

ANNUAL REPORT

2023-2024



ROSSS
Rural Ottawa South Support Services

A message from the Executive Director

Dear Friends of ROSSS,

On behalf of the ROSSS Board of Directors, it is with great pleasure that we present to you our 2023-2024 Annual Report.

Reflecting on the past year, two significant themes emerge: Change and Growth. Our move from 1128 Mill Street to our new address at 1096 Bridge Street stands as a testament to our adaptability and commitment to better serve our community. This move, though monumental, has provided us with a facility better suited to meet the needs of our clients and accommodate our expanding staff, who tirelessly work to support our evolving programs and services.

Moreover, ROSSS has played a pivotal role in driving transformative changes within our healthcare system, particularly through our involvement as an anchor partner in the Ottawa West Four Rivers Health Team. Our contributions to the redesign of local healthcare, aimed at integrating community support services seamlessly, underscore our dedication to ensuring holistic care for all.

The year 2023-2024 also witnessed remarkable growth in the breadth and depth of ROSSS' programs and services. In collaboration with Nepean Rideau Osgoode Community Resource Centre (NROCRC) and South Nepean Community Health Centre, we introduced an innovative caregiver support program. This initiative not only extends additional support to caregivers but also enhances the quality of care for their loved ones through our adult day program and respite services. Additionally, our partnership facilitated access to counseling services, providing invaluable support to caregivers facing myriad challenges.

Recognizing the profound impact of social engagement on healthy aging, ROSSS expanded its large group breakfast and lunch programs to include the Osgoode Lunch and Metcalfe Breakfast, alongside the revival of the beloved Richmond Lunch. This return to large-group programming, a key focus of our strategic plan, has brought immeasurable joy and camaraderie to our community, enriching lives through fun and entertaining social activities.

Furthermore, the past year marked a significant milestone for A Friendly Voice, our telephone line for older adults, with the receipt of the Scaling Up for Seniors grant from the Federal Government. This grant will enable us to extend the reach of A Friendly Voice beyond Ontario to the Atlantic Provinces, amplifying our impact and providing vital support to seniors across a broader geographical region.

As we navigate the dynamic landscape of community support services, we extend our heartfelt gratitude to our supporters, volunteers, staff, and partners for their unwavering dedication and collaboration. Together, we are building a stronger, more resilient community where everyone can thrive.

Thank you for your continued support and commitment to the mission of ROSSS.

Warm 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.

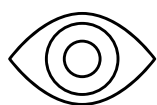


Rural Ottawa South Support Services Profile



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

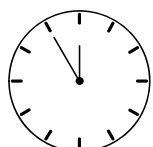
Compassion, Respect, Equity, Collaboration, Stewardship.



approx. 2,000 km
of catchment
area



1,567 clients
served



23 FTE



32 PTE



218 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: 1,567



Caregiver Support

152 Visits
17 Clients Served



Volunteers

9,319 Hours
218 Volunteers



Social Connections

3,286 Attendances
613 Clients Served



Adult Day Program

508 Attendances
35 Clients Served



Respite

1,166 Hours
24 Clients Served



Transportation

8,585 One-Way Drives
391 Clients Served



Service Arrangements

202 Matches
218 Clients Served



Meals on Wheels

8,527 Meals
317 Clients Served



Home Support

23,344 Hours
232 Clients Served



Friendly Visiting

6,295 Visits
273 Clients Served



Foot Care

829 Visits
274 Clients Served

Focus on Impact

Social Programming

To say that social connection is an important component of living a healthy and happy life is a huge understatement. For seniors and adults with disabilities, particularly those residing in rural communities, maintaining social ties can be a lifeline to better mental, emotional, and physical health. Isolation can severely impact one's ability to communicate, feel connected to others, and experience a complete and fulfilling sense of being. This is where ROSSS steps in, recognizing the profound need for social interaction and providing various opportunities to foster community and joy among seniors.

Being solitary can hinder the ability to communicate, feel connected to others, and have an overall, complete, and fulfilling sense of being. Social isolation is more than just being alone; it can lead to feelings of loneliness, depression, and a decline in physical health. For seniors and adults with disabilities in rural areas, where opportunities for social interaction may be fewer and further between, the risk of isolation is even greater. ROSSS understands how vital it is to enjoy the company of others and have a good time, whether it includes sharing a meal, playing a game of bingo, or engaging in something more creative.

With the programs ROSSS offers, there is sure to be something that appeals to everyone. These programs are designed not only to provide entertainment and engagement but also to ensure that seniors have regular opportunities to meet new people, learn new skills, and feel a part of a supportive community. As many of you know, ROSSS has a variety of social options, such as a drop-in centre, restaurant lunches, breakfasts, and dining events. These activities are not just about food and fun; they are about fostering connections and building a sense of belonging.

We are happy to report that ROSSS has recently added a second breakfast and a second diner's program each month. Now, breakfasts are held in both Manotick and Metcalfe, and diner's events are held in Richmond and Osgoode. These new additions have been well received and have enticed new clients to attend, showing just how valuable these social opportunities are for seniors.

Focus on Impact

Social Programming

On top of that, ROSSS has started a brand-new program called Lunch and Learn. The first couple of sessions have included a trip to a baseball game and a pottery session, where clients could let their imaginations run freely by choosing and decorating their pottery items. In June, there will be a boat and fishing trip on the Rideau River, with lunch included. These trips provide not just a meal but also an adventure and a chance to try something new and exciting. The word is spreading, and we are anticipating more clients to come on board—pardon the pun!

Social connections play a crucial role in enhancing the quality of life for seniors, especially those in rural areas. Programs like those offered by ROSSS are essential in providing opportunities for interaction, learning, and fun. They help combat the loneliness and isolation that many seniors face, offering a lifeline to a more vibrant and connected life. By continuing to expand and adapt our programs, we hope to reach even more seniors and ensure that no one has to face the challenges of aging alone.



Focus on Impact

Innovative Programming to Support Caregivers in Rural Ottawa South

In collaboration with the Nepean Rideau Osgoode Community Resource Centre (NROCRC) and South Nepean Community Health Centre, ROSSS has introduced an innovative program aimed at offering extensive support to caregivers in rural Ottawa South. Through this partnership, caregivers now have access to a range of resources designed to alleviate the challenges they face. This includes specially tailored support groups delivered by the three collaborating agencies, as well as counseling services provided by NROCRC.

One of the key features of this program is the ability for caregivers to participate in support groups while the person they care for is being looked after. This can be achieved through attendance at a ROSSS Adult Day Program or by utilizing respite services provided by ROSSS Personal Support Workers in the care recipient's home. This dual approach not only supports the well-being of the caregiver but also ensures the safety and care of their loved one.

The need for such innovative solutions has become increasingly apparent, particularly in the wake of the pandemic, which has heightened levels of caregiver burnout and distress. Statistics from the Canadian Institute for Health Information (CIHI) indicate that a significant percentage of senior caregivers are experiencing emotional and mental strain. Seniors who take on caregiving roles may encounter additional obstacles related to their own health, financial constraints, and social isolation, all of which can contribute to heightened stress and distress.



Focus on Impact

Innovative Programming to Support Caregivers in Rural Ottawa South

By providing a safe and supportive environment for the care recipient while the caregiver participates in support groups, this program aims to alleviate the burden on caregivers and offer them the opportunity to seek the help and resources they need. Additionally, the availability of counseling services ensures that caregivers have access to professional support when required.

The collaboration between these local agencies serves as a powerful example of the positive impact that can be achieved when organizations come together to address pressing community needs. Through this partnership, caregivers in rural Ottawa South are receiving comprehensive support that acknowledges and addresses the unique challenges they face.



Caregiver Supports

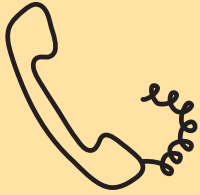
Focus on Impact

A Friendly Voice: Expanding Our Reach and Impact

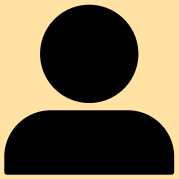
A Friendly Voice has experienced an exciting and transformative year in 2023/2024. We are thrilled to announce that in June 2023, we were one of eleven organizations across Canada to receive the Scaling Up for Seniors grant from Employment and Social Development Canada, amounting to \$740,176. With this substantial funding, A Friendly Voice continues to be available in Ontario and has expanded its service to include, Newfoundland and Labrador, Nova Scotia, Prince Edward Island, and New Brunswick. This growth is essential in addressing the rising crisis of isolation among seniors in Canada.

As we know, isolation among seniors is a growing concern in Canada. Studies indicate that approximately one in five seniors report feeling lonely. The effects of isolation are severe, contributing to increased risks of depression, cognitive decline, and various physical health issues. The expansion of A Friendly Voice's service comes at a critical time. By extending our reach to the Atlantic provinces, we aim to provide much-needed social connection to more seniors who might otherwise feel alone.

2023/24



18,520
calls



502 Clients
served*

*includes Anonymous callers who may be duplicated

Unique Callers

Since its inception in 2018, A Friendly Voice has seen a total of 1,969

1,969

56%

Year over Year Growth

Since its inception in 2018, A Friendly Voice has seen a consistent increase in calls. This trend shows no signs of slowing for 2024.

Our Reach

With the growing populations of older adults across Canada, we are seeing an increase in calls from all the areas we serve.

170

349

Number of Volunteers

Volunteers are the lifeblood of this service. A Friendly Voice would not exist without our dedicated and compassionate volunteers. We continue to recruit and onboard volunteers regularly.

Total Calls

The total number of calls received by AFV since its inception in 2018 is 65,098!

65,098

22,784

Hours of Calls

Our volunteers have taken over 22,784 hours worth of phone calls from lonely and isolated older adults since 2018.

"A Friendly Voice has helped me through the most difficult year of my life. – A Friendly Voice user"

Focus on Impact

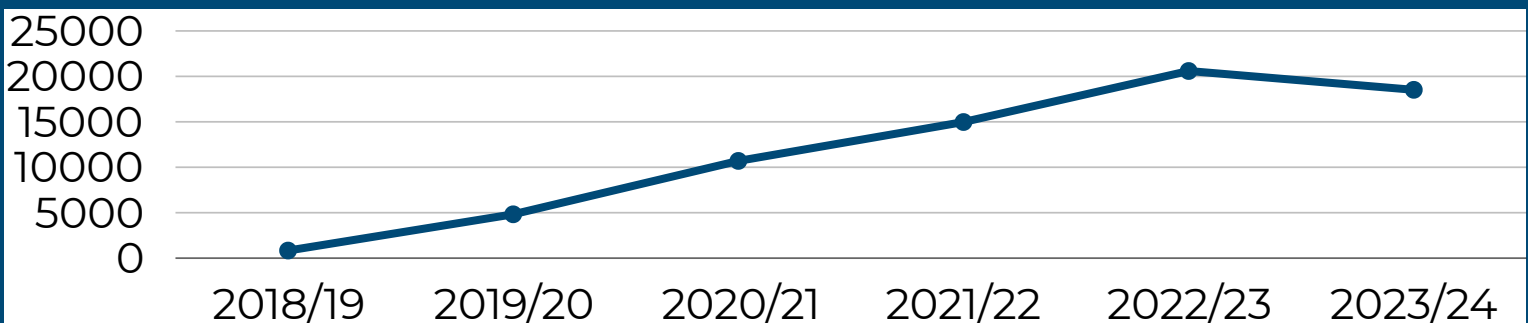
A Friendly Voice Expansion

A Friendly Voice is also receiving widespread recognition for its impact on reducing social isolation. In October 2023, we received a distinguished award from the Ontario Society of Senior Citizens Organizations—the Dan Benedict Memorial Award. This award recognizes individuals or organizations demonstrating a commitment to social justice through leadership, transformational advancements in partnerships and collaboration, community mobilization, or innovative engagement. Receiving the Dan Benedict Award is a testament to the success of A Friendly Voice and the importance of our service.

As we move forward, we plan to further extend our reach and deepen our impact, ensuring that no senior feels alone or forgotten. With continued support and recognition, we are well-positioned to lead the way in addressing the growing crisis of isolation among seniors.



Year Over Year Growth



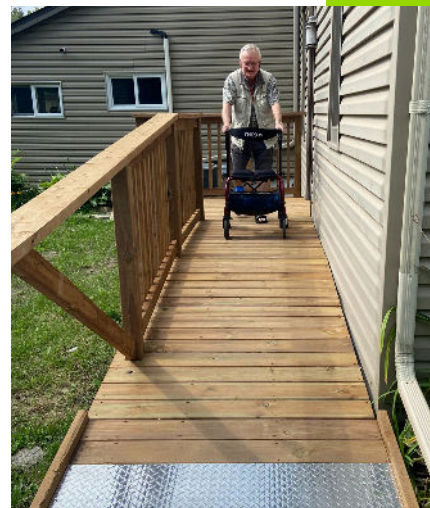
A NEW HOME FOR ROSS

Our big move!

Last year marked a significant milestone for ROSS, as it transitioned from its long-standing main office at 1128 Mill Street in Manotick. With the increase in ROSS' programs and services, and the additional staff required to support this growth, ROSS needed a new building that was better equipped to serve the community.

The new location at 1096 Bridge Street in Manotick provides significantly more space for service delivery and much-needed office space for the ROSS staff. One of the most exciting features of the new location is the ample onsite parking that is now available, making it more convenient for both staff and visitors.

Additionally, the larger building allows ROSS to support other community groups, such as the Manotick Food Cupboard, by providing them with space to co-locate. This creates a multi-service community hub where various organizations can collaborate and serve the community more effectively.



Thanks to funding from Employment and Social Development Canada (ESDC), ROSS was able to enhance the accessibility of the new location. Renovations included the installation of a new ramp, accessible parking spaces, and new walkways, and accessible doors ensuring that the building is welcoming and usable for everyone in the community.

This new home represents a bright future for ROSS, enabling it to continue growing and enhancing its services for the community. The improved facilities and collaborative environment position ROSS to better serve seniors and adults with disabilities in Rural Ottawa South as it continues to expand its impact. We invite you to come by for a visit and see our new space in action.



OUR DEDICATED STAFF

Kelly Dumas Executive Director

Jeanne Martel Senior Manager, Community Programs and Operations

Della Hart Senior Manager, Volunteers and Community Programs

Jeanne Pronovost Manager, HISH and Caregiver Support

Melissa MacIsaac Manager, Funding and Outreach

Alicia Dorey Coordinator, Events and Community Engagement

Julie Wilson Finance Assistant

Joanne Williams Operations Administrator

France Connor Manager, A Friendly Voice

Jennifer Baxter Team Lead, Transportation and Operations Support

Mackenzie Ellis Coordinator, Home Support Services

Cathy Beckwith Coordinator, Food Security Programs

Lyn Rorke Coordinator, Community Programs

Marianna Santana-Facchi Assistant, Community Programs

Nell Bourgeacq Reception and Program Administrator

Cindy Powell Client Liaison

Laura Paas Senior Manager, Home Care Services

Milestones - 5 Years



Ron
Menard



Jennifer
Baxter



France
Connor



Melissa
MacIsaac

Our Supporters

Employment and Social Development Canada (ESDC)
Ministry for Seniors & Accessibility
Ottawa Community Foundation
Champlain Community Support Network
Soctia MacLeod
United Way East Ontario
City of Ottawa



Canada



**Ontario
Health**



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



**United Way
East Ontario**

Our Donors

ROSSS is grateful to have such generous and loyal donors. As a non-profit, ROSSS relies heavily on donations from the community to continue to provide the high quality services and programs offered.

Again this year, the community support was incredible! From Trivia nights and Afternoon Tea to a record Musicale, ROSSS saw donations from both loyal and new donors and funding opportunities. 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	Metcalfe and District Lions Club
Harvest House	Kiwanis Club and Manotick
Richmond Lions Club	BCG Funding Innovation
All Saint's Anglican Church	Franklin Templeton Investments
Shroomfest	North Gower Pharmacy
Royal Canadian Legion, Branch 314	Hoffman Materials
Lagois	Vernon Catholic Women's Institute
W.O Stinson	Ken Gordon Holdings
King Drywall	Richmond Agriculture Society
Fidelity Investments	RBC
St. Pauls United Church	HL Perkins Co.
Osgoode-Kars United Church	Dynamic Business Controls
Manotick Village Community Association:	St. James Anglican Church
Community Garage Sale	Bronyk Holdings Foundation
St. Maurice Catholic Women's League	Ms. Manotick-Greely
Riverwalk Community Block Party	Lafleur de la Capitale Inc.



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
Doug Anderson, Treasurer
Bruce Brayman
Akshai Iyengar
Herb Lagois
Melanie Lefebvre
Edwina Legere
Gay Pratt
Michael Roche
Marc Sauvé
Akshai Iyengar
Robert Wein



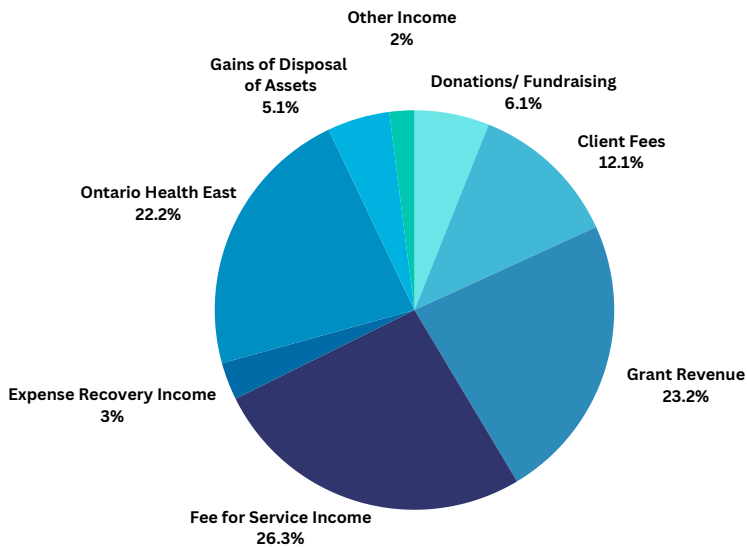
FAREWELL

Thank you to Retiring Board Member Blair Beckwith

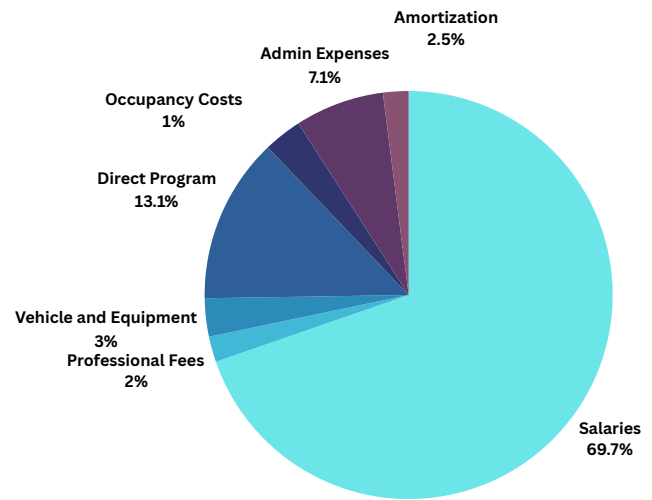
We want to express our sincere appreciation to Blair Beckwith, who is retiring from the ROSSS Board of Directors. Since joining the board in June 2018, Blair has shown exceptional leadership and dedication, guiding us through both successes and challenges, such as the implementation of A Friendly Voice and navigating the difficulties brought on by the pandemic. Blair's contributions to the Funding and Outreach Committee have also been invaluable in raising awareness of ROSSS' programs and services within the community. Thank you, Blair, for all that you have done for the ROSSS Board of Directors. We are truly grateful for your contributions.

FINANCIAL STATEMENTS

2023 - 2024 Financials highlighting revenues and expenses.



Revenue
\$3,036,264.54



Expenses
\$2,970,845.17

Year over Year Summary 2021 - 2024

	2023/2024	2022/2023	2021/2022
Revenue	\$3,036,263.00	\$2,778,466.00	\$2,485,628.00
Expenses	\$2,970,845.00	\$2,826,070.00	\$2,481,094.00
Surplus (Deficit)	\$65,418.00	(\$47,604.00)	\$4,534.00

LOOKING AHEAD

As we enter the last year of our three-year strategic plan, we have so many accomplishments to celebrate:

- We have increased our capacity to support older adults and adults with disabilities, as well as strengthened and diversified our revenue as a service provider for Home and Community Care Support Services and our participation in three High-Intensity Seniors at Home programs.
- We sold our building and relocated to a building better designed to serve our clients and accommodate the growth in ROSSS staff and programs.
- We have held large annual community consultations to ensure clients have an opportunity to shape ROSSS strategic priorities and are actively involved in the co-design of our programs and services.
- We have played an active leadership role in the transformation of our local health care system as an anchor partner in the Ottawa West Four Rivers Ontario Health Team.
- We have expanded A Friendly Voice beyond Ontario to the Atlantic provinces by securing a Scaling Up for Seniors grant.
- We have increased client and service use in underserved communities in our large catchment area.

With so many accomplishments achieved over the last two years, our focus for 2024-2025 will be to expand programming in key areas identified through our community consultations, specifically in the areas of caregiver support, home maintenance services and client service navigation. We will implement targeted initiatives to increase our clients and service use in underserved areas of our catchment. Additionally, our focus for this coming year is to continue involving our clients in the co-design of our programs and services through the continuation of community consultations and the addition of program focus groups. As part of our commitment to further enhance our impact and reach, we are dedicated to increasing our volunteer base, recognizing the invaluable contributions of volunteers in advancing our mission and serving our community even more effectively.

Most importantly, as we look forward to the year ahead, we are excited about the prospect of further collaboration with our clients, volunteers, staff, and partners. Together, we are dedicated to providing exceptional services and support, ensuring that older adults and adults with disabilities can age well at home in our rural communities in Ottawa South.

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 Street
Manotick, ON
K4M 1J2