



2020/2021
**ANNUAL
REPORT**

**DRIVEN BY INNOVATION.
INSPIRED BY CARE.
LEADING BY EXAMPLE.**



Homegrown & locally based
ABOUT ONE CARE

A local, charitable organization embedded in Huron and Perth counties.
 Offering a wide range of services to improve health and quality of life.
 ONE CARE is listening and responding to meet changing needs.

OUR 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 individuals with health challenges to live at home within a network of support and in a caring community.**

OUR 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.

OUR VALUES

ONE CARE is committed to the following values:

- Collaboration
- Client Focused Care
- Progressive Learning
- Advancing Excellence
- Transparent Accountability
- Inclusion

10 years since coming together to form ONE CARE.

7,500+ lives impacted last year.

700+ dedicated volunteers.

250+ local staff.

92,500+ hours of care last year.



“ Professional, kind, patient, and respectful are words we use to describe the ONE CARE team. We were fortunate to have an opportunity to observe the ONE CARE staff as they offered a safe, social retreat for folks participating in the Night Away Program, providing much needed respite for the full-time caregivers. Respecting the necessary COVID-19 restrictions, management and staff were able to create an environment that made this program a wonderful success. ” – Queen’s Inn, Stratford

“ ONE CARE holds a special place in my heart as they took incredible care of my Nana for a number of years, Mary McGorman. My Nana was a feisty 101 year old, who with the help and assistance of ONE CARE, was able to stay in her home which was her desire. ”
 – Krista Moore, Granddaughter



A reflection on the past year

A LETTER TO OUR STAKEHOLDERS

The past year has certainly been like no other. Whether assisting a client with booking their COVID-19 vaccination appointment, providing transportation to a nursing clinic, offering in-home support to a senior who is unable to care for themselves or providing much needed relief to their caregiver, ONE CARE was there to provide friendly, quality care during a very difficult time.

As I reflect on the past year, I am proud of the work we have done and our accomplishments. Despite the many challenges we have faced, we accomplished a great deal, and we continue to be innovative so that we can respond to the needs of our community. This past October we received a Business Excellence Award from the Stratford and District Chamber of Commerce. I was honoured to receive this award on behalf of the hardworking team at ONE CARE. Being recognized for our contributions to the quality of life within our community is significant to us.

The COVID-19 pandemic has impacted staff capacity, triggered changes to service delivery, created a shift to remote work, and interrupted our fundraising efforts. However, through innovation and collaboration we were able to modify the way we operate and introduce temporary services to meet the changing needs of our community. You will read more about these services throughout this report. It has taken a great deal of additional effort to deliver our services, but we remain strong and focused on our clients, and delivering the essential services they rely on.

It is our responsibility to ensure our staff, volunteers and clients are safe. We have diligently followed direction from Huron Perth Public Health and provincial authorities to ensure strong practice. Ongoing training has been a major focus to ensure we are current with changing infection prevention and control (IPAC) requirements. We have enhanced our screening using new technology, and to engage staff across all areas of the agency, an IPAC subcommittee was created with representation from various departments and roles.

The COVID-19 pandemic is not our only challenge. Inadequate funding for the community sector over many years has led to a crisis of worker availability, particularly personal support workers (PSWs). We continued to recruit and partner with colleges to provide training for students pursuing a career as a PSW. We have also provided our own training program for lighter personal support. We are proud of our dedicated staff and work hard to support them with the adjustments required during these times. Our Employee & Family Assistance



Program supports the wellbeing of our staff and their families, and we recently launched our Healthy Workplace Subcommittee to help create a safe and healthy environment for all of our staff.

This past year has emphasized the importance of care at home, and the need for our services has never been greater. I would like to express a heartfelt thank you to our managers, particularly Mary Beth Alexander, HR Manager, and Marina Gibson, Home Care Manager and Clinical Lead, who have provided continuity and leadership through a tumultuous time as the management team experienced significant change in the midst of the COVID-19 pandemic. Thank you to the staff who were flexible in supporting different services, learned new processes and technology, and continue to be central in the care of our clients. Thank you to our volunteers, some of whom continued to work through the pandemic to support those in need. And thank you to our partners, supporters, donors, and our communities for your continued support. Without you, we would be unable to improve the lives of seniors living in our community.

2021 marks ONE CARE's 10 year anniversary since coming together in January 2011, and as we begin this year, we do so with hope. The COVID-19 pandemic has shown us that we need each other, that the most vulnerable are the most at risk, and that there is great potential for us to work together. As the health system changes and the Huron Perth & Area Ontario Health Team continues to strengthen, we look forward to continuing work with our partners to provide better service for our community.

On behalf of those we serve, thank you for your continued support and dedication.

Kathy Scanlon

Kathy Scanlon, Executive Director

A team of dedicated community members
BOARD OF DIRECTORS

OUR DEDICATED BOARD MEMBERS

Elvira Gaylor, Chairperson

Donnalene Tuer-Hodes, Vice-Chairperson

Charlene Gordon, Secretary

Delbert Shewfelt, Treasurer

Mary McIntosh, Director

Dan Parr, Director

Jack West, Director

Marlene Munn, Director

David Yates, Director

Jim McKenzie, Director

Steve Burns, Director

*We are thankful for
your leadership and
commitment.*

As a group of individuals from across Huron and Perth counties who are committed to our community, we are dedicated to leading and guiding ONE CARE. During these uncertain times, we have remained focused on the needs of our clients and our community, supporting ONE CARE as they continue to deliver services through many challenges. The board continues to provide leadership to ensure that we are evolving, as well as open and responsive to all members of our diverse community. I would like to take this opportunity to thank the members of the board for their dedication and commitment.

ONE CARE continues to strive to deliver the highest standard of care. We have concentrated on the overall health and wellbeing of clients, staff and volunteers, and how our organization can respond to changing needs and evolve in a changing healthcare system. Throughout this difficult year, we have witnessed the true dedication and compassion that ONE CARE has for our community. It is through resilience and the innovation of the ONE CARE leadership team and staff that it has been possible to continue meeting the changing needs of the people who live in our area. Care for our clients and community is always at the forefront.

The human resource challenges as a result of the COVID-19 pandemic only overlay an ongoing crisis that is emerging in community care. Many years of insufficient funding, as well as an outdated home care model, have created severe staff shortages throughout the community. Home care services continue to decline in volume each year due to the PSW shortage. The board has supported advocacy to the Ministry, local MPPs and Ontario Health West to raise the alarm about the growing crisis as the effects of this policy become more evident. The gradual impact on services means fewer and fewer seniors can be supported at home.

Funding continues to be a challenge. While we did not receive any base funding increases from the Ministry of Health again this year, we were able to access special funding for short-term initiatives. We are grateful for the grants and donations received throughout the year. The generosity shown by the community and others has allowed ONE CARE to continue providing care.

The board continues to support ONE CARE's partnerships, such as with the Huron Perth & Area Ontario Health Team. We believe that a changing system is a priority to enable better care for the future, and ONE CARE continues to contribute to making that change responsive to our community.

On behalf of the board of directors, I would like to thank Kathy for her leadership throughout these trying times, and commend the incredible staff and volunteers at ONE CARE who have gone above and beyond to look out for one another and provide services to meet the needs of our community. We offer our continued support to the exciting direction we are heading as we continue to navigate this pandemic and a changing healthcare system.

*We hope you and your families are staying
safe and healthy.*

Elvira Gaylor

Elvira Gaylor, Chairperson



Improving the healthcare system

PARTNERSHIPS

We continue to work with our partners to improve the healthcare system and client care. Through collaboration with key partners, we discover the best ways to understand and respond to the needs of our community. We look forward to working with our partners to further integrate care to better support needs.

IMPROVING COMMUNICATION BETWEEN HEALTHCARE PROVIDERS

With the help of a grant from Ontario Health, ONE CARE initiated and lead a project that, with our partners, will improve communication and thereby improve care at home. **Hypercare** is a secured messaging system that we are piloting as a way to improve communication between various home care provider agencies, and between home care provider agencies and the Local Health Integration Network (LHIN) Home and Community Care, hospitals and primary care. The project has launched, and early indications show great promise for making home care delivery more efficient and focused around our clients.

The Ministry of Health has identified Hypercare as one of five projects initiated across the province that has the potential to transform home care.



“Hypercare allows for communication that would not happen otherwise. It will allow patients to get care that they would not get otherwise. It will improve quality of life and potentially save lives. It has the power to connect people who would not normally communicate because they use different systems.”

– Dr. Alexandra Peel, MD, FRCPC, Geriatrician

COMMUNITY SUPPORT SERVICES NETWORK



16

CSSN agencies.



1

Shared client record.



2,800+

People supported and connected with the appropriate services.

Through the CSSN partnership, the process of searching for and coordinating a variety of services has been simplified. Through a central intake service and a shared client record, all clients can receive, change and update services through one call. Through a shared record, care providers can coordinate care for our clients.

Client review meetings with CSSN partners and the LHIN Home and Community Care were introduced this year to review needs emerging due to gaps in care, and to develop shared care plans for complex situations in the pandemic environment.

HURON PERTH & AREA ONTARIO HEALTH TEAM



65+

Healthcare Partners.



1

Year anniversary.



50+

Collaborative discussions.

ONE CARE is a proud partner of the **Huron Perth & Area Ontario Health team**. This past March, HPA-OHT celebrated one year together. Over the past year, partners have been working to develop its structure for partnership, while supporting coordination through the pandemic and developing initiatives to provide more integrated care for the future.



Supporting seniors in their daily lives

PROGRAMS & SERVICES

ONE CARE provides a wide range of services that support seniors and older adults with health challenges to live in their own homes and community. To support the various needs in our community, our services range from preventative programs to ongoing daily support. We provide services to help people with physical challenges, whether they are recovering from short-term illness or require longer-term care, as well as multiple chronic conditions.

Throughout the pandemic, some programs never stopped and are being delivered as they were previously, but with an increase in personal protective equipment and infection prevention and control (IPAC) procedures. Several programs are operating with modifications to increase protection of our clients and staff, while others are offered virtually or over the phone. Programs have been running at a reduced capacity to meet social distancing requirements, and our staff have worked extremely hard to continue providing support to as many individuals as we can.



ONE CARE is proud to be a recipient of Accreditation Canada's Accreditation with Exemplary Standing Award. This designation is awarded to an organization that attains the highest level of performance, and is the result of the hard work and dedication of each and every employee and volunteer at ONE CARE.

SUPPORTING SENIORS AT HOME WITHIN A NETWORK OF SUPPORT AND IN A CARING COMMUNITY.

- Adult Day Programs
- Assessments & Care Planning
- Assisted Living
- Day/Overnight Respite
- Dining/Social Programs
- EasyRide Transportation
- Friendly Visiting
- Foot Care
- Home Help
- Home at Last
- In-Home Personal Support
- Lifeline – Emergency Response
- Meals on Wheels
- Social Work
- Telephone Reassurance
- Wellness & Exercise



“ We want to thank the receptionists, coordinators, and drivers for all of their help and support over the last six months. Their assistance in providing us with transportation, sometimes on very short notice, was very much appreciated. The staff were always friendly and accommodating. Your organization provided a service when we needed it the most. Our community is very fortunate to have the services that you provide. Again, thanks to all. ” – Client



95% of clients feel ONE CARE's wide range of services offered meets their needs.



94% of clients are satisfied with the services they are receiving from ONE CARE.



2,000+ clients receive more than one service.



1,150+ new clients last year.



50,000+ nutritious meals were delivered throughout Huron & Perth counties.



61,000+ trips allowed seniors to stay active in their community and attend medical appointments.

Embedded in our community

PROGRAMS & SERVICES



HELPING TO MAINTAIN YOUR HEALTH

Assisting people who require 24 hour support, Assisted Living provides care for individuals with significant health challenges that live in their own homes in designated locations.

Frail seniors, or those with dementia benefit from our Adult Day Programs. The programs also support caregivers by giving them a break while their loved one participates in activities that promote health and wellbeing.

Individuals recovering from a stroke benefit from a special day designed to provide rehabilitation after a stroke through our Adult Day Programs.

Good nutrition is key to good health and our Meals on Wheels program offers nutritious meals that are prepared according to Canada's Food Guide to Healthy Eating, and delivered right to your door. Individuals can choose hot or frozen meals, depending on their needs.

Keep your feet healthy with help from our foot care nurses who run community clinics for seniors and adults with disabilities.

Exercise, preventing falls and wellness education through community or in-home activities designed to increase physical strength, stamina and wellbeing.

When you need help finding a new service, 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.



SUPPORTING YOU AT HOME

When you need help with personal care our Personal Support Workers are there to help. This service is offered through Home and Community Care Support Services South West or may be purchased privately.

Counselling for personal and family issues is offered confidentially by our 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.

If you are feeling 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 the hospital can require support. Home at Last helps older adults with transportation and home support to settle in at home safely and comfortably once being discharged from the hospital.

Caregivers need relief and our overnight respite care or in-home respite care can offer that break. Overnight respite care is offered in the comfort of our Adult Day Centres and provides care when the family needs a break overnight. In-home respite care is provided by qualified support workers.



STAYING ACTIVE IN YOUR COMMUNITY

For those who are unable to drive, our EasyRide Transportation service helps individuals get to medical appointments, go shopping, run errands, or attend social activities. EasyRide Transportation can accommodate those who need regular or accessible vehicles.

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.

Due to the ongoing COVID-19 pandemic, some programs may be temporarily modified.

*Listening & adapting to changing needs***RELIEF THROUGH SPECIAL PROGRAMS**

To help fill gaps that were identified as a result of the COVID-19 pandemic, ONE CARE developed several temporary programs through special funding. Significant gaps were occurring early in the pandemic as people needed to stay home, and some support programs were first shut down and were then operating at a reduced capacity.



NIGHT AWAY PROGRAM: Offered overnight respite stays in a local hotel. The program included activities, two meals and accommodation for the night, as well as transportation as needed. This program gave caregivers a much needed break during a time when programs, like the respite through Adult Day Programs or overnight respite in the community or long-term care homes or retirement homes, were running at a reduced capacity or not at all.



COMMUNITY SUPPORT SERVICES (CSS) BUNDLED SERVICE: Designed to support successful discharge to ensure seniors did not end up back in the hospital due to lack of support. This is particularly important during the ongoing COVID-19 pandemic when our healthcare systems are operating at capacity. Bundled care is provided by partners in the Community Support Services Network (CSSN), providing patients with access to a menu of free services for a short period of time.



TRANSPORTATION TO NURSING CLINICS: Eliminates travel time to maximize capacity through efficient use of nursing resources. ONE CARE partnered with CarePartners, Saint Elizabeth Health, and Victorian Order of Nurses (VON) to provide transportation to their nursing clinics, eliminating barriers experienced by clients and enabling their attendance at clinics. This service has saved nurses over **4,500 km** in driving in just three months.



GROCERY DELIVERY: To help seniors who were unable to leave their homes, or were in need of assistance with grocery shopping to be able to stay at home, and stay safe during the pandemic. Last year, we made over **3,400** deliveries to over **250** seniors.



Additional days were also added to our **ADULT DAY PROGRAMS** to help adjust for the reduced group size and provide more service availability. These additional days allowed us to continue supporting our clients and caregivers who were unable to attend as frequently as they were prior to the pandemic.

“The relief ONE CARE has provided through the Night Away Program means the world to me and I am thankful and truly blessed that my husband was able to attend. He really enjoyed socializing with other people, it gave him something to look forward to after not wanting to leave the house much. It also allowed me to do a few things that I would not usually get to do and I was able to get a good night’s rest without having to worry.”

– Janice Klages, Family Caregiver



Change a life with life-changing work

EMPLOYEES & VOLUNTEERS

OUR DEDICATED EMPLOYEES



45

Client Care Award nominations.



90%

Feel safe at work.



90%

Look forward to coming to work.



88%

Feel they can connect clients to the services they need.

You may not always see our staff as they are supporting individuals in their homes, coordinating care, scheduling staff, providing transportation bookings, ordering care supplies and working in our offices. Throughout the COVID-19 pandemic, they have helped to ensure our staff, volunteers and clients are safe. Physical distancing, extra screening, special cleaning and additional infection prevention and control measures have been required, and we have experienced reduced staff capacity as staff have had to take time off due to childcare and school closures, as well as remain off work related to any symptoms. Our staff have had to work twice as hard to maintain a reduced volume of services and ensure our high-risk clients are able to continue receiving essential care. **We are proud of the ONE CARE team and appreciate their dedication to the individuals we serve.**



I have been a PSW with ONE CARE for 12 years. I really enjoy giving back to the community and paying it forward. Our clients are dealing with a lot of stress right now and they are lonely. Sometimes you are the only person they see during the day and they are so glad to see you. It is important to really talk with them and listen to them, it makes a huge difference. – Terence Brandon, Employee

OUR CARING VOLUNTEERS



100%

Would recommend ONE CARE.



97%

Feel appreciated.



99%

Would encourage others to volunteer.



100%

Feel they are treated with courtesy.

The COVID-19 pandemic has meant many changes for volunteers. The safety of our volunteers is essential and we understand why some of our volunteers needed to take a break. To help in a time of need, **Huron & Area Search and Rescue (HASAR)** stepped in to fill some of our volunteer gaps so that clients could continue receiving their Meals on Wheels deliveries. We cannot express how much the commitment of those still volunteering means to ONE CARE clients. Without our volunteers, programs like Meals on Wheels, Friendly Visiting/Telephone Reassurance and our new Grocery Delivery program would not be able to operate. Our volunteers add a lot to programs like our Adult Day Programs, and makes a huge difference in our fundraising events. We also appreciate those volunteers who have been patiently waiting for other programs to resume, and we look forward to seeing you in the future. **A heartfelt thank you to all of our volunteers for their contributions.**

Our family's involvement with volunteering began many years ago when my Grandma, Joan, began delivering Meals on Wheels nearly 25 years ago. In 2012 my Mom, Barb, began volunteering as well and they often deliver meals together as a team. Inspired by the two of them, I decided in 2020 to get involved myself and began delivering meals as well. It is a joy interacting with the clients and bringing a smile to their faces when we visit them. – Sarah Sipione, Volunteer



A heartfelt thank you

SUPPORTING EACH OTHER THROUGH COVID-19

The COVID-19 pandemic has had an overwhelming impact on the organization and the ability to provide services to our clients. ONE CARE has received incredible support and we want to thank our amazing supporters. You have made it possible for us to continue providing services to those who rely on us. Thank you to our many donors and supporters for your generous gifts.



GRANTS & FUNDING

We are extremely grateful for the additional financial support that we received for special needs throughout the ongoing COVID-19 pandemic.

Thanks to the generosity of our funders, we were able to cover additional costs related to the COVID-19 pandemic, such as the purchase of personal protective equipment (PPE), and electronic payment technology for our Grocery Delivery Program. We were also able to offer special services to help fill gaps that were occurring early on in the pandemic as noted earlier in this report on page 8, and meet the increased demand for programs such as Meals on Wheels. In addition, these funds allowed us to replace the flooring at one of our Adult Day Centres, and install plastic barriers into vehicles.

We are grateful for the additional financial support!



DONATIONS & GIFTS

Through generous grants from Stratford Perth Community Foundation and Grand Bend Community Foundation, and donations from the community, ONE CARE was able to provide COVID-19 kits to over 300 seniors. These kits included personal protective equipment, disinfecting cleaning supplies and resources to support them through the ongoing COVID-19 pandemic.

We also received thoughtful donations from various individuals, churches, service clubs and businesses, as well as bequests and memorial gifts, including:

- **100 hand crocheted blankets** that were delivered as part of our COVID-19 kits.
- **Friendship tea letters** that were delivered with our Meals on Wheels deliveries.
- **Hand written letters** that were included with Meals on Wheels deliveries.
- **Flowers** that were included with Meals on Wheels deliveries.
- **Personal Protective Equipment (PPE)** for our dedicated staff and volunteers.
- **Hand sanitizer** for our dedicated staff and volunteers.



FUNDRAISING

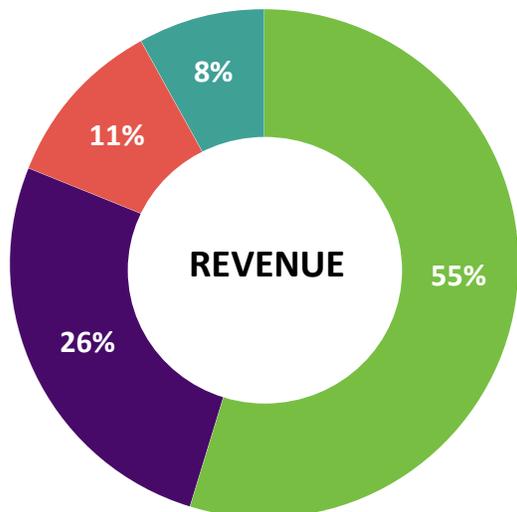
Fundraising is an important part of our organization as it supports our programs and our clients. We depend heavily on fundraising events and COVID-19 restrictions have forced us to modify and rethink our approach. Despite this, we have received an incredible amount of support through events such as our ONE CARE Golf Weekend, The Grand Parade and our Gift of Care campaign.

Funds raised through these events have allowed us to continue supporting seniors and older adults with health challenges in need of subsidized fees, as well as the purchase of essential equipment to run our programs, such as vans.

A special thank you to our sponsors and communities for your dedication and continued support!

Last year's finances

REVENUE & EXPENDITURES



¹Effective April 2021, the Local Health Integration Network has been restructured to become Ontario Health West.

²Effective April 2021, Home Care separated from the Local Health Integration Network into a new organization called Home and Community Care Support Services.



COMMUNITY SUPPORT SERVICES (CSS): Funding provided by the Local Health Integration Network (LHIN)¹ 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 the LHIN² on a fee for service basis. The amount of service is dependent on the number of clients approved and referred through the LHIN².



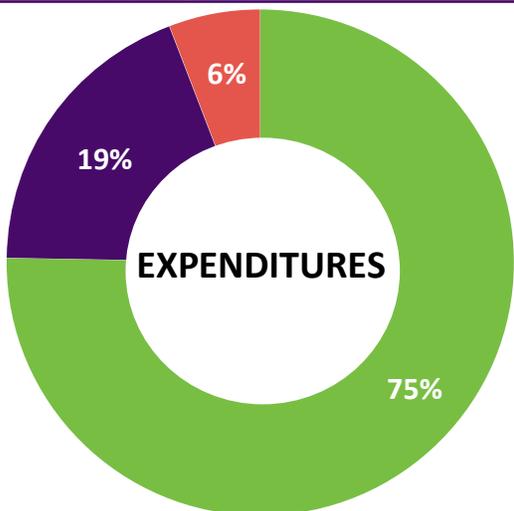
GRANTS, DONATIONS & FUNDRAISING: Funds received through donations and fundraising go directly towards client subsidies and the purchase of equipment such as vans, while grants provide support to program operations and development.



CLIENT FEES: 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.

Thank you to our generous funders

- City of Stratford
- Grand Bend Area Health Services Foundation
- Grand Bend Community Foundation
- South West Local Health Integration Network¹
- New Horizons for Seniors Program
- Rural Response for Healthy Children
- Stratford Perth Community Foundation
- Ontario Community Support Association (OCSA)
- Ontario Health
- Ontario Trillium Foundation
- United Way Perth-Huron



WAGES & BENEFITS: The majority of the organization's expenditures are direct costs related to providing services. Over 87% of the compensation costs are 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.



You can make a **difference** today.



Make a donation



Volunteer



Join Our Team

1-877-502-8277

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info@onecaresupport.ca

