

ANNUAL REPORT 2017/2018



Huron and Perth Counties' local community health care provider



www.onecaresupport.ca
1.877.502.8277



2017-2018 BOARD OF DIRECTORS

Front row - from left:

Kathy Scanlon, Executive Director;

Bob Cook, Board Chair; Elvira Gaylor.

Back row - Lindsey Martchenko, Executive

Assistant; Marg Angus; Margaret Jack;

Clarence Bos; Ollie Henry; Delbert Shewfelt.

Absent - Barry Cameron and Gary Lloyd-Rees

Board of Directors Report

ONE CARE makes a significant difference in the lives of thousands of individuals, caregivers and families. This past year we continued to provide those services and focus on our vision “The caring support that people can turn to and trust.”

Keeping that vision was not easy as our agency faced a time of challenge with the shortage of Personal Support Workers (PSWs) along with funding and resource shortages. The shortage of PSWs and the problem that causes for our clients and caregivers is of great concern to us. It is a system-wide problem that is hitting our community hard. Financial resources continue to be extremely limited as we did not receive any increases for our base operations, and our dollars for our In-Home services were reduced as were our resources for our Adult Day Program.

We were fortunate to receive project funding and one-time funding that allowed us to complete special initiatives, but we are frustrated by the continuing lack of funds. Despite these challenges we are proud of ONE CARE and the support that we provided to more than 6,000 people last year in Huron and Perth Counties.

This past year the Board continued our work to strengthen the foundation of ONE CARE, to work with our partners and to put processes in place that support our clients and caregivers, our staff and our volunteers.

We also worked with other service providers to further assist and support our clients. An example of this was the launch of the Community Support Services Network to improve access to services.

The Board of Directors reviewed our Mission, Vision and Values and we engaged with staff, clients and caregiver focus groups in that review. We received excellent input and suggestions which resulted in wording changes and a clearer understanding of our Mission, Vision and Values.

Engaging with clients and caregivers - hearing about their appreciation of the services and even about the challenges - is essential as we strive to improve services and our support for individuals and their families. This is the foundation of the work that we do.

We furthered our work with clients and caregivers including adopting a framework and advisory group for engagement, and a framework relating to ethics in the work that we do. As well, we restructured our quality committee to better strengthen the process of addressing quality issues.

We are very proud of the quality of the services we provide. Our appreciation goes to our Executive Director, Kathy Scanlon, the leadership team, and all staff and volunteers who play a role. Thank you also to my fellow Board members for all your time and commitment to the leadership of this organization.

The focus of the Board, and the agency, is to hold true to our promise of delivering quality care. Our Directors are members of this community and are dedicated to providing service here. 2017-2018 was a year of challenges, but it was also a year of successes. We continue to be proud of the work of ONE CARE, the leadership the agency takes, and its daily care and compassion. This agency is truly invested in the care of our clients and caregivers and we continue to strive to provide excellent care and live out our vision.

Bob Cook,
Board Chair



2017-2018 MANAGEMENT TEAM

Front, from left - Roxanne Cerson Wright, Business Manager; Kathy Scanlon, Executive Director; Marina Gibson, Home Care Manager. Back row - Shelley McPhee Haist, Communications and Fundraising Manager; Mary Beth Alexander, HR Manager; Debbie Ryan, Executive Assistant; Lancia Choisilme, Community Programs Manager; Jennifer Croft, Community Programs Manager.

Executive Director Report

Our annual report to the community provides us with an opportunity to reflect on the challenges and achievements of the past year and the last year has provided many of both. What occurs to me as I review the year is how the character of ONE CARE comes through.

We are an organization that takes our accountability seriously, strives for excellence, is always learning and growing, collaborates with partners from clients to system stakeholders, and is always focused on our clients and how we can work with them. When we face challenges, our true nature comes through and I believe we see our values in our past year's work.

Funding is a major challenge both because of repeated years of no base increase and also reductions through a new funding formula for PSW services and cuts to our Adult Day Programs. However, we have responded through communications to help the Ministry and LHIN to better understand our challenges and needs, through securing other funding sources such as grants, fundraising, changing our processes to be as efficient as possible and developing partnerships (for example with the Goderich Lions) that enabled us to expand some services. We continue to find ways to try to meet the challenge.

Added to our funding challenge is an environment where our employment rate is very high and there is exceptional competition for staff. We have struggled with attracting and retaining staff. However, new partnerships for training allowed us to support people to achieve the necessary qualifications and we created new programs that will produce staff faster, winning an award for the latter innovation. We improved our processes to hire more quickly and focus on the elements and values important to us. We engaged a consultant to review our outreach to prospective employees to help us improve recruiting.

Lack of staffing, a problem shared by every home care

provider in this area, has led to service delivery problems - missed visits in Home Care but also challenges in transportation scheduling. However, we have worked to ensure consistent staffing, improve our communication with clients and initiated various solutions to improve our situation. These range from new subcontracts for PSW services and new technology solutions to reconsideration of our processes to ensure maximum efficiency. I cannot say enough about the staff who are our strong base. We have a dedicated, creative group of staff who are active contributors to new ways of working and are caring people who make a difference with their approach to our clients. These are the people who live out our values every day and I thank them.

With a health care system in flux, we work with our partners at various tables and in projects to improve services. Those initiatives include everything from integration planning tables to projects like Caregiver Support Initiatives and the Community Support Services Network - projects that we initiated with partners. Being leaders means always improving what we do, not only internally but with others.

In spite of the challenges we face, we progressed in the last year driven by our commitment to the people and the communities we serve. We delivered service to over 2,000 people every week. We hear from clients that our services make a big difference in their lives and in their ability to live in their own homes. This inspires us and every service we offer is about strengthening the network of support for people in our community. Everyone in our organization plays a significant role in that. ONE CARE is known for being caring, collaborative and innovative. This takes the efforts of everyone. ONE CARE staff and volunteers know and understand the importance of the work we do. The vision of what we are trying to achieve for our community and our values saw us through a challenging year and I know they will be our strength for the future.

Kathy Scanlon,
Executive Director

Mission

ONE CARE Home & Community Support Services provides services in Huron and Perth Counties to support and strengthen the health, independence and quality of life for individuals and their families.

We help older adults and people with health challenges to live at home within a network of support and in a caring community.

Thank you to the focus groups including clients, partners, volunteers and staff who took part in our engagement discussions as part of our review of the ONE CARE Mission, Vision and Values. We received excellent input and suggestions which resulted in wording changes and a clearer understanding of our Mission, Vision and Values.

Vision

The caring support people can turn to and trust.

We will be respected and known for friendly, quality and accessible community services. We will provide a wide range of health and support services.

Always responsive to change, we continually strengthen our collaborative partnerships in the health system.

ONE CARE Values

ONE CARE Home & Community Support Services is committed to the following values:

Collaboration – We value working together and believe that different views coming together creates greater strength.

Progressive Learning – We plan for and respond to change through ongoing communication with community, clients and partners. We believe in continual improvement and seek opportunities for personal, professional and team growth.

Transparent Accountability – With integrity and respect for confidentiality, we demonstrate in our daily actions our ability to make efficient use of resources, and to account responsibly to our community funders and clients.

Client Focused Care – We demonstrate our caring through a friendly, respectful and compassionate client focused service that meets the current and future needs of individuals.

Advancing Excellence – We are dedicated to continually improving quality, efficiency and responsiveness while we strive for the highest standards and best approaches for service and operation.

Strategic Directions

The following are the key themes and priorities of ONE CARE in building the organization to achieve its vision:

A PROACTIVE CAPABLE ORGANIZATION

- Ensuring accountability and compliance
- Building capacity and flexibility through structure and efficiency
- Integrating risk management and enhancing client safety
- Building our quality and performance
- Strengthening our information technology capability
- Diversifying and sustaining our financial base
- Engaging to enhance ONE CARE's position in the community and system and to support System Change

THE RELIABLE AND EXPERT SERVICE AGENCY

- Creating meaningful partnerships to enhance services
- Expanding and providing a rich mix and integrated range of services for clients and families
- Meeting LHIN and organization service targets and standards

A CREATIVE RESPONSE WORKFORCE

- Building organizational development and performance
- Developing culture and building engagement and change responsiveness
- Developing skill and knowledge
- Managing HR capacity and strengthening recruitment and retention



Supporting People in their Daily Lives

1,296 clients
117,731 hours
of care

Personal Support Personal care is provided by qualified workers to give assistance to clients for activities such as bathing, dressing and ambulation in programs including Home Care, Community Personal Support and Private Personal Support.

"My dad loves the care that he gets. As a registered nurse I can see how much better he is with your services."

438 clients
12,169 hours of care

Home Help Assistance is provided with daily tasks such as household chores, errands, shopping, laundry and other activities.

113 clients
6,145 visits / calls

Friendly Visiting/Reassurance Trained volunteers provide personal visits or telephone check-ins. Lifeline is a 24-hour emergency response service.

209 clients
951 hours of care

Home At Last This program helps individuals get home and settle in safely and comfortably after a stay in hospital.

18 clients
257 overnight stays

Respite Overnight respite is offered at Adult Day Program sites in Goderich and Wingham to give caregivers extended relief. In-Home respite is also available when family members need a break.

34 clients
8,872 resident days

Assisted Living This program provides 24-hour support in designated locations for individuals with significant needs for assistance with daily living.

"I thank you more than I have words to say, for coordinating mom's care with the Assisted Living, and for communicating all the important things with me. I feel very supported, and reassured that mom is getting such great care."

2,139 clients
62,268 trips
93,774 rides
scheduled for
EasyRide Partners

EasyRide Transportation Door-to-door transportation service is provided to medical appointments, shopping, errands and programs including Adult Day Programs. Wheelchair accessible vehicles are available to those with mobility limitations. Volunteer drivers are also available.

132 assessments
completed
880 assessments
scheduled for CSS
agencies

Community Health Assessments

Using a standardized assessment tool, ONE CARE completed assessments for Community Support clients and also scheduled assessments for other Community Support Services organizations in the south west region.



Supporting People in their Daily Lives

230 clients
12,172
attendance days

Adult Day Programs A program of activities with qualified staff promotes well-being. Special service programs in some locations include stroke rehabilitation, dementia programs and overnight respite. Programs are located in Wingham, Clinton, Goderich, Grand Bend and Exeter.



595 clients
36,167 meals
delivered

Meals on Wheels Nutritious hot or frozen meals are delivered to clients in their homes by volunteers. Special diets are accommodated.

"Our compliments to the cooks. The meals are simply wonderful and I am enjoying them and don't have to think about cooking."

857 clients
18,556 meals

Dining Programs People get together for good food and companionship in local communities.



295 clients
2,055 visits

Foot Care Clinics For those with disabilities, diabetes or chronic health issues, community clinics are provided by nurses certified in Advanced Foot Care Management.

475 clients
2,668 visits

Blood Pressure CHAP (Cardiovascular Health Awareness Program) Free blood pressure clinics can help anyone monitoring their blood pressure including those who are at risk for cardiovascular disease. Results are shared with the client's physician.

3,347 clients
90,568 visits

Exercise/Falls Prevention/Wellness Community or in-home sessions are offered to help people maintain and increase their physical strength, mobility, stamina and well being. Education sessions focusing on health and wellness are held in local communities.



"The Exercise Program has been a tremendous benefit to me. My mobility had been decreasing significantly in the last few years. I am very encouraged by the progress that I have made since"

175 clients
477 visits

Social Work Support for family and personal issues is provided through confidential counselling by Family Services Perth Huron Social Workers.

Helping People to Better Health



ONE CARE provides a wide range of services that support people to live in their own homes and communities. Over 50% of the people that we support are over the age of 75.

To support the many needs in our community our services range from preventative programs to ongoing daily support. We provide services to help people with physical and health challenges, whether we are helping people recover from short term illness or supporting those who require long term care and may have multiple chronic conditions. 85% of our clients report two or more health conditions.

We also support many older adults through our preventative programs that help them to stay healthy and active.

ONE CARE provides services to people living in Huron and Perth Counties and area.

Huron and Perth Counties are primarily rural and we support people to live well in their own homes and communities.



Total clients served: 6,148

Our clients by age:

75 and over	57%
65-74	25%
Under 65	18%

Clients who live alone: 62%

Clients by gender:

70% Female
30% Male

We also have a high population of seniors.

Covering 6,600 sq km and with a population of 134,000, it is one of the most rural areas in Ontario.

Huron and Perth have one of Ontario's oldest populations. The percentage of seniors (over the age of 64 years) in both counties is higher than in the province as a whole (19% in Huron, 16% in Perth and 13% for Ontario).



Walking their way to better health

The ONE CARE Nordic Poling program has provided amazing health benefits, say Bill Currah and Richard Lavery. Richard has been a volunteer instructor for the popular Nordic Poling program since 2015. Bill joined the program as a participant in 2016. Both men were facing some of the usual physical changes of aging bodies, and some additional health challenges.



Bill has seen great improvement in his health, which has also impressed his doctor. Bill speaks highly of the walking class benefits, “My energy level is very high, and I do not have to lay down for an afternoon nap anymore. I can work through whatever has to be done on a daily basis and not feel tired until 10:30-11:00pm at night. I feel more alert and not sluggish when I wake up in the morning. My memory is better as are my cognitive skills, even my cursive writing.”



Bill thanks Richard, who as a volunteer instructor with ONE CARE has been a positive influence to the many people that take pole walking classes. Richard is an ambassador for pole walking, having personally experienced the benefits. Richard saw profound changes in his strength and agility within weeks of starting pole walking. Pole walking has enabled Richard to keep his body and spirit strong in his ongoing struggle with cancer.

Richard says, “For those who have experienced illness, injury or major difficulty in your life, you know how your stress level dramatically increases. Pole walking has been my ‘game changer’. It is my walking meditation. I have taught people pole walking from their 50s and to their 80s; active and those that have been doing little physical activity; others that have health challenges from balance, arthritis, diabetes, post-surgery and weight issues. The benefits to those who participate in regular pole walking have been substantial.” Time takes its toll but with a couple of poles you can fight back and let pole walking be your ‘Game Changer’.

Expanded Meals on Wheels helps rural seniors in Huron

Meals on Wheels now has rural routes in North and South Huron and provides good food to more seniors. George has lived on the same farm that his family has owned for several generations. This is his home, the only home he knows, and this is where he wants to be. But life in the country is not ideal and George is facing health challenges and recently he was told he could no longer drive. George doesn’t cook much and getting out for groceries is hard, so he appreciates the delivery of hot, ready to eat, Meals on Wheels three times a week, and frozen meals for the other days. George enjoys the meals - they are easy for him to prepare, they are tasty, and provide good nutrition to help maintain his health. His family is also appreciative for the service and for EasyRide transportation to assist in getting him to appointments.



This has given them much needed support and eased their stress as they all maintain fulltime jobs. Not having access to food, or a means to prepare it can be a challenge, especially for individuals who have health challenges and can’t drive. Volunteers like Evelyn Rich are among the hundreds of dedicated people who help to get the meals out to those seniors who need this program. Evelyn, like other Meals on Wheels volunteers, know that they do more than deliver a meal and that the visit and social contact means as much as the meal itself. “It is so nice to be able to meet people and see that helping them enables them to stay in their homes as long as possible.”

Leadership and Partnership

In 2017-2018 ONE CARE continued in our work to be leaders and partners with other organizations in the health care system. We participated at integration and system planning tables and special projects with the aim of improving the client and caregiver experience and strengthening the role of home and community services in providing support.



Streamlined access for clients

The Community Support Service Network (CSSN) provides a streamlined process for clients and caregivers to access services. Thirteen Huron and Perth agencies created a shared intake and central access. For clients and caregivers this means they only require one phone number to access and register for all Community Support Services that they need and/or to make changes to services. Information is shared between the provider agencies, meaning that clients and caregivers only need to tell their story one time with fewer touch points. Services for clients are streamlined and coordinated. Last year we worked with family health teams to improve their connection with the CSSN. The next phase will expand coordination of care to help people manage and navigate services better. The CSSN can be contacted toll free at 1-844-482-7800.



Joseph Edward, Invorg; Kim Van Wyk, Clinton Family Health Team; Kathy Scanlon, ONE CARE; Lisa Thompson MPP for Huron-Bruce; Judith Higgs, caregiver; Jennifer Croft, ONE CARE; Cathy Ritsema and Jenn Burns, Huron Alzheimer Society at the official CSSN launch.

Partnership project to connect with caregivers

Connecting the Dots is a joint project initiated by ONE CARE and the Huron Perth Healthcare Alliance to better meet the needs of the family caregivers. This past year we met with caregivers in a series of community coffee chats. ONE CARE clients and caregivers who attended had a chance to express their point of view. We heard that people need more support and to be involved in care. Over the next two years of the project we will continue to work with project partners including hospitals, doctors and community agencies to develop ways that we can better engage caregivers as we deliver services.

Innovative partnership to train new staff

ONE CARE received an Employer of Distinction Award from Conestoga College in 2017-2018. This special award recognized our partnership with Conestoga College to develop Care Attendant training. The program enabled us to recruit, train and hire people with no formal education in healthcare and provide them with the skills required to work with the elderly in their homes and in the community. This innovative approach to entry-level training created interest within South Western Ontario from home care agencies and retirement homes. Conestoga Corporate Training recognized ONE CARE's proactive and creative approach.



Mary Beth Alexander, Kathy Scanlon and Marina Gibson accepting the Employer of Distinction award.

Quality Achievements

ONE CARE maintains a high focus on quality to improve client and caregiver experience and to measure performance. The organization uses an internal framework referred to as the QSAR framework which encompasses quality, safety, accountability and risk management into a single holistic approach.

Continuous improvement efforts are supported and informed using a number of tools. Some of these tools include surveys and focus groups to gain client, staff and partner feedback; an annual health and safety audit; analysis of reportable occurrences; and a risk management plan. Indicators for priority quality improvement initiatives are incorporated into the annual Quality Improvement Plan.



ONE CARE maintains an accredited status through Accreditation Canada. The organization is currently **“Accredited with Exemplary Standing”**. Achieving this status means that the organization has undergone a detailed assessment to ensure that there are strong governance, operational, service delivery, financial and quality improvement processes in place.

Creative solutions to staffing shortages

In our continued efforts to provide consistent and quality care to our clients we looked at new ways to provide more personal support staffing. We focused on staff recruitment and training and partnered with Fanshawe College to offer a PSW Certificate Program in Clinton. As well, we implemented scheduling changes to be more efficient, to maximize time spent with clients and minimize worker travel. We implemented service blocks for workers to reduce split shifts, and organized work so it is grouped more closely geographically.



New mobile phones for PSWs improved the quality of connectivity and communication for the field staff with schedulers and supervisors.

Strengthening our Information Technology

Improving our quality means having good data to make good decisions. Through the last year we refined our data collection and continued to build indicators and reports. We invested in new software to support our Human Resources department and employee records. Significant work was completed on the Community Support Services Network to share client records between partner agencies serving the same client.

Enhancing Client and Staff Safety

Each year we select a number of objectives as part of the Quality Improvement Plan. In 2017-2018 one objective was to improve client safety by identifying and addressing risk factors to reduce falls. We selected a falls risk screening tool and implemented it at intake to help identify clients at risk of falls. Those clients are offered Care Planning services to support them in developing a plan to reduce their risk.

Engaging with our clients and caregivers

In 2017/18 we had a special focus on improving our engagement with clients and caregivers, including how we receive and act on their feedback. We developed a Client and Caregiver Engagement Framework to support and guide this work. We introduced focus groups to consult with clients and caregivers on topics including our Mission, Vision, and Values; information packages for new clients; brochure redesign; changes to the Adult Day Programs and In-Home Respite. We initiated a review of our complaints and risk reporting process to improve information reported so that we can be more proactive in preventing issues.

Serving our Communities with Expanded Services

There are many positive things that we have achieved at ONE CARE over the past year.

Here are some of those successes:

Goderich Lions support transportation

A grant from the Goderich Lions Club supported transportation services for seniors who live in that town. The new free bus service for seniors is offered on Tuesdays and Thursdays and provides rides to grocery stores, pharmacies and other stops using our accessible bus.



Meals on Wheels now serving rural South Huron

We expanded the delivery of hot Meals on Wheels to South Huron County. This was the second phase in the rural meal delivery program that started the year prior with the purchase of a temperature controlled food truck and delivery of meals to rural North Huron. This program, supported with start up funds from the South West LHIN and the Ontario Trillium Foundation, is an important expansion into our rural communities where hot meals were not previously available and helps more people to be supported to live well at home.



Wingham Diners gets new home

We expanded programs in 2017-2018, including the Wingham Dining for Seniors. The program has been going strong for 20 years and is attended by more than 45 people a week and outgrew its location at the ONE CARE centre. It was moved to the Wingham Legion where it is well received. Evelyn Stephens, a volunteer for over 11 years, North Huron Reeve Neil Vincent, Dianne Foxton, representing MPP Lisa Thompson, and ONE CARE program supervisor Karen Hartman were guests at the new location dining event.



Expanded Blood Pressure and Foot Care Clinics

We also expanded prevention and maintenance support programs to better serve our clients and communities including a new Blood Pressure Clinic in Bayfield, additional Foot Care Clinics in Wingham and Grand Bend, and additional Foot Care days in Goderich and Stratford to meet the growing need.

Exercise classes offered to isolated, homebound seniors

Seniors who are isolated, lonely and homebound and receive assistance through the Friendly Visiting program, now have the option of adding exercise to their activities. We trained volunteers in the Tiered Exercise program which introduces gentle, seated exercise to our Friendly Visiting clients. This program benefits individuals who have limited access to exercise and also boosts volunteers with an activity that adds to the support and engagement of the people they visit.

Fundraising & Donations

ONE CARE is a community based, charitable, not-for-profit organization overseen by a local Board of Directors. Being a non-profit organization means that anything we take in for revenue is spent on our services. While we do charge fees for some services, these are to cover the costs of services and do not generate profit for the agency. The money we receive through charitable donations goes directly to support clients in need (where there are fees involved) or purchasing equipment to support clients, such as replacing our accessible vehicles. Financial support and donations are essential to the agency.

We are grateful for the many financial donations that support the work of ONE CARE. Donations come from hundreds of individuals, churches, service clubs and businesses. Donations also come through bequests and in memorial gifts. ONE CARE holds special events including an annual Golf Tournament and Travel Raffle draw to raise funds. Last year we also planned a new fundraiser for Stratford, The Grand Parade walkathon.

All money raised goes back to support our client subsidy and client equipment needs including our accessible vehicle replacement.

ONE CARE's Client Subsidy Program

Cost should not be a barrier to receiving the care that our clients need. While we are able to offer some of our programs free of charge, for some we are required to charge fees for service to help cover direct program expenses. For programs like Meals on Wheels, Adult Day Programs, Transportation and Home Help, donations help provide subsidies to ensure our services are accessible to anyone who needs them, regardless of their financial situation. By contributing to ONE CARE's Subsidy Program, our donors support some of our most vulnerable neighbours when they need it most.



Our Forever Furniture Campaign raised \$10,000.

Client Equipment including Vans

The agency owns and operates wheelchair accessible vehicles which are essential to support our transportation program. These vehicles are used daily to provide rides to clients who are not able to ride in a regular vehicle. We drive thousands of individuals to Adult Day Programs, medical appointments, grocery stores and to other social outings and errands. Donations are required to replace our aging vehicles. In 2017-2018, we were able to purchase a new accessible bus with the gift of a bequest from the Douglas Bruce family, the Goderich Lioness Club and other individual donations. Donations and fundraising also support other equipment purchases which may be identified by replacement needs.

Many businesses, organizations and individuals support our annual golf tournament in August.



**ONE CARE Home & Community Support Services is a registered charity.
Our charitable number is 13565 4184 RR0001**

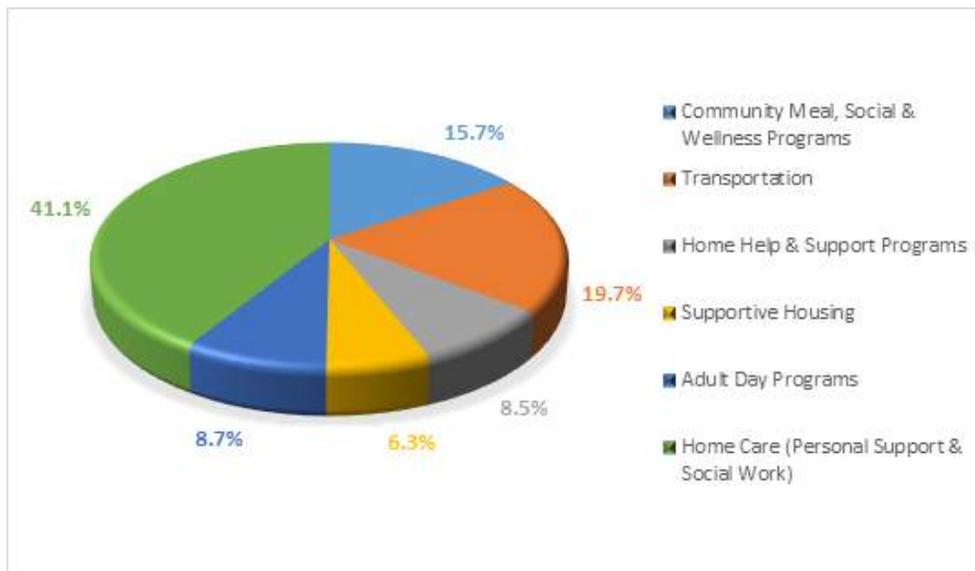
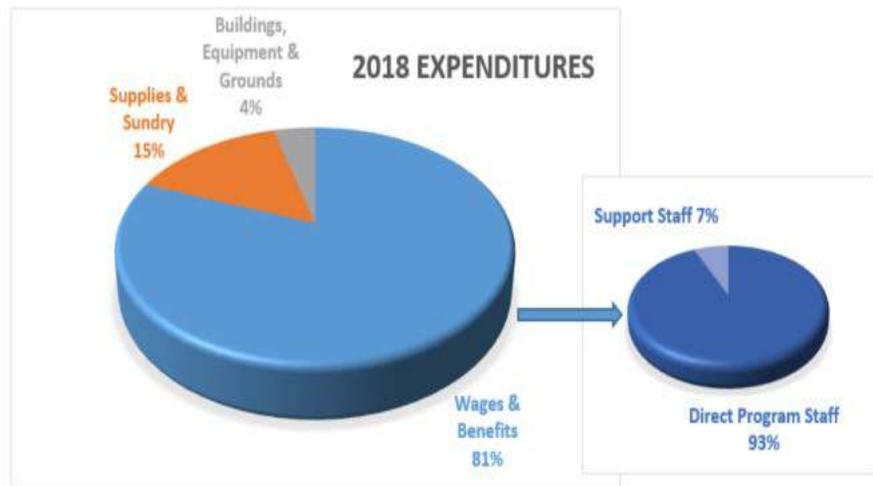
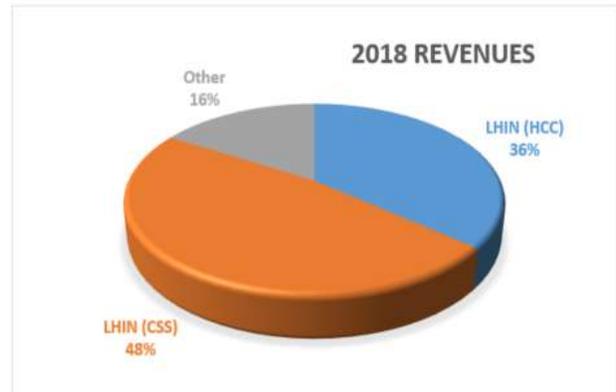
Finances

2017/18 Annual Budget: \$12,818,637

The organization derives 84% of its funding from the Local Health Integration Network (LHIN) through two funding contracts – one related to Community Support Services and the other related to Home and Community Care. These two contracts have very different conditions and requirements with respect to client eligibility, method of providing funding and performance indicators and measures. In addition to these contracts for client services the organization has revenue from fees associated with some programs, grants (including major grants from the United Way, City of Stratford and Goderich Lions Club), one time projects, donations and fundraising events.

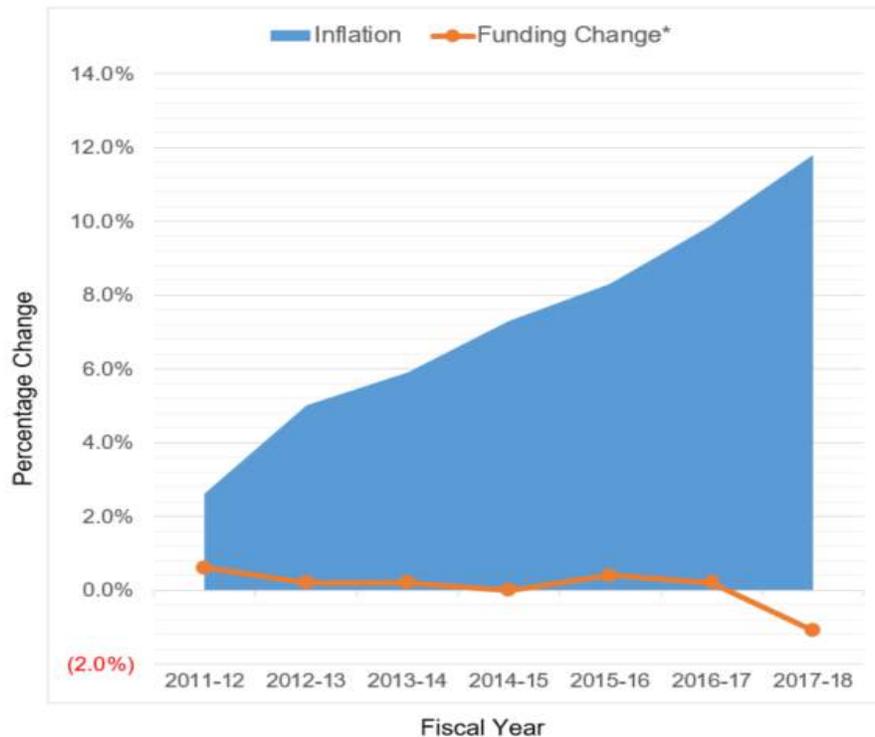
The direct costs to provide programs including service staff account for the majority of the organization's expenditures.

84% of the expenditures for ONE CARE go toward compensation, and over 93% of those costs are related to direct program staffing.



Finances

Appropriate funding to support client programs continues to be a challenge. Inflation and the cost of living has increased by approximately 11.8% since 2011 while in those same programs our funding has gone down by 1.1%. This gap in funding has grown each year. With continued rising costs and no additional funding, ONE CARE has sustained financial losses that erode our ability to effectively deliver services.



*Does not include funding provided for new programming or special projects

Additional funding challenges

- Three year wage enhancement for personal support workers with no increases for other workers caused wage compression. We had to find internal efficiencies to try to address this.
- Through wage enhancement, funding was only provided for specific programs and positions. Through minimum wage changes with Bill 148 only some positions received increases and no ongoing funding was provided. ONE CARE as an organization has to balance and find resources to manage staff equitably. This results in significant strain on the organization.
- During this same period the organization was able to secure funding for several new programs which were much needed. Some of these programs included overnight respite, falls prevention and personal support in the community. Funding for the direct costs of these programs was provided, but did not include any funding to support that growth, and this has added pressure on limited existing resources.

Our Caring and Dedicated Staff

Staff Development

- ONE CARE offers a 10 module leadership program that has been highly successful in developing people skills of approximately 30 leaders
- 359 online courses were completed by employees on a variety of skill and competency topics
- 35 ONE CARE employees participated in training offered through the PSW Training Fund
- 8 ONE CARE PSWs are currently completing PSW certification in partnership with Fanshawe college

“Change a life with life-changing work.”

ONE CARE works to impact the lives of clients and caregivers.

Our work, with our staff, clients and the community of Huron Perth are defined by these six pillars:

- Caring**
- Community Focused**
- Leadership**
- Teamwork**
- Growth**
- Balance**

Our strength lies in our 290 dedicated and caring employees!

8 employees have over 30 years of service with ONE CARE
22 employees have over 20 years of service with ONE CARE
62 employees have over 10 years of service with ONE CARE

ONE CARE staff have a high degree of flexibility, responding to the changing environment and client demands.

Employee Engagement

We are committed to fostering a values based culture that inspires personal growth and embraces change.

Our Employee satisfaction survey is a key tool to measure engagement and 79% say that ONE CARE is a great place to work. 87% of employees look forward to coming to work each day!

ONE CARE offers semi-annual development to all 290 employees through professional development offerings at our All Staff Meetings as well as online training.

We are committed to employee wellness offered through our benefit plan in which 75% of employees participate.

We held a number of spirit events and culture days to build a positive work culture and staff enjoyed celebrating events like Canada Day, Earth Day, the Olympics and we supported community projects like a fundraising campaign for the Humboldt hockey team.



Volunteers provide Caring Support

Last year over 800 volunteers supported ONE CARE. Hundreds of volunteers dedicated their time and contributed 47,000 hours of care. Our volunteers provide caring support to seniors and people with health challenges to live in their own homes and communities. We also appreciated the volunteer efforts made by the staff of local businesses and organizations who took part in activities like Day of Caring. Our volunteers report a high satisfaction rate in our volunteer survey.

- ONE CARE has a strong focus on customer service and client driven care - 100%
- I would recommend ONE CARE to people who need our services - 100%
- I am proud of the volunteer work -100%

Our Volunteers:

- Provide rides with **EasyRide Transportation**
- Deliver **Meals on Wheels**
- Support **Adult Day Programs**
- Lead **Exercise & Wellness**
- Assist at **Blood Pressure & Foot Care clinics**
- Help at **Dining & Social Programs**
- Make calls for **Telephone Reassurance**
- Do visits with **Friendly Visiting**



Above (left) — Goderich Councillor Myles Murdock delivering Meals on Wheels.



Above (right) — Hiking and poling volunteer instructors.

Right — Clinton Libro Credit Union taking part in the Day of Caring, and Exeter volunteers visiting the IPM booth.



Volunteer - Great reasons to volunteer at ONE CARE

- You interact with new people
- You support your community
- You are contributing to peoples' lives
- You are learning new skills

Without our volunteers we could not complete our important work, or support people in our community. Volunteering at ONE CARE has many rewards.

Thank You for all Your Support

To our staff for your care, quality, skills and abilities.

To our volunteers for your generous gift of time.

To our funders for your support

- South West LHIN
- City of Stratford
- United Way Perth Huron
- Goderich Lions Club



To our many individual donors including service clubs, churches, businesses for your generous financial gifts.

To our partners as we work together to provide the best possible care and services.

Together we assist thousands of residents in our communities and make ONE CARE the agency that people can turn to and trust.



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Your Support Means So Much! Your financial gifts help to keep programs affordable and enhance the quality of life for those living in your community. All donations are directed to our Client Subsidy Program for individuals who need assistance with fees and support our Accessible Vehicle Replacement Program. Charitable Taxation Number: 13565 4184 RR0001

Volunteer - Give the Gift of Time! A donation of your time will enrich the lives of our clients and provide peace of mind for caregivers. Volunteers receive the full support they need for the important roles they provide.