

# THE OLDE FORGE COMMUNITY RESOURCE CENTRE



## 2015 ANNUAL REPORT

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## **WHO WE ARE...**

The Olde Forge Community Resource Centre is a non-profit, charitable organization governed by a Board of Directors, administered by an Executive Director, paid staff and supported by a strong contingent of volunteers. As an information and referral service, we help people find solutions to social, legal, health, governmental, environmental and other problems by either providing information or by referring enquiries to the appropriate service. We publish a regular newsletter, *The Bellows*; a community directory, *Who's Who What's What*; and *The Directory of Self-Help Groups in Ottawa*.

In 1987 we instituted the Seniors' Support Service which now provides a variety of services to 4,000 seniors in our catchment area. These services include a day program, a luncheon program, home help (cleaning, help with laundry, etc), home maintenance (home repairs and maintenance, cleaning, snow clearing and yard maintenance), transportation for medical appointments and grocery shopping, telephone assurance, friendly visiting and information workshops. This was later expanded to include adults with physical disabilities, living in our catchment area and is now known as Community Support Services. Additionally, we provide programs and services that extend beyond our catchment area: our foot care clinics, our free income tax assistance for seniors and adults with a disability on low income and our Seniors Recreation Program.

## **WHO WE SERVE...**

Our community support service helps seniors and adults with physical disabilities living in the area bounded by the former Ottawa city limits to the west, Woodroffe Avenue to the east, north of the Queensway and Clyde Avenue, south of the Queensway, Ottawa River to the north, and Baseline Road to the south. Our information and referral services and our income tax and foot care clinics help anyone in the greater Ottawa area.

## **BOARD OF DIRECTORS 2014-2015**

|                   |                       |
|-------------------|-----------------------|
| Chairperson:      | Carol Doyle           |
| Vice-Chairperson: | John Moss Smith       |
| Past Chairperson: | Mary Houston-Lambert  |
| Treasurer:        | Liddell Malan-Bennett |
| Secretary:        | Phea Rae-Finn         |
| Director:         | Janet Geiger          |
|                   | Alistair Hensler      |
|                   | John B. MacLeod       |
|                   | Iain M. Paterson      |
|                   | Rod Vanier            |

## **THE OLDE FORGE COMMUNITY RESOURCE CENTRE ANNUAL REPORT – 2014-2015**

We are pleased to report an extremely successful year at The Olde Forge. Our goal is to continue growing and evolving with the ever-changing needs of our clients. To this end, we worked with a highly qualified external facilitator to conduct an in-depth review of our status: where we were and where we should be going. As a result, we developed our new 3-year strategic plan. During this revision process, we also recognized the need to complete a thorough review of our policies, procedures, bylaws and guidelines to better serve our clients, volunteers and funders.

On that note, we are delighted to report that we have entered into another 3-year funding agreement with both the City of Ottawa and with the Champlain LHIN. Unfortunately, government funding alone does not cover the increasing costs of all the programs and services that we now provide. As we all know, our population is aging and living longer. The needs of our clients are increasing and are becoming more complex. As a result, our transportation program, undoubtedly one of our largest programs has seen a sizeable increase in drives. This has placed additional strains on both our staff and volunteers.

The need for our transportation service has not gone unrecognized. This past year, we were awarded an increase in our annual transportation funding. This added funding has allowed us to provide services to clients who might otherwise not have been served.

It is clear that a key barrier to accessing programs and services is the lack of transportation options. To help diminish this barrier, The Olde Forge, in partnership with OC Transpo and The Council on Aging applied for and was awarded a \$25000 HRSDC grant to provide a series of workshops with a focus on training seniors on how best to use public transit.

Our recreation program, now going into its fourth year, continues to enhance and increase seniors' independence. With the Trillium grant having ended this past April, we applied for and were awarded with substantial grants from both United Way and from Green Shield Canada, allowing us to expand our program to meet the growing enrolment. In the past 3 years participant numbers have grown to over 500 people.

Funding was also provided by the expansion and continuation of several ventures. The Olde Forge Seniors' Fair, has now become a popular and informative annual event, as well as one that raises revenue. This year, thanks to the support of over 40 businesses and organizations, and the tireless efforts of numerous Olde Forge staff and volunteers, over 200 visitors seized the opportunity to learn about the valuable services available to them.

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In addition to the Fair, we added several smaller innovative fundraising events, including the Bean Supper, our own version of The Antiques Road Show, and a benefit concert by a local R&B group Barry and the Blasters. The funds raised by these new events are crucial to our operation, as they provide the 'tipping point' in funding our programs. It is our intention to continue such programs and to add new ones as the opportunity arises.

There are many ways to measure the success of an organization. One yardstick is the rate of staff turnover. In the case of The Olde Forge, this has been low to non-existent, highlighting the rewarding and welcoming environment in which our staff operate. Another such measure is the level of volunteer involvement and commitment. On that account, we are pleased to have recently welcomed eight new volunteers, who join an established base of over 100 who work tirelessly to help improve the quality of life for our seniors. This also gives us the firm belief that, as costs rise and programs expand; we will continue to attract new volunteer assistance.

With dependable funding, an impressive volunteer base and a stable and loyal staff, our goal is to constantly do more and do better for you – our community. We hope that this will continue for a long time to come.

Carol Doyle  
*Chair of the Board*

*Anita Bloom*  
*Executive Director.*

## **OUR STAFF**

Anita Bloom, Executive Director

### Community Support Services

Marsha Gillespie, Manager, Community Support Staff

Isabelle Lachance, Facility Attendant

Christie May, Program Coordinator, Community Support Service

Vanessa Jackson, Assistant Program Coordinator, Recreation Program

Wanda McNea, Program Coordinator, Day Program

Elizabeth Parcher, Program Coordinator, Community Support Service

Karen Toll, Program Coordinator, Community Support Service

Effie Vaicoussis, Program Coordinator, Recreation Program

Teena Ash, Facility Attendant

Susan Berry, Driver

Margaret Howard, Facility Attendant

## **OUR ACCOMPLISHMENTS**

**APRIL 1, 2014 - MARCH 31, 2015**

| <b>Service or Program</b>                   | <b>Accomplishment</b>   |
|---|---|
| Luncheons provided to the frail, elderly    | 635 meals provided to 52 seniors  |
| Tax forms completed for seniors or disabled | 1200 forms completed  |
| Day programs                                | 32 seniors provided with activities and lunch at the Ron Kolbus Center                  |
| Grocery shopping trips provided             | 1556 trips for over 90 seniors  |
| Home maintenance                            | 192 home maintenance contacts were made for 122 clients                                 |
| Foot care clinics                           | 1285 appointments for 321 clients   |
| Telephone assurance calls                   | 261 calls made to isolated seniors  |
| Friendly visiting                           | 681 visits made   |
| Transportation to medical appointments      | 3052 trips provided to 283 seniors  |
| Housekeeping assistance                     | 150 housekeeping contacts for 146 seniors   |
| Snow removal                                | 92 snow removal contacts were made for 89 clients                                       |
| Respite care                                | 3 respite contacts were made to 3 clients   |
| Workshops                                   | 106 seniors attended workshops on various topics  |
| Resource centre enquiries                   | Information on community resources and self-help groups provided to hundreds of callers |

## OUR SUPPORTERS

We are indebted to our funders and our many personal and corporate donors.

We would like to thank in particular:

**Champlain Local Health Integration Network  
City of Ottawa  
Green Shield Canada  
Royal Canadian Legion, Bells Corners Branch  
The Ontario Trillium Foundation  
The United Way**

## OUR VOLUNTEERS

Volunteers are integral to The Olde Forge Community Resource Centre. Without their generous donations of time and talent, we would simply be unable to maintain the level and quality of service that we currently provide to our community.

In total, our volunteers gave us almost **111007.5 hours of support** this past year. That translates into over \$166612.5 worth of services. Volunteer hours included;

|                     | <b>Hours</b> | <b>What they did</b>  |
|---------------------|--------------|---|
| Board of Directors  | 446          | Provided guidance and leadership  |
| Day Program         | 1690         | Supported staff in providing day program activities to 32 seniors   |
| Foot Care Clinics   | 297          | Confirmed appointments and acted as receptionist at clinics   |
| Friendly Visiting   | 288          | 681 visits and calls to 24 isolated seniors   |
| Fundraising         | 468          | Raised almost \$50,000  |
| Grocery Bus         | 415          | Assisted seniors with their groceries   |
| Income Tax          | 778.5        | Completed 1200 tax returns  |
| Luncheon            | 518          | Set up and clean up of luncheon program. Served over 635 meals to frail elderly                           |
| Reception Desk      | 1932         | Answered phones, provided information and referrals, greeted visitors, miscellaneous administrative tasks |
| Telephone Assurance | 70           | 261 phone calls to isolated seniors   |
| Transportation      | 4205         | Provided 3052 rides to seniors to attend medical appointments   |