

ANNUAL REPORT 2019-2020



The caring support people can turn to and trust

Board of Directors Chairperson Report 2019-2020

ONE CARE is a truly local not-for-profit organization, governed by a group of local leaders who are dedicated to making a difference in their Huron and Perth communities. Every day ONE CARE makes a significant difference in the lives of thousands of individuals, caregivers and families. Our programs and essential services are provided to people in our communities, with the caring support that people can turn to and trust.

2019-2020 was a year of change, challenges and opportunities and ONE CARE demonstrated that it is an organization that is resilient, efficient and effective, never wavering in its efforts to meet the needs of clients and their families.

The Board was pleased to support and approve the successful submission of the Huron Perth and Area Ontario Health Team (HPA-OHT). ONE CARE joined with 61 community partners to commit to a new way of organizing and delivering integrated health care services. The time commitment to the development of the submission was significant for the ONE CARE leadership team. However, it provided an opportunity to advocate for improvement of Home Care and Community Support by building on the work of the Community Support Services Network and the collaboration of Home Care providers. Through participation as a partner Board of the HPA-OHT, ONE CARE was able to provide input on governance models, the implementation and accountability structure and future directions as the HPA-OHT moves forward.

The Board of Directors continued its work to strengthen the foundation of ONE CARE. The Board focused on the development and strengthening of governance policies including peer to peer review and whistleblowing. We worked to engage clients and caregivers and we welcomed a new client representative to our quality committee. Thank you to Barb Fewster, for bringing her perspective to our work.

We are very proud of the quality of services and care that ONE CARE is known for in the community and among its partners and colleagues. Our appreciation is extended to Executive Director, Kathy Scanlon who along with a skilled and committed leadership team, guides and maintains the mission, vision and values of ONE CARE. Kathy, the leadership team and all staff and volunteers are to be commended for their commitment to ensuring that the needs of our community are served even as we respond to the ongoing COVID-19 pandemic.

I thank my fellow board members for the knowledge they bring about their community and their perspective on the needs and issues of our largely rural service area. We are losing some board members this year and I would like to commend Clarence Bos, Bob Cook, Margaret Jack and Gary Lloyd-Rees for their years of wisdom, leadership and commitment. The time you have invested with the board has been significant and you are leaving behind an organization with a solid foundation.

Thank you to our board members who are continuing including Charlene Gordon, Mary McIntosh, Dan Parr and Donnalene Tuer-Hodes who will be working with new board members in 2020-2021.

We are proud of the work of ONE CARE, for the leadership the agency takes, and for 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 to live out our vision.

Elvira Gaylor,
Board Chair



Executive Director Report 2019-2020

2019-2020 was an exceptional year of change with the initiation of the Huron Perth Ontario Health Team (HPA-OHT) and the COVID 19 pandemic. As a local, community based agency, we work through events and do our best to adjust and meet our local community needs. Client and caregiver feedback guides us in the range and nature of services we offer, and the way we work with others to make services in Huron and Perth Counties better.

Working with partners to improve client experience is central to our focus, and the initiation of the HPA-OHT was a significant accomplishment in that regard. To support this direction, we brought together the Home Care agencies in our area to create a collaborative. We also took part in a project with health care partners in North Huron to create an integrated service approach to improve care. Unfortunately, that work was interrupted by the pandemic but the HPA-OHT continues to meet. We also continue to work daily with our Community Support Services (CSS) Network partners. This relationship has proven to be a solid base as we enter the OHT. We look forward to collaborative work in the next year.

Funding continued to be a challenge in this year. While we did not receive any base funding increases from the Ministry of Health, we were able to access funding for short term initiatives. Unfortunately, an overall drop in volume of referrals from the LHIN for Home Care had a significantly negative financial affect for us. On the positive side, we were successful in obtaining several grants and received many donations. We are grateful to those people and organizations as they allowed us to address needs that we could not otherwise complete.

We are proud of our staff and volunteers who work with us to continually improve and ensure

that our clients are well supported. This year we created more efficiency with travel time and reviewed client databases to improve our operational effectiveness.

We supported our staff with an enhanced health and retirement benefits plan and also worked to address PSW shortages by offering free training. We had a great response to this program and by year end, 14 staff were completing their classroom work. This group is currently joining our workforce.

As we conclude 2019-2020 we are experiencing an unprecedented time. The COVID-19 pandemic has presented extraordinary difficulties and evolving challenges. We know that there will be continued changes to the way we deliver services. However, we remain dedicated to delivering services that support people in their daily lives. We face this challenge with dedication and diligence, working to always be creative in our solutions.

I am honoured to be a part of this organization as everything we do is about serving our clients and our community. Our skilled and dedicated management team made up of Roxanne Cerson Wright, Mary Beth Alexander, Lancia Choilme, Jennifer Croft and Marina Gibson are instrumental to our success. I am thankful to them and to our committed staff, volunteers and leaders throughout ONE CARE as well as our community who support us. As we enter a new year and a new reality of service with COVID-19, I am confident that we will continue to work together to build a stronger Home and Community Care service that local people can truly turn to and trust.

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.

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.



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

A PROACTIVE CAPABLE ORGANIZATION

- Ensuring accountability and compliance
- Building capacity, flexibility and efficiency
- Integrating risk management and enhancing client safety
- Building quality and performance
- Strengthening information technology capacity
- Diversifying and sustaining our financial base
- Engaging to enhance our position in the community and system and support system change

RELIABLE AND EXPERT SERVICE AGENCY

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

A CREATIVE RESPONSIVE WORKFORCE

- Building organizational development and performance
- Strengthening training and development
- Managing HR capacity and strengthening recruitment and retention
- Strengthening health, safety and wellness
- Fostering culture and engagement

Supporting people in their daily lives



ONE CARE provides a wide range of services that support people to live in their own homes and communities.

90% of clients say they would recommend ONE CARE to a family member or friend.

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 longer term care and may have multiple chronic conditions. We also support many older adults through our preventative programs that help them to stay healthy and active.

We work to support people where they live in homes and communities across Huron and Perth. This area is primarily rural and has a high population of seniors. It is one of the most rural areas in Ontario and has 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 (17.6% in Huron, 16% in Perth and 13% for Ontario).

**Individuals served:
7,984 total**

**1,765 new clients
started service
in 2019-2020**

Clients by age:

Over 90	12%
81-90	27%
71-80	27%
61-70	19%
Under 60	15%

Clients by gender:

- 66% are female
- 32% are male
- 2% are non-binary

**44% of clients have
3 or more medical
conditions**

27% live alone

Supporting people in their daily lives

HELP TO MAINTAIN YOUR HEALTH

Assisted Living

35 clients
8,322 resident days

Assisting people who need support 24 hours daily. Assisted Living provides care for people with significant health challenges in their own homes in designated locations.

Adult Day Programs

235 clients
11,534 resident days

Frail seniors, or those with dementia benefit from Adult Day Programs. The programs support caregivers by giving them a break while their loved ones attend the programs and take part in activities that promote well-being.

Meals on Wheels

586 clients
36,487 meals

People recovering from stroke benefit from a special day program designed to provide rehabilitation after stroke. The program is available in Clinton.

Blood Pressure Clinics

385 clients
1,916 visits

Good nutrition is key to good health and our Meals on Wheels volunteers deliver ready-to-eat meals right to the door of people in their homes. People can choose hot or frozen meals depending on their needs. Our new Grocery Delivery program helps with shopping, delivered to your door.

Exercise/ Wellness

2,995 clients
90,125 visits

Take care of your foot health with help from our Foot Care Nurses who run community clinics for seniors and adults with disability, diabetes or chronic health issues. The service is provided by nurses certified in advanced foot care management.

Health Assessments

139 assessments
794 assessments for
Community Support
Services agencies

Keep check on your blood pressure at our CHAP (Cardiovascular Health Awareness Program) free blood pressure clinics; held monthly for older adults and those identified with or at risk for cardiovascular disease or chronic diseases.

Foot Care

136 clients
1,813 visits

Exercise, prevent falls and learn with community or in-home exercise activities designed to increase physical strength, stamina and well being and to reduce falls. Wellness programs help people to improve their health through education workshops, held in various communities.

When you need help to find new services, or assistance with coordinating your existing services, our Care Planners are there to support both clients and caregivers by assessing needs, and working with you on a plan to meet those needs.



Thank you so much for all your help and information you gave regarding community support services. I never knew they existed but my parents are in need and after discussing with them we will be back in touch. ~ caregiver, daughter

Supporting people in their daily lives

HELPING PEOPLE AT HOME

When you need help with personal care our Personal Support Workers are there to help. This service is offered through the SW LHIN or may be purchased privately.

Counselling for family and personal issues is offered confidentially by ONE CARE Social Workers. They also assist with finding support such as funding to help with a variety of needs.

Managing household chores can be difficult but we can help with cleaning, errands, shopping, laundry and daily tasks through our Home Help program.

When you feel lonely and would like someone to talk to our Friendly Visiting and Telephone Reassurance volunteers can call to ensure that all is well.

Coming home from hospital can require support. Home At Last helps older adults with transportation and home support to settle in at home safely and comfortably after a stay in hospital.

Caregivers can have relief with our Overnight Respite Program or In Home Respite. Overnight Respite is offered in the comfort of our Adult Day Centres and provides care when the family needs a break overnight. In Home Respite is provided by qualified support workers.

KEEPING PEOPLE ACTIVE IN THE COMMUNITY

Good food and conversation are on the menu at our Dining and Social Programs which are held in various communities and offer homemade meals, social time, entertainment and education.

For those who can't drive, our EasyRide Transportation can help people get to appointments, shopping, errands or social activities. Our service can accommodate those who need regular or accessible vehicles.

I have been receiving ONE CARE services for about nine years. I would recommend it to anyone. I use EasyRide, I receive Meals on Wheels, and PSW comes to my home to care for me, and I have a great relationship with everyone. ONE CARE supported me when my husband passed away, so I wanted to show the support right back. ~ ONE CARE Client and Donor

Personal Support

1,006 clients
89,451 hours of care

Social Work

205 clients 712 visits

Home Help

406 clients
12,032 hours of care

Friendly Visiting

71 clients
4,296 visits or calls

Home At Last

405 clients
753 hours of care

Respite

22 clients
341 overnight stays

Dining

791 clients
18,043 meals

Transportation

2,163 clients
57,916 trips
93,824 rides scheduled for EasyRide partners



Partnership - Ontario Health Teams



“ A sustainable people-driven system that strives to provide a positive experience for all. ~ HPA-OHT vision statement ”

In 2019-2020 over 61 local health care organizations came together to develop the model and application to be an Ontario Health Team (OHT). This project relied on extensive effort and collaboration with over 2,000 hours of preparation and dedicated months of detailed work to create a new model of health care. This project resulted in approval as an OHT which in itself was a significant achievement.

The Huron Perth and Area Ontario Health Team (HPA-OHT) was accepted as one of the first 24 Ontario Health Teams in the province.

This new model is focused on improving coordination, navigation and communication for better care to more than 147,000 residents in Huron and Perth. Through the OHT, organizations will work together to provide a full range of integrated services.

While COVID-19 has shifted the work of the HPA-OHT, the partners continue to meet weekly. Working together in partnership has been helpful through the pandemic, and we continue to plan an integrated approach to deliver better health care.

At ONE CARE we look forward to our continued work with the partners to provide a full range of services and further integrate our care for community residents.

Home Care Collaborative

To support the HPA-OHT, ONE CARE brought together SW LHIN funded Home Care agencies in Huron and Perth to initiate a Home Care Collaborative. The agencies are committed to working together to coordinate access and delivery of Home Care in the region.

North Huron Neighbourhood Model

This project is led by the Wingham District Hospital in partnership with ONE CARE, Care Partners, the North Huron Family Health Team and the LHIN, to develop a team-based service delivery model. The project will test a new model for the OHT, in which Home Care services are delivered by a nursing and PSW team in the home, with direct communication between the Home Care team, the hospital, physicians and other health care providers. The team developed processes and will resume its work when COVID-19 pressures subside.

Huron Perth Community Support Services Network (CSSN)

The CSSN provides a solid base for the OHT. Seventeen Community Support agencies continued to strengthen their partnership approach to care, with ONE CARE as the lead agency. A shared client record and improved data collection through a central intake has strengthened communications and improved the ability to plan services and respond. We developed a partnership with Huron County Paramedicine for direct referrals from EMS to Community Support Services, and engaged the four hospices in Huron Perth in the CSSN.

ONE CARE's Response to COVID 19

The most challenging event in 2019-2020 has been a COVID-19 pandemic. It has affected the way we provide services, and work with staff and volunteers. Significant efforts have been made, and continue, as we modify the way we work to ensure that we are protecting our staff, volunteers, clients and caregivers. While the emergency was declared in March

Although the pandemic started in March we were beginning our work in January. Since the date that the pandemic was declared in Ontario, our management team has met daily. Working with the Joint Health and Safety Committee, staff, and volunteers, we have put many measures in place including:

- Enhanced screening to reflect COVID-19 - including regular monitoring to stay abreast of frequent changes
- Screened clients by phone prior to all visits
- Enhanced infection, prevention and control including more frequent disinfection of work places including vans
- Reorganized work locations so offices have minimal staff and maximum physical distancing
- Changed programs to maximize physical distancing and reduce or eliminate contact
- Ensured PPE available for staff as needed
- Implemented universal masking for frontline staff
- Reinforced regular hand hygiene and availability of sanitizer



We are dedicated to ensuring that seniors in our community are able to receive the support they need during this time

Personal Support Workers from ONE CARE continue to provide support in homes throughout Huron and Perth. Some PSWs also volunteered to provide support to retirement homes where outbreaks have been declared or where there are critical staff shortages.

*To have the support that ONE CARE is providing is incredible especially through a time like now with the pandemic.
~ client, Adult Day Services*

While some congregate programs have been put on hold, we have been developing new ways of delivering these services as well as adding more service and new programs to ensure needs arising from the situation are met. One example of a new program is our Grocery Delivery service which is delivering groceries to over 200 people in our area. We expanded our In Home Respite service to add support for caregivers who are providing more care to loved ones during this time. Our Meals on Wheels also expanded to meet increasing demand at this time. We have been fortunate to have the help of the Huron and Area Search and Rescue volunteers in delivering meals. We have launched a number of virtual services to support Exercise and Wellness classes and Adult Day Program clients. Our transportation program has continued to provide essential rides such as those to medical appointments.

We know that, with the requirements and constraints imposed by COVID-19, there are still many gaps in service for some individuals. We continue to adapt programs and establish new ways of providing services as we remain committed to providing support in the communities that we serve.

Highlights of Achievements

PSW Integrated Work and Learn Program

This program, proposed by ONE CARE, helped to address PSW shortages. Fourteen participants will be working for ONE CARE after taking part in the training offered through Fanshawe College and funded through the SW LHIN.

Incident and Risk Reporting

We completed work for the implementation of a new Incident and Ethics Reporting Program that allows employees to confidentially report issues of workplace misconduct and risks and hazards as well as compliments and suggestions. It is supported by ClearView Connects™, a Canadian-based reporting solution provided by an independent, third-party vendor.

New Benefit and Group Pension Plan

In 2019-2020 we offered a new Employee Benefit Plan with enhanced benefit offerings, as well as a new Group Pension Plan.

Enhancing IT Security

Ensuring that personal health data remains secure and safe is a top priority. Keeping on top of evolving threats and ensuring that best practices are in place requires constant review and continuous improvements. This year we upgraded security software in several areas as well as enhanced our cyber security insurance coverage. Upgraded measures included enhanced staff training and awareness which is one of the biggest causes of breaches. We also increased our ability to monitor for threats through improved alerting systems.

Automated Staff Reporting

This new process allows us to automatically calculate the time required to travel between client care visits which helps to ensure a consistent and less time consuming approach for staff. The amount of manual paperwork required by these valuable staff has been reduced, leaving more time for them to focus on client care – which is what they do best!



Co-Design Project Connecting The Dots

2019-2020 was the final year of this three year program. ONE CARE and five other healthcare providers worked with local caregivers to co-design and implement a series of tools and resources to better support caregivers in their journeys.

Highlights included:

Healthcare Journey Binder – Templates to help caregivers and patients manage their journey

Caregiver Guide & Videos - Education on key topics

Caregivershuronperth.ca - Website with information on services, programs and resources



“ I am more conscientious about asking about how the caregiver is doing. I used to ask before but now I am intentional. I take time to talk to the caregiver and actually ask how they are doing ~ PSW ”

Caring and Dedicated Staff & Volunteers



“Change A Life With Life Changing Work”

Our strength lies in 270 dedicated employees and 800 volunteers

84% of employees say that ONE CARE is a great place to work

85% of employees look forward to coming to work each day

Keeping staff current with skills is a priority. Staff completed 1,719 e-learning courses and over 900 hours of training

25 ONE CARE leaders participated in our 10 module leadership program

79 new staff hired including 21 new PSWs

“ I commend the hiring of front line workers for ONE CARE. They have recruited an incredible staff that are committed to their job. ~ client

Approximately 10% of our employees are fluent in a language other than English

24 hours of Indigenous Culture Training was completed by staff leaders

We partnered with the Huron Perth Catholic School Board in Take Our Kids to Work Day

Volunteers provided 42,000 hours of service

98% of volunteers would recommend ONE CARE to those who need services

We developed and implemented a new online Volunteer Portal to enhance communications

COVID-19 made significant changes in programs and due to risk of the virus, some volunteers have been unable to support us. We have welcomed new volunteers and we appreciate everyone who contributes to ONE CARE

97% of volunteers would encourage others to volunteer with ONE CARE

New volunteers are always welcome! A donation of your time will enrich the lives of our clients and provide peace of mind for caregivers. Volunteers receive full support for the important roles they provide. Contact volunteering@onecaresupport.ca

“ I feel like I make a difference. I hope to do more to help people, because we need each other in this world - it is harsh enough and more love needs to spread and less hate. Thank you for giving me a chance to be a part of what you do. ~ volunteer

Finances

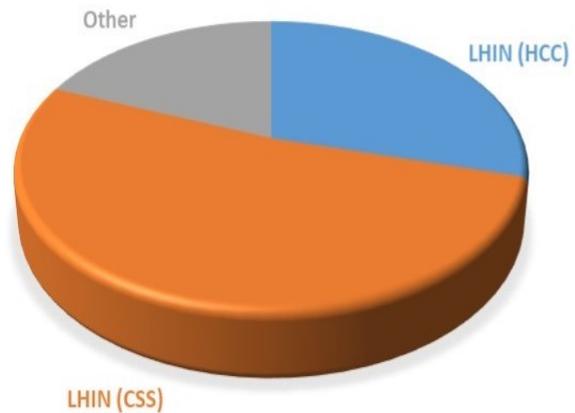
2019/20 Annual Revenue Budget: \$12,669,180

ONE CARE received 76% of its funding from the Local Health Integration Network (LHIN) through two contracts.

Home Care (HCC) is provided for the LHIN on a fee for service basis. The amount of service is dependent on numbers of clients approved and referred through the LHIN and there was a significant reduction in referrals from the LHIN this past year.

Community Support Services (CSS) is a budget for approved programs. This contract requires that client fees are charged in many of the community programs and does not cover all costs of operating including allowance for equipment replacement.

2019 REVENUES



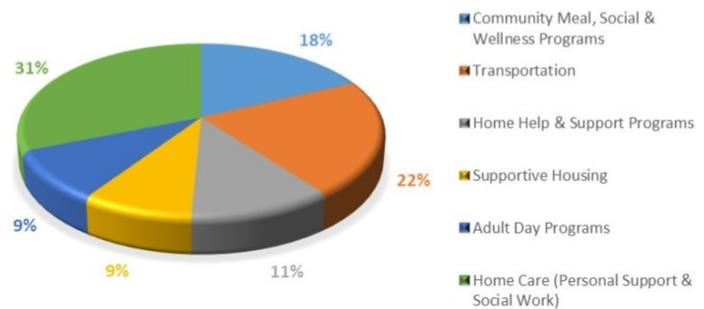
The remaining 24% of revenues come from client fees and donations, grants and fundraising.

The majority of the organization's expenditures are direct costs related to providing services.

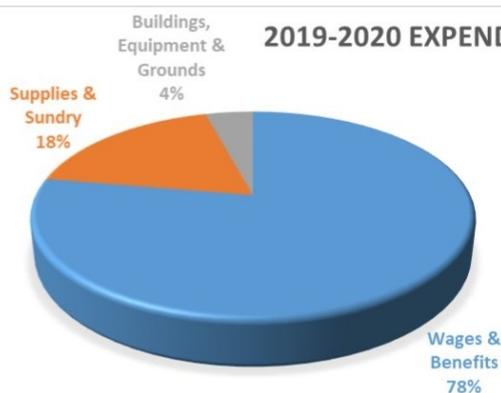
78% of the organization's expenditures are related to compensation.

Over 86% of the compensation costs are related to direct program staffing.

2019-2020 EXPENSE BY SERVICE TYPE



2019-2020 EXPENDITURES



Fundraising & Donations

ONE CARE is a local, charitable, not-for-profit organization overseen by a local Board of Directors. Being a non-profit organization means that all money received is spent on our services.

100% of the net proceeds that we receive through charitable donations and fundraising go directly to support our client subsidy program and program equipment replacement fund.

We appreciate the many financial donations that support the work of ONE CARE. Donations come from hundreds of individuals, churches, service clubs and businesses, as well as bequests and in memorial gifts. These financial gifts are a tremendous way to give back and to support people who live in our communities. We added a new online donation feature, which makes it easier for our community to make donations.

Thank you for supporting fundraising events including The Grand Parade, golf tournament, Travel Raffle and the annual donor campaign.

ONE CARE works to give back to our community. Many of our staff contribute to the charitable fund which supports United Way Perth Huron, ONE CARE and area food banks, as well as special projects and events.

We are also grateful for the financial support that has been provided to develop programs during COVID-19. This included federal funding managed through United Way Perth Huron for respite and the grocery delivery service, and provincial funding, managed through the Ontario Community Support Association, for Meals on Wheels and the grocery program. We received funding from Rural Response for Healthy Children through their New Horizons grant to subsidize low income clients for the grocery program. We are also grateful of donations of equipment including masks.



Thank you to our Grants and Supporters

- City of Stratford
- South Huron Grand Bend Community Foundation
- United Way Perth Huron
- Ontario Trillium Foundation
- Seniors Community Grant
- New Horizons for Seniors
- Stratford Rotaract Club
- HRDC Summer Jobs

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. Last year over 2,000 services were provided to clients at a subsidized rate, thanks to the generous support of our donors and communities. \$14,933 in program fees were subsidized through donations.

Essential Equipment replacement Fund

ONE CARE does not receive any regular funding to replace aging equipment needed to provide many of our services. Most noticeably the agency owns and operates a number of wheelchair accessible vehicles which are used daily to provide rides to clients who are not able to ride in a regular vehicle to get to their medical appointments, attend services and programs or other errands. Last year fundraising events, grants and donations dollars allowed us to replace one of the aging vehicles in our fleet.

- Two replacement and two new accessible vehicles with funding support from Ontario Trillium Foundation, SW LHIN and donations and fundraising
- New Horizons for Seniors to replace flooring in the Goderich and Clinton Adult Day Centres
- Seniors Community Fund to hold volunteer training workshops

Thank You for all Your Support

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

To our volunteers for your dedication and generous gift of time.

To our many individual donors including many local organizations, service clubs, churches and businesses for your generous gifts of financial support and essential supplies.



To our partners - we work together to provide the best possible care



CALL US TODAY TO FIND OUT MORE ABOUT SUPPORTING THESE ESSENTIAL PROGRAMS AND HOW YOU CAN HELP TO MAKE A DIFFERENCE

Your gifts help to keep essential programs in your community affordable and safe. **Every contribution makes a difference!** No matter the size, frequency or type of donation, you will be helping to support valuable services in your community and enhance the lives of those living there.

Choose the type of support that is right for you! We will work with you to help set up planned giving through your **estate**, make a donation through **stock options** or to make a financial **donation** today. We also accept donations of **supplies** for items such as masks. For more information about how you can be part of our circle of support contact Abigale at 1-877-502-8277 Ext. 2075 or alamb@onecaresupport.ca. You can donate directly on our website. ONE CARE is a registered charity. Charitable Taxation Number: 13565 4184 RR001

www.onecaresupport.ca
1.877.502-8277

