

RENFREW AND AREA SENIORS HOME SUPPORT | 2017 ANNUAL GENERAL REPORT

President's Message

Dave Bennett, President

Welcome to Renfrew & Area Seniors' Home Support's 30th Anniversary!

- 30 years of caring for seniors of Renfrew, Horton, Greater Madawaska Admaston/Bromley, McNab/Braeside and Whitewater Region.
- 30 years of dedication by staff, Board of Directors, AND most of all, the community volunteers, that are the heart of our organization, in our mission to preserve the independence of seniors and adults with disabilities by enabling them to remain as active as possible for as long as possible in their own homes and communities.
- 30 years of growing, to provide transportation, visiting with friends, telephone assurance, home maintenance, frozen meals, grocery delivery and client intervention and assistance
- 30 years of Government assisted funding, plus fundraising to make sure that all our services are available to all that require it.

And to celebrate our 30 years of work, our fundraising committee has asked everyone to consider supporting their request of 30 for 30! This asks you to donate \$1.00 per year for the previous 30 years!

2016 – 2017 will bring us next door to the Golden Age Activity Centre, with new offices and a board room. But most of all an everyday face on main street to let our seniors know what we do, who we are, and how we can help them when they need our services, a new way of banking with Scotiabank, and a new letter of patent to update our purposes to reflect the Golden Age Activity Centre program.

These changes, and many more to come, are a strong message that seniors' home support and its many programs are here for the long haul.

As I went through my notes from last year, I came across a statement that I had made. "That we must become a strong union, dedicated to sustain all programs. Unfortunately we are not 100% of the way there yet. So to reflect on this I am using a Thomas Edison quote: "Our greatest weakness lies in giving up. The certain way to succeed is to ALWAYS try one more time"

As President I would like to relay a special thank you to staff, the Board of Directors, Advisory Committee and all the volunteers for all our success in the 2016-2017 year. No matter what program we at senior home support provide, it could not be done without you and your commitment and dedication to helping others.

Town of Renfrew,
Townships of Admaston-
Bromley, Horton,
McNab/Braeside and

Greater Madawaska. Thank you for your support and visions provided by your representatives.

Mayor Eady, Reeve Emon, and Councillors of Renfrew, we are forever grateful for the support of long term funding you have provided to our Golden Age Activity Centre program.

As we move forward into 2017 – 2018, our goal will be to work with our Government funding partners to get as much sustainable dollars as possible through grants and increased funding.

In closing, I would like to re-write some JFK words This increase in the life span and, in the number of our senior citizens presents Renfrew and Area Seniors' Home Support with increased opportunities. The opportunity to draw upon their skill and wisdom, and the opportunity to provide the respect and recognition they have earned. It's not enough to merely add new years to life. Our objective must also be to add new life to those years

Thank you

Our Mission
"to preserve the independence of seniors and adults with disabilities by enabling these individuals to remain as active as possible for as long as possible in their own homes and communities.

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Executive Director's Message

Judy Ewart, Executive Director

It is my pleasure to be able to present the 2016-2017 Executive Director's report.

2016-2017 was a year of consolidation for us. It was a time for us to catch our breath, incorporate new business practices and start to learn more about the new projects on the horizon: Common Intake and Assessment and the Caredove referral tool.

This past fiscal year we supported 926 individuals through Home Support programs and 310 members took part in activities at the Golden Age Activity Centre. While we continued to serve a large number of clients through our transportation program we did see a decrease in the number of drives requested. Our number of dialysis clients dropped from 5 to 1 and then 0 and with the closing of Autumn Leaves in the old Horton School we lost a number of clients who used our local service to come into town. These decreases were offset by increases in demand for our frozen meal and friendly visiting programs. Our Client Intervention and Assistance program remains strong as we helped 619 individuals, many with their income tax returns. The Golden Age Activity Centre had a very successful year with 13,353 program attendances, 1,261 drop-ins for a total of 14,614 individuals attending the programs or dropping by.

Volunteers are a vital part of our program – providing services and programs, hosting, assisting in the

office, fundraising and serving on the Board of Directors and Advisory Committee. This past fiscal year, 84 Home Support volunteers donated 6355 hours and 40 Golden Age Activity Centre volunteers donated 3479.5 hours. Music is a very popular program at the Activity Centre and 60 different entertainers and musical groups have given of their time during the year to entertain the members.

Last summer we were again successful in our applications for Summer Students through both the Canada Summer Jobs program and Summer Experience Program 2016. Andrea Bentz was a big help at the Home Support office getting our files organized and Monica Fulton was a hit with the members of the Golden Age Activity Centre assisting with programs and in the office.

With the support of our community, clients and fundraising committee we were able to reach our Home Support fundraising target of \$42,000.00. Donations to our agency remained strong. We are indebted to the Helping Hands Thrift Store for the many financials donations they have made to our organization. The Golden Age Activity Centre has had a successful year fundraising thanks to the support of the members and the community.

With the emphasis on partnering and collaboration in healthcare today, we have been developing partnerships and taking part in various networks. We are members of the Community Support Coalition – Renfrew

County and Area, the Champlain Community Transportation Collaborative and Health Links. Working with Renfrew Victoria Hospital we receive referrals for discharged patients who would like to learn more about our services.

As an agency we are fortunate to have staff and volunteers dedicated to helping individuals in our community: Susan McGregor, Administrative Assistant, Karry Fortin, Program Support Assistant; Jenn Daniels, Finance Officer and Fay O'Reilly, Administrative Assistant and Programmer for the Golden Age Activity Centre; over 100 volunteers who ensure the success of our services and programs, our Board of Directors and Dave Bennett, our Board Chair, for the leadership and guidance they provide and the learning they undergo as they understand the changing healthcare field and the Advisory Committee of the Golden Age Activity Centre who oversee the daily operations of the Centre. The success of our agency and centre lies within our community – those individuals who use the services, attend programs, take part in our fundraising efforts, promote our events/services through the media and local municipal governments who provide grants to ensure that our services are here now and into the future. My thanks go out to everyone for helping us to be:

**People helping
People...that's what it's all
about!**