

ANNUAL REPORT

2021-2022



A message from the Executive Director

Dear Friends of ROSSS,

I am delighted to share with you our 2021-2022 Annual Report. It is always a pleasure to highlight ROSSS' incredible achievements and outstanding impact.

Over the past year, ROSSS continued to provide a high level of support to seniors and adults with disabilities in rural Ottawa South during uncertain and sometimes difficult times. Our capacity to adapt and modify our services to meet our clients' needs during the pandemic demonstrated once again how responsive ROSSS is to the changing needs of our rural communities. It also confirmed how important it is to have local, community-based support services that can assist the most vulnerable during challenging times.

It was wonderful to end the 2021-2022 year with a return to many of our in-person programming. It brought us immense joy to see many of our clients once again. We ended the year with great hope and optimism for the year to come. As we look ahead, we are excited to resume many of the programs that were paused, while at the same time continuing some of the innovative programming that we developed during the pandemic. Combining our new programming with the much-loved programs of the past will enhance our capacity to support seniors and adults with disabilities in rural Ottawa South and ensure that we provide exceptional support to our clients. Thank you to all who continue to support ROSSS. Our clients, volunteers, community partners, and donors make it possible for ROSSS to make a difference in the lives of many. On behalf of all of us at ROSSS, thank you for being our greatest champions. We are incredibly grateful!

I would like to take a moment to thank the ROSSS staff who continued to work tirelessly through another challenging year to ensure all our clients were well cared for. Thank you for your hard work, your dedication and your commitment to the clients we serve. You are truly the heart of ROSSS!

Best wishes,
Kelly Dumas
Executive Director



Rural Ottawa South Support Services Profile

ROSSS plays a critical role in the local health care system by providing affordable, quality health and social programs that support older adults, adults living with disabilities and their caregivers who reside in the rural communities of Ottawa South.

In close collaboration with its clients, ROSSS delivers essential services that foster independence, promote quality of life and help maintain a healthy and safe environment for clients to continue to live independently at home. As a trusted community-based resource, ROSSS facilitates access to additional health and social programs to meet each client's individual needs.

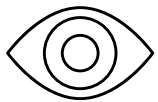


Rural Ottawa South Support Services Profile



Mission

To provide a gateway to health and social services and collaborate with others to provide a community of care.



Vision

A vibrant and healthy rural community where individuals have timely access to a full range of services and programs to support their well-being.



Values

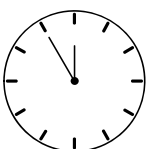
Compassion, Respect, Equity, Collaboration, Stewardship.



approx. 2,000
km of catchment
area



1607 clients
served



20 FTE



29 PTE



121 Volunteers

Focus on Impact

High Intensity Support at Home Program (HISH)



30 clients
and
their
caregivers



6,738.5
hours of
care
provided

In 2020, ROSSS became the first CSS agency to pilot an innovative, patient centered program to provide intensive care to patients and their caregivers in a specific geographic area. This program serves patients with complex care needs and who require a high level of daily care to stay home. Some of these clients are awaiting placement in Long Term Care (LTC) while others wish to remain at home as long as possible. We have seen a large number of individuals and families who are concerned about going into (or sending loved ones to) LTC facilities since COVID-19, and this program is a compassionate and flexible alternative.

This program is the first of its kind in the Ottawa area and includes several health care professionals, providing integrated, team-based care at home. Teams include physiotherapists, occupational therapists, nurses, community paramedics, community support (personal support workers) and care coordinators. These teams develop individual care plans for each patient, and meet regularly allowing for more seamless and cohesive care.

The pilot was such a success, the program became official in 2021 and has grown to include a second geographic area. ROSSS now has 5 full-time staff to fulfill the needs of patients in Stittsville and Kemptville, with potential for several other areas identified in our rural catchment.

Focus on Impact

Emergency Response

The past several years have had no shortage of emergencies requiring swift, thoughtful response. Throughout it all, ROSSS has been there to support the vulnerable members of our rural communities as well as support for fellow community support service agencies. Two notable emergencies that arose in 2021 were the summer heat wave and the downtown Ottawa occupation that lasted over 3 weeks. ROSSS was there for both, ready to serve.

During the heat wave, ROSSS helped secure and manage funding to provide emergency cooling devices for vulnerable community members in Ottawa and the surrounding area. Through this, we were able to provide air conditioners and oscillating fans for those most affected by the heat wave.

During the downtown occupation in February 2022, our sister agency The Good Companions was overwhelmed with food delivery requests from vulnerable seniors who were either unable or afraid to leave their homes. ROSSS was able to help with food hamper deliveries as well as participate in meetings twice daily with other community care and home support service providers to ensure vulnerable community members were able to continue to receive critical care.



Impact throughout COVID-19 pandemic

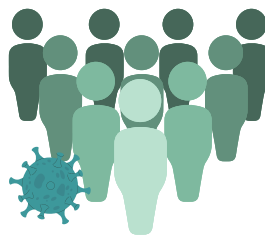
Free Meals 2,447

Free Rides 364

Free Food Hampers 223

Free Grocery Deliveries 1,136

Free Respite Hours 888



Focus on Impact

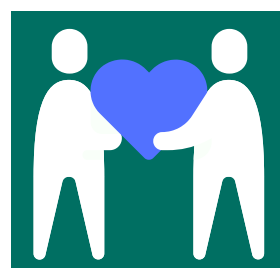
Volunteers



Volunteer Hours = 7916.5
Total Volunteers = 121

Our Programs

ROSSS' range of unique community based programs and services continue to grow serving rural seniors and adults with disabilities.



Caregiver Support

171 Visits
17 Clients Served



Volunteer

7,916.5 Hours
121 Volunteers



Social Connections

1,528 Attendances
127 Clients Served



Adult Day Program

822 Attendances
20 Clients Served



Respite

1,709 Hours
66 Clients Served



Transportation

6,744 One-Way Drives
527 Clients Served



Service Arrangements

233 Matches
188 Clients Served



Meals on Wheels

8,894 Meals
192 Clients Served



Home Support

11,081 Hours
154 Clients Served



Friendly Visiting

7,073 Visits
452 Clients Served



Foot Care

516 Visits
120 Clients Served

Our Supporters

Emerald Links Golf and Country Club

Arbor Memorial Foundation

Bronyk Holdings Foundation

Bell Let's Talk

United Way East Ontario

City of Ottawa

Ministry for Seniors and Accessibility

Government of Canada

Ottawa Community Foundation

Harvest House

Kal Tire



Our Donors

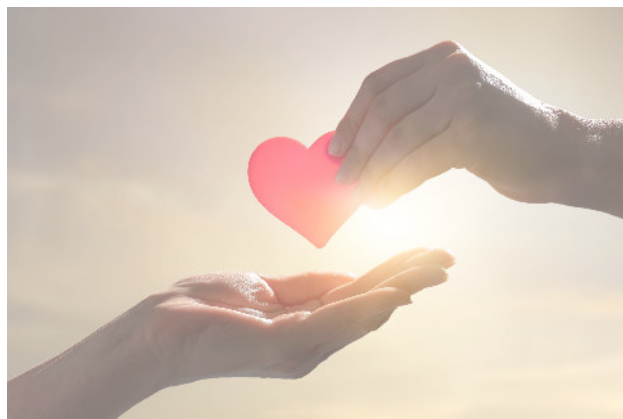
ROSSS is grateful to have such generous and loyal donors. Non-profits like ROSSS rely heavily on donations from the community to continue to provide the high quality services and programs offered.

While ROSSS does receive funding from various organizations, grants and government funding often come with stringent rules and guidelines on how the money can be spent. Unrestricted donations through individual donor support allows ROSSS to be nimble and flexible to meet changing and emerging needs not covered by this funding. The flexibility to meet needs as they arise is vital to our mission of ensuring all seniors and adults with disabilities in our rural catchment are able to safely stay in their homes as long as possible.

In 2021 - 2022, 3% of ROSSS' revenue was from donations, but that 3% makes a world of difference. Every donation goes directly into programs and services that support vulnerable members of our rural communities. Last year, five major donors donated a total of \$20,000 combined! This is an incredible testament to the community we serve. With some of these funds, we were able to create the Michael Daley fund, which will be used to subsidize service fees for clients who are experiencing financial constraints in accessing our services.

We want to take this opportunity to thank each and every one of our donors. You are making a difference in the lives of so many through your donations to ROSSS.

THANK YOU!



OUR PARTNERS

Collaborative and innovative partnerships are vital to the work of Rural Ottawa South Support Services. From idea sharing, best practices, resource sharing and program coordination- we are grateful to have wonderful partnerships with many key organizations.

*Rural Transportation
Collective*  **Transpo**

 **OTTAWA
COMMUNITY
TRANSPORTATION**

 Réseau de soutien communautaire de
CHAMPLAIN
Community Support Network

 **NROCRC**
Community Resource Centre
Nepean • Rideau • Osgoode

**Ottawa West
Four Rivers**
ONTARIO HEALTH TEAM  **ÉQUIPE SANTÉ ONTARIO
Ottawa Ouest
Quatre Rivières**

OUR BOARD OF DIRECTORS

Dianne Pritchard, Chair

Phil Byrne, Treasurer

Doug Anderson

Blair Beckwith

Marjory LeBreton

Herb Lagois

Melanie Lefebvre

Edwina Legere

Gary Pluim

John Flack

Carolyn Seabrook

Robert Wein



OUR BOARD OF DIRECTORS

Thank you Dr. John Collins

Dr. John Collins retired from the ROSSS Board of Directors at our June 27 Annual General Meeting.

Dr. Collins joined the ROSSS Board of Directors in 2015 as a retired urologist with a wealth of knowledge and experience and a passion for helping seniors age in their homes. Dr. Collins served two terms as Chair of the Board of Directors from 2017-2019 and past chair from 2019 to 2022.

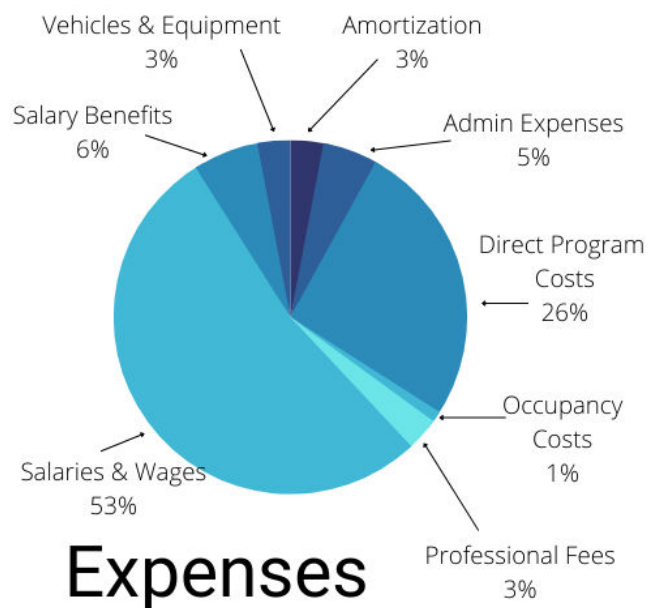
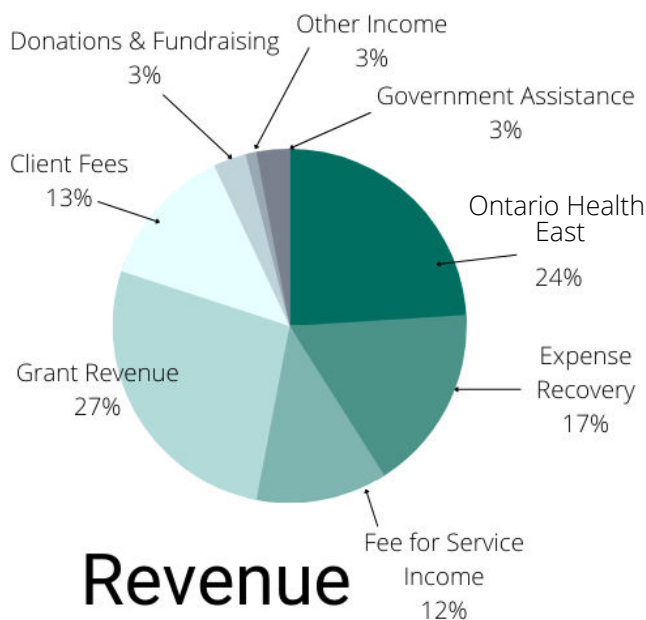
Dr. Collins' contributions to ROSSS are many and we are incredibly grateful for all his leadership over the years. Dr. Collins was integral in the transition of our new Executive Director in 2018, his guidance helped ROSSS become an anchor partner in the Ottawa West Four Rivers Ontario Health Team, and he played a vital role in ensuring that ROSSS provided exceptional services during the pandemic. As champions of ROSSS, Dr. Collins and his wife Judy Collins never missed a ROSSS event and were instrumental in developing community support for our agency.

Thank you, Dr. Collins, for all you've done with ROSSS over the years. Your leadership and passion will be missed.



FINANCIAL STATEMENTS

2021 - 2022 Financials highlighting revenues and expenses.



Year over Year Summary 2019 - 2022

	2021-2022	2020-2021	2019-2020
Revenue	\$ 2,485,628.00	\$ 2,113,364.00	\$ 2,048,672.00
Expenditures	\$ 2,481,094.00	\$ 2,038,447.00	\$ 2,077,199.00
Surplus (Deficit)	\$ 4,534.00	\$ 74,917.00	-\$ 28,527.00

LOOKING AHEAD

ROSSS embarked on a four-month strategic planning process in December 2021. Working with a strategic planner, several focus groups and individual interviews and planning sessions were held with clients, volunteers, staff, members of the Board of Directors, partners and stakeholders. At the end of the four-month process, ROSSS' Board of Directors approved the strategic priorities that will guide ROSSS for the next three years. As we look ahead, we will focus on enhancing our core services, influencing system level decision-making and building capacity by strengthening organizational infrastructure. Principals of equity, diversity and inclusion as well as enhanced communications and community awareness will enable us to advance our strategic goals. We look forward to sharing with you our progress over the next three years as we action our strategic plan.

