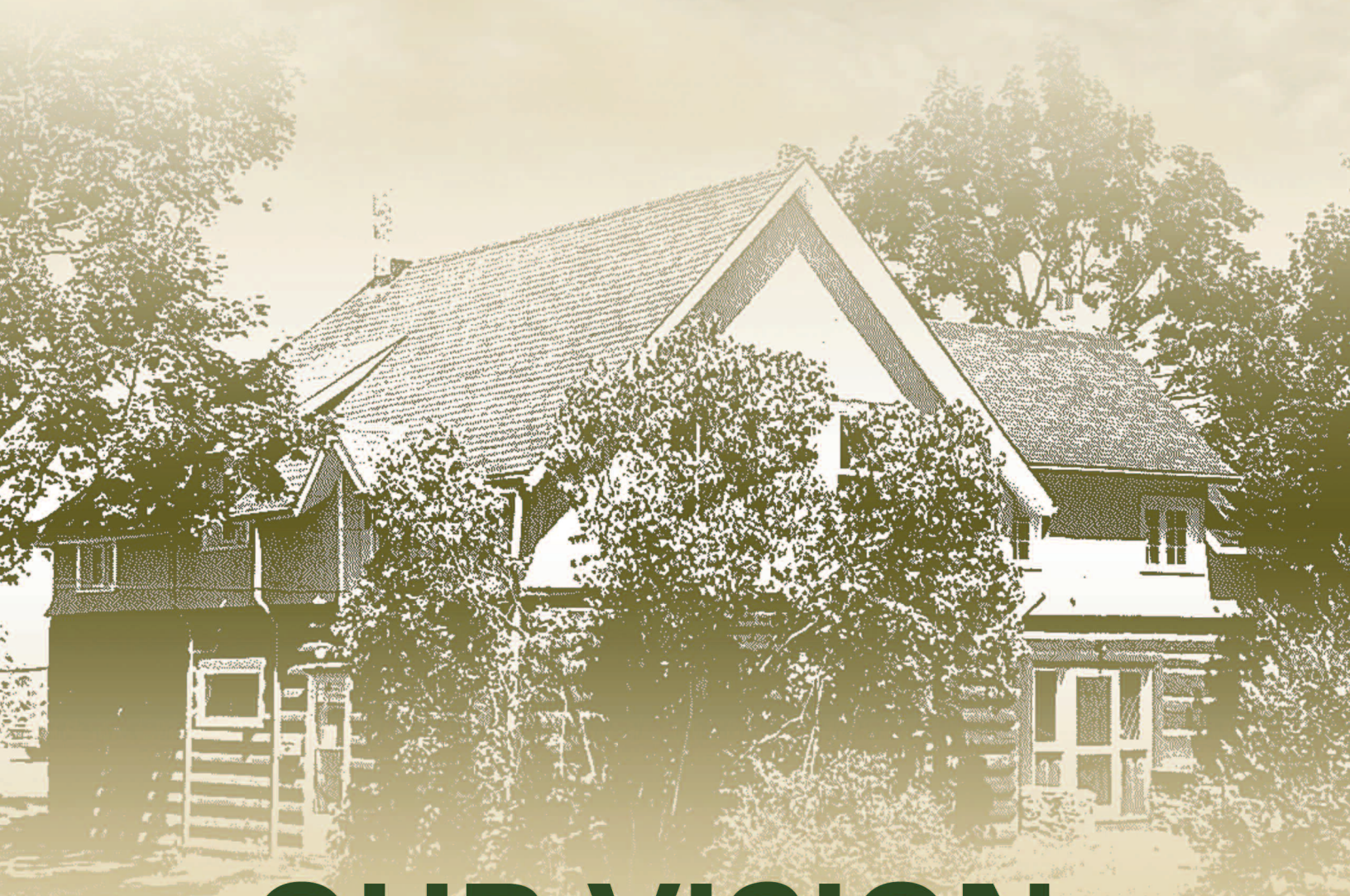




**OLDE FORGE**  
COMMUNITY RESOURCE CENTRE

# 2018-2019 ANNUAL REPORT



**OUR VISION:**  
**CONNECTING PEOPLE AND**  
**CREATING COMMUNITIES**

**OLDE FORGE COMMUNITY RESOURCE CENTRE**

2730 Carling Avenue, Ottawa, ON K2B 7J1 • (613) 829-9777 • [www.oldeforge.ca](http://www.oldeforge.ca) • [info@oldeforge.ca](mailto:info@oldeforge.ca)

## OUR MISSION:

Empowering older adults and people with physical disabilities to maintain their independence through advocacy, referral and support services.

## WHO WE ARE...

Olde Forge Community Resource Centre is a not-for-profit, charitable organization governed by a Volunteer Board of Directors. Programs and services are implemented and overseen by a team of skilled staff, and supported by incredible volunteers. As a Community Support Agency, we help people find solutions to social issues by providing information and services or by referring to other community agencies. We provide programs and services to more than 4000 seniors and adults with physical disabilities in our area that include:

- Medical Transportation
- Home Maintenance
- Luncheon Program
- Community Van
- Caregiver Education Series
- Friendly Visiting
- Income Tax Assistance
- Home Help
- Foot Care Clinics
- Grocery Bus
- Day Program
- Telephone Assurance
- Recreation

## ACCOMPLISHMENTS

- Created a Part time/Permanent Receptionist position to improve consistency and enhance the customer service experience at the front desk.
- Launched the Social Enterprise Program for Home Maintenance and Home Help. This program's larger catchment area has allowed more seniors to access these services.
- Launched a new user-friendly website.
- A partnership with the Redwoods Retirement Residence has allowed us to increase the number of affordable field trips and outings that are available to our clients.
- Increased social media presence on local Community Association Group pages to enhance visibility and awareness.
- Received a Caregiver Grant that allowed us to implement the Caring for the Caregiver Educational Series.
- Developed new approaches to service delivery which included using IT solutions to connect clients.
- Received a Sports and Recreation Grant to support fitness, social programs and outings for our clients.

## BOARD OF DIRECTORS 2018-2019

Chairperson: Rod Vanier

Vice- Chairperson:

Jodi L. Jennings

Past Chairperson: Carol Doyle

Treasurer: Michael Roche

Secretary: Alessandro Colonnier

Directors:

Joel VanSnick

Katie Boothby

Andrew Noden

Janet Whillans

## OUR STAFF

**Sue Walker**

Executive Director

**Karen Toll**

Coordinator,  
Community Support Service

**Sue Vinson**

Manager, Transportation

**Vanessa Jackson**

Manager, Day Program

**Elizabeth Parcher**

Volunteer Coordinator

**Azra Temple**

Manager, Recreation Program

**Scott Roscoe**

Program Assistant

**Deborah Davis**

Assistant Program Coordinator,  
Recreation

**Emily Angel**

Manager Marketing/Communications

**Sonia Lall**

Program Assistant





**OLDE FORGE**  
COMMUNITY RESOURCE CENTRE

## A LOOK BACK OVER THE PAST YEAR

As we look back over the 2018/19 fiscal year we are pleased to see so many positive changes for the Olde Forge and for those that we serve. The implementation of the Social Enterprise program providing enhanced services to clients in a broader catchment area for home help and home maintenance and companion care has been a tremendous success. We have increased clients and services by over 100% ensuring that our clients are remaining independent and safe in their own homes for as long as possible.

We completed a new 3 year Strategic Plan that will enhance our policies and procedures, grow our programs and our presence and partnerships with community partners. We welcomed new staff to our ranks with increased skill sets, fresh ideas and new visions for program growth. Our recreation program is seeing record numbers in classes and expansion of sites to accommodate growth. We successfully completed our first year of our Caregiver Grant program providing information and resources to caregivers in our community to assist them in caring for their loved ones at home and also providing respite to allow themselves time to regroup.

As we look forward to this next year we welcome the introduction of our newly expanded transportation program for our clients and to the opportunity of celebrating our 40th Anniversary with our clients, volunteers and community members. This milestone would not have been made possible without our generous funders, community supporters and most of all our amazing volunteers who make our work so much more meaningful with their contributions, skills and donation of their time. We are truly grateful for everyone in our community who supports our work and our clients on a daily basis.

*Rod Vanier,*  
Board Chair

*Sue Walker,*  
Executive Director

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## 40<sup>TH</sup> ANNIVERSARY

2019 marks the 40th anniversary of the Olde Forge Community Resource Centre. The anniversary celebrations will officially kick off at the 2018-2019 AGM. Stay tuned for details on more 40th Anniversary festivities.

## VOLUNTEER RECOGNITION

We would like to recognize the following volunteers for their dedication and outstanding contributions to the Olde Forge community.

### OUTSTANDING VOLUNTEER AWARD

Susan Au  
Susan Proulx

### HONORARY LIFETIME MEMBER AWARD

Carol Kolbus

# **FUN FACTS**

## **ABOUT THE OLDE FORGE**



- **Constructed circa 1830, the Olde Forge is a rare example of log construction in Ottawa.**
- **The Olde Forge was owned by members of the Winthrop family from its construction until it was expropriated by the City of Ottawa in 1956.**
- **The building began as a blacksmith shop in early 1832 where horseshoes, ploughs and other equipment were made for the booming timber trade.**
- **It is said that the gates of Parliament Hill were forged at this Blacksmith Shop.**
- **The Olde Forge has been repurposed over the years acting as a tearoom/restaurant, community resource centre, a taxi service, gas station, and even a tourist information centre.**
- **A popular community monthly newspaper "The Olde Forge Flyer" was published at the location and had a circulation of over 10,000 copies.**





**LUNCHEON PROGRAM**


**60 CLIENTS**

THIS PROGRAM IS AT CAPACITY AND HAS A WAIT LIST.


**INCOME TAX**

**1319**

FORMS COMPLETED



**14 VOLUNTEERS**



**FOOT CARE**

**1643**

APPOINTMENTS WITH

**371 CLIENTS**

ENROLLED IN THE PROGRAM



**DAY PROGRAM**

(offered 2 x week)

**PROGRAM IS RUNNING AT CAPACITY WITH 42 CLIENTS AND HAS A WAIT LIST OF 35**

**956**

IN ATTENDANCE

**SNOW REMOVAL**



**103**

CLIENTS

**HOME MAINTENANCE**



**332**

VISITS WITH

**89 CLIENTS**

ENROLLED IN THE PROGRAM.

THIS REPRESENTS 87% INCREASE IN VISITS AND 57% INCREASE IN CLIENTS

**FRIENDLY VISITS & SOCIAL SAFETY**



**288**

VISITS MADE TO

**60**

CLIENTS

**HOME HELP**

**917 VISITS**

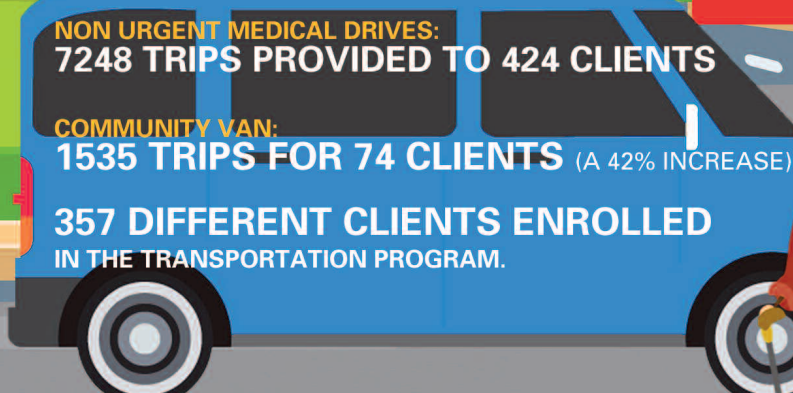
WITH **104 CLIENTS**

ENROLLED IN THE PROGRAM.



THIS IS 62% INCREASE IN VISITS AND 54% INCREASE IN CLIENTS

## TRANSPORTATION



**NON URGENT MEDICAL DRIVES:**

**7248 TRIPS PROVIDED TO 424 CLIENTS**

**COMMUNITY VAN:**

**1535 TRIPS FOR 74 CLIENTS** (A 42% INCREASE)

**357 DIFFERENT CLIENTS ENROLLED**

IN THE TRANSPORTATION PROGRAM.

**CAREGIVER SERIES**

**14 WORKSHOPS OFFERED**

**65 INFORMATION PACKAGES**



## RECREATION

**38** DIFFERENT RECREATION PROGRAMS WERE OFFERED.

(A yearly increase of 18%)

**20%** MORE MEN ARE TAKING PART IN THE RECREATION PROGRAM

**4 NEW OUTINGS**

HAVE BEEN MADE POSSIBLE THROUGH THE PARTNERSHIP WITH THE REDWOODS RETIREMENT RESIDENCE

THERE IS AN 18% INCREASE IN THE NUMBER OF FIRST TIME CLIENTS BEING SERVED BY RECREATION THIS YEAR.



**THE OLDE FORGE COMMUNITY RESOURCE CENTRE**  
**STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES**  
**YEAR ENDED MARCH 31, 2019**

	Unrestricted	Externally restricted		Internally restricted			
	Operating Fund	Senior's Support Services Fund	Senior's Recreation Program Fund	Bequest Fund	Capital Fund	2019	2018
<b>Revenue</b>							
Ministry of Health & Long-Term Care	\$ -	\$ 262,328	\$ -	\$ -	\$ -	\$ 262,328	\$ 225,585
City of Ottawa	67,293	52,647	-	-	-	119,940	133,001
United Way	-	-	4,346	-	-	4,346	17,946
Ministry of Tourism and Culture	-	-	26,722	-	-	26,722	13,388
Human Resources Development Canada	-	-	3,445	-	-	3,445	4,100
Donations	42,563	29,381	-	-	-	71,944	124,917
Fundraising	3,623	-	9,522	-	-	13,145	14,372
Footcare	-	37,236	-	-	-	37,236	30,791
Client fees	-	-	12,178	-	-	12,178	9,880
Luncheon	-	4,999	-	-	-	4,999	5,968
Day program	-	24,811	-	-	-	24,811	17,532
Transportation and community van	-	47,436	-	-	-	47,436	54,378
User fees	-	-	18,121	-	-	18,121	9,279
Snow go and snow go assist	21	-	-	-	-	21	38
Investment income	8,053	-	-	-	-	8,053	361
Miscellaneous	738	3,088	61,218	-	-	65,044	28,518
Revenue deferred (note 6)	40,894	-	(44,435)	-	-	(3,541)	16,553
Amortization of deferred contributions	-	-	-	-	1,988	1,988	2,766
	<u>163,185</u>	<u>461,926</u>	<u>91,117</u>	<u>-</u>	<u>1,988</u>	<u>718,216</u>	<u>709,373</u>
<b>Expenses</b>							
Salaries and benefits	128,552	336,637	53,963	-	-	519,152	484,230
Program costs	3,579	71,557	18,852	-	-	93,988	86,585
General and administrative	21,454	36,815	18,302	-	-	76,571	109,472
Professional fees	9,600	16,917	-	-	-	26,517	26,320
Amortization of capital assets	-	-	-	-	1,988	1,988	2,766
	<u>163,185</u>	<u>461,926</u>	<u>91,117</u>	<u>-</u>	<u>1,988</u>	<u>718,216</u>	<u>709,373</u>
<b>Excess of revenue over expenses</b>	-	-	-	-	-	-	-
<b>Fund balances, beginning of year</b>	<u>168,295</u>	<u>4,811</u>	<u>-</u>	<u>100,000</u>	<u>-</u>	<u>273,106</u>	<u>273,106</u>
<b>Fund balances, end of year</b>	<u>\$ 168,295</u>	<u>\$ 4,811</u>	<u>\$ -</u>	<u>\$ 100,000</u>	<u>\$ -</u>	<u>\$ 273,106</u>	<u>\$ 273,106</u>

**THE OLDE FORGE COMMUNITY RESOURCE CENTRE**

*(Incorporated under the laws of Ontario)*

**STATEMENT OF FINANCIAL POSITION**

**MARCH 31, 2019**

	<u>2019</u>	<u>2018</u>
<b><u>ASSETS</u></b>		
<b>CURRENT ASSETS</b>		
Cash	\$ 175,437	\$ 155,342
Investments (note 4)	208,410	200,580
Accounts receivable	6,834	23,857
Prepaid expenses	<u>1,200</u>	<u>2,862</u>
	391,881	382,641
<b>CAPITAL ASSETS (note 5)</b>	<u>5,328</u>	<u>7,315</u>
	<u>\$ 397,209</u>	<u>\$ 389,956</u>
<b><u>LIABILITIES AND FUND BALANCES</u></b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities	\$ 32,549	\$ 26,559
Government remittances payable	2,519	2,810
Deferred contributions (note 6)	<u>83,707</u>	<u>80,166</u>
	118,775	109,535
<b>DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (note 5)</b>	<u>5,328</u>	<u>7,315</u>
	<u>124,103</u>	<u>116,850</u>
<b>FUND BALANCES</b>		
Operating fund - unrestricted	168,295	168,295
Senior's support services fund - externally restricted	4,811	4,811
Bequest fund - internally restricted	<u>100,000</u>	<u>100,000</u>
	<u>273,106</u>	<u>273,106</u>
	<u>\$ 397,209</u>	<u>\$ 389,956</u>





**FUNDERS**  
 Champlain LHIN  
 Ontario  

## PARTNERS AND SUPPORTERS

**AMICA**  
 WESTBORO PARK

 Centre  
 de services  
 Guigues

 **CHARTwell**<sup>®</sup>  
 retirement residences

 **Ottawa**  
 Public Health

 **revera**<sup>®</sup>  
 Retirement Living  
 Your kind of place

 **OTTAWA WEST**  
 COMMUNITY SUPPORT  
 SERVICE COMMUNAUTAIRE D'OTTAWA OUEST

International Airport  
 Authority  Administration de  
 l'aéroport international

 **ROYAL CANADIAN LEGION**  
**BELLS CORNERS BRANCH 593**  
 4026 Old Richmond Road (Bells Corners)  
 Ottawa, Ontario 

 **THE REDWOODS**  
 Centre de santé communautaire  
**Pinecrest-Queensway**  
 Community Health Centre



**OLDE FORGE**  
 COMMUNITY RESOURCE CENTRE  
 Charitable #10779 4000 RR0001