

 SENIORS'
COMMUNITY SERVICES

Living Well in YOUR Community

2020 ANNUAL REPORT



Our Mission

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

Our Values

Inclusive - We recognize the diversity of our clients, their needs and circumstances, and treat each of them with impartiality.

Compassionate - Understanding and support guide our efforts in responding to individual requirements.

Advocacy- We seek and recommend appropriate programs and services to enhance the well being of our clients.

Respect - Acknowledging, by word and action, the rights of individuals to make choices based on their life needs.

Accountable - Demonstrating consistent, transparent and accountable actions and decisions that develop beneficial relationships with clients, partners, sponsors and colleagues.

My mother has been home alone during COVID. The Meals on Wheels Program has allowed us to focus on her other needs rather than preparing meals daily. She really enjoys the food that is provided and she will usually get a lunch and a supper from them. The meals are delicious, nutritious and delivered hot. It is an incredibly valuable service to have one of my Mom's most basic needs delivered right to her door. It has been a critical component for all of us and how we've survived COVID.

I can't say enough good things.

- Dan (son of SCS client)

Perhaps the greatest gift one can receive is found in the spirit of help.

Discovering the transportation services at Seniors' Community Services in Kemptville was life-changing when we needed the assistance to attend medical appointments outside the community. Welcoming, courteous, and highly dependable; three words that come to mind as I think of the Seniors Community Services team members.

SCS Client



President of the Board of Director's Report



Our last fiscal year was the most transitory, emotional and worrisome year in history and affected everyone involved within our organization but mostly, our senior population who we care for deeply. However, I am very happy to reassure all of our stakeholders that as a charity, we are in a very secure position both structurally and financially.

We began the year with our new name, Seniors' Community Services, which we felt was much better suited to our mission statement and accompanied this with a professional branding approach which will enable us to be more effective in our communication. Our new Executive Director, Dawn Rodger joined us in November and she immediately saw benefits in what we were trying to accomplish. With assistance from the Province we were able to hire Jill Woodley who is leading our newly created outreach to our seniors and the community. In April we welcomed Tracy Severenuk to spearhead our finances.

The Board of Directors revisited our strategic plan last fall. One of the highlights was creating a new technology subcommittee. We want to be able to identify more services for our senior population to engage in, as well as implementing in-house policies to protect all stakeholders.

Covid has changed everything, but our Executive Director, her staff team and volunteers have consistently gone above and beyond to maintain many integral services to our senior population.

I want to thank them as well as those that donated during the crisis and in particular, our Board of Directors for rising up when it counted. We are looking forward to involving more people, and providing more services with compassion and care.

Bill Forbes, Board President

Board of Directors

Executive Committee

Bill Forbes, President
Bill White, Vice-President
Aaron Nichols, Treasurer
Joanne Lincoln, Secretary

Board Members

Colleen Lynas, Director
Kim Holland-Perrier, Director
Ross Hebert, Director

Leadership Team

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





A Message from the Executive Director

Welcome to the 2020 Report for Seniors' Community Services, a fiscal recap of this past year and milestone of celebration of 40 years of service to our community. All of this was made possible through the generous support of our donors, partners, volunteers, and staff.

A sincere thank you to outgoing Executive Director, Susan Smith who led SCS through some of the toughest challenges, the onset of the pandemic, and did so with the kindness and grace that she is so well known for. I am extremely grateful for the support extended to me over my last 8 months here as ED, in particular to my colleagues. Their mentorship, willingness to help, and flexibility to embrace so many changes in such a short amount of time, do not go unnoticed.

The worldwide pandemic, still in full swing, impacted our operations with our inability to resume in-person programming. Technology became a friend we embraced, along with the telephone, to remain connected to our seniors. Virtual exercise and social programs brought the centre to our clients. Not our first choice, but the ingenuity and engagement was remarkable.

As some of you may know, the healthcare system is under reconstruction with the implementation of Ontario Health Teams. In North Grenville and the broader community, sixty-nine other providers representing those who work in the healthcare sector, including primary care, are working together to streamline the system and ensure we are using healthcare resources effectively. SCS is proud to represent the work being done in the community to support seniors living in their homes.

It is important to note that without the support of the Home and Community Support Services (formerly known as the LHIN), Ontario Trillium Foundation, United Way Leeds and Grenville, and Municipality of North Grenville, we would not be able to carry out our mission. In conjunction with our small, but mighty, fundraising events committee, monies are raised to bridge funding gaps and enhance our ability to incorporate the “value-added” into our programs and services. Fundraising events provide critical opportunities to connect and engage the community while enhancing our visibility, which is fundamental to our success.

Rest assured much work is being done to ensure that when SCS opens our doors, it will be with your health and safety in mind. May 2021 be a year in which we can come back together as a community to enjoy the company of one another and maybe, just maybe, a few hugs for good measure.

Dawn Rodger, Executive Director

KEMPTVILLE & DISTRICT HOME SUPPORT INC.**STATEMENT OF FINANCIAL POSITION****AS AT MARCH 31****ASSETS**

	Community Support Program Fund	General Program Fund	2021	2020
CURRENT				
Cash	\$ 163,020	\$ -	\$ 163,020	\$ 42,585
Accounts Receivable	29,364	-	29,364	10,787
HST Receivable	9,031	-	9,031	8,694
Prepaid Expenses	-	30	30	177
Due From Community Support Fund	<u>-</u>	<u>176,558</u>	<u>176,558</u>	<u>43,515</u>
	201,415	176,588	378,003	105,758
INVESTMENTS	<u>-</u>	<u>99,729</u>	<u>99,729</u>	<u>98,209</u>
	<u>\$ 201,415</u>	<u>\$ 276,317</u>	<u>\$ 477,732</u>	<u>\$ 203,967</u>

LIABILITIES AND FUND BALANCES

CURRENT				
Accounts Payable	\$ 18,880	\$ 2,670	\$ 21,550	\$ 15,881
Source Deductions Payable	5,977	-	5,977	6,150
Deferred Contributions	-	40,375	40,375	22,607
Due to General Program Fund	<u>176,558</u>	<u>-</u>	<u>176,558</u>	<u>43,515</u>
	201,415	43,045	244,460	88,153
CEBA LOAN PAYABLE				
0% interest, nil payments, due Dec 2022	<u>-</u>	<u>30,000</u>	<u>30,000</u>	<u>-</u>
TOTAL LIABILITIES	201,415	73,045	274,460	88,153
FUND BALANCES	<u>-</u>	<u>203,272</u>	<u>203,272</u>	<u>115,814</u>
	<u>\$ 201,415</u>	<u>\$ 276,317</u>	<u>\$ 477,732</u>	<u>\$ 203,967</u>

Kemptonville 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.
STATEMENT OF OPERATIONS AND FUND BALANCES
FOR THE YEAR ENDED MARCH 31

COMMUNITY SUPPORT PROGRAM

	<u>2021</u>	<u>2020</u>
RECEIPTS		
Government Contributions	\$ 162,889	\$ 187,472
Client Fees and Recoveries	82,691	113,575
Contribution - United Way	35,020	25,266
Fundraising and Other	<u>95,867</u>	<u>57,657</u>
	<u>376,467</u>	<u>383,970</u>
DISBURSEMENTS		
Fundraising	3,458	21,268
Occupancy Costs	45,952	54,982
Office	8,727	8,928
Other	126,427	131,766
Purchased Services	22,304	19,756
Vehicle	2,076	3,836
Wages and Benefits	<u>225,585</u>	<u>210,585</u>
	<u>434,529</u>	<u>451,121</u>
DISBURSEMENTS OVER RECEIPTS	(58,062)	(67,151)
TRANSFER FROM GENERAL PROGRAM FUND	<u>58,062</u>	<u>67,151</u>
FUND BALANCE, END OF YEAR	<u>\$ -</u>	<u>\$ -</u>

GENERAL PROGRAM

RECEIPTS		
Donations	\$ 25,986	\$ 37,412
Grants	107,147	28,389
Interest	2,387	1,992
CEBA Loan Forgiveness	<u>10,000</u>	<u>-</u>
	<u>145,520</u>	<u>67,793</u>
DISBURSEMENTS		
Transfer to Community Support Program	<u>58,062</u>	<u>67,151</u>
RECEIPTS OVER DISBURSEMENTS	87,458	642
FUND BALANCE, BEGINNING OF YEAR	<u>115,814</u>	<u>115,172</u>
FUND BALANCE, END OF YEAR	<u>\$ 203,272</u>	<u>\$ 115,814</u>

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Community Engagement, Events and Outreach

In March 2020, Seniors' Community Services received a grant from the Ontario Trillium Foundation to engage the services of a Marketing and Communications Specialist. The objective is to increase visibility in the community through social media, community engagement, visual storytelling and reimagining events during the challenges of a pandemic.



During this fiscal year, new social platforms were built (Instagram) and existing ones refreshed (Facebook and SCS Website). Marketing materials now have the SCS logo, and programming descriptions that have been revised to keep up to date with changes due to the new reality of virtual contact.

During the week of March 22nd for Meals on Wheels Community Champions Week, SCS collaborated with North Grenville Fire Services, Mayor Nancy Peckford, Heritage Stables and the local OPP detachment for a week of very special deliveries. In doing so, SCS attracted media attention in the NG Times and the Ottawa Citizen, and increased our visibility both locally and beyond.

Reimagining Events



Funds raised from events are a key part of the SCS budget. Events not only raise funds, they bring the community together and offer the opportunity to showcase programs and services. SCS had to put on hold the events that our supporters and the community look forward to year after year. However, in the midst of a crisis, ingenuity grew and ideas blossomed. One such idea was not in the form of a fundraiser, but in the form of a SPIRITS-raiser.

Spearheaded by Catered Affairs, volunteers delivered packages to Diners' Club clients who had not been able to gather in over a year. SCS partnered with Graham's Bakery, Mrs. MacGarrigle's Fine Food Shop, Creel & Gambrel and J. Quattrocchi & Co. Maggie Boyer of the North Grenville Times created Valentines for each delivery. This was the true meaning of community collaboration and partnership.

In 2021, with lessons learned about event survival during lockdowns and limits on gatherings, SCS and its Fundraising Committee are set to deliver some fresh fundraising events to complement the 40th anniversary celebrations.

www.seniorscs.ca

Facebook
Seniors' Community Services

Instagram
Seniors Community Services

Funding

Kemptville and District Home Support Inc. is a charitable, non-profit organization operating as Seniors' Community Services. As a registered charity, SCS is required to file an annual information return with the CRA, a portion of which is available to the public and must meet certain requirements of the Income Tax Act concerning expenditures and activities.

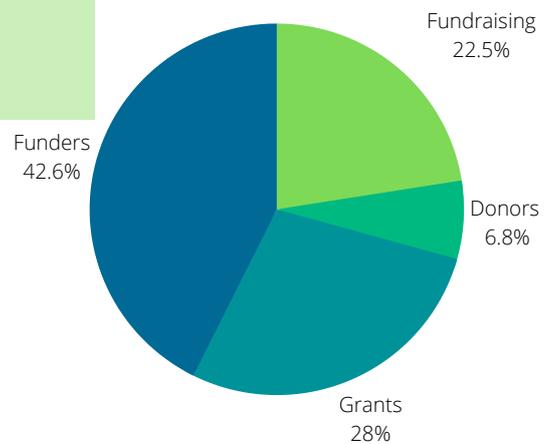
Seniors' Community Services is a volunteer-driven, community organization that depends on the generosity of funders, grants, fundraisers, businesses, and individual donations. We are tremendously grateful to the individual donors, and community businesses who generously support our programs and services in our community. SCS is entrusted with strong partnerships that help us ensure our community members live with vitality and confidence.

Funders

Ontario Trillium Foundation
Home and Community Care Support Services
Municipality North Grenville

Grants

United Way Leeds and Grenville
Brockville Community Foundation
OCSA
Ministry of Seniors and Accessibility – Seniors
Community Grant Program
New Horizons for Seniors



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



BROCKVILLE AND AREA
COMMUNITY
FOUNDATION
your community foundation

OCSA
Ontario Community
Support Association

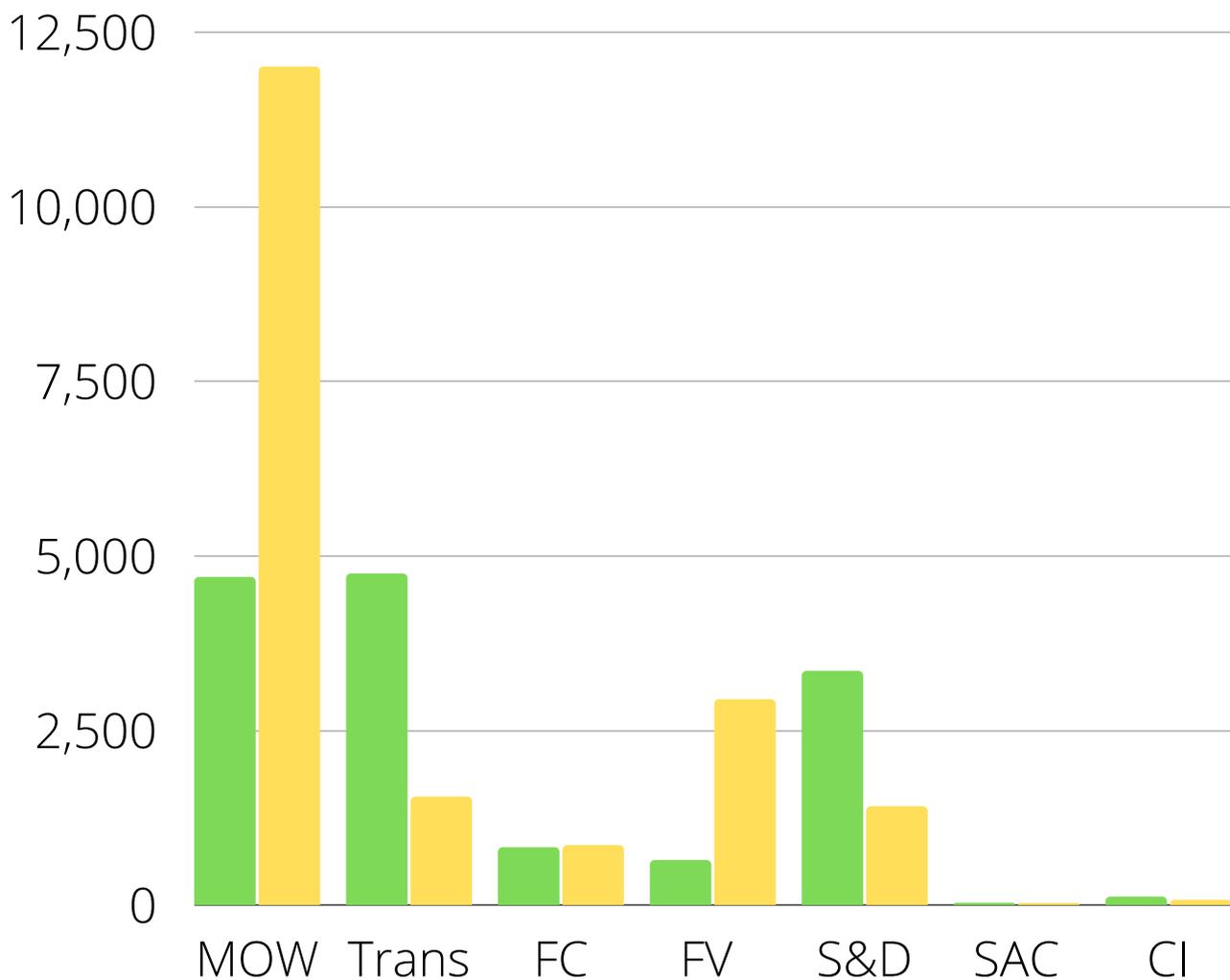


Programs and Services

Reimagining programming during the pandemic led to more telephone and virtual programs. Seniors' Centre Without Walls (SCWW) was designed to bring community into the homes of our clients.

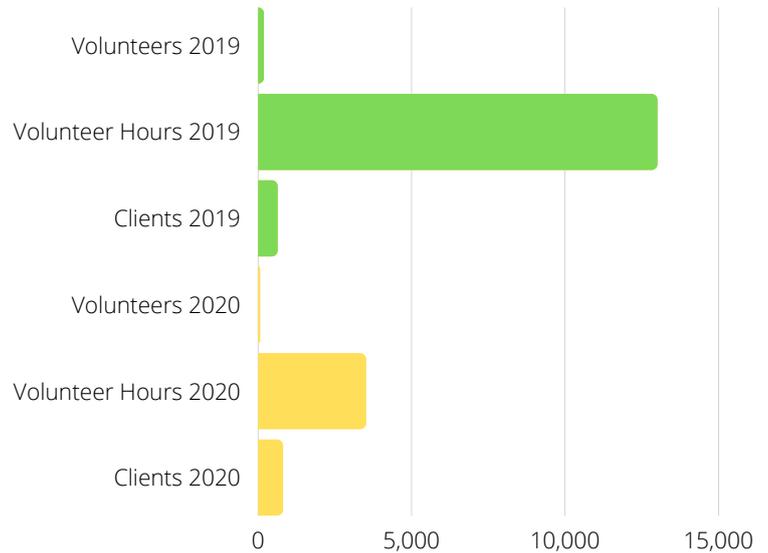
These programs are designed to:

- decrease social isolation and loneliness
- increase connection with clients
- serve as wellness checks
- increase both physical and mental activity
- engage skilled volunteers
- increase community engagement
- provide an opportunity to learn new skills



Volunteers

Due to the pandemic, some of our volunteers were temporarily not able to continue in their roles for a variety of reasons. Essential services continued, and many of our volunteers stepped up to help meet client demand. Our client base increased, our volunteer base decreased, but excellence of service did not change. In-home visiting became friendly chats over the telephone, exercise classes and social events went virtual, and the Meals on Wheels programs saw an increase of over 8000 more meals delivered compared to 2019. In 2020 our small team of 47 volunteers clocked over 3400 hours of service. **A monetary equivalent to over \$66,000!**



Years of Service:

5 – 10 years	47 volunteers
11 – 15 years	13 volunteers
16 – 20 years	4 volunteers
21 – 25 years	6 volunteers
26 – 35 years	3 volunteers
36+ years	1 volunteer

For over 20 years now I've been assisting this organization, right here in my community in much needed, much appreciated and very meaningful volunteering! It brings me a lot of joy, friendship, community connection and personal satisfaction. And there's nothing like helping others to distract you from your own challenges! I highly recommend it to everyone!

Laurie Verch