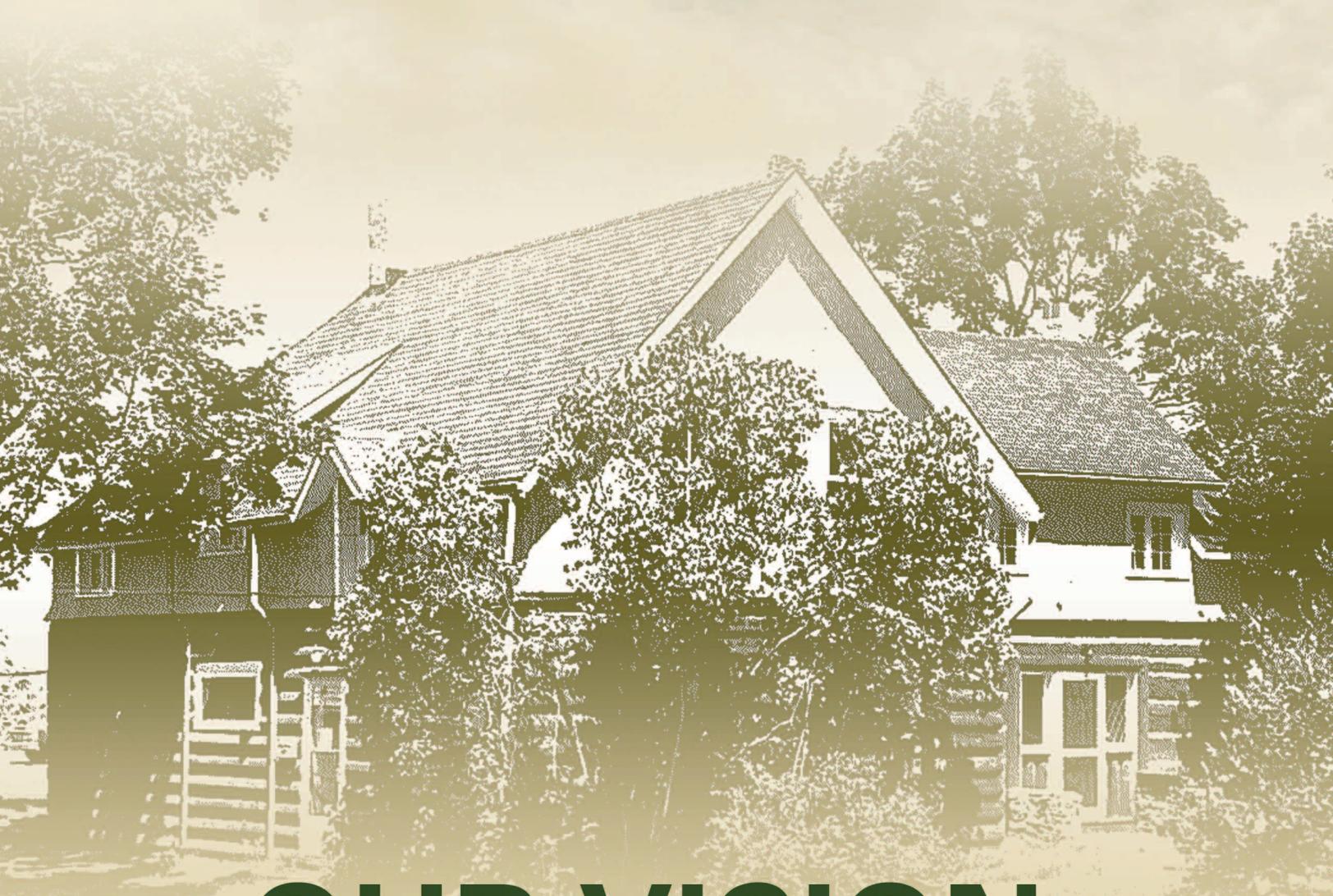




OLDE FORGE
COMMUNITY RESOURCE CENTRE

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 • 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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40TH 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



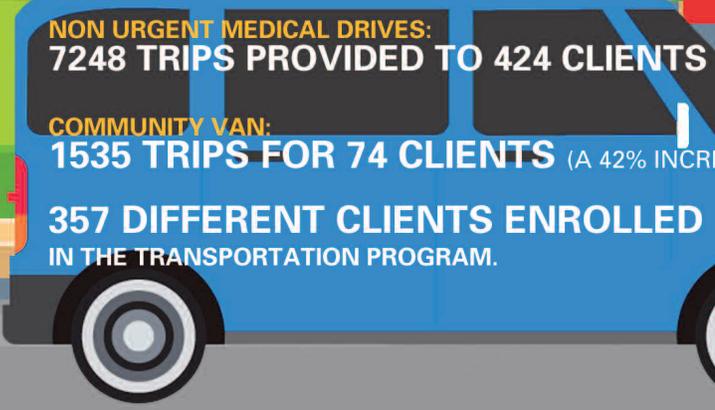
288
VISITS MADE TO
60
CLIENTS

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		2019	2018
	Operating Fund	Senior's Support Services Fund	Senior's Recreation Program Fund	Bequest Fund	Capital Fund		
Revenue							
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>
Expenses							
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>
Excess of revenue over expenses	-	-	-	-	-	-	-
Fund balances, beginning of year	<u>168,295</u>	<u>4,811</u>	<u>-</u>	<u>100,000</u>	<u>-</u>	<u>273,106</u>	<u>273,106</u>
Fund balances, end of year	<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>
<u>ASSETS</u>		
CURRENT ASSETS		
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
CAPITAL ASSETS (note 5)	<u>5,328</u>	<u>7,315</u>
	<u>\$ 397,209</u>	<u>\$ 389,956</u>
<u>LIABILITIES AND FUND BALANCES</u>		
CURRENT LIABILITIES		
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
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (note 5)	<u>5,328</u>	<u>7,315</u>
	<u>124,103</u>	<u>116,850</u>
FUND BALANCES		
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®
retirement residences

 Ottawa Public Health  revera®
Retirement Living
Your kind of place

 OTTAWA WEST
COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA OUEST

International Airport Authority  Administration de l'aéroport international
Ottawa

 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 RR001