

ANNUAL REPORT

2022-2023



ROSSS
Rural Ottawa South Support Services



A message from the Executive Director

Dear Friends,

On behalf of all of us at ROSSS, I am very pleased to share with you our Annual Report. This year's report highlights our accomplishments throughout the year and the many ways that ROSSS continues to provide extraordinary support to seniors and adults with disabilities in rural Ottawa South.

One of our most significant achievements in the past year was the creation of our new mission statement. Our new mission statement emphasizes our commitment to provide essential programs and services for seniors and adults with disabilities to age well at home and remain in their rural communities for as long as they desire. We are pleased to share our renewed dedication to this core purpose in the Mission, Vision, and Values section of the report.

Our commitment to supporting seniors and adults with disabilities to age well in their rural communities was demonstrated throughout the past year by providing a multitude of programs and services that are specifically designed to achieve this important objective. The ability to age at home in the communities we serve would not be possible for many without the essential programs and services that ROSSS provides that were intentionally created to meet the unique challenges posed by living in a rural setting. Although it was a year when we slowly and safely returned to in person programming and brought back our services and programs in modified and innovative ways, ROSSS was still able to provide these essential supports and served over 1,400 clients that depend on us. Our capacity to provide exceptional services during exceptional times is detailed in the pages ahead. As always, we are incredibly proud of our accomplishments, and we are pleased to be able to share with you ROSSS' positive impact throughout the report.

All of our accomplishments would not be possible without the assistance we received from our donors, partners, and community of supporters. It is your tremendous belief in the important work that we do that makes great things possible. Thank you for your continued commitment to ROSSS!

It is amazing what can be achieved when your programs and services are staffed by dedicated, hard-working and compassionate staff. Our more than 175 volunteers and 52 staff members are the heart of all we do at ROSSS and they are truly the reason all of ROSSS' programs and services are exceptional. Their great work is reflected throughout the report and can be seen in each and every one of ROSSS' accomplishments.

Thank you for taking the time to read our Annual Report and most importantly, thank you for being a supporter and a friend of ROSSS.

Best regards,

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.

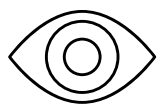


Rural Ottawa South Support Services Profile



Mission

ROSSS champions the wellness of older adults and adults living with disabilities in rural Ottawa South providing high-quality, innovative, and accessible health and social services that strengthen their capacity to live independently at home and age well in their rural communities.



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

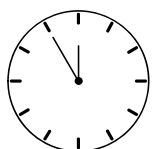
Compassion, Respect, Equity, Collaboration, Stewardship.



approx. 2,000 km
of catchment
area



1,470 clients
served



27 FTE



23 PTE



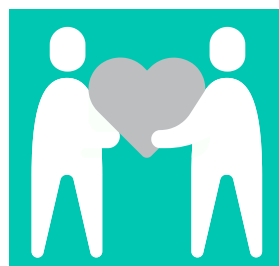
175 Volunteers

Focus on Impact

Program Service Statistics

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

Total clients served: 1,470



Caregiver Support

105 Visits
15 Clients Served



Volunteers

10,190 Hours
175 Volunteers



Social Connections

2,816 Attendances
224 Clients Served



Adult Day Program

582 Attendances
31 Clients Served



Respite

1,538 Hours
48 Clients Served



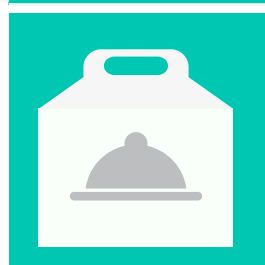
Transportation

8,160 One-Way Drives
406 Clients Served



Service Arrangements

341 Matches
218 Clients Served



Meals on Wheels

10,657 Meals
217 Clients Served



Home Support

20,387 Hours
150 Clients Served



Friendly Visiting

8,900 Visits
262 Clients Served



Foot Care

633 Visits
167 Clients Served

Focus on Impact

Rural Transportation

The ability of rural seniors and adults with disabilities to age well at home is largely dependent on the availability of reliable, affordable, and accessible transportation.



8,160
One-Way
drives, a
10%
increase
over last
year



406 Clients
served

Having access to transportation for medical appointments, shopping, and social connection is an important need for the seniors and adults with disabilities ROSSS serves in rural Ottawa South. Diminished capacity to drive, the difficulty posed by rural roads (especially during inclement weather), and the lack of public transportation, make the need for transportation services essential for seniors and adults with disabilities to remain in their rural homes.

ROSSS' transportation program is well-recognized for its exceptional service and the fundamental role it plays in supporting seniors and adults with disabilities to age well at home in the rural communities we serve. Pre-pandemic, ROSSS provided up to 12,000 rides annually and we are steadily increasing the number of rides we provide annually back to pre-pandemic numbers as more appointments, programs, and social engagements return to in-person.

ROSSS' transportation program is exceptional for several reasons, including:

- Our helpful and friendly scheduling team makes booking transportation easy.
- Our fleet of vehicles meets the unique mobility needs of seniors and adults with disabilities – including the capacity to provide wheelchair transportation.
- Our drivers, both staff and volunteer, have an outstanding reputation for their amazing service! Not only are they great drivers, but they also ensure that you safely arrive at your destination with our door-through-door service.
- Our service is affordable. With the cost of \$11.00 for a round trip under 30 KM and \$19.50 for a round trip over 30 KM within Ottawa's city limits, the price of our service is a fraction of the cost of a taxi or a private driving service.

"Thank you ROSSS once again for your on-going super service. Today we were lucky to have Louis as our driver. We got to our appointment right on time and he waited for us as the appt. was going to be quick but necessary. We really appreciate your services and will refer your service where we can. You are much appreciated, Thank You!" ROSSS Transportation Client

Focus on Impact

Rural Transportation

In 2022-2023, we provided 8,160 drives and ensured that our clients still had access to essential transportation as the pandemic continued during the past year. We take great pride in our ability to provide transportation throughout the last year to important appointments and critical medical treatments while ensuring the safety and well-being of our clients during another challenging year.

With our focus on strengthening our core mission to assist seniors and adults with disabilities to age well in their rural communities, we will continue to work on strengthening and improving our transportation program – guaranteeing it meets the needs of our clients and supports their goal of remaining in their homes for as long as they desire.



"I just wanted to let you know that we had ROSSS services yesterday afternoon to go to the General and we were thrilled with the service and how nice and polite the driver was. Thank you so much, we will definitely use them again." ROSSS Transportation Client

Focus on Impact

Volunteers



Volunteer Hours = 10,190

Total Volunteers = 175

New Volunteers = 83

Focus on Impact

Volunteers

Volunteers have always been a huge part of ROSSS. We say it often but the programs and services we provide would not be the success they are, were it not for the support and helping hands we have from so many kind-hearted souls.

- Drivers transport our clients to hospital appointments, social engagements, the grocery store, for hair appointments.
- Friendly Visiting provides clients in need of companionship, with a caring volunteer who will spend a couple of hours, once or twice a week, playing scrabble and laughing over a cuppa.
- Connections volunteers are a sociable bunch who enjoy joining in on a game of Bingo, telling jokes and sharing fun facts, over coffee and cake.
- At the Adult Day Program, volunteers help set up the space for a day of fun, laughter, and companionship. They cook, clean, serve and still find time to take part in the activities and games, present each week.
- Pickleball volunteers get their exercise as well as run the fun activity. The sessions are currently held twice a week and are very popular.
- Cultured Purls is another volunteer run program which brings together those who love to knit and be sociable at the same time.
- Gardening is a popular request during the spring and summer months and many clients would miss having the assistance of student and adult volunteers to keep their weeds down and their flower beds neat.
- Snow-shoveling requests are also another popular request and during the winter months volunteers will keep client walkways clear and safe.
- It would be nigh on impossible to run Meals on Wheels without the reliability and consistency of the volunteers we have. Not only do they deliver the meals, but they add a social connection to the client who may not have contact with another person that day.
- The same goes for Grocery Delivery, volunteers need to be committed. They also need a good back and strong arms to lug those bins around!
- Volunteers are required to assist at the Special Events we hold throughout the year. The tasks range from setting up for the event, handing out and providing ROSSS information, walking in parades, and anything required to help the event run as smoothly as possible.
- The Board of Directors volunteers provide their expertise and input to ensure that ROSSS is running to the best of the agency's ability.
- A Friendly Voice volunteers are just a phone call away bringing a ray of sunshine through conversation and laughter.

OUR YEAR IN PICTURES



It felt amazing to see our clients engage and thrive in person once again!



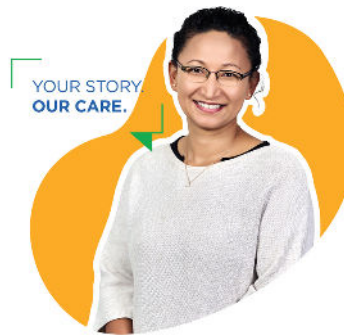
We had a fantastic time at A Taste of Manotick with MPP Goldie Ghamari and Ms. Manotick Greely, celebrating our community and supporting local businesses.



Manotick Musicales's A Night on Broadway was a huge success once again, bringing together our community for a night of music and entertainment. Thank you to all who supported this wonderful event!



A big thank you to Ms. Manotick-Greely for her unwavering support and dedication to ROSSS. Her successful golf tournament raised over \$10,000 for ROSSS, helping us continue to make a positive impact in our community.



Spotlighting residents who are thriving independently at home with your support.



Take Robert, for example, whose tale we're telling through *Your Story. Our Care*. After a tragic accident left him a paraplegic with a traumatic brain injury, Robert required care and attention for day-to-day activities, so along came the ROSSS community.

"These people don't see me as a paraplegic... they see me, Robert – a real person worthy of their care and attention," he says.

ROSSS and The Olde Forge were proud to launch the Your Story. Our Care campaign, made possible by the generous support of the Ontario Trillium Foundation.



We had a blast at the Metcalfe Community Association Fall Feast! It was wonderful to come together with the Metcalfe community and enjoy delicious food, great company, and fun activities.



We had a fantastic time at Dickinson Day, catching up with old friends and making new ones. It's events like these that remind us of the strong sense of community we have in our catchment. Thank you to everyone who stopped by to say hello!



Our new logo looks amazing on our ROSSS vans! We are excited to have a fresh new look that represents our commitment to support seniors and adults with disabilities to age-well at home in their rural communities.



A big thank you to the Gloucester Lions for their ongoing support of ROSSS! We are grateful for their generosity and commitment to making a positive impact in our community.

OUR YEAR IN PICTURES



A big thank you to the Manotick Legion for their unwavering support of ROSSS. We are grateful for their ongoing generosity, which helps us continue to make a positive impact.



A big thank you to everyone who participated in the Osgoode Community consultation! We love hearing from our clients and community members, and your feedback will help us continue to improve and provide the best possible care and support.



Another year, another incredible donation from Shroomfest to ROSSS! We are grateful for the ongoing support and generosity we receive each year from the Shroomfest organizers. The \$10,000 donation made it possible for ROSSS to provide important services to seniors and adults with disabilities in Osgoode Ward.



A heartfelt celebration was held for Cindy Powell and her many contributions to ROSSS at her retirement party. Thank you for your dedication and hard work over the years, Cindy. You will be missed!



We were honored to celebrate the generosity of Michael Daley and the creation of the Michael Daley Fund for Seniors in Need. This fund will make a significant impact in the lives of seniors in our community who are facing financial hardship and need support.



We are incredibly grateful to have received \$29,000 from the Ontario Trillium Foundation Resilient Communities Fund. This funding will help us support our return to in-person programming and ensure that we can continue to provide vital services and support to seniors and adults with disabilities in our community. Thank you to the Ontario Trillium Foundation for their support and commitment to building resilient communities.



We were thrilled to have received funding from Ontario Health East, which allowed us to hold an innovative joint caregiver and adult day program. This program provided much-needed support and respite for caregivers, while also offering engaging activities and socialization for their loved ones.

OUR DEDICATED STAFF

Kelly Dumas Executive Director

Jeanne Martel Senior Manager, Community Programs and Operations

Della Hart Manager, Volunteers and Community Programs

Jeanne Pronovost Manager, In-Home Services

Melissa MacIsaac Manager, Funding and Outreach

Firoozeh Ghobadi Finance and Administration Officer

Julie Wilson Finance Assistant

Joanne Williams Operations Administrator

France Connor Program Manager, A Friendly Voice

Jennifer Baxter Team Lead, Transportation and Operations Support

Casey Guest Coordinator, Transportation Program

Cathy Beckwith Coordinator, Food Security Programs

Lyn Rorke Coordinator, Community Programs

Mackenzie Ellis Coordinator, Scheduling Services



Our Supporters

Bronyk Holdings Foundation

United Way East Ontario

City of Ottawa

Ministry for Seniors and Accessibility

Government of Canada

Ontario Health East

Western Ottawa Community Resource Centre

Trillium Foundation



Government
of Canada

Gouvernement
du Canada

Canada



An agency of the Government of Ontario.
Relève du gouvernement de l'Ontario.



Ontario
Health



United Way
East Ontario

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.

This year, the community support was incredible! From golf tournaments to major donors, ROSSS saw donations from both loyal and new donors and funding opportunities. Mr. Michael Daley generously donated \$10,000, allowing ROSSS to establish a fund for vulnerable seniors to pay for their services when they are experiencing financial hardships. A golf tournament hosted by Ms. Manotick-Greely Josée Bastien, raised over \$10,000! Yet again, ROSSS is overwhelmed by the incredible support of the community.

A big THANK YOU to all our corporate and organization donors this year!

Gloucester Lions	Metcalf and District Lions Club
Harvest House	Manotick United Church
Richmond Lions Club	Kiwanis Club and Manotick
All Saint's Anglican Church	Richmond Lions Club
Royal Canadian Legion, Branch 625	Royal Trust Company
Greely Friendship Club	Bayshore Foundation
TD Asset Management	Richcraft Homes
Knox Edwards Pastoral Exchange	Metcalf Community Association
Emerald Link's Golf and Country Club	BCG Funding Innovation
Rideau View Golf and Country Club	Franklin Templeton Investments
Shroomfest	Manulife
Royal Canadian Legion, Branch 314	King's Your Independent Grocer



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.



OUR BOARD OF DIRECTORS

Dianne Pritchard, Chair

John Flack, Vice-Chair

Phil Byrne, Treasurer

Doug Anderson

Blair Beckwith

Herb Lagois

Melanie Lefebvre

Edwina Legere

Gary Pluim

Carolyn Seabrook

Robert Wein

Gay Pratt

Marc Sauve

Marjorie LeBreton (Honourary)



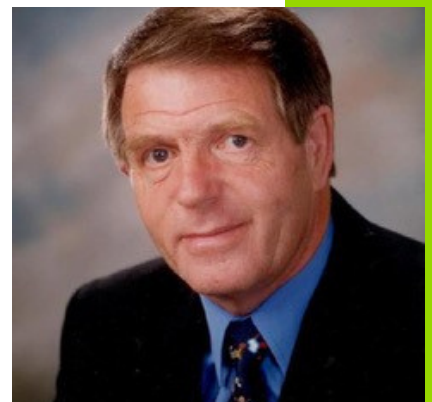
OUR BOARD OF DIRECTORS

A BIG THANK YOU!

We would like to extend a heart-felt thank you to our three retiring Board members, Carolyn Seabrook, Phil Byrne and Gary Pluim.

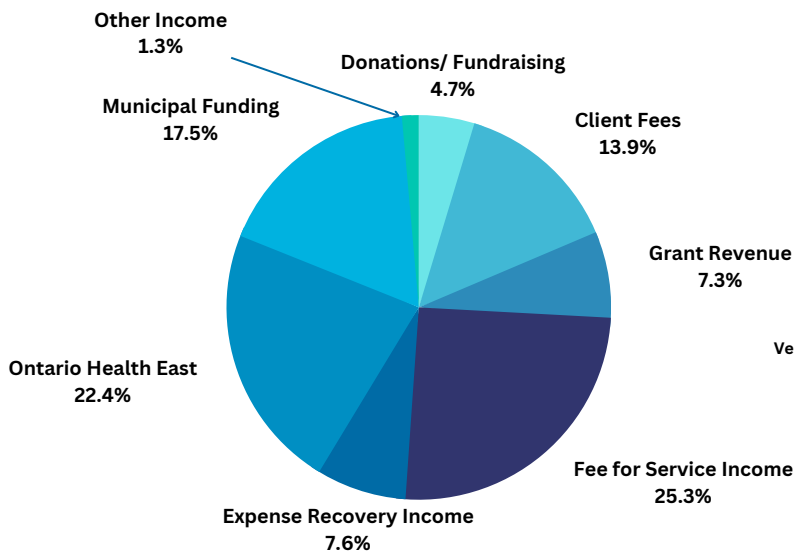
We are deeply grateful to these long-serving Board members who have had a tremendous impact on building ROSSS' organizational capacity in the areas of finance, fundraising, governance, and equity, diversity, inclusion, and anti-racism.

It is thanks to their dedication and commitment that ROSSS has the organizational strength to meet the opportunities and challenges ahead. Thank you on behalf of all of us at ROSSS!

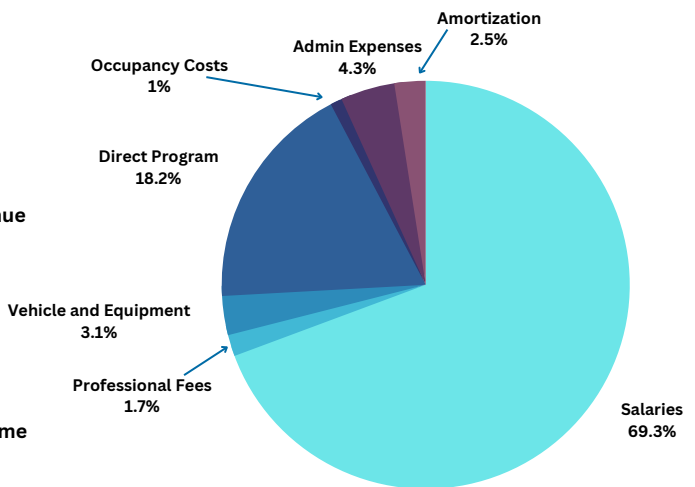


FINANCIAL STATEMENTS

2022 - 2023 Financials highlighting revenues and expenses.



Revenue
\$2,778,466.00



Expenses
\$2,826,070.00

Year over Year Summary 2020 - 2023

	2022/2023	2021/2022	2020/2021
Revenue	\$2,778,466	\$2,485,628	\$2,113,364
Expenses	\$2,826,070	\$2,481,094.00	\$2,038,447
Surplus (Deficit)	(\$47,604)	\$4,534.00	\$74,917.00

LOOKING AHEAD

Our “Look Ahead” is especially exciting this year as we prepare to move to our new home at 1096 Bridge Street. Our new home, with significantly larger space, will strengthen ROSSS’ capacity to provide exceptional service to seniors and adults with disabilities in rural Ottawa South. We look forward to being fully operational in our new location at the end of July and to celebrating our big grand opening with our friends and supporters in September.

With our goal of relocating to a building that is better suited to our growing needs achieved, our focus for the coming year is to advance the other important priorities in our Strategic Plan. These priorities include increasing awareness and use of our programs and services – especially in the underserved communities in our catchment, strengthening our organizational capacity to meet the opportunities and challenges ahead, playing a key role in the local health care system as an anchor partner in the Ottawa West Four Rivers Ontario Health Team, and moving forward with our equity, diversity, inclusion, and anti-racism initiatives.

As we plan for the year ahead, we welcome your feedback. As always, we appreciate your involvement as we work to achieve our strategic goals. We look forward to providing you with exceptional service and support in 2023-2024!



DONATION FORM

All donations can be made online through our secure portal at www.rosss.ca or by mail to Rural Ottawa South Support Services, 1096 Bridge Street, Manotick, ON K4M 1J2

☐ \$25 ☐ \$50 ☐ \$75 ☐ \$100 ☐ \$250 ☐ \$500 ☐ Other amount _____

☐ I will donate online at www.rosss.ca ☐ I have left a legacy by including a donation in my will

☐ One-Time OR ☐ Monthly Pledge (Post dated cheques or credit card, paid 1st day of each month)

☐ Cash ☐ Cheque (Payable to Rural Ottawa South Support Services)

Card Number: _____ Expiry Date (MM/YY): _____ CVC: _____

Signature: _____ Name: _____

Address: _____ City: _____

Postal Code: _____ Telephone: _____

Email: _____ ☐ Please sign me up for the email newsletter



1096 Bridge St
Manotick, ON
K4M 1J2