

2023/2024

ANNUAL REPORT

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WHO WE ARE

ONE CARE Home & Community Support Services is a community based, charitable, not-for-profit organization providing supportive care to families in Huron and Perth counties. We formed in 2011 when three long-standing Huron and Perth organizations came together as ONE CARE to provide one place where people could access a range of community health services to meet their needs.

OUR VISION

Quality health and wellbeing at home.

OUR MISSION

We provide a wide range of integrated supports to help older adults and people with health challenges to strengthen their health, independence and quality of life to live at home in a caring community.

OUR VALUES

We are committed to the following values:

- Collaboration
- People-Centred Care
- Progressive Learning
- Advancing Excellence
- Transparent Accountability
- Diversity, Equity and Inclusion
- Responsiveness
- Integrity

Strategic Plan 2023-2028

- Collaborate with provincial, regional and local system partners and funders, including the OHT
- Deepen understanding of home care, community support services and ONE CARE locally, regionally and provincially
- Expand fund development strategies

Respond to emerging community needs by constantly reimagining the way we deliver services.

- Prepare for growth of aging population
- Foster a culture of continual adaptation to meet needs
- Reach unserved populations and contribute to greater health equity
- Support caregivers/care partners
- Partner to integrate and develop strong system services

Raise our influence by working diligently and collaboratively to be recognized as an integrated essential service.

Strategic Focus:
The best quality of health and wellbeing while living at home.

Enhance our human resource strategies to attract and retain the talent that we need.

Strengthen our organization towards a sustainable and resilient ONE CARE.

- Work efficiently in a constantly changing political and economic environment, including exploring partnership opportunities
- Resilient infrastructure and funding
- Digital technologies strategies
- Sustainable models and approaches
- Consider environmental impact
- Partnerships to strengthen organizational capacity

- Continually strengthen and adapt our human resource plan
- Foster improved quality of work
- Develop knowledge management strategies

A LETTER TO OUR COMMUNITY

Kathy Scanlon, Executive Director

I am proud of the work we have done this past year and am grateful for the incredible team we have who made our accomplishments happen. Each year we touch the lives of so many individuals and families with the work that we do. We supported seniors and people with health challenges in their homes so that they can continue to live independently, and that means so much. Home is where people want to be.

This past year, we worked hard to ensure we were able to support as many people as possible. We continued to reopen programs that had been closed or reduced throughout Huron and Perth counties since the pandemic, and worked on implementing some of our new programs. Some of these new programs were with our health system partners to make our broader health services work better for people. You will read more about that in this report.

You will also read about our first joint Accreditation with a collaborative team of Huron Perth & Area Ontario Health Team (HPA-OHT) partners. This was a first in the province, and although navigating something for the first time is always challenging, it was definitely rewarding. The experience has strengthened our relationships with other health sectors and built mutual understanding and processes that we can grow as we work to integrate services. As always, the process, which involves a large number of staff, helps us to develop quality throughout the organization. **Obtaining Exemplary Standing, the highest award that can be given through Accreditation Canada, is an outstanding achievement and is a testament to their work.**

We have made significant steps forward through new and improved services; however, we are still faced with many challenges. Continued lack of government funding for the community sector and a crisis of worker availability impacts the number of people we can care for. As always, advocating



*ONE CARE's Senior Leadership Team (left to right):
Marina Gibson, Kathy Scanlon, Roxanne Cerson Wright.*

on behalf of home and community support services is a priority for us so those who want to age at home have the opportunity to do that with dignity and care. We know that adequate supportive care in the community is the base of a strong health care system.

Over the past 13 years, I have had the pleasure of witnessing the difference ONE CARE makes to the people in our community. Community care is something I have always been very passionate about, which has made my decision to retire this fall a difficult one.

I want to thank our dedicated staff and volunteers who make our vision of a caring community a reality every day. Our talented leaders have been a joy to work with, strategizing and problem solving together as we work towards improving our services. Our volunteer board has always brought leadership and care for their community. As for our partners, so many caring, collaborative people who are part of our health system in Huron Perth. Together, we have made some great advancements in health care to ensure that people in our community are supported, and I know that all of these people will continue to work hard to make our services even better in the years ahead. It has been a privilege to be part of this work.

**I leave ONE CARE with
a sincere, heartfelt
thank you to you all.**

Kathy Scanlon



REFLECTING ON THE PAST YEAR

Elvira Gaylor, Chairperson

As our population ages, we recognize that the home and support programs and services that ONE CARE provides are even more essential than ever, especially in our largely rural communities.

This past year, the board did a comprehensive governance policy review as part of its recommitment to a strong policy governance model. That focused the board on achieving its strategic directions, learning and working together as a team and advancing excellence in our leadership role. In addition, the board undertook a major review/revision of its by-laws to meet the requirements of the Ontario Not-for-Profit Organizations Act.

This governance focus coincided with ONE CARE's commitment to the Huron Perth & Area Ontario Health Team (HPA-OHT) joint Accreditation. Through this collaboration, our policies were strengthened and aligned with those of our collaborative partners. The quality of community care will be enhanced with this unified approach, and we were excited to be awarded Exemplary Standing in that process. This is an outstanding achievement and a credit to the strength of our partnership work in Huron Perth.

I would like to thank my fellow Board Directors for their leadership, expertise and commitment to ONE CARE. Board Directors Charlene Gordon, Dan Parr and Jim McKenzie completed their terms in June 2024. Their leadership in executive roles and commitment to the values and strategic directions of ONE CARE have made a difference in positioning the agency for a sustainable future. I thank them for their guidance and support over the years.



*ONE CARE's Staff Appreciation Event (left to right):
Elvira Gaylor, Sandra Brommer, Mary Schultz.*

Recruitment became a major focus for the board to encourage talented community individuals to join ONE CARE's Board of Directors. We are excited to welcome new board members Lori Di Castri, Barbara Fewster, Tricia Wilkerson and Robin Spence Haffner. Together, they bring expertise and new perspectives to the board.

On behalf of the Board of Directors, I would like to thank Executive Director, Kathy Scanlon, and the management team for providing excellent organizational leadership and overseeing quality program and service delivery. With regret, the board acknowledges that Kathy has announced her retirement this September. We will miss Kathy's vision, exemplary leadership, passion and unwavering commitment for home and community services. **We extend a heartfelt thank you to Kathy for her invaluable service to the Huron and Perth communities.**

I am proud to be a member of ONE CARE's board who joins with the leadership team, staff and volunteers in ensuring that ONE CARE continues to be a valued organization serving Huron and Perth counties.

Elvira Gaylor



PROGRAMS & SERVICES

In a rural community, we know how important it is to understand the needs of our community. That is why we provide a wide range of services that support seniors and people with health challenges to live in their own homes. Our services range from preventative programs to intensive daily support.

The population in Huron Perth is aging, and we are finding more people are living with chronic conditions, resulting in a greater need for the support and specialized services that ONE CARE delivers. We play a vital role in the health and quality of life for clients and provide peace of mind for caregivers. In many cases, we have seniors providing care for a spouse who has a chronic illness, like dementia. Through our programs, we offer care and support for those in need, and caregivers the opportunity to rest and recover to prevent burnout.



 **7,600 +**
clients served

 **38,650 +**
meals delivered

 **49,650 +**
rides to essential appointments



Every day the ONE CARE team makes a difference in the lives of their clients and their caregivers by improving the quality of their health and well-being, allowing them to live in their own homes, to remain active in their community and to have a supportive, caring advocate to promote their health.



“ONE CARE provides excellent services. I get Meals on Wheels, have a PSW and attend diners. I was very sick, depressed and not doing well before I started the services.”

ONE CARE Client

PROGRAMS & SERVICES

Adult Day Programs

Assessments & Care Planning

Assisted Living

Blood Pressure Clinics

Day/Overnight Respite

Dining/Social Programs

EasyRide Transportation

Friendly Visiting

Foot Care

Home Help

Home at Last

In-Home Personal Support

Let's Go Home (LEGHO)

Lifeline – Emergency Response

Meals on Wheels

Social Work

Telephone Reassurance

Wellness & Exercise

Whirlpool Bathing

FOR MORE
INFORMATION OR TO
REGISTER CALL:

1-844-482-7800

TOGETHER, WE ARE SHAPING THE FUTURE OF CARE

ONE CARE works alongside many organizations to support people in need. The work we do with our partners is imperative to advancing the health care system and ensuring top quality client care.

CENTRAL INTAKE



Through the Community Support Services Network (CSSN), we make the process of accessing a variety of services that people need much simpler. Through a central/shared intake service, people can receive, change, and update services through one phone call, even if they are delivered by multiple agencies. By working together, our community support service providers are better able to coordinate care for our clients. Client review meetings with CSSN partners are also done to review needs emerging due to gaps in care, and to develop shared care plans for more complex situations.

Each and every community support service in Huron Perth are part of this central network. It is a way for us to connect to become a virtual organization in order to make it simpler for people to receive a variety of services.

LET'S GO HOME (LEGHO)

Another way we are connecting people to care is through our Let's Go Home program. Through this program, we have worked with local hospitals to create a system that supports individuals being discharged from hospital, offering essential services to support recovery at home.



Care Planner, Nadine McCullough, with Leslie Brown, Manager of Inpatient Medicine at Stratford General Hospital.

We are proud to be partnering with Stratford General Hospital's Medical Unit to pilot an improvement to the project where a care planner is present during rounds and supports clients prior to discharge and post-discharge to ensure a smooth and supported process.

“I was in hospital for six months, but now I am home and living on my own. I am 86 years old and have poor mobility. Without their help, I couldn't live on my own.”

ONE CARE Client



ONTARIO HEALTH TEAM JOINT ACCREDITATION



Accreditation Canada Surveyor visits ONE CARE.

This past year, we had a dedicated team preparing us for our joint Accreditation with a range of partners who are part of the Huron Perth & Area Ontario Health Team (HPA-OHT). Ongoing, we work together with the HPA-OHT on various committees and projects to try to work to improve our health system. The Accreditation process looks at ONE CARE, and partner organizations, against **449 national standards** of quality and safety excellence that cover the entire organization. The standards are something that we always use to guide our on-going quality improvement.

ONE CARE has held the highest level, Exemplary Standing, for many years and is pleased to have been awarded Exemplary Standing this year as a result of our joint Accreditation. This is an outstanding achievement and a credit to not only the quality of service at ONE CARE, but also the strength of our partnership work in Huron Perth.

COMMUNITY PARTNERS

We are proud of the work we do together with many health care partners. One of our community partners, who is also part of the Community Support Services Network (CSSN), is the Alzheimer's Society of Huron Perth. They have developed excellent training resources

that we have utilized to ensure our staff are trained to better support those with dementia as it becomes more prevalent.

We work together not only with health care partners, but other partners in our community. Many community partners support our work and help to ensure we can continue delivering our services to those in need in our community.

We are grateful for BELFOR Property Restoration for working hard to get our Clinton office back up and running. Thank you to those who have offered us building space over the years so that we can continue to provide essential programs and services such as our Meals on Wheels program and our Wellness programs.



BELFOR Property Restoration nears the completion of the construction at our Clinton office.

We also partner with nursing agencies to provide transportation to nursing clinics in a variety of locations to allow for an efficient use of nurses in our community.

Through a partnership with the City of Stratford, we have been able to provide social services to people who need additional home help in order to remain in their homes. **Last year, we provided more than 1,590 hours of social support.**

Lastly, recruitment has been a major focus for us. We are grateful for the partnerships we have formed with local colleges to help connect with graduating students so that we can continue to welcome new members to our team and care for more clients in our community.

OUR STAFF MEMBERS

Our team of approximately **220 local employees** is made up of caring people who all have a common goal of making our community stronger. Together, we provide top quality care to our clients whether we are supporting operations behind the scenes, or on the front line interacting with clients and their families.

This year was the first time since the pandemic that ONE CARE staff members were able to safely get together in person for our annual Staff Appreciation Event. Over 50 staff members were nominated for an award by their clients for providing exceptional care, along with over 15 staff members who received Supportive Star awards for going above and beyond. Over 20 staff members were also recognized for their years of service.

In addition to our own event, a few of our staff members were recognized at the Huron Remarkable Healthcare Workers Recognition Event. This event highlighted community appreciation for local health care employees and volunteers.



*ONE CARE's Staff Appreciation Event (left to right):
Pamela Mavin, Rose McKague.*



*ONE CARE's Business Services team gather together
at our Stratford location.*



100%

of staff would recommend ONE CARE to friends and family in need of care.



97%

of staff feel ONE CARE is a safe workplace.

OUR VOLUNTEERS

We have almost **350 local volunteers** supporting our programs, and they see first hand how a donation of your time enriches the lives of our clients and provides peace of mind for caregivers. The reason many of our programs are able to operate is because of our incredible volunteers. The difference our volunteers make in the lives of our clients, and their families, is priceless.

Our volunteers support programs such as Meals on Wheels, Adult Day Programs, Transportation, Wellness & Exercise, Dining/Social programs, Friendly Visiting and more. Not only do our volunteers provide a service to our clients that is essential to their wellbeing, but often times perform a valuable security and social welfare check for isolated clients and have had to notify proper authorities of an accident or injury. **Our volunteers have saved lives and we are so grateful for their dedication to ONE CARE. We couldn't do the work that we do without you.**



ONE CARE volunteers provide support at our Adult Day Programs.

So many people are in need, and ONE CARE, along with their volunteers, do a remarkable job providing several services in our community. Today has left a lasting impression on me.

Trevor Bazinet, Mayor of Goderich



98%
would recommend ONE CARE to people who need our services.



100%
feel they are treated with courtesy and respect.

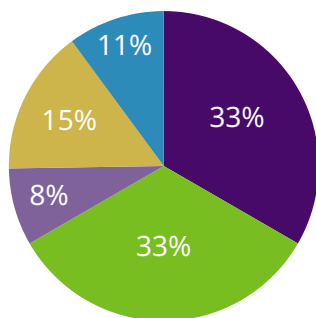
DONATIONS & FUNDRAISING

Whether you were a business who ran a promotion as part of our Shop for Seniors campaign, a community member who made a donation to our Gift of Care campaign or a group of friends who walked in our Grand Parade, **each and every one of you contributed to a better quality of life for so many people in our community.** Thank you to all of the incredible businesses and individuals who continue to support our fundraising efforts, as well as new donors we have welcomed in the last year.

Fundraising is a crucial part of our organization as it supports our programs and our clients. Funds go directly towards clients in need of financial subsidy, and the purchase and maintenance of essential program equipment and facilities.

CLIENT SUBSIDY BY PROGRAM

- Meals on Wheels
- Transportation
- Foot Care
- Home Help
- Adult Day Program



This past year, we were able to purchase a new accessible van thanks to a very generous donation in honour of a loved one and ONE CARE community donors. This van offers us various seating options. We have seating for six ambulatory clients, or four ambulatory clients and a person in a wheelchair as we added a lift to accommodate those who require wheelchair transportation.

Over the course of a year **our vans travel approximately 807,275 kilometers.** We hear on a regular basis what a difference this service makes. Without donations like this, we don't have the funds to replace these vehicles.



Soup Surreal in Stratford donates lunch to Grand Parade participants.



Demetre's Family Eatery in Stratford participates in ONE CARE's Shop for Seniors campaign.

During the 2023 Holiday season, Melville Presbyterian Church in Brussels read about our Gift of Care campaign and were shocked to learn that there are seniors and other individuals that can't afford the essential services that they need to live at home. After learning about the needs in our community, they chose ONE CARE as their "special mission project" for the month of February.

Hand crocheted blankets were donated by the Crochet Club of London and delivered to clients living alone. We also received fidget aprons donated by The Exeter Fidget Makers that are used at our Adult Day Programs and on transportation vehicles. We are so grateful for the gifts we have received that put a smile on our clients' faces.

Over the past year, we received generous donations that have allowed us to support more people in our community. A special thank you to the following individuals who made a donation in the amount of \$1,000.00 or more: Clinton Christian Reformed Church, Charlene Gordon, Ray Lansbergen and Lucy & Rick Hampton.



Employees at MicroAge Basics support ONE CARE by wearing blue jeans on Fridays.

A little bit can go a long way, and what seems like only two dollars on Fridays, will soon make a big difference to someone's future. MicroAge Basics introduced Blue Jean Friday in support of ONE CARE.

Our family believes in supporting organizations, such as ONE CARE, who provide vital support to the senior community so that they can enjoy a better quality of life.

Elaine Hayter, Vice President of Hayter's Farm

WE ARE GRATEFUL FOR GRANTS WE RECEIVED

Funded by the Government of Canada's Community Services Recovery Fund



ONE CARE receives generous donation from Melville Presbyterian Church.



ONE CARE client receives hand-made blanket as part of ONE CARE's Gift of Care campaign.

BUILDING A BETTER FUTURE

At ONE CARE, our focus lies in advancing equity, inclusion, diversity, and anti-racism (EID-AR) within both our organization and the communities we serve. Our objective is to enhance our current programs to ensure that everyone experiences value, respect and support.

To fulfill this commitment, we prioritize ongoing education and improving our progresses, and have reinforced our Equity, Inclusion, Diversity, and Anti-Racism Committee to spearhead these efforts. With a diverse staff, we take pride in building our organization in a way that can respond to the changing face of our community.

By bringing together individuals with various viewpoints, we foster the creation of new ideas and inventive solutions. Our goal is to establish a nurturing environment where our team members and volunteers feel empowered to voice their opinions, introduce fresh concepts and celebrate the diversity within our organization.



ONE CARE staff members use biodegradable containers.

We also made advancements within some of our programs to support a more sustainable future for the environment. Our Meals on Wheels program has eliminated the use of plastic bags, and all of our food containers and food wrappers are now biodegradable.



90% of our staff feel they are treated fairly by their supervisor.



100% of our volunteers feel accepted for who they are including age, religion, ethnicity, gender, sexual orientation and social class.



ONE CARE staff members participate in Pink Shirt Day.



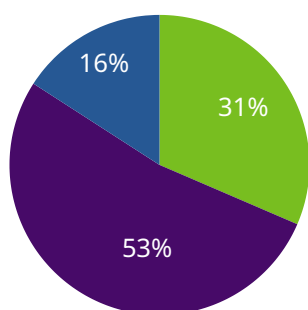
Equity, Inclusion, Diversity and Anti-Racism committee member Reza Soltanmohammadi.

FINANCIALS

More than 80% of our funding comes from the Ministry of Health through two separate and very different contracts. The remaining 20% of our budget is made up of fees charged to clients as is required in our community support services, local fundraising, and various local, provincial and national grants that we search out annually. Following many years of funding that did not keep pace with inflation, our capacity to deliver programs and services has been severely challenged. Costs continue to rise, including those related to cyber security, technology and infrastructure. Recent provincial budgets have placed a higher priority on community services, and we are hopeful that attention to our sector will enable us to continue to recover and build to provide the essential services that our community needs.

TOTAL BUDGET: \$14,949,350

REVENUE

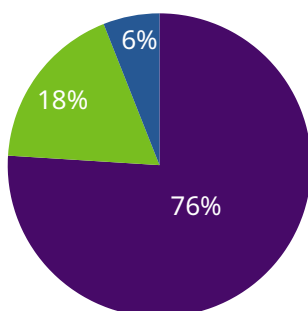


COMMUNITY SUPPORT SERVICES (CSS): Provided by Ontario Health West based on a budget for approved programs. Client fees are required for many of the community programs to cover the costs of operating.

HOME CARE (HC): Funding provided by Home and Community Care Support Services on a fee for service basis. Service amount depends on the number of clients approved and referred through HCCSS.

OTHER: The remaining revenue comes from client fees and donations, grants and fundraising.

EXPENDITURES



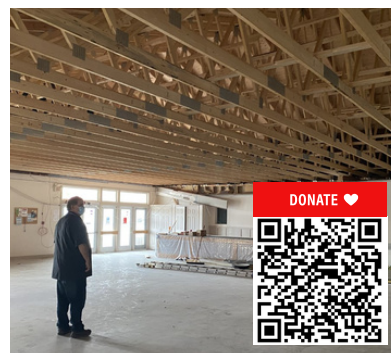
WAGES & BENEFITS: The majority of the organization's expenditures are direct costs related to providing services. **94%** of all of the Wages & Benefits expenditure is related to direct program staffing.

SUPPLIES & SUNDRY: Supplies include items such as training materials, fuel for our transportation vehicles, and personal protective equipment (PPE) for our staff and volunteers.

BUILDINGS, EQUIPMENT & GROUNDS: This includes maintenance such as housekeeping, waste removal, and service equipment.

The roof at our Clinton location was significantly damaged due to a heavy snowfall. A good portion of the building had to be closed and programs had to be relocated. **This building allows us to support so many individuals in our community and we are thrilled to finally start reopening some of our services in our building after many years of construction.**

If you would like to support the cost related to the reopening of our services, all net proceeds from donations go directly to supporting client subsidy and essential program equipment and facilities.





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