



ROSSS

Rural Ottawa South Support Services

Connecting People

2020-2021 ANNUAL REPORT



Compassion, Respect, Equity, Collaboration, and Stewardship

Manotick Location (Head Office)

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Manotick, ON K4M 1A4
Phone: 613-692-4697 • Fax: 613-692-0923

Metcalfe Location

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ROSSS.CA

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends of ROSSS,

We are pleased to share our 2020-2021 Annual Report with you. The report details ROSSS' many significant accomplishments over the year and the impact that we have had in the lives of our clients during the pandemic.

We know how difficult these challenging times have been for seniors and adults with disabilities and ROSSS' Board of Directors and staff have been dedicated to supporting our clients in new and innovative ways to ensure that everyone we serve stays healthy, safe, and connected.

Our Annual Report demonstrates how important it is for rural Ottawa South to have a community support services agency located directly in the rural communities we serve. Our deep understanding of the needs and challenges that rural seniors and adults with disabilities face made certain that we were able to quickly respond and meet the needs of these vulnerable rural groups. As you will read in the report, ROSSS' ability to respond rapidly, combined with our knowledge of our communities' needs, had a positive impact on the lives of many throughout rural Ottawa South.

Our far-reaching impact would not have been possible without all of you; our friends and supporters. We would like to take this opportunity to thank our community for the many ways that you boost ROSSS' capacity to serve. Our volunteers, donors, and champions are critical to ROSSS' work. We are grateful for your commitment and dedication to ROSSS.

The Board of Directors and I would like to take this moment to express our gratitude to the ROSSS staff who have worked tirelessly over the last year to ensure that our clients were supported and cared for during these difficult times. It is their dedication and commitment to their work that makes ROSSS an exceptional agency. Thank you to all of the ROSSS staff for your outstanding work.

We look forward to the year ahead.

Best regards,

Kelly Dumas
Executive Director



WHO WE ARE

Rural Ottawa South Support Services (ROSSS) is a non-profit, charitable organization committed to excellence in the delivery of rural community support services. It champions the rights of seniors, people with disabilities and caregivers. We provide community support services to seniors and adults with disabilities in rural Ottawa South that include:

- Meals on Wheels
- Adult Day Programs
- Social and Recreation Programs (Connections)
- Transportation
- Service Arrangements
- Foot Care
- Caregiver Programs
- Respite
- Friendly Visiting
- A Friendly Voice
- Home Support Services
- Grocery and Food Hamper Delivery

OUR MISSION

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

OUR VISION

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

OUR VALUES

Compassion, Respect, Equity, Collaboration, and Stewardship.

ROSSS STAFF

ADMINISTRATIVE STAFF

Kelly Dumas, Executive Director

Cindy Powell, Manager of Community Support Services

Jeanne Martel, Manager of Operations and Transportation

Melissa MacIsaac, Manager of Community & Corporate Partnerships

Lynn Alder, Volunteer Supervisor, A Friendly Voice

Jennifer Baxter, Program Coordinator, Transportation

Cathy Beckwith, Program Coordinator, Food Security

France Connor, Program Coordinator, A Friendly Voice

Firoozeh Ghobadi, Payroll & Finance Officer

Casey Guest, Program Coordinator, Transportation

Pat Hamilton, Program Coordinator,
ADP and Caregiver Support

Della Hart, Program Coordinator,
Service Arrangements and Volunteers

Audrey Muise, Assistant Coordinator,
Community Support Services

Jeanne Pronovost, Team Lead, Client Care

Joanne Williams, Operations Administrator

Julie Wilson, Accounting Assistant

STAFF DRIVERS

Greg Bungay

Darryl Dalglish

Rich Gledhill

Louis Lacelle

Fred Martin

Ron Menard

Keith Porteous

Sudhir Ruparelia

Linus Shea

HOME SUPPORT STAFF

Faith Alexander

Robyn Findlay

Yvonne Monk

Carolyn O'Connell

Abosede Olatunji

Johan Rathwell

Anne Saleh

Breanna Smith

Lindsay St. Amour

Kriti Tanner

Jackie Visser

Elodie Watson

ACCOMPLISHMENTS

- Received \$438,181 in funding to support COVID services and initiatives for seniors and adults with disabilities in rural Ottawa South.
- Launched a new free grocery delivery service in partnership with local grocery stores.
- Supported our most vulnerable clients in rural Ottawa South with 846 free food hampers.
- Delivered 4223 free frozen meals to our clients in our rural communities who had difficulty accessing groceries during the pandemic.
- Partnered with Ottawa West Community Support, The Good Companions, Eastern Ottawa Resource Centre, and The Old Forge Community Resource Centre to create Ottawa Community Transportation – an initiative that provided free transportation to COVID vaccine appointments throughout Ottawa.
- Launched a new program to assist seniors in rural Ottawa South with booking their COVID vaccine appointment.
- Provided 1232 free respite hours to our caregivers – providing them with much needed relief from their caregiving roles during the pandemic.
- A Friendly Voice was recognized by the Government of Ontario as a major service for seniors and is listed on their website, <https://www.ontario.ca/page/seniors-stay-healthy-and-active>.
- Featured by United Way East Ontario as the lead story for their Local Love in a Global Crisis Campaign – in recognition of ROSSS' work supporting seniors and adults with disabilities in rural Ottawa South during the pandemic.
- Received grants from the New Horizons for Seniors Program, United Way East Ontario, and Ottawa Community Foundation to support A Friendly Voice.
- Developed innovative programming to support our Adult Day Program clients and their caregivers with a combination of online programming, outside visits, free respite and the development of specialized kits to support this vulnerable group.
- Launched a virtual Connections program – providing social programs by Zoom 5 days a week.
- Appeared on CTV News and CBC Ottawa Morning to discuss how ROSSS was supporting seniors in rural communities and to promote A Friendly Voice.
- Partnered with Nepean Rideau Osgoode Community Resource Centre (NROCRC) to provide free counselling to caregivers in rural Ottawa South.
- Coordinated a tablet distribution program for CSS agencies across Ottawa – providing tablets and data to seniors who otherwise had no means of joining online programs to stay connected to their communities.
- Collaborated with Home and Community Care Support Services to launch the High Intensity Supports at Home (HISH) program - an innovative care model that was developed to provide intensive, supportive care in the community for patients waiting for Long Term Care (LTC) placement, who have complex care needs and require a high level of daily care to stay at home.

A LOOK PAST OVER THE LAST YEAR



VOLUNTEER RECOGNITION

Thanks

How do we begin to say thank you to our amazing volunteers? They are the heart and backbone of ROSSS, and we could not provide the services and programs we do without their commitment and generosity.

Not only do they assist with the required tasks, but they also carry with them a happy, caring and kind demeanor which is felt by staff and clients alike.

The past year has not been an easy one, but we have managed to continue running services such as A Friendly Voice, Meals on Wheels, Friendly Visiting phone calls and just recently, gardening, thanks to these big-hearted individuals.

We miss you all and look forward to seeing you very soon.

In their own words...

"Givingback is one of the greatest gifts one can give and it enriches your life ten-fold."

"For the past 4 years as part of the ROSSS volunteer team, I have met many people who have delighted me by sharing their stories and experiences of life. I am pleased to be able to share my time when I am needed."

"I enjoy driving for ROSSS because I meet a lot of great people. It makes me feel productive and useful plus it gets me out of the house and moving about. It is a "win, win" situation for me and for them. I feel like I'm paying it forward to the day when I will need the service myself and hopefully someone will be there to assist me."





**SOCIAL
CONNECTIONS
PROGRAM**

1140
VIRTUAL
ATTENDANCES

 **FOOT
CARE** **436**
VISITS

 **RESPIRE**
2050
HOURS OF SERVICE

**ADULT
DAY
PROGRAM**

815
VIRTUAL
ATTENDANCES

**CAREGIVER
SUPPORT**

209 VIRTUAL
ATTENDANCES



 **HOME SUPPORT
SERVICES**

1148 HOURS OF
SERVICE

**MEALS ON
WHEELS**

8773 MEALS
DELIVERED



FRIENDLY VISIT

6513 CALLS



**COVID-19
SUPPORT**



HAMPERS
846 FOOD HAMPERS DELIVERED

GROCERY DELIVERIES
1218 GROCERY DELIVERIES


TRANSPORTATION
1962 FREE RIDES

MEALS ON WHEELS
4223 FREE MEALS

RESPIRE
1232 FREE HOURS OF SERVICE

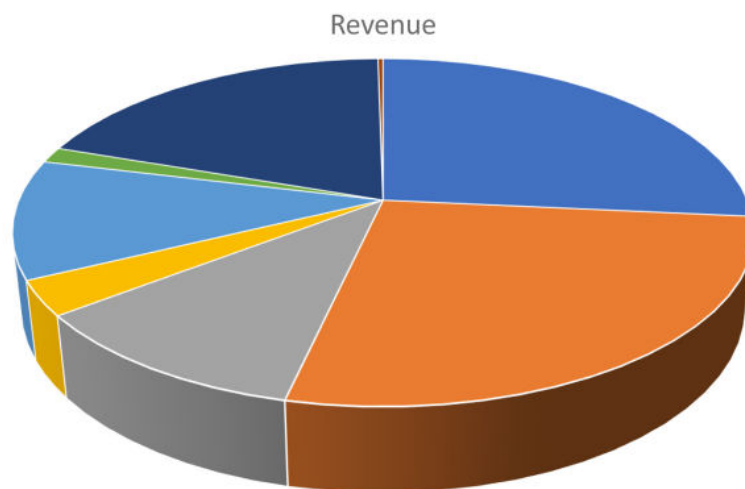
TRANSPORTATION

4720 RIDES

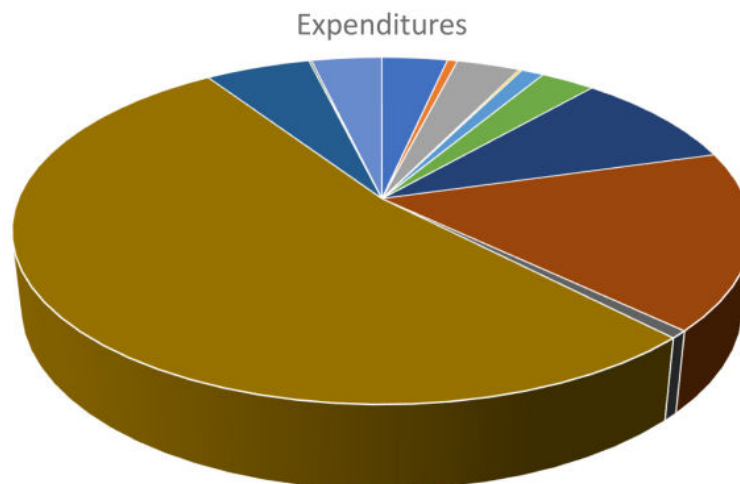


FINANCIAL REPORT 2020-2021

	2020-2021	2019-2020	2018-2019
Revenue	2,113,364.00	2,048,672.00	2,627,473.00
Expenditure	2,038,447.00	2,077,199.00	2,656,396.00
Surplus (Deficit)	74,917.00	(28,527.00)	(28,923.00)



- LHIN (27%)
- Client Fees (11%)
- Other Program (11%)
- Government assistance (19%)
- Other Grants (27%)
- Donations (3%)
- Amortization related to capital assets (1%)
- Other income (0.26%)



- Amortization (3%)
- Building/grounds (1%)
- Financial & Professional (3%)
- IT (0.15%)
- Interest on debt (1%)
- Marketing (3%)
- Occupancy (9%)
- Program (17%)
- Program travel (1%)
- Salaries (53%)
- Benefits (5%)
- Training (0.13%)
- Vehicles/Equipment (4%)

BOARD OF DIRECTORS

Dianne Pritchard, Chair

Dianne Pritchard is a retired senior executive of a Canadian bank. Dianne currently owns and operates Just Imagine Transition Services. Dianne joined the ROSSS Board in 2014/2015 and has been a member of the Governance Committee, the Human Resources Committee and the Finance Committee. Dianne became Chair of the Board of Directors in 2019/2020.

Dr. John Collins, Past Chair

Dr. Collins is a retired urologist. In 1975, he joined the staff of the Ottawa Civic Hospital, and the Department of Surgery, University of Ottawa. In 1990, he was appointed Head, Division of Urology, The Ottawa Hospital, and Chair, Division of Urology, University of Ottawa. He served in this capacity for 14 years. During this time, he served on numerous boards and committees, at both the Hospital and the University. He served as Surgeon-in-Chief of the Ottawa Civic Hospital, and as Co-Chair of the Postgraduate Medical Education Committee of the University. He was closely involved with the development of urological services in the expanded Ottawa Hospital, and with the coordination of urological services in Eastern Ontario. In 1995, he was elected President of the Canadian Urological Association. In 2005, he was honoured by the Canadian Urological Association with a Lifetime Achievement Award for outstanding contributions to Canadian Urology. Dr. Collins served as the Chair of ROSSS' Board of Directors for two terms: 2017/2018 and 2018/2019.

Phil Byrne, Treasurer

Phil Byrne is a tax partner with BDO LLP Chartered Professional Accountants. Phil started his professional accounting career with Newton & Co. Chartered Accountants in Manotick in 1979 becoming a partner in 1993. Phil completed the CICA In Depth Tax Course Parts I and II in 2002. Newton & Co. merged with BDO in 2010. Phil works with small to medium sized businesses and professionals in the areas of accounting, taxes and tax planning and restructuring. Phil has lived and worked in the Manotick area for 50+ years and has been a ROSSS board member for 4 years and the treasurer for the last 2 years.

Blair Beckwith

Blair Beckwith is the founder and Principle of Railspur Partners Inc., an e-commerce software technology company. Prior to this, he held leadership positions at various software companies across North America including Shopify and Shogun.

Rich Wilson

Richmond Wilson is a retired solicitor. Called to the Bar 1965, Rich practiced law in Toronto for four years and returned to Ottawa and Manotick and has practiced, primarily in Manotick, thereafter. He is now retired from a practice largely devoted to Real Estate and Development.

Carolyn Seabrook

Rev. Carolyn Seabrook is an Anglican priest in the Diocese of Ottawa serving three churches in the Parish of South Carleton (Kars, North Gower & Osgoode). Carolyn's community involvement has included serving as Vice-Chair of the Kemptville District Hospital Board and founding the North Gower Farmers' Market. Past work has been in the field of ending violence against women. Carolyn has worked previously for the Ottawa Rape Crisis Centre and the Ottawa Carleton District School Board. She has lived in the North Gower area for over 50 years and the well-being of the residents of rural communities is dear to her heart.

Edwina Legere

Formerly from New Brunswick Edwina Legere has been a resident of Ottawa since 1995. Edwina worked as a Medical Laboratory Technologist in the Immunology department at the Saint John Regional Hospital. She retired in 1990 and assumed full time work as a stay at home mom. Edwina worked on a committee with Citizen Advocacy in planning their annual fundraiser, 'Evening in the Maritimes' and volunteered in the Day Surgery department at CHEO for 7 years. For the past 2 years, Edwina acted as Vice Captain at Rideauview Golf Club and will become Ladies' Captain in 2022.

Doug Anderson

Doug Anderson is a financial planner with Sterling Mutuals and maintains an office in Manotick. He worked previously as a stock broker opening the Edward Jones office in Manotick before moving to Armstrong & Quaille in 2001. Armstrong and Quaille merged with Sterling Mutuals in 2016.

Gary H J Pluim

Gary Pluim has had a long career in the financial and not-for-profit and NGO sectors. Most recently he served as Executive Director of WaterCan, and as a consultant, he worked with smaller charities to create new wealth through sound business practices. He continues to serve on a number of Boards, including Rotel, Impact Bridges Group, Canadian Fellowship Foundation.

Herb Lagois

In Herb Lagois' earlier days, he loved working with his hands. Sketching and carpentry were his favourite activities. So, it's not surprising to learn that his favourite part of his job at Lagois is seeing a project take tangible shape. When Herb isn't keeping tabs on everything and everyone involved in all of Lagois' various projects, you might find him on his motorcycle, listening to the Rolling Stones and dreaming the impossible dream of one day meeting Frank Lloyd Wright.

John Flack

John Flack studied in the UK obtaining a PhD before marrying and relocating to Canada. He worked in a number of technical positions prior to joining Ontario Research Foundation (ORF) where he managed a number of Technical Groups. He retired from the NRC Institute for Research in Construction where he worked on code compliance building materials. During his career he worked with many regulatory programs, e.g. standards committees, ISO 9000, certification programs and the Building Code. Since retiring 9 years ago, he has been a volunteer driver with ROSSS transportation and Meals on Wheels. John and his wife have lived in Manotick since coming to Ottawa 21 years ago. We have two children and two grandchildren. His other passion is fly fishing, where he is President of the Ottawa Fly Fishing Society.

Marjory LeBreton

Marjory LeBreton is a former Leader of the Government in the Senate of Canada, a cabinet-rank position; and past national chair of Mothers Against Drunk Driving in Canada. She worked with four leaders of the Progressive Conservative Party of Canada - John Diefenbaker, Robert Stanfield, Joe Clark and Brian Mulroney - from 1962 to 1993 before being appointed to the Senate on the advice of Mulroney. She sat as a Progressive Conservative Senator from her appointment until moving with most of her caucus colleagues to the new Conservative Party of Canada in 2004, of which she was soon elected to Chief Whip. She served as an advisor to then opposition leader Stephen Harper during the 2006 election, which the Conservative Party won. After the election, she was named to the cabinet position Leader of the Government in the Senate. She retired from the Senate on July 4, 2015.

Peter Dale

Peter Dale is a resident of Manotick and a Franchisee of 3 locations of New York Fries in the City of Ottawa since 2009. Before joining ROSSS' Board of Directors, Peter was a volunteer driver for ROSSS since 2016.

Kelly Dumas,

Executive Director (Ex-Officio)

Kelly Dumas joined ROSSS in 2018 as Acting Executive Director and became Executive Director in 2019. Prior to joining ROSSS, Kelly worked at Carleton University where her responsibilities included serving as the Director of Student Academic Support Services and Co-op and Career Services. In addition, Kelly also held management roles at Elmwood School, Big Brothers Big Sisters Ottawa and McGill University. Kelly has her M.A in Canadian Political History and completed her PhD coursework in International Law and Human Rights History. She is a passionate advocate for older adults and individuals living with disabilities. As Executive Director of ROSSS, Kelly's work focuses on the needs of older adults and adults with disabilities in the rural communities of Ottawa South and with the ROSSS team, ensures they have essential services to live independently at home while remaining healthy, active, and connected.



A LOOK AHEAD

Our top priority for the coming year is to continue to provide seniors and adults with disabilities in rural Ottawa South with a high level of support to ensure they are living healthy, safe, and connected in their homes throughout the pandemic.

We are entering the year ahead full of hope that we will soon be able to resume more in person programming including our Adult Day Program and our Social and Recreational programs in small groups. The thought of seeing more of our clients and volunteers brings us so much joy and we are counting the days until we can see you in person again.

Our focus will also be on continuing to provide additional COVID services to support our clients throughout the year. Services such as our free grocery delivery, our hamper delivery program and our free respite program have made a big difference in the lives of the people we serve and we are grateful that we will be able to continue offering these important services.

We will also continue to build on the partnerships that we have strengthened with the community support agencies across Ottawa. Throughout the last year we collaborated on COVID funding submissions and innovative COVID services including our hamper distribution program, free COVID vaccine transportation, and our tablet distribution program. These partnerships allow all CSS agencies to make a bigger impact in our communities and we look forward to future collaborations with our partner agencies.

Despite the pandemic, ROSSS has been able to actively participate in the changes that are happening to health care delivery at the provincial level with the formation of Ontario Health Teams. ROSSS is a partner in the Ottawa Health Team, the Four Rivers Health Team and the Upper Canada, Cornwall and Area OHT. ROSSS' participation in these Ontario Health Teams will strengthen our capacity to support our clients in rural Ottawa South through improved coordination of services with our health care partners. It is an exciting time for health care in Ontario and we are pleased to play a role in its transformation.

As we look ahead to the year to come, we are filled with excitement and hope. Most of all we are grateful for the opportunity to continue to serve our clients and support our communities in rural Ottawa South. We look forward to seeing all of you soon.



FUNDERS



Ontario
Trillium
Foundation



Fondation
Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



CORPORATE AND COMMUNITY SPONSORS



All Saints Anglican Church

Bayshore Foundation

Enbridge Gas

Harvest House Christian Fellowship Church

Manotick Curling Club

Manotick Masters Hockey League

Manotick Softball Association

Metcalfe Lions Club

Richmond District Lions Club

South Gloucester United Church

St. James Anglican Church

St. James Anglican Church Women

St. Maurice Catholic Women's League

Youth & Philanthropy Initiative Canada