

## **WHO WE ARE...**

The Olde Forge Community Resource Centre is a non-profit, charitable organization staffed by paid and volunteer workers. As an information and referral service, we help people find solutions to social, legal, health, governmental, environmental and other problems by either providing information or by referring enquiries to the appropriate service. We publish a regular newsletter, *The Bellows*; a community directory, *Who's Who What's What*, and *The Directory of Self-Help Groups in Ottawa*.

In 1987 we instituted the Seniors' Support Service which now provides a variety of services to 4,000 seniors in our catchment area. These services include a day program, a luncheon program, home help (cleaning, help with laundry, etc), home maintenance (home repairs and maintenance, cleaning, snow clearing and yard maintenance), transportation for medical appointments and grocery shopping, telephone assurance, friendly visiting and respite and information workshops. This was later expanded to include adults with physical disabilities, living in our catchment area and is now known as Community Support Services. In addition, we provide foot care clinics and free income tax assistance for seniors and adults with a disability on low income, programs which are not confined to our catchment area.

## **WHO WE SERVE...**

Our community support service helps seniors and adults with physical disabilities living in the area bounded by the former Ottawa city limits to the west, Woodroffe Avenue to the east, north of the Queensway and Clyde Avenue, south of the Queensway, Ottawa River to the north, and Baseline Road to the south. Our information and referral services and our income tax and foot care clinics help anyone in the greater Ottawa area.

## **BOARD OF DIRECTORS, 2009-2010**

Chairperson:	June Jordan
Vice-Chairperson:	Mary Houston-Lambert
Past-Chairperson:	Eileen Prittie
Treasurer:	Douglas Sutherland
Secretary:	Barb Pinhey
Director:	Bill Anderson (deceased January 2011)
	Muriel Barber
	Suzanne Chatterjee
	Suzanne Cohen
	Kevin Collins
	Elaine Dinelle
	Carol Doyle
	Catherine Jarvis
	Carol Kolbus

## OUR SUPPORTERS

We are indebted to our funders and our many personal and corporate donors.

We would like to thank in particular:

**Champlain Local Health Integration Network**

**City of Ottawa**

**Royal Canadian Legion, Bells Corners Branch**

## OUR VOLUNTEERS

Volunteers are integral to The Olde Forge Community Resource Centre. Without their generous donations of time and talent, we would simply be unable to maintain the level and quality of service that we currently provide to our community.

In total, our volunteers gave us almost **13,500 hours of support** this past year. That translates into over \$202,000 worth of services. Volunteer hours included;

	<b>Hours</b>	<b>What they did</b>
Board of Directors	205	Provided guidance and leadership
Day Program	1445	Supported staff in providing day program activities to 29 seniors
Foot Care Clinics	280	Confirmed appointments and acted as receptionist at clinics
Friendly Visiting	406	191 visits and calls to 17 isolated seniors
Fundraising	518	Raised almost \$50,000
Grocery Bus	357	Assisted seniors with their groceries
Income Tax	726	Completed almost 1000 tax returns
Luncheon	736	Set up and clean up of luncheon program. Served over 600 meals to frail elderly
Reception Desk	1784	Answered phones, provided information and referrals, greeted visitors, miscellaneous administrative tasks
Telephone Assurance	301	1207 phone calls to isolated seniors
Transportation	6735	Provided 4490 rides to seniors to attend medical appointments

## **CHAIRPERSON'S REPORT**

This year as I write my report to you on behalf of the Board of Directors, I am at the end of my term as Chair. I will remain on the Board as Past Chair. We have had a few changes in the Board of Directors this past term.

In November 2010, Eileen Prittie, who has served as Chair and Director of the Board for many years, moved to Victoria, B.C. where most of her family live. We fêted her with a going-away party which many of you attended.

Then, in January 2011, we marked the sudden passing of Bill Anderson who had served the Olde Forge for over 20 years as a volunteer driver and was a Director at Large on the Board at the time of his death.

At the end of March 2011 we signed the M-SAA in order to obtain funding from the LHIN for the years 2011-2014.

Our funding from the province and the City of Ottawa covers only a percentage of our expenses. The Board of Directors and Staff are, therefore, very grateful to the members of our community and other sponsors who respond to our fundraising efforts, which this year included the Fall Bazaar, Direct Mail, and Spring Book Sale. We thank all our donors and sponsors once again for the success of these events.

It goes without saying that The Olde Forge could not possibly accomplish all that it does without our dedicated Executive Director and Staff, our paid workers, and our many volunteers. To all of them, our heartfelt thanks.

June Jordan

## **OUR STAFF**

Sue Goddard, Executive Director

### Community Support Services

Marsha Gillespie, Manager, Community Support Staff

Monica McAuley, Program Coordinator, Day Program

Wanda McNea, Program Coordinator, Community Support Service

Karen Toll, Program Coordinator, Community Support Service

Carolyn Young-Steinberg, Program Coordinator, Community Support Service

Teena Ash, Facility Attendant

Susan Berry, Driver

Jack Boubilil, Facility Attendant

Ted Desrosiers, Driver

## **EXECUTIVE DIRECTOR'S REPORT**

In 2010-2011, in alignment with the focus of our largest funder, the Champlain Local Health Integration Network, the Olde Forge entered into a 'back-office integration' with our neighbouring agency, Pinecrest Queensway Community Health Centre (PQCHC). The Olde Forge entered into a two-year purchase of service agreement for 'back-office' support from PQCHC. Starting on April 1, 2011, PQCHC began providing financial administration, technology support and human resources administration support to the Olde Forge. This first year has been a year of harmonizing systems and procedures in all of those areas, most particularly in the financial administration year. With that piece of work, for the most part, completed and in place, we now enter our second year of the back-office integration, which is projected to generate annual savings to be re-invested into our day programs.

We have also partnered with PQCHC, to deliver workshops on topics of interest to seniors. This will be an extension of what we currently do and results from social workers at PQ looking for supports around specific needs of their senior clients. As part of the planning for this, the Olde Forge undertook a survey of our clients, and as a result of the findings, the Olde Forge and PQCHC are developing a series of workshops which will be made available to seniors living in this area of the city. We also undertook a couple of 'cultural exchanges' between our day program participants and the seniors who participate in the multicultural drop in program at PQCHC.

In 2010-11, the Olde Forge also undertook to do a client satisfaction survey. We had a very good response to the survey and were very pleased with the levels of satisfaction reported by our clients. Clients were overwhelmingly positive about the supports and services provided by the Olde Forge and had some excellent, concrete suggestions for other services we could provide.

As always, the local community continued to be a strong supporter of the Olde Forge. In addition to the very generous support of the many individual donors who responded to our annual direct mail campaign, donated as a result of the income tax clinics, in memory of a deceased loved one or just as a thank you for some service rendered to them, we also had generous donations from our local Royal Canadian Legion and were once again the recipients of part of the proceeds of the CLV annual golf tournament in memory of Ron Kolbus.

On May 10<sup>th</sup>, 2011 we were pleased to recognize the many contributions of our dedicated volunteers at our Annual Volunteer Tea. At that event we reported that in 2010-11, our volunteers had contributed over 12,000 hours, which is the equivalent to almost 7 full-time staff positions, effectively doubling our workforce. There is no question that we simply couldn't do it without our volunteers.

We would also like to acknowledge the tremendous work and commitment of our staff. Being a small staff group, it is not uncommon for staff to have to assume extra responsibilities on top of their already heavy workloads, when another staff member is off sick or on vacation. Staff never fail to rise to the occasion and to cheerfully and effectively deal with the challenge. Their participation in our fundraising activities is also crucial to their success. We are fortunate to have such a dedicated group of individuals.

Finally, our Chairperson, June Jordan will be stepping down this year, having now served in that role for a total of 8 years since 1995. We would like to recognize and thank her for her leadership to the Olde Forge during that time, and also for the many other ways in which she contributes to the Olde Forge: leading the book sale and helping out with our other fundraisers, working on reception, working many shifts as an income tax volunteer, all of which we hope she will continue to do. June's hard work and commitment to the Olde Forge has been instrumental to our success and she deserves our heartfelt thanks.

Sue Goddard

## **OUR ACCOMPLISHMENTS**

**APRIL 1, 2010 - MARCH 31, 2011**

<b>Service or Program</b>	<b>Accomplishment</b>
Luncheons provided to the frail, elderly	497 meals provided to 72 seniors
Tax forms completed for seniors or disabled	Almost 1000 forms completed
Day programs	29 seniors provided with activities and lunch at the Ron Kolbus Center
Grocery shopping trips provided	1,578 trips for over 128 seniors
Home maintenance	2,145 hours logged to complete 1,552 jobs for 238 clients
Foot care clinics	1,472 appointments for 364 clients
Telephone assurance calls	Almost 1,156 calls made to isolated seniors
Friendly visiting	252 visits made
Transportation to medical appointments	4,896 trips provided to 300 seniors
Housekeeping assistance	15,316 hours of assistance provided to 351 seniors
Snow removal	Provided 584 'cleans' to 96 clients
Respite care	1,205 hours of in-home respite care provided to 24 clients
55 Alive	60 seniors received driving refresher training
Resource centre enquiries	Information on community resources and self-help groups provided to hundreds of callers

