

Mission

ONE CARE Home & Community Support Services provides home and community services to support and strengthen the health, independence and quality of life for individuals and their families in the community. We help older people and people with health challenges live at home within a network of support and in a caring community.

Vision

The caring support people can turn to and count on.

What does that look like? We are respected and known for friendly, quality and accessible community services that support people in their home and enable them to benefit from a wide range of health services. As a strong partner in the health system, our staff and volunteer team is open to innovative change and supports caring collaborative relationships.

Values

- Collaboration
- Progressive Learning
- Transparent Accountability
- Client Driven Care
- Advancing Excellence

On behalf of the Board of Directors and staff at ONE CARE I want to say thank you for all you do. I think I can speak on behalf of the clients as well in saying what a difference you make in the lives of so many people.

Each of you contributes your time, energy and care, and collectively that makes a significant difference. In a year you help to deliver over 32,000 Meals on Wheels, provide 40,000 transportation rides, serve 19,000 meals at dining programs, make over 4,700 calls or visits with our Volunteer Visiting and Telephone Reassurance programs, assist 244 clients at Adult Day Programs and lead over 1,700 participants in Exercise Classes. These are some examples of the work, time and care that you give to others.

It takes a great deal of effort and resources to provide our services. The agency is supported by government funding through the Southwest LHIN but that does not cover all of our costs in many programs. This means that we must also raise money through other means - such as grants, donations and client fees. Each year prices go up and the costs to run our programs increase. This is a significant challenge for the agency as we do not receive regular government increases to cover our base costs for programs. This causes financial strain on our programs and we are constantly looking for additional sources of funding and revenue. This includes donations and grants and may include having to raise client fees.

Some people do not realize that we are a not-for-profit, local, community charitable organization. We count on donations and they come from individuals, service clubs, churches, businesses and through special gifts such as bequests and memorial gifts. We also have events like our annual golf tournament and travel raffle draw which help to raise funds. Every donation makes a difference and are used in several ways including support for programs and pressing needs, our client subsidy program and for equipment purchases.

Client subsidy program - Each year we designate donations and fundraising dollars to help reduce fees for programs like Meals on Wheels, Transportation, Home Help and Adult Day Programs. We don't want cost to be a barrier for those needing services and when a client has financial limitations, we complete a financial assessment and reduce fees for services. Last year we provided over \$23,000 in client subsidies. Currently that fund is spent and we have 38 people on a waiting list.

Van Replacement fund - We get funding from the South West LHIN, grants, as well as client fees to cover operating costs, but there is **no regular source of funding for replacing vehicles**. The cost to replace an accessible van or small bus is between \$70,000 and \$105,000 and some of our aging vehicles are in need of replacing. Without these vehicles we would have to reduce the number of rides that we provide to clients, including getting them to programs like Adult Day Centres. We are raising money to replace vehicles and we are grateful for donations from bequests, individuals and service clubs.

Donations are a significant source of funding for us and you, our volunteers, can help us. We greatly appreciate the donations that you give, both of your time and financially. Please continue to spread the word about the important work that we do, our need for donations and how we help our local seniors, friends and neighbours to live at home with caring support.

Dorothy Scanlon



Our programs. Our people:

Meals on Wheels helps many thanks to our volunteers

There's nothing like a hot meal and a warm smile delivered right to your door. Meals on Wheels makes a big difference in the lives of people who find making nutritious healthy meals challenging. Having a nutritious meal has been shown to contribute to an individual maintaining their health and can help with recovery following illness or hospitalization.

Not only do our clients count on the hot meals, but having a volunteer stop at their home makes a big difference in their health and well-being. Loneliness can weigh heavily on older adults and research shows that the volunteer stop when delivering meals has important health benefits to older people who are socially isolated.



Meals on Wheels volunteer Don Andrews and Meals on Wheels Coordinator Sarah Feeney

Our 378 Meals on Wheels volunteers make the difference. Volunteers like Don Andrews of Clinton, who, at 90 years of age delivers meals every other week, and fills in when needed. Don loves the opportunity to meet people and to stop and have a chat when he delivers the meals. Don has been delivering meals for more than 13 years, an activity he and his late wife Alice enjoyed doing together, and Don still enjoys. Don is active in his community, singing in the church choir, working out at the gym, taking in his grandson's hockey games and spending time touring around on his electric bike. He just recently gave up snowmobiling, in which he had been very active.

Don had the opportunity to meet ONE CARE's new Meals on Wheels Coordinator Sarah Feeney. Sarah is a graduate of the nutrition service program at Humber College and learned the meals program when she did her placement at Mitchell and Area Community Outreach. We are pleased to have Sarah working with the Meals on Wheels program.

HEALTH AND SAFETY: What to do when a client falls

Falls is a leading cause of concern for our clients at ONE CARE.

What you do as a volunteer when you find that a client has fallen?

Your first instinct may be to help that client to get up. But this is not the recommended practice. When a client falls they may have sustained an injury and moving them without proper support and training can cause further damage.



If a client cannot get up on their own you should call 911. If the client does not want to have 911 contacted, you should immediately call your staff contact at ONE CARE to report the incident. (The contact number is on the back of your ID tag).

Always report client falls to your staff contact at ONE CARE. Together we can work to reduce client falls and assist our clients in maintaining their health.

Did you know that in Canada, falls are the sixth leading cause of death among older adults?

- One in three older adults fall each year.
- Over one in three of those who fall develops serious injuries.
- Forty percent of admissions to nursing homes are the result of a fall.
- Falling is also the leading cause of injury-related admissions in hospitals for people over 65 years of age.

Lend a friend to be a volunteer



One Care's volunteers have been excellent ambassadors for our agency and recruiting new volunteers and we thank you for that.

Again we are asking for your help with our *Lend a Friend* program. In this campaign we are asking current volunteers to suggest a friend who has expressed interest in becoming a volunteer at One Care.

The campaign will run until the end of May. All you have to do is to contact our Volunteer Coordinator Grace Gowanlock at 1-877-502-8277 x 2001, or email ggowanlock@onecaresupport.ca. Grace will contact the potential volunteer and if they sign up you will receive a Tim Horton's gift card for making the referral. If a current volunteer signs up for another position, that volunteer will also receive a gift card. It's one way we can thank you for your ongoing support and dedication.

Current openings we have for volunteers are:

Transportation: Stratford drivers

Meals on Wheels: Stratford and Fordwich

Meal bag packer (fill in): Stratford

Dining Program: Hensall 3rd Thursday of the month,
Fordwich 3rd Thursday of the month,
St. Helen's last Wednesday
Clinton Wednesdays

Clinton Kitchen: Wednesdays and Fridays

Frozen meal caller: calling from a One Care office in Stratford, Clinton or Wingham, bi-weekly

Exercise Instructors: Exeter, Hensall, Wingham, Goderich, Stratford, Brussels, and Fordwich /Gorrie
Commitment to instruct once a week and take training

Visitors for males: Bayfield, Blyth, Goderich, Stratford, Wingham

Visitors for females: Brussels, Goderich, Exeter, Gorrie, Seaforth, Stratford, near Listowel and Zurich

Keeping in touch

Communicating with you and keeping you informed of happenings at ONE CARE is important to us. There are several ways that we contact you - in person, by telephone, by mail and email.

We are able to share general information through a private and confidential Volunteer Portal through the internet. The Volunteer Portal is located as part of the ONE CARE agency website and can be accessed on the internet at www.onecaresupport.ca

You can find the volunteer portal by going to the link at the bottom of the ONE CARE website.

Over the next few months we will be working to get more information up on the portal - such as training, forms, health and safety information.

If you need the portal user name and password please contact Grace for this information.

As well, check us out on Facebook and Twitter. The links to Facebook and Twitter can be also found on our website www.onecaresupport.ca

Watch for these upcoming news and events

February 28, 2018 - Travel Raffle Draw winners will be announced.

March 2018 - March for Meals on Wheels. Community champions will help deliver meals in specific communities.

August 11, 2018 - Our fundraising golf tournament.



Volunteer Recruitment Corner

Volunteers needed for: **Visiting | Transportation Exercise | Meals on Wheels | Adult Day Programs**

Call Grace toll free @ 1-877-502-8277 x 2001
or email ggowanlock@onecaresupport.ca



Volunteer Appreciation Events



Good fun and fellowship and our gratitude to you - the volunteers - was on the agenda when we held our Volunteer Appreciation events in Stratford and Clinton in October 2017. Along with a delicious roast beef dinner we enjoyed and were inspired by the talk given by Melinda Estabrooks.



Visit the ONE CARE website at www.onecaresupport.ca for more info on the Volunteer Portal, Facebook and Twitter