



OLDE FORGE
COMMUNITY RESOURCE CENTRE

2020-2021 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 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 seniors and adults with physical disabilities in our area that include:

- Medical Transportation
- Luncheon Program
- Virtual Programming
- Friendly Visiting/Telephone Assurance
- Income Tax Assistance
- Adult Day Program
- Senior Transportation Services
- Home Maintenance
- Community Van
- Foot Care Clinics
- Home Help
- Grocery Support
- Recreation

ACCOMPLISHMENTS

- Quickly and seamlessly transitioned many of our programs to virtual and telephone-based formats to continue providing services during the pandemic.
- Adapted our in-person programs to meet public health guidelines and keep clients, staff, and volunteers safe. Introduced COVID-19 screening, masks, and enhanced sanitizing to all programs.
- Received \$182,192 in funding to support COVID-19 services and initiatives for seniors and adults with disabilities.
- Launched a remote income tax clinic which allowed people to have their taxes done with reduced risk of COVID-19 infection. Just 10 volunteers managed to process over 500 returns.
- Supported our most vulnerable residents in the Olde Forge area with 421 free food hampers.
- Staff and volunteers placed 3182 security calls to ensure that our clients were safe during the early days of the pandemic.
- Partnered with Ottawa West Community Support, The Good Companions, Eastern Ottawa Resource Centre, and Rural Ottawa South Support Services to create the Ottawa Community Transportation Coalition – an initiative that provided free transportation to COVID vaccine appointments throughout Ottawa.
- Provided 350 free hours of companionship to isolated seniors – providing them with a much-needed connection and some help in the home during the pandemic.
- Through various grants received, we offered data loaded tablets to clients in need to reduce barriers to accessing our services. We partnered with Pinecrest Queensway CHC to identify seniors for this program.
- Worked with Connected Canadians to promote digital literacy skills amongst our senior population by providing technology training and support during the most isolating moments of the pandemic. We recruited and trained new tech volunteers to support our clients to use tablets and participate in our online programs.
- Received grants from the New Horizons for Seniors Program, United Way East Ontario, Ontario Seniors Community Grant, Help Age Canada and Ontario Community Support Association to support and pivot our programs to a virtual format.
- Welcomed several new board members to our Board of Directors to enhance our leadership and provide a new direction for our centre.
- Increased capacity in our Adult Day Program through new base funding of \$46,926 from the LHIN.
- Launched the RISE program, a complete suite of virtual programs dedicated to supporting the needs and interests of seniors in our community.

We did all of the above while undergoing major renovations to our heritage building at 2730 Carling Ave.

BOARD OF DIRECTORS 2020-2021

Chair: Joel VanSnick

Vice-Chair: Sheila Gariepy

Treasurer: Michael Roche

Secretary: Janice Bridgewater

Past Chairperson: Rod Vanier

Directors:

Alex Cullen

Carole Gagnon

MJ Naushad Quraishi

Catherine Farrow

OUR STAFF

Colleen Taylor

Executive Director

Elizabeth Parcher

Senior Manager,
Programs and Operations

Azra Temple

Recreation Manager

Chloe Toll

Program Assistant,
Community Support Program

Deborah Davis

Program Assistant, Recreation

Emily Angel

Manager, Marketing/Communications

Karen Toll

Coordinator,
Home Help and Friendly Visiting

Ray Brisebois

Program Assistant, Transportation

Scott Roscoe

Program Assistant, Day Programs

Sonia Lall

Program Assistant

Vanessa Jackson

Manager, Day Programs

OUR STAFF DRIVERS

Ted Desrosiers

Ray Roy

Pat Haggarty

Dexter Moore



OLDE FORGE
COMMUNITY RESOURCE CENTRE

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Dear Olde Forge Friends,

We are pleased to share our 2020-21 Annual Report with you, and I welcome you to review and enjoy it. I also invite you to celebrate the many accomplishments and good news stories that are highlighted in the pages ahead.

A year ago, when writing for our last annual report it was hard to imagine what lay ahead for the Olde Forge community. We all felt the impact of the pandemic in one way or another and our community has shown remarkable resilience in taking care of those most in need of help.

2020-21 brought with it new challenges but it also brought a renewed sense of community spirit and many ideas and collaborations waiting to be born. The Olde Forge both anticipated the challenges and listened to the needs of our seniors and adults with disabilities when our first lockdown arrived. Staff barely missed a beat when transitioning to virtual programming and 'PPE' was quickly adopted as regular workplace vocabulary.

Our ability to be there for our most vulnerable community members would not have been possible without the support of our generous donors and volunteers. We thank you most sincerely for your commitment to and trust in us.

And last but not least, allow me to express my gratitude to the exceptional, dedicated staff and Board of Directors at the Olde Forge who worked tirelessly to ensure our clients were safe, engaged and healthy.

Thank you,
Colleen Taylor
Executive Director

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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

Karen Kelly Scott & Sheila Gariepy



THE YEAR IN PICTURES

"Thank-you so much for all you do for the seniors! My dad enjoys going to the Alzheimer's group activities with the Olde Forge and my mom really appreciates the support."

"I do so look forward to my Home Helpers visit, and much appreciate her empathy and support. I can now look forward to the immediate future knowing that, with her help, I can manage to keep on top of things and enjoy daily living without the stress of wondering how I will manage!"

"I really have appreciated all of the work and care that the Olde Forge staff and their contributors have done to help the seniors in our community to deal with the challenges of the COVID-19, especially during the winter months. I am an 85 -year old living alone, and I look forward to the calls from the Mercuri phone program Monday through Friday."

"I have very much enjoyed going to concerts and entertainment and miss that a lot because of COVID, but then we had our telephone entertainment program with the Olde Forge every Friday and that helped a lot! Because I don't have anyone to visit anymore, the Mercuri calls give me something to look forward to during the day. I look forward to the comradery and communication and laughing with everyone. It has been wonderful!"

"It has been a challenging time. What has brought me through is the kindness, compassion, and humour of people. Everyone has been so respectful. Being able to see all my friends on Zoom is always a highlight of my day"

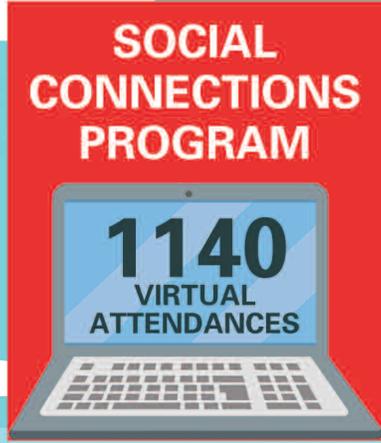
"I am lucky to be healthy as a horse. I am happy that I have been able to help call bingo and to hear from the beautiful people at the Olde Forge."

"The fact that the Olde Forge was able to get fitness and other classes on ZOOM so quickly has been incredibly helpful. It meant that we were able to continue with our exercise programs to help us stay fit during the pandemic. In addition, it kept us connected to others and meant that many seniors in our community were less isolated. I miss my in-person classes and look forward to the day when we can meet in-person. Until then, I look forward to the classes and consider myself very privileged to belong to a community that offers this wonderful service. It is invaluable"



VIRTUAL LUNCHEON PROGRAM

46 CLIENTS
WITH A TOTAL OF
2306 ATTENDANCES



SOCIAL CONNECTIONS PROGRAM

1140
VIRTUAL ATTENDANCES



ADULT DAY PROGRAM

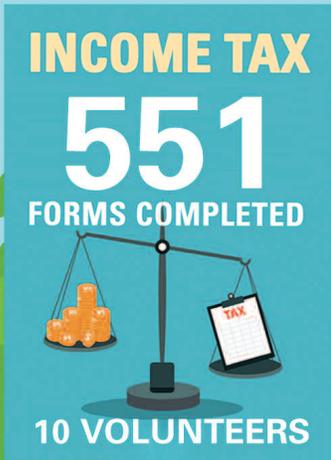
38 CLIENTS
ATTENDED IN VIRTUAL PROGRAM WITH
585 ATTENDANCES

IN-PERSON OPPORTUNITIES -
DRIVEWAY VISITS - 12 CLIENTS
MASKED MEET UPS - 23 CLIENTS



FRIENDLY VISITING / COVID CALLS

3182
CALLS WERE MADE TO
494
CLIENTS



INCOME TAX

551
FORMS COMPLETED

10 VOLUNTEERS



COVID-19 SUPPORT

421 HAMPERS DELIVERED (MAY-SEPTEMBER)

350 HRS OF OF COMPANIONSHIP/RELIEF TO **21** CLIENTS

518 GROCERY DRIVES

1131 FREE RIDES



HOME SUPPORT SERVICES
(HOME HELP/HOME MAINTENANCE)

891 MATCHES

2871 HOURS OF SERVICE



TRANSPORTATION

3632 DRIVES

RECREATION **40** NEW CLIENTS ENROLLED IN THE PROGRAM (33% INCREASE FROM PREVIOUS YEAR)

3 PARTNERSHIPS WITH PINECREST QUEENSWAY, AMICA WESTBORO AND NEPEAN HOUSING CORPORATION OFFERED NEW PROGRAM OPPORTUNITIES **100% OF PROGRAMS TRANSITIONED TO ONLINE FORMAT**

4 NEW PROGRAMS OFFERED (SOCIAL MEDIA TRAINING, ARM CHAIR TRAVEL AND A VIRTUAL ART PROGRAM)

THE OLDE FORGE COMMUNITY RESOURCE CENTRE
STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES
YEAR ENDED MARCH 31, 2021

	<u>Unrestricted</u>	<u>Externally restricted</u>		<u>Internally restricted</u>		<u>2021</u>	<u>2020</u>
	<u>Operating Fund</u>	<u>Senior's Support Services Fund</u>	<u>Senior's Recreation Program Fund</u>	<u>Bequest Fund</u>	<u>Capital Fund</u>		
Revenue							
Ministry of Health & Long-Term Care	\$ -	\$ 283,625	\$ 20,000	\$ -	\$ -	\$ 303,625	\$ 259,897
City of Ottawa	79,890	37,274	28,965	-	-	146,129	123,392
United Way	-	-	34,984	-	-	34,984	78
Ministry of Tourism and Culture	-	-	-	-	-	-	55,309
Human Resources Development Canada	-	-	31,842	-	-	31,842	26,784
Donations	4,050	28,868	-	-	-	32,918	17,403
Fundraising	-	-	2,771	-	-	2,771	16,625
Footcare	-	23,986	-	-	-	23,986	39,323
Client fees	-	-	6,494	-	-	6,494	16,360
Luncheon	-	420	-	-	-	420	6,666
Day program	-	1,779	-	-	-	1,779	21,024
Transportation and community van	-	26,210	-	-	-	26,210	41,617
User fees	-	-	111	-	-	111	20,192
Snow go and snow go assist	8,084	-	-	-	-	8,084	-
Investment income	11,204	-	-	-	-	11,204	4,564
Miscellaneous	(51)	62,671	22,888	-	-	85,508	118,490
Revenue deferred (note 6)	(64,543)	-	(25,918)	-	-	(90,461)	23,191
Amortization of deferred contributions	-	-	-	-	265	265	882
CEWS (note 10)	-	59,365	92,918	-	-	152,283	-
COVID-19 Income	2,973	-	79,219	-	-	82,192	-
	<u>41,607</u>	<u>524,198</u>	<u>294,274</u>	<u>-</u>	<u>265</u>	<u>860,344</u>	<u>791,797</u>
Expenses							
Salaries and benefits	(3,471)	443,593	189,105	-	-	629,227	577,835
Program costs	4,322	40,895	7,824	-	-	53,041	108,662
General and administrative	26,349	19,840	20,330	-	-	66,519	77,682
Professional fees	13,826	19,870	-	-	-	33,696	26,736
COVID-19 Expenses	581	-	77,015	-	-	77,596	-
Amortization of capital assets	-	-	-	-	265	265	882
	<u>41,607</u>	<u>524,198</u>	<u>294,274</u>	<u>-</u>	<u>265</u>	<u>860,344</u>	<u>791,797</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>

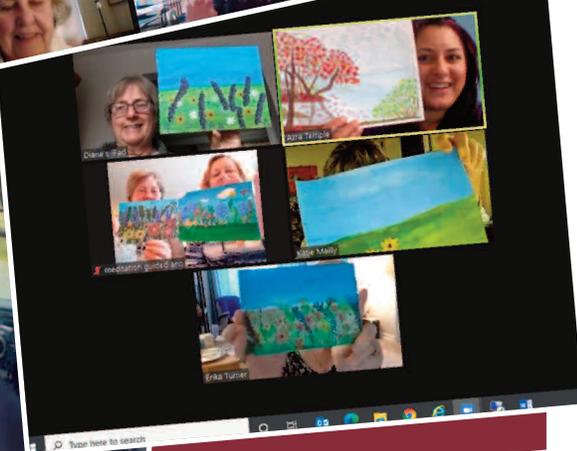
THE OLDE FORGE COMMUNITY RESOURCE CENTRE

(Incorporated under the laws of Ontario)

STATEMENT OF FINANCIAL POSITION

MARCH 31, 2021

	<u>2021</u>	<u>2020</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 243,522	\$ 150,796
Investments (note 4)	207,384	196,321
Accounts receivable	6,638	16,550
Prepaid expenses	<u>15,501</u>	<u>11,247</u>
	473,045	374,914
CAPITAL ASSETS (note 5)	<u>1,058</u>	<u>1,323</u>
	<u>\$ 474,103</u>	<u>\$ 376,237</u>
<u>LIABILITIES AND FUND BALANCES</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 44,833	\$ 37,872
Government remittances payable	4,129	3,420
Deferred contributions (note 6)	<u>150,977</u>	<u>60,516</u>
	199,939	101,808
DEFERRED CONTRIBUTIONS RELATED TO CAPITAL ASSETS (note 5)	<u>1,058</u>	<u>1,323</u>
	<u>200,997</u>	<u>103,131</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>\$ 474,103</u>	<u>\$ 376,237</u>



FUNDERS



PARTNERS AND SUPPORTERS



OLDE FORGE
COMMUNITY RESOURCE CENTRE
Charitable #10779 4000 RR0001