEAR	<u>226,239</u>	<u>227,532</u>
FUND BALANCE, END OF YEAR	<u>\$ 257,320</u>	<u>\$ 226,239</u>

Get in Touch



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Facebook



www.seniorscs.ca



Instagram

Hours of operation: Monday to Friday 8:30 am to 4:00 pm.