

# 2021/2022 Annual Report



# ONE CARE HOME & COMMUNITY SUPPORT SERVICES

## 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 people 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



We have service locations across Huron and Perth counties, with administrative offices in Clinton and Stratford.

**1-877-502-8277**

[www.onecaresupport.ca](http://www.onecaresupport.ca)  
[info@onecaresupport.ca](mailto:info@onecaresupport.ca)

**Embedded in our community**



# A LETTER TO OUR COMMUNITY

*Elvira Gaylor, Chairperson*

The past year has been a year of significant changes and challenges for ONE CARE as the organization continued to navigate the COVID-19 pandemic and the obstacles facing the home and community support services sector.

Many of these challenges have resulted in innovative ideas that have demonstrated that ONE CARE is an organization that is resilient, efficient, and effective. Throughout it all, the health and safety of our staff, volunteers, and clients continued to be the main focus, especially when dealing with the many and changing COVID-19 related health protocols. While engaging with clients and caregivers, we hear how much of a difference the programs and services have made, allowing them to receive care in their own home and local community.

During this time of constant change, our partnerships are important to us and those relationships remain strong. We continue to work with our healthcare partners to improve the healthcare system and client care. Through collaboration with key partners, like the Ontario Health Team, we continue to discover the best ways to understand and respond to the needs of our largely rural community during this time. We have also built new relationships with businesses in our community through fundraising events and look forward to maintaining those relationships.



ONE CARE is part of the home and community support services sector that continues to face a challenging time due to long-term inadequate government funding and crisis level staffing shortages. As members of Huron and Perth County communities, the Board has supported advocacy to the Ministry, local MPPs, Ontario Health West, along with provincial home care and community care associations to express concerns that a growing number of seniors and frail elderly are at risk of not receiving services they need if government funding for home and community care and human resource issues are not addressed. Caring for our community is something ONE CARE is passionate about, and ONE CARE continues to work with what they have to do their best for our community.

On behalf of the board of directors, I would like to extend our appreciation to Kathy Scanlon, Executive Director, for her exemplary leadership and tremendous commitment to ONE CARE. We commend the skilled and innovative leadership team and incredible staff and volunteers who continued to go above and beyond to not only provide quality, caring and compassionate services to meet the needs of our community, but also look out for the well-being of one another during this very difficult pandemic year.

**OUR DEDICATED BOARD MEMBERS**

Elvira Gaylor, Chairperson	Charlene Gordon, Secretary	David Yates, Director
Dan Parr, Vice-Chairperson	Delbert Shewfelt, Director	Steve Burns, Director
Jim McKenzie, Treasurer	Jack West, Director	Krista Scott, Director

I thank my fellow board members for their dedicated commitment and leadership to ONE CARE as the organization strives to meet its vision to provide the caring support that people can turn to and trust. I would like to acknowledge Delbert (Deb) Shewfelt who will be leaving the board after three terms as a director. Deb has been a dedicated and stalwart advocate for ONE CARE and a committed promoter of the value of the agency's services to the communities of Huron and Perth counties.

We are proud of the leadership and advocacy that ONE CARE does on behalf of home and community support services, and the daily care and compassion that clients and caregivers they serve receive.

*Elvira Gaylor*



# A REPORT ON THE PAST YEAR

*Kathy Scaulon, Executive Director*

The past year was an exciting one for us as we celebrated an important milestone – our **10 year anniversary**. Over the last 10 years, we have been building our foundation and aligning and integrating our services and operations. We have grown and expanded our services and integrated care with other healthcare sector partners to better support the needs in our communities. Thank you to everyone who celebrated with us and sent well wishes.

In the past year we have continued to respond to the needs of our community and introduced new **technology to improve efficiencies**. We began transitioning our client database to AlayaCare to significantly update the capabilities of our key database, and introduced OCEAN eReferral at intake allowing us to connect electronically with physicians. We also introduced a new phone system linked to our computers to improve communications, and have moved our internal employee portal to a new platform that is easier to navigate. Linking through technology is essential for the future. In a rural community, and with our staff working remotely across all of Huron Perth, technology is key to communication, and communication is key to good care.

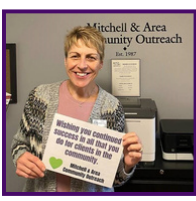
While we continue to make great strides forward, we are still **navigating the COVID-19 pandemic** and this past year was particularly difficult with the easily transmittable variant, Omicron. We provided maximum service as allowed and introduced new services to address needs – bundled service to help people stay out of hospital, and virtual grief support to help people dealing with loss. We continued transportation to nursing clinics and rides to COVID-19 vaccination clinics. Our staff have worked hard to keep pace with the need for services, and to support them we continue to focus on recruitment by partnering with colleges to provide training for students pursuing a career as a personal support worker. ONE CARE also provides a training program for lighter personal support and have initiated a review of our compensation so that we can create a clear plan for the future. However, we continue to be challenged by the lack of stable, ongoing government funding.



**“I had a stroke and my spouse is my caregiver. I attend overnight respite and this gives my spouse a night to themselves. ONE CARE does great work, and the government often forgets about people who need care at home.”**  
– ONE CARE Client

The pandemic has highlighted the **importance of our services** and the critical role they play in the healthcare sector, helping to keep people out of hospital and long term care, and helping to get people home quickly. Home is where people want to be and good community care can make that possible. During the pandemic, we have seen how vital adult day programs are to supporting families who are caring for a member with significant health challenges. Without that support, many had to make difficult decisions about their ability to keep people at home. Overnight respite can make all the difference to people supporting someone they love at home, and reliable daily care at home can make staying at home a reality. However, that care has to be supported by funding. We continue to advocate for more support on behalf of not only ONE CARE as an organization, but our clients as well. It is their lives that are affected and it is important that their voices be heard.

Through it all, we are grateful for the incredible **support from our partners**. We value the relationships we have built in the last year and continue to identify new relationships in our community. We are stronger together and the relationships we have built with our partners and our community are imperative. Together, we are building not only a stronger community, but a stronger healthcare system that local people can truly turn to and trust. Through our work, we will continue to empower seniors and people with health challenges through our services.



**“ONE CARE has been impactful for the community and Alexandra Marine & General Hospital is proud to be a partner. The pandemic has proven to be challenging, but your organization has demonstrated that quality care is still achievable in difficult times. Kudos to you and your team for doing such fantastic work.”**  
- Jimmy Trieu, President & CEO, AMGH

The past year has seen a tremendous effort from our **staff and volunteers**, and I am proud and thankful to each and every one of them for their dedication to ONE CARE. That dedication has allowed us to continue to deliver care during very challenging circumstances. I would like to extend a heart-felt thank you to our strong leadership team for leading us through another year.

**OUR DEDICATED LEADERSHIP TEAM**

- Mary Beth Alexander**  
*Director, Human Resources*
- Marina Gibson**  
*Director, Client Services, Clinical Lead*
- Scott Hebert**  
*Director, Client Services, Quality Lead*
- Roxanne Cerson Wright**  
*Director, Finance & Business Operations*

As we look forward, we are entering a new period. The environment around us is different from the past and continues to change. We look forward to this as a time of renewal and refocus, renewing our strategic plan and rethinking our services. As we always have, we will adapt to serve the people of Huron Perth. Our clients and our community will continue to be at the heart of all that we do.

*Kathy Scanlon*

# The caring support people can turn to and trust.



**240+**  
local staff



**5,600+**  
registered clients



**600+**  
registered volunteers



**126,000+**  
hours of care

ONE CARE has a rich history of providing home care and community programs to thousands of people locally through agencies that date back more than 40 years. Last year marked the 10 year anniversary of three community-based, charitable non-profit organizations coming together to form ONE CARE.

We are so grateful for all of the support and kind words that we received from our partners and community members as we celebrated this milestone.

**“I’m not sure our community understands what a gift ONE CARE is. Your organization is truly innovative, while providing substantial care for thousands of our residents.”**

– Ryan Erb, Executive Director, United Way Perth-Huron





1,500+

clients receive more than one service.



840+

clients have an income of \$20,000 or less.



1,500+

clients are living alone.

“ONE CARE has made all the difference in getting to stay at home, and I want to stay home as long as possible. They have worked out a schedule with me that has been enormously helpful, and they have accommodated my needs which I am grateful for. It is nice to have cheerful people come in and out, and they never make me feel rushed. Their friendliness and openness to talk with me is a bonus.”

- ONE CARE Client

**Caring for our community**

## SUPPORT THROUGH THE PANDEMIC

Supporting clients at home within a network of support and in a caring community.

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 pride ourselves on high quality service, and maintain our Accreditation Canada Exemplary Standing status, a designation of the highest level of performance.** This is a result of the hard work of our team.



### *Supporting our clients through the pandemic*

Through special funding, ONE CARE was able to offer a few new temporary services to help meet the changing needs in our community in addition to the services we introduced last year.



We provided **free accessible rides to COVID-19 vaccination clinics** to those who had no access to transportation, as well as registration support. Central intake also provided support by answering questions to ensure people in our community knew where they could go to get their vaccination. Keeping our community safe and healthy is our priority so this service was important to the work that we do in strengthening the community that we live in.



For many years, ONE CARE has provided social work for clients in Huron and Perth counties. Building on this service, ONE CARE was one of several organizations who offered **free Virtual Grief Support** to people who were not eligible for home care as part of a Huron Perth & Area Ontario Health Team (OHT) initiative. Leveraging the Community Support Services Network (CSSN), ONE CARE also acted as central intake for this service.

### *Change a life with life-changing work*



We continued with the following services that were introduced at the beginning of the pandemic that made a tremendous difference to the rest of the healthcare system.

**Transportation to Nursing Clinics**, allowing nurses to assist more clients at a clinic rather than traveling for in-home care.



**1,100+** hours of nursing time saved.

**Post-Hospital Bundled CSS**, supporting successful discharge to ensure clients don't end up back in the hospital due to lack of support.



**95+** clients received services through this program.



## PROGRAMS & SERVICES

### *Helping to maintain your health*

Assisting people who require 24 hour support, our **Assisted Living** service provides care for those that live in their own homes in designated locations.

Frail seniors, including those with dementia benefit from our **Adult Day Programs**. The programs also provide caregivers with a break while their loved one participates in activities that promote health and wellbeing. We also offer a **Stroke Rehabilitation Program** that is available for those recovering from a stroke.

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 daily. Clients can choose from hot or frozen meals depending on their needs.

Individuals can keep their feet healthy with help from our **Foot Care** nurses who run community clinics.

**Exercise and Wellness** education through community or in-home activities increases people's physical strength, stamina and wellbeing. We also provide blood pressure clinics for those identified with or at risk for cardiovascular disease or chronic diseases.

When someone needs help finding a new service, or assistance with coordinating existing services, our **Care Planners** are there to support both clients and caregivers by assessing needs, organizing services to meet those needs, and offering an ongoing supportive resource for people's healthcare journey.



### *Supporting you in your home*

When someone needs help with personal care, our **Personal Support Workers** can help. Offered through HCCSS 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 financial support.

Managing household chores can be difficult. We can help with cleaning, errands, shopping and daily tasks through our **Home Help** service.

If someone is feeling lonely and would like someone to talk to, our **Friendly Visiting** and **Telephone Reassurance** volunteers can call to ensure that all is well. Lifeline Emergency Response System is also available to provide peace of mind.

Coming home from the hospital can require support. **Home at Last** helps clients with transportation and home support to safely and comfortably settle 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.



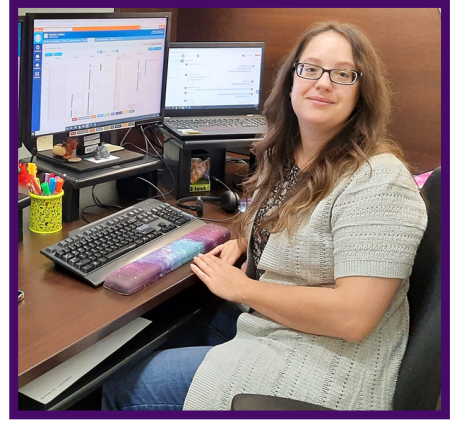
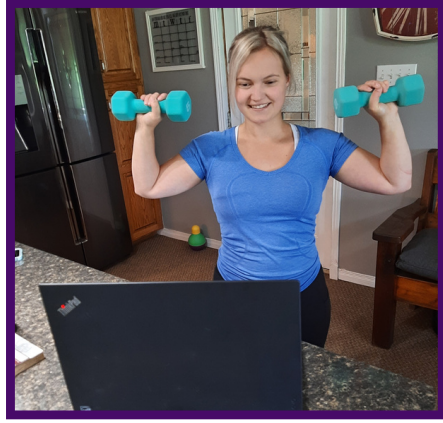
### *Staying active in your community*

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. This service can accommodate those who need regular or accessible vehicles.

Good food and conversation are on the menu at our **Dining & Social Programs**, offering homemade meals, social time, and education.



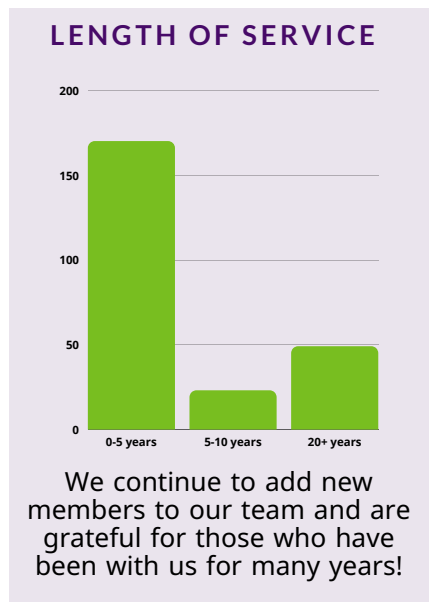
# THE FACE OF ONE CARE



**Our dedicated employees are the key to what we do.** They are the face of ONE CARE, supporting individuals in their homes, preparing meals, coordinating care, scheduling staff, providing transportation bookings, ordering care supplies, and working in our offices. The work we do wouldn't be possible without their dedication.

Our staff work hard completing extra screening, as well as additional cleaning and infection prevention and control measures related to the pandemic. Like many organizations, we experienced reduced staff capacity related to COVID-19 and variants of the virus, which meant our staff have had to work twice as hard to ensure our high-risk clients were able to continue to receive the essential care they relied on.

Our employees have been extremely flexible responding to changing demands, and supporting one another during this difficult time of uncertainty. Together, we have continued to care for those who rely on us so that they can continue to live at home, where they want to be.



*We are proud of the One Care team and all they do.*



**80%**  
look forward to coming to work.



**85%**  
feel they provide top quality service.



**87%**  
feel safe at work during the pandemic.



# CARING COMMUNITY MEMBERS



ONE CARE volunteers include a wide range of people including families, retirees, and business professionals. **We are happy that our services are able to meet many needs and that, through us, others can also care for people in need.** We are grateful to be part of such a caring and thoughtful community.

During a difficult time, our incredible volunteers came together and continued to help support the most vulnerable people in our community. To help in a time of need, **Huron & Area Search and Rescue (HASAR)** stepped in to help deliver Meals on Wheels in areas that needed extra support. We are thankful for the many individuals who came forward to help fill gaps. Our dedicated volunteers continued with their responsibilities, including socially distanced visiting, and helped to ensure our services continued to operate.

**Our volunteers make a tremendous difference in what we do and we are so grateful for their contributions.**

HOURS OF DONATED TIME

# 10,500+



*Thank you for donating your time - you make a difference!*



**100%**  
would recommend  
ONE CARE.



**100%**  
feel they are treated  
with respect.



**99%**  
would encourage  
others to volunteer.



# Connecting our community

“ONE CARE has been a life saver for me through the pandemic. I receive meals and I enjoy the social program and exercise classes through Zoom, it keeps me connected with others. I even met a woman on Zoom who only lives a couple of blocks from me and now we are friends. I do the exercise classes twice a week and I feel stronger and less likely to fall. I’m 90 years old and the programs from ONE CARE make my life worthwhile.”

- ONE CARE Client



# CHANGING LIVES TOGETHER

ONE CARE works with many organizations to support people in need. The work we do with our partners is imperative to improving the healthcare system and client care. We continue to collaborate with key partners to discover new ways to best understand and respond to changing needs.

*We are stronger together, and these relationships change lives.*

## Community Support Services Network (CSSN)



Because of our CSSN partnership, the process for searching for and coordinating a variety of services is simple. Through a central intake service and a shared client record, clients can receive, change, and update services through one phone call. It is through a shared record that care providers can coordinate care for our clients. Coordinated community service has supported the work of this sector with the Huron Perth & Area Ontario Health Team.

**COMMUNITY SUPPORT SERVICES**  
 HURON & PERTH • 1-844-482-7800

Please ask about:

- Transportation
- Meals & Nutrition
- Education & Supports
- Safety & Insurance
- Health & Wellness
- Support in the Home
- Intensive Support Programs

Name: \_\_\_\_\_

It is through this partnership that we were able to receive referrals electronically through Ocean eReferral. Electronic referrals can be sent directly from many electronic medical record systems. ONE CARE is also continuing to lead client review meetings with partners like home care, hospitals, mental health and EMS, as well as CSS partners to address needs emerging due to gaps in care, and to develop shared care plans for complex situations.

## Huron Perth & Area Ontario Health Team

ONE CARE continues to be a proud partner of the Huron Perth & Area Ontario Health Team (HPA-OHT). Through this partnership, organizations are working together to further develop the structure of this partnership, while supporting coordination through the pandemic and developing initiatives to provide more integrated care for the future. An important step this past year was signing a formalized agreement.

**Hypercare** remains an important project as we integrate it into the community with support from the HPA-OHT. This secured messaging system improves communication between various care providers. ONE CARE has developed and led the home care portion of this work, with the goal of improving home care delivery.

The Huron Perth **Mass Vaccination Advisory Committee (HPMVAC)** was formed to guide the COVID-19 vaccine rollout in Huron Perth. Under the leadership of Huron Perth Public Health, the committee played a critical role in guiding the COVID-19 vaccination rollout, including strategic decisions, coordination, and communication of vaccination activities locally. ONE CARE was one of many organizations who formed this committee. Our transportation and intake support initiative related to vaccination clinics supported this work.



ONE CARE is also a representative of the home and community care sectors on the **joint Infection Prevention and Control (IPAC) initiative**. This work ensures consistency across community agencies and the healthcare system. Our involvement allowed us to bring community perspective to many discussions.



“When we found out ONE CARE was just shy of their fundraising goal with only a few days left in the campaign we wanted to help. As a proud lead sponsor of their Grand Parade event, we made an additional donation of \$5,000 to help ensure ONE CARE can continue providing care to as many individuals in our community as possible.”

– Aileen Pajunen, Human Resources Manager at Compass Minerals in Goderich.

Strengthening our community



“ Communities and families are so important to us, especially during this difficult time. We are proud to partner with ONE CARE to support our seniors in our community. ”

**Cheryl & Don McWilliam**  
**Owners of Stratford Foodland**

“ We are very happy to be able to support ONE CARE as they are a vital organization in our community. Having a parent in long-term care that cannot be transported by car to appointments or outings, it is wonderful to be able to call ONE CARE and organize a ride in one of their accessible vans. Thank you ONE CARE for all that you do. ”

**Leah & Demetre Carangounis, Owners of Demetre's Family Eatery**



“ ONE CARE is a vital beat in our community. We are honoured to help support their programming to allow those in need access to a better quality of life. ”

**Caitlin Vail**  
**Owner of Cait's Cafe**

“ The way communities have come together over the last year has been incredible, and ONE CARE's Shop for Seniors campaign is another great example of that support network. We are happy to support ONE CARE with a donation this June that will go towards their mission of providing a higher quality of life for individuals and their families. ”

**Social Thirty-One**



## SUPPORT FROM OUR COMMUNITY

We are so grateful for all of the support we have received from our community, not only over the past year, but to those who have remained dedicated to ONE CARE over the years.

### Grants



The COVID-19 pandemic continues to have an overwhelming impact on our organization and our ability to provide services to our clients. We couldn't do the work we have done without the additional temporary financial support that we received, helping to relieve special needs throughout the ongoing pandemic (Meals on Wheels, Transportation, Grocery Delivery, Home Help, Bundled Service).

## THANK YOU TO OUR GENEROUS FUNDERS



### Donations & Gifts

We received thoughtful donations from various individuals that made a tremendous impact on the lives of so many, and brought a smile during yet another challenging year for our clients. Some of the thoughtful gifts included:

- Hand crocheted blankets delivered to clients over the winter months.
- Hand sewn holiday placemats delivered to Meals on Wheels clients.
- Hand written letters delivered to Meals on Wheels clients.
- Hand made holiday cards delivered to ONE CARE clients.
- Medical grade masks to keep our frontline staff safe.
- Grocery gift cards for clients in need.



**The following individuals made a donation to ONE CARE in the amount of \$1,000 or more:**  
 IODE Maple Leaf Chapter | Mr. D. Shewfelt | Fordwich United Church | Two anonymous donors

### Fundraising

Fundraising is an essential part of our organization as it supports our programs and clients. As a not-for-profit agency, we rely on funding from donors to operate and keep fees low for our clients, especially those with low incomes. Over the past decade, government funding has not kept pace with inflation and client needs, making our fundraising efforts that much more critical.

We have received an incredible amount of support through fundraising events such as The Grand Parade, Gift of Care campaign, and our new Shop for Seniors campaign that included our golf weekends.

Our **Shop for Seniors campaign** was a new fundraising initiative that we introduced in 2021 as a way to help encourage the community to support local businesses during a difficult time, while also supporting seniors and people with health challenges living right in the community. We have built many new relationships through this campaign and we are so grateful for the support from our community.







A significant obstacle that we faced over the last year was the need for roof repairs at one of our primary locations in Clinton. This meant that we had to restrict access to our building, and move our Meals on Wheels operation to the Legion. **We are grateful to the Clinton Legion** for allowing us to rent their kitchen so that we can continue to deliver nutritious meals to people in our community.

We want to **thank the engineers at Burnside, as well as BELFOR Property Restoration** for their ongoing support while we navigated challenges that surrounded this construction. Without these two, we wouldn't have been able to get this work initiated. During a difficult time, our community came together to help to repair a building that provides so many important services. As we move forward, we are taking this opportunity to make upgrades to the space so that we can better serve our community.



# FINANCIALS

While more than 80% of our funding comes from the Ministry of Health through two separate contracts, to receive this funding, we are obligated to follow specific expenditure guidelines with very little discretion. This includes a requirement to maintain a certain level of assets. Due to these restrictions, we must rely on charging client fees, local fundraising efforts, general donations, and applying for various grants for almost 20% of our budget.

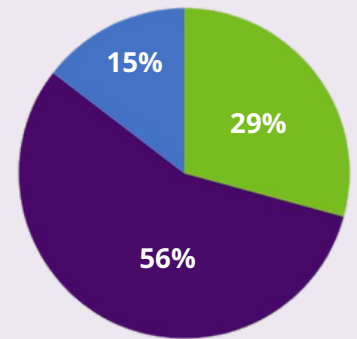
**TOTAL BUDGET: \$11,968,189**

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

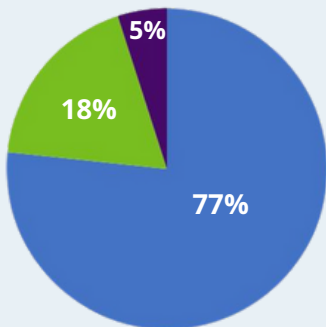
**HOME CARE (HC):** Funding provided by Home and Community Care Support Services on a fee for service basis. Service amount depends on the number of clients approved and referred through HCCSS.

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

## REVENUE



## EXPENDITURES



**WAGES & BENEFITS:** The majority of the organization's expenditures are direct costs related to providing services. **93%** of all of the Wages & Benefits expenditure is related to direct program staffing.

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

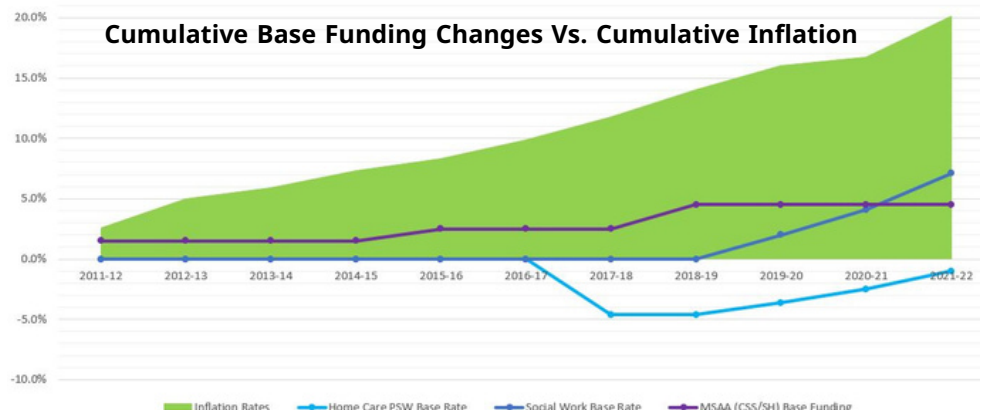
**BUILDINGS, EQUIPMENT & GROUNDS:** This includes maintenance such as housekeeping, waste removal, and service equipment.

Audited financial statements are available on our website at [www.onecaresupport.ca](http://www.onecaresupport.ca)

## A DECADE OF INADEQUATE FUNDING

We are trying to keep pace with the growing needs of our community. However, over the last decade, insufficient funding has meant essential programs and services are losing workers, caregiver burden is increasing, and there is more pressure on hospitals and long-term care homes. Waitlists and fees are also growing for those who need care in our community.

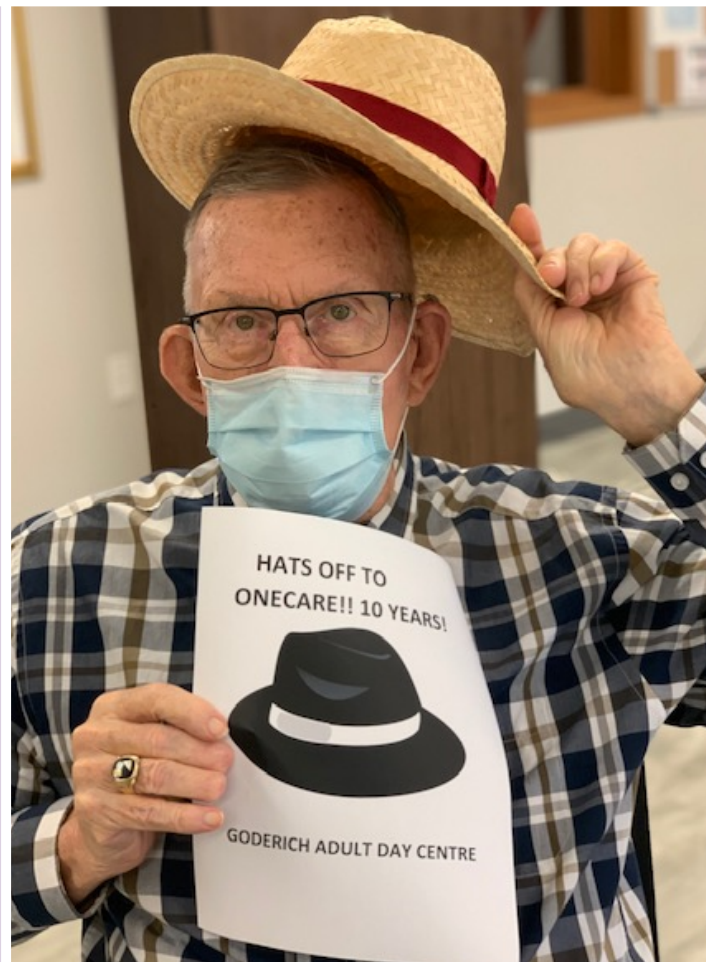
“Caring for our community is something we are passionate about, and we are doing more with less every day.”  
- Kathy Scanlon





**Jim Ginn**  
Mayor of Central Huron

“ On behalf of Central Huron, I would like to extend my congratulations on your 10 year anniversary. So much good has been done in the community because of your services, and I know I speak for all of Council and all of the citizens of Central Huron in saying thank you for all that you do. ”





Thank  
You

**Give back to  
your community.**



**Join our team**



**Volunteer**



**Donate**