



2019-2020

ANNUAL REPORT



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 an incredible group of 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
- Luncheon Program
- Caregiver Educational Support
- Friendly Visiting/Telephone Assurance
- Income Tax Assistance
- Adult Day Program
- Senior Transportation Services
- Home Maintenance
- Community Van
- Foot Care Clinics
- Home Help
- Grocery Bus
- Recreation

ACCOMPLISHMENTS

- Launched a 40th Anniversary High Tea Celebration at the Historic Britannia Yacht Club. Leaders in the community including Mayor Jim Watson, MPP Jeremy Roberts and Councilor Theresa Kavanagh joined in to celebrate the Olde Forge's 40 years of service to the community.
- Expanded the Social Enterprise Program to include a transportation component. The Run Around Rides program is now available to seniors for all non-medical transportation needs. This program's larger catchment area has allowed more seniors to access this much needed service.
- Recipient of a new community van for medical drives.
- Created a part-time/permanent Transportation Assistant position to support the demand for transportation services.
- Implemented two new programs into our recreation calendar - the FitMinds Program supports brain health and Seniors' Chair Fit supports the fitness needs of less mobile seniors.
- Recipient of the Seniors Community Grant from Ministry of Tourism, Culture and Sport
- Completed the Caregiving for Caregiver program by hosting a Caregiver Retreat as well as a caregiver educational series for multicultural groups in the community.
- Fostered and developed community partnerships with Stillwater Creek Retirement Community, the Redwoods Retirement Residence, and the Pinecrest Queensway Community Resource Centre. These partnerships allowed us to expand program offerings, increased our reach of seniors within the community and enhanced our caregiver education to better support the needs of multicultural senior groups in our area.
- The Governor General's Sovereigns Award was presented to long-time Olde Forge volunteer Mr. Doug Drew.

BOARD OF DIRECTORS 2019-2020

Chairperson: Rod Vanier

Vice-Chairperson: Jodi L. Jennings

Past Chairperson: Carol Doyle

Treasurer: Michael Roche

Secretary: Alessandro Colonnier

Directors:

Joel Vansnick

Katie Boothby

Janet Whillans

Shelia Gariepy

Janice Bridgewater

OUR STAFF

Colleen Taylor

Executive Director

Elizabeth Parche

Acting Executive Director

Azra Temple

Manager, Recreation Program

Deborah Davis

Program Assistant, Recreation

Emily Angel

Manager, Marketing/Communications

Karen Toll

Coordinator,
Community Support Services

Ray Brisebois

Program Assistant, Transportation

Scott Roscoe

Program Assistant Day Programs

Sonia Lall

Program Assistant, General

Sue Vinson

Manager, Transportation Program

Vanessa Jackson

Manager, Day Programs



OLDE FORGE
COMMUNITY RESOURCE CENTRE

A LOOK BACK OVER THE PAST YEAR

For 40 years the Olde Forge Community Resource Centre has been a solid fixture in Ottawa's West end with our mission of supporting seniors and adults with physical disabilities. In 1832 when the building was first built as a blacksmith's shop, it was never imagined that it would become the thriving hub for essential services for the community that it is today. It is still a Forge, welding together those clients with our services.

This past year we celebrated our 40th Anniversary with a High Tea Celebration at the Historic Britannia Yacht Club with leaders in the community including Mayor Jim Watson, MPP Jeremy Roberts and Councilor Theresa Kavanagh. At this event, MPP Jeremy Roberts presented us with funding for the Seniors Community Grant Program which engages seniors to be part of the social fabric of their community, gain valuable knowledge and a support network of peers to help them live independently and reduce social isolation.

On December 6th the Ottawa Ontario Health Team, of which the Olde Forge is a partner, was announced as one of the first 24 teams planned in the province. In Year 1, the Ottawa Health Team will focus on serving frail older adults (55+) and adults with mental health and addiction issues. The year ahead will be filled with much work as OHT's continue to evolve and expand their focus. We are excited to be a part of this transformation of our health care system and the potential benefits for our clients.

During the 2019-20 year we continued to respond to the needs of the community by purchasing a vehicle and started the Run Around Rides program which gets clients to social and recreational outings such as visits, hair appointments and even a day at the spa! We added new programs, FitMinds and Chair Fit, to our recreation calendar. We brought on new board members, staff and volunteers to challenge our status quo and carry out our vision to Connect People and Create Communities. New partnerships were forged, and we strengthened existing ones to ensure that we have one another to turn to for support.

And lo and behold, we ended the year needing our community, and one another, more than ever. Just as we were wrapping up our fiscal year we moved into the reality of a global pandemic and the Olde Forge's sense of purpose became stronger than ever. Staff quickly mobilized our responses to ensure our most vulnerable clients were cared for and that the community knew we would be here for them as always. We could not be prouder of the staff, volunteers, Board and community members as well as generous donors and funders of the Olde Forge who continue to shine with dedication and compassion.

We look forward to supporting our community and helping one another as we progress into 2020/21.

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VOLUNTEER RECOGNITION

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

OUTSTANDING VOLUNTEER AWARD

Mary McCaffrey

HONORARY LIFETIME MEMBER AWARD

Jeff Boyle



THE YEAR IN PICTURES

"We are so glad to know your services are available, now my mother can get the help that she needs with her laundry and not have to go down the basement stairs"

"I am so exhausted just looking after my husband, having my worker help with the cleaning takes some of the load of me"

"Many years ago, I was the Chair of a community group - Queensway Citizens Committee - that was working with City planners on planning and development issues in our part of the city. The city decided it would demolish the Old Forge. Our committee fought the decision and began using the building as our meeting place. We won this one. I am glad to see what the Old Forge has grown into." - D. Hill

"I've been so happy with the Luncheon program. It helped me get out of the house once my husband passed away. I've met a lot of lovely friends whom I've been able to keep in contact with." - B Thomson

"Azra found us a delightful, energetic and knowledgeable instructor who had experience working with seniors. Kelsey Madge's ChairFit program began in January 2020 on Tuesday and Thursday mornings. From the beginning it was the right fit. Everyone was encouraged to participate at their pace so no one felt left out."

"Tuesdays are days I always look forward to. This is when members and volunteers of the Day Program of the Olde Forge meet to share ideas, exchange points of view, play games, listen to interesting lectures and live music, enjoy delicious lunches, and much more. These activities are a welcome interlude in an otherwise lonely life. I have made many new friends. Thank you to all the staff and wonderful volunteers. You do make a difference." - Claire P.





LUNCHEON PROGRAM


60 CLIENTS

THIS PROGRAM IS AT CAPACITY AND HAS A WAIT LIST.


INCOME TAX

1250

FORMS COMPLETED



WITH 13 VOLUNTEERS



FOOT CARE

1691

APPOINTMENTS

(3% INCREASE)



DAY PROGRAM

(offered 2 x week)

THE PROGRAM IS RUNNING AT CAPACITY WITH **42 CLIENTS** AND HAS A WAIT LIST OF 50

SNOW REMOVAL



114

CLIENTS

(11% CLIENT INCREASE)

HOME MAINTENANCE



407

VISITS

WITH 135 CLIENTS ENROLLED IN THE PROGRAM

THIS REPRESENTS 22.5% INCREASE IN VISITS AND 50% INCREASE IN CLIENTS

FRIENDLY VISITS & SOCIAL SAFETY

98 CLIENTS

ENROLLED IN THE PROGRAM

(THIS REPRESENTS A 63% INCREASE)



447

CALLS WERE MADE FOR SOCIAL SAFETY

HOME HELP


1559 VISITS

WITH 156 CLIENTS ENROLLED IN THE PROGRAM

(THIS REPRESENTS A 70% INCREASE IN VISITS AND A 50% INCREASE IN CLIENTS)



COVID CLIENT CHECK-INS



662 CALLS WERE MADE TO 315 CLIENTS OVER A 15 DAY PERIOD TO ENSURE CLIENT SAFETY DURING THE ONSET OF THE PANDEMIC

CAREGIVER SERIES

A SERIES OF CAREGIVER EDUCATION WORKSHOPS WERE TRANSLATED INTO ARABIC, CHINESE AND RUSSIAN TO SUPPORT THE MULTICULTURAL CAREGIVERS IN THE COMMUNITY.



TRANSPORTATION

NON URGENT MEDICAL DRIVES:

9894 TRIPS PROVIDED TO 450 CLIENTS

(THIS REPRESENTS A 37% INCREASE IN DRIVES AND A 6% INCREASE IN CLIENTS)

RUN AROUND RIDES:

IN ITS' FIRST YEAR OF OPERATION, THE PROGRAM HAD 71 CLIENTS ENROLLED AND COMPLETED 1142 DRIVES



RECREATION

40 DIFFERENT RECREATION PROGRAMS WERE OFFERED

13% MORE CLIENTS SERVED

30 NEW CLIENTS ENROLLED IN THE PROGRAM

THE OLDE FORGE COMMUNITY RESOURCE CENTRE
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
YEAR ENDED MARCH 31, 2020

	Unrestricted	Externally restricted		Internally restricted			
	Operating Fund	Senior's Support Services Fund	Senior's Recreation Program Fund	Bequest Fund	Capital Fund	2020	2019
Revenue							
Ministry of Health & Long-Term Care	\$ -	\$ 259,897	\$ -	\$ -	\$ -	\$ 259,897	\$ 262,328
City of Ottawa	70,414	52,978	-	-	-	123,392	119,940
United Way	-	-	78	-	-	78	4,346
Ministry of Tourism and Culture	-	-	55,309	-	-	55,309	26,722
Human Resources Development Canada	-	-	26,784	-	-	26,784	3,445
Donations	15,817	1,586	-	-	-	17,403	71,944
Fundraising	-	-	16,625	-	-	16,625	13,145
Footcare	-	39,323	-	-	-	39,323	37,236
Client fees	-	-	16,360	-	-	16,360	12,178
Luncheon	-	6,666	-	-	-	6,666	4,999
Day program	-	21,024	-	-	-	21,024	24,811
Transportation and community van	-	41,617	-	-	-	41,617	47,436
User fees	-	-	20,192	-	-	20,192	18,121
Snow go and snow go assist	-	-	-	-	-	-	21
Investment income	4,564	-	-	-	-	4,564	8,053
Miscellaneous	3,690	10,483	104,317	-	-	118,490	65,044
Revenue deferred (note 6)	42,129	(8,000)	(10,938)	-	-	23,191	(3,541)
Amortization of deferred contributions	-	-	-	-	882	882	1,988
	<u>136,614</u>	<u>425,574</u>	<u>228,727</u>	<u>-</u>	<u>882</u>	<u>791,797</u>	<u>718,216</u>
Expenses							
Salaries and benefits	105,101	293,282	179,452	-	-	577,835	519,152
Program costs	4,668	82,410	21,584	-	-	108,662	93,988
General and administrative	19,089	30,902	27,691	-	-	77,682	76,571
Professional fees	7,756	18,980	-	-	-	26,736	26,517
Amortization of capital assets	-	-	-	-	882	882	1,988
	<u>136,614</u>	<u>425,574</u>	<u>228,727</u>	<u>-</u>	<u>882</u>	<u>791,797</u>	<u>718,216</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
STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2020

	<u>2020</u>	<u>2019</u>
CASH FLOWS FROM (USED IN):		
OPERATING ACTIVITIES		
Excess of revenue over expenses	\$ -	\$ -
Items not involving cash:		
Amortization of capital assets	882	1,988
Amortization of deferred contributions	(882)	(1,988)
Reinvested investment income distributions	(787)	(751)
Realized gain on sale of investments	1,406	(296)
Change in fair value of investments	<u>(1,764)</u>	<u>955</u>
	(1,145)	(92)
Changes in non-cash working capital components:		
Accounts receivable	(9,716)	17,023
Prepaid expenses	(10,047)	1,662
Accounts payable and accrued liabilities	5,323	5,990
Government remittances payable	901	(291)
Deferred contributions	<u>(31,191)</u>	<u>3,541</u>
	<u>(45,875)</u>	<u>27,833</u>
INVESTING ACTIVITIES		
Proceeds from sale of capital assets	8,000	-
Proceeds from sale of investments - net	<u>13,234</u>	<u>(7,738)</u>
	<u>21,234</u>	<u>(7,738)</u>
INCREASE (DECREASE) IN CASH	(24,641)	20,095
CASH AT BEGINNING OF YEAR	<u>175,437</u>	<u>155,342</u>
CASH AT END OF YEAR	<u>\$ 150,796</u>	<u>\$ 175,437</u>



FUNDERS
 Champlain LHIN
 Ontario  

PARTNERS AND SUPPORTERS

A MICA
 WESTBORO PARK

 Government of Canada
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 Public Health

Flowers
 by Maggie 



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