



Celebrating
40 years of service in the community

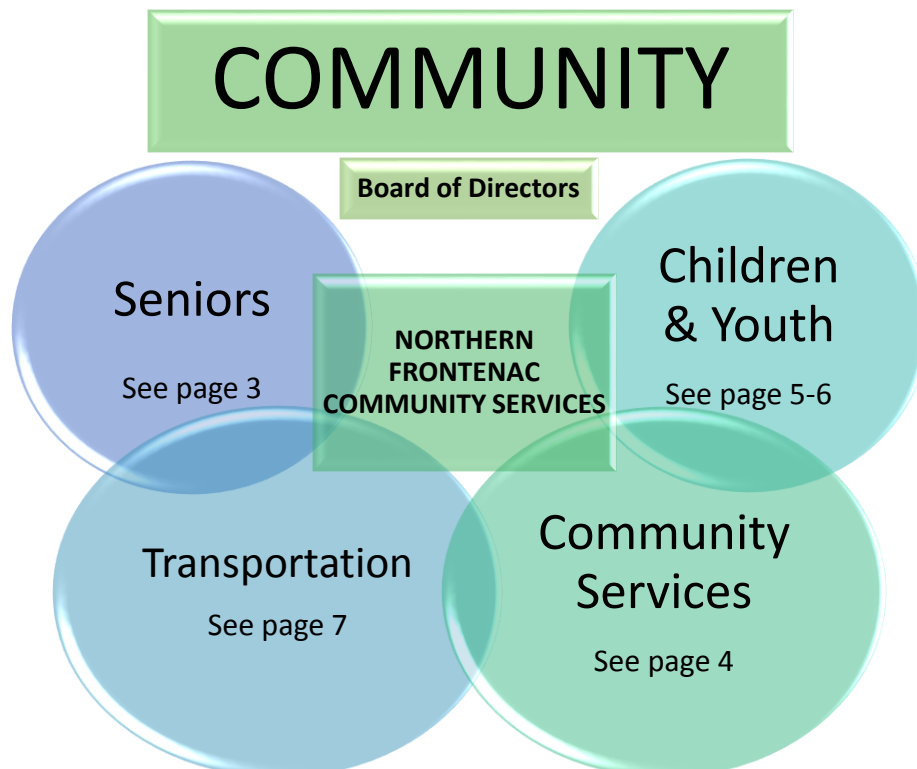
2014 Annual Report

www.nfcs.ca

The Mission of Northern Frontenac Community Services Corporation is to provide opportunities that will enhance the well-being and self-sufficiency of all community members.

OUR GUIDING PRINCIPLES ARE:

- * Clients are entitled to receive prompt, efficient, competent and friendly services as close as possible to their home communities.
- * Clients should be encouraged to achieve their full potential in their communities.
- * Services must be client-centered and coordinated.
- * Services must promote respect for human rights, diversity, and human dignity.
- * Preventing social problems in the community is as important as addressing problems.
- * Communities should be encouraged to develop healthy environments for their residents.
- * Cooperation among service providers is essential.
- * Services must be provided in the most cost-effective manner.
- * Service providers must recognize the special characteristics of our rural communities.
- * The organization has a responsibility to advise the community of the role and services of the Northern Frontenac Community Services Corporation.



BOARD CHAIR & EXECUTIVE DIRECTOR'S REPORT

2014/2015 has been a year of organizational transition. The Board of Director and Staff said good bye to Don Amos in December after nearly 5 years. Don's leadership in developing the youth program, seeking financial security for the daycare and starting the tradition of our annual community BBQ, was significant. He will be missed.

Following Don's departure, it was an opportune time for the Board of Directors to review the organizational chart. They looked into various options and consulted with staff. The Board also focused their energy to find a new Director who would take NFCS into the next decade. This work continues with Louise Moody, our the new Executive Director.

2015 marks a significant milestone in NFCS's history. It is our 40th anniversary of delivering services to people where they live, that are community based and locally controlled. The resourcefulness and imagination of many dedicated community members created the umbrella of social services that continues today in Northern Frontenac. The community's foresight and hard work, starting in the early 1970's, put NFCS at the forefront of the development of a "community hub" in Northern Frontenac. The adaptability and flexibility of the many volunteers and staff has sustained us through the challenges and allowed us to embrace the opportunities.

The organization has always supported a team approach, with community and staff participating in decision making. This philosophy has ensured that our programs have continued to meet identified needs in the community and has created a sense of family and team feeling within the organization. The dedication and commitment of our staff and volunteers is exceptional. This year we are thrilled to celebrate Mike Proctor's 30 years of service and Susan's Wilby's 25 years of service.

We thank our many funders, supporters, volunteers and staff for keeping our vision vibrant and alive. We look forward to continuing to be a place that helps our community to live, to build and to grow together.

Louise Moody
Executive Director

Linda Chappel
Chair, Board of Directors

BOARD OF DIRECTORS 2014-2015

Linda Chappel, Chair

Jeff Green, Vice Chair

Bob Webster, Treasurer

Ilona Cox, Secretary

Keith Conboy

Laura Baldwin

Susan Irwin

Christine Poulter

Steve Magee

Francis Wooby

SENIORS

Community Support Services (CSS)

Last year, Community Support Services provided essential services, to 475 seniors and those with physical disabilities, to assist them to live independently in their own homes for as long as possible.

“Community Services has helped me so much— transportation, foot care, day program, diners, and assistance with grant applications. It gives me a great sense of security knowing I can turn to the agency for help.”

~ Pat Denna

Our team of 13 Home Help contracted workers this year provided house cleaning and assistance with household tasks to over 40 homes throughout North, Central Frontenac.

A hot home cooked nutritious meal delivered to your home can make a real difference. Meals on Wheels is delivered twice a week by our dedicated volunteers, who deliver over 2800 nutritious noon-time meals to 48 individuals throughout our area. The meals are prepared at The Seniors' Centre in Sharbot Lake by our skilled cook, Pat Rhyno. Each meal consists of a soup, main entrée and dessert. In

June, we added twelve frozen entrees to our menu. Four hundred and forty frozen meals have been ordered by 40 individuals thus far.

For many seniors living on their own, “Lifeline provides 24-hour monitoring service in case of emergencies. This year, 23 new installations were made. Inquiries continues to rise.

Our Adult Day Program provided the opportunity for 20 seniors, some with physical illness, limited mobility, or memory concerns, a safe and caring place where they could come together once a week to socialize, receive personal care and share a meal, in Sharbot Lake, Plevna and Parham. We enjoyed several day trips and appreciated Emily Britt's, (NFCS family counselor) presentation on grief and anxiety.

Thanks to Heather Balogh, our certified foot care nurse, we offer professional foot care service at monthly community clinics in Snow Road, Ompah, Sharbot Lake, and Plevna. Over 450 appointments were booked this year.

Meeting monthly in Ompah, Plevna, Arden, Parham and Sharbot Lake, over 150 individuals joined Diners last year to share a hot noon meal served country style by Paul and Aimee Gosse. The food was delicious and the entertainment or activity to follow was fun too.



Special Events in the Adult Day Program

Caregivers looking after a loved one, sometimes need help or time away to do errands, tend to chores or take a break. This year our Personal Support Workers assisted 29 families, by going into their homes to help with Personal care, and/or provide social interaction and assistance with daily chores.

SERVICES	
Home Help	4621 hours of housekeeping to 67 individuals
Hot Meals-On-Wheels	2868 delivered meals this past year to 48 individuals
Lifeline	88 individuals used Lifeline to remain in their home
Foot Care	456 appointments for foot care were booked by 114 clients
Respite	2872 respite hours were provided to 29 clients
Day Programs	584 hours were provided to 20 clients
Community Diners	834 meals served to 156 people attending diners

COMMUNITY SUPPORTS

Family Counselling Program

The Family Counselling program has been a part of the Sharbot Lake community for around 33 years. Emily Britt, MSW, joined the Northern Frontenac Community Services staff team this last year. Emily has been busy working in the community, supporting over 50 local residents and 7 local couples through counselling and referrals. To date, she has had the pleasure of participating in around 170 sessions with clients, couples, & groups and hopes to reach 200 soon. Common issues facing residents include: stress, bereavement, anger/behavioural management, relationship issues, and depression. She has offered workshops on bereavement, aging, and helped organize mental health stigma and awareness events. Emily also attends the Northern Frontenac interagency meetings, advocates for the needs of the community, and provides education about issues related to counselling and accessing support services in the townships. Next year Emily looks forward to working with Providence Care and other community agencies to offer group programming on managing powerful emotions, bereavement, and general wellness. Emily will continue to offer outreach services to individuals in their homes or at the Adult Services building, depending on each client's preference.



Community Drop In Hosts a BBQ

Adult Protective Service Worker (APSW)

Mike has been working for the past 30 years as an APSW in North and Central Frontenac. There are no typical days for Mike as each day is different and presents various challenges. If Mike can't help someone, he finds the person who can. Mike often helps people deal with government bureaucracies such as the Ontario Disability Support Program, helping people stretch their money a bit further, connecting people with their community for social and recreational activities and dealing with legal issues

For the past 19 years Mike has collaborated with Community Living-North Frontenac to operate the Community Drop In, a social program for all community members. Every Wednesday, people from all walks of life meet to enjoy each other's company and a nutritious noon meal.

Christmas Hamper Program

Every year, staff works with Salvation Army and other social agencies to make Christmas special for individuals and families in the area. In 2014 we distributed 147 hampers. Many thanks to the committed "santas" who helped to distribute the hampers in Central, North and parts of South Frontenac. We couldn't do it without you!

Income Tax Program

As tax time comes around each year a group of skilled and talented volunteers step up to complete Income Tax for low income individuals and families in North, Central and parts of South Frontenac. 221 returns were filed last year.

NORTHERN FRONTENAC COMMUNITY SERVICES IS THE GO TO PLACE FOR INFORMATION!

Last year, over 10,500 people called and nearly 4000 people visited our downtown office on Elizabeth Street in Sharbot Lake.

CHILDREN AND YOUTH

The daycare has been a busy place this year. Sixty-three children were registered for childcare this year consisting of 44 families. We had 8 infants, 17 toddlers, 28 preschool and 20 after school and summer school aged children. We had 17 full time and 46 part time children. With special funding through Ministry of Education we were able to invest in new toys and equipment to help implement the “How Does Learning Happen” into the curriculum. We were also able to make physical upgrades to the centre, including new kitchen counters, refinishing the hardwood floors and replacing the doors.

The Child Centre, Ontario Early Years Program is a place for children aged birth to 6, their parents and caregivers take part in programs and activities together. Parents and caregivers can get information about services available to them in the community and learn about their child’s development and get answers to their questions. Our focus is on supporting families to ensure their young children have the best start in life. Family support services provided in the past year were the school Back Pack Program, Welcome to Newborn Packages, Clothing/Boots for Kids Program. There were 235 people who used these services, the majority were from our Clothing/Boots for Kids Program, which had its biggest year ever!

This year we offered two types of School Readiness Programs. One was an eight week program, involving both parent and child. The other program was an 8 month, weekly cooperative type program where parents would stay periodically to assist the program staff. In both programs the children learned basic skills to increase their confidence and prepare for Kindergarten. This program was offered in Perth Road, Verona and Sharbot Lake. Thirty six children registered for the program.

“Knowledgeable playgroup facilitators who obviously take a great interest in my child’s growth and development”

Our Early Learning Playgroups, for parents, caregivers and their children create space where early learning activities and networking take place. Children and adults come together to play, read and sing with a trained facilitator. At our seven locations, we reached 174 children. The favourite group this past year was our playgroup at the beach. It was very much endorsed by a certain grandmother/board chair of NFCS!

Discussion groups, parenting workshops, information sheets, newsletters, equipment loans and social media postings all offer information and support to parents and caregivers. Last year, we held ten parent education sessions and twenty items were borrowed from our equipment library. Our popular, monthly ‘Lunch Bunch’ group registered 16 families.

The OEYC hosted many interactive events for parents and children this year. We hosted a Christmas Party with Santa himself, the musical group **Ambush** played in May as part of success by Six week and to round it off in June, the Great Outdoor Adventure occurred. We had over 560 people participate in these events.

“How Does Learning Happen”

The Ministry of Education, who funds and oversees the Ontario Early Years and Daycare, has developed a vision to support early learning staff as they partner with parents to understand how learning takes place and the philosophy and practice that supports the understanding of learning. This year staff have been incorporating many aspects of this into their programs.

An aboriginal traditional story telling program was offered to 96 children in kindergarten at 4 local schools throughout the year. In June, 104 students and adults came together to celebrate their learning at the Strawberry Moon Festival. Special thanks to the Ontario Trillium Foundation and Community Foundation of Greater Kingston who supported the festival.



Strawberry Moon Festival

CHILDREN AND YOUTH

Youth Services

The Youth Program at The Child Centre provides opportunities for children and youth to expand their social interactions, improve life skills and reach their full potential of mental and physical health. There were many different programs and events offered this year for youth ages 6 to 16.

Youth in the weekly after school program participated in group games, activities and sports. This program took place at St. James Major Catholic School, Clarendon Public School, Land O' Lakes Public School, and Prince Charles Public School, with 65 unique youth attending. A Cultural Connections afterschool program with an Aboriginal focus, funded by Community Foundation of Greater Kingston, was attended by 7 youth.

I always feel welcome when I come to the child centre. I never feel like this is "just a job" to staff here.



Summer Camp 2015

Youth Dances were held throughout the school year at the OSO Hall in Sharbot Lake and in Plevna at Clarendon Public School. The themes this past year were Glow in the Dark, St Patrick's Day/Wear Green, and Welcome to Summer. An average of 26 youth attended these dances.

Sixty three youth participated in the KidsFit Soccer Program, where kids get fit and fit in. The program was held at two locations over two eight week sessions last fall and winter last year. Indoor soccer skills were taught followed by game time, in a friendly, non-competitive environment.

The summer day camp was offered three days per week for children ages 6 to 10 this summer. Each week was theme based and included swimming at the Oso beach. This year, the summer camp had 31 kids enrolled with an average of 8 youth per day. There was a trip partnered with Community Living North Frontenac to the Toronto Blue Jays game that had 26 participants plus 4 staff. There were also three trips for youth in Plevna with five kids per trip. These trips included a Hawaiian Luau camp day at the Child Centre, a trip to the White Lake Fish Hatchery followed by an afternoon of fishing, and finally a trip to the Smiths Falls train museum followed by a trip to the Perth Splash Pad.

Steps of Success Program (Leaders in Training) funded by United Way was offered to youth seeking leadership experiences. In the past year, six youth attended the Home Alone program, 26 youth attended the Babysitting course and 29 students from the Grade 8 class at Granite Ridge Education Centre enrolled in the Leader in Training program over 4 weeks. Two special events this summer were supported by the youth program: The Great Outdoor Adventure, which had a total of 81 participants, and three youth volunteers and the NFCS 40th Anniversary BBQ that had 200 attendees had two youth volunteers.

In June, we were successful in obtaining a grant from the Ministry of Tourism, Culture and Sport to introduce two Traditional sports, Lacrosse and Snowshoeing, to our northern communities. This two year grant is a partnership with Shabot-Obaadjiwan, Kingston Kross Fire Lacrosse League, the Limestone District School Board and the Northern Rural Partnership. Programs will start in the fall 2015.



Summer Camp 2015

FRONTENAC TRANSPORTATION

Frontenac Transportation Service has now completed its fourth full year of operation, as a partnership of Northern Frontenac Community Services, Southern Frontenac Community Services and the County of Frontenac. Located in Sharbot Lake, and using volunteer drivers, our office responds to requests for transportation from all over Frontenac County north of the City of Kingston. We find volunteer drivers to fill each request, and are successful in finding drivers 99% of the time. This is a significant accomplishment considering that we average nearly 120 requests per week.

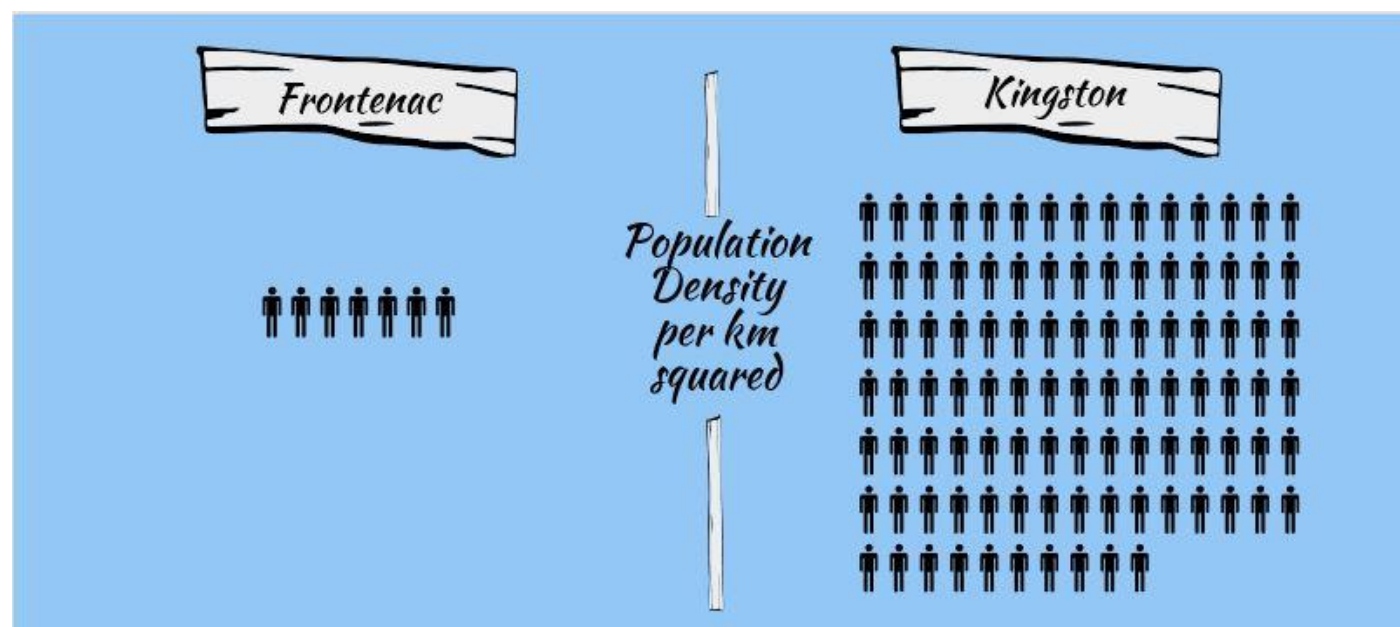
	2013 to 2014	2014 to 2015
Number of Clients Served	326	445
Number of Active Drivers	54	52
Total Kilometers Driven	646,824	683,827
Number of Volunteer Hours	16,038	17,441
Number of individual Drives	5,858	5,852

Out of the 5,852 drives we did from April 2014 to Mar 2015, 2,568 drives were ODSP and OW. All the rest are for seniors and Child Centre drives. Not included in the 5,852 drives are the drives we booked and then were cancelled. The number of cancelled rides were 1,199.

A continuing challenge for FTS is to find enough volunteer drivers to fill our many requests for transportation. At the time of this report we are down to 39 drivers. Our drivers are the most essential ingredient of our service. They are paid a mileage rate to cover the expenses of driving, but volunteer their time for the drives.

We also continue to try and find ways to make our transportation affordable for all residents who need it. It costs .50/km to use our service, but we work with many programs, and have some funds available in order to help cover those costs for clients who cannot afford that fee.

As we move into our fifth year of operation we continue to be dedicated to serving our many clients and supporting our drivers as best we can.



What happened in 1975?

- Metric system was introduced in Canada
- The Beaver was named our national symbol
- The CN Tower was completed
- Petro Canada, the first government owned gas and oil company is formed
- Wearing seatbelts become mandatory in Ontario
- Michael Buble was born

Northern Frontenac Community Services was incorporated. Where were you?

THANK YOU to our team of dedicated staff. We couldn't do it without you.

Seniors Community Support Services (CSS)

Catherine Tysick	Adult Services Manager
Vikki Newlove	CSS Coordinator
Pat Rhyno	CSS / Finance
Karin Reynolds	CSS Data Coordinator
Leigh Russell	Respite Coordinator

Community Services

Mike Proctor	APS Worker
Joyce Lewis	Office Manager
Emily Britt	Family Counsellor
Philip Bender	Cleaner

Frontenac Transportation Services

Gail Young	Transportation Coordinator
Dianne MacPherson	Data Processor/Dispatcher
Nikki Gowdy	Dispatcher/Data Processor

Children & Youth

Maribeth Scott	Child Centre Manager
Jan MacPherson	Resources Coordinator
Penny Cota	Playgroup Coordinator
Marcie Asselstine	Aboriginal / Playgroup Coordinator
Melissa Elliott	Playgroup Coordinator
Tabitha Morton	Data Analysis Coordinator
Brian Dunford	Youth Program Coordinator
Max McLean	Youth Program Assistant

Daycare

Susan Wilby	Day Care Manager
Lisa Hamilton	RECE Preschool Educator
Marcy Paradis	RECE Preschool Educator
Brittany Cowdy	RECE Toddler Educator
Maggie Asselstine	RECE Infant Educator
Cali Brennan	Summer School Age Staff
Eve Korhonen	Daycare Cook

2015 Years of Service Awards

Mike Procter	30 years of service
Susan Wilby	25 years of service
Penny Cota	10 years of service
Melissa Elliot	5 years of service
Gail Young	5 years of service

THANK YOU

To our over 100 volunteers that assist in the delivery of our programs.

You are critical partners in the success of our organization.

TREASURER'S REPORT

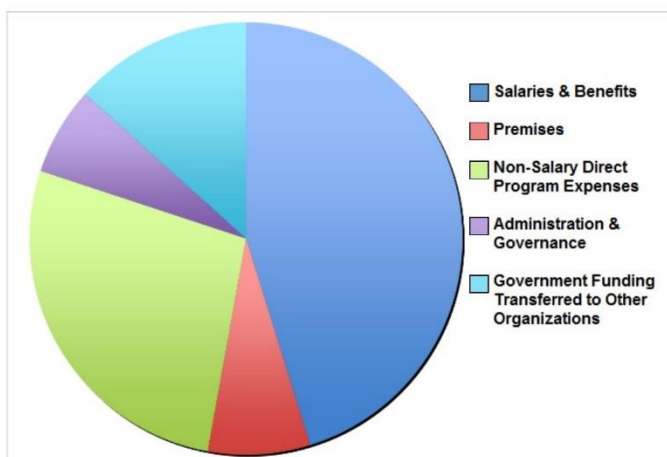
In the 2014-15 fiscal year Northern Frontenac Community Services Corporation (NFCS) continued a recent trend of generating modest annual surpluses. These accumulated surpluses have enabled NFCS to enhance its financial stability, and thereby its operational stability. And this stability is key to the organization's ability to continue to offer and expand services to the large geography for which we are responsible.

Unrestricted surpluses amounted to \$185,000 at year-end, an increase of \$39,000 over the year. NFCS continued to exercise cautious financial management with cash balances at year end amounting to \$289,000, an increase of \$69,000 over the year. There were no additional investments in property and equipment in 2014-15 following a comprehensive upgrade of computer resources in the previous year. Current plans call for an investment in networking equipment and vehicles for use in service delivery in the 2015-16 period.

Aggregate revenues for the year amounted to \$2,318,000, essentially the same as in the previous year. NFCS continued to enjoy the support of the Government of Ontario for adult and child programs and services as well as the United Way, City of Kingston, County of Frontenac, the Townships of North, Central and South Frontenac, the Kingston Community Foundation, and individual donors. In addition, Frontenac Transportation Services maintained its reputation for quality and value in service and the system's volumes grew year over year in terms of clients served and kilometers driven.

As with revenues, expenditures were largely consistent with the previous year, amounting to \$2,270,000. NFCS staff and management again demonstrated to make a dollar go further than one would imagine, without a decline in service for and attention to clients.

As Treasurer, I would like to extend the gratitude that we feel to our funders, our staff and our volunteers, without whom we could not achieve our goals.



NORTHERN FRONTENAC COMMUNITY SERVICES CORPORATION			
Statement of Financial Position as at March 31, 2015			
ASSETS	2015	2014	
CURRENT			
Cash and short-term investments	\$ 299,670	\$ 228,572	
Accounts receivable	186,998	165,769	
Prepaid expenses	2,162	3,571	
	488,830	396,912	
PROPERTY AND EQUIPMENT	544,208	600,120	
	<u>\$ 1,033,036</u>	<u>\$ 996,032</u>	
LIABILITIES			
Accounts payable and accrued liabilities	\$ 146,658	\$ 101,657	
Deferred revenue	24,336	15,173	
	170,994	116,830	
LONG-TERM LIABILITIES			
Deferred revenue related to property	300,448	328,094	
	471,442	444,924	
FUND BALANCES			
Invested in property and equipment	243,758	272,028	
Unrestricted	185,336	146,582	
Endowment and internally restricted	132,500	132,500	
	561,594	551,108	
	<u>\$ 1,033,036</u>	<u>\$ 996,032</u>	

NORTHERN FRONTENAC COMMUNITY SERVICES CORPORATION

Statement of Operations for the Year Ended March 31, 2015

	2015	2014
REVENUE		
Provincial Ministry funding	\$ 895,283	\$ 939,684
Municipal funding	294,954	271,448
United Way funding	47,204	66,885
Client services	619,077	580,493
Fundraising and donations	30,170	25,114
Other revenue and recoveries	128,057	132,675
Transfers	303,089	303,089
	<u>2,317,834</u>	<u>2,319,388</u>
EXPENDITURES		
Salaries and benefits	1,026,141	1,044,010
Premises	173,298	140,558
Non-salary direct program expenses	618,062	633,297
Administration and governance	149,229	133,594
Transfers	303,089	303,089
	<u>2,269,819</u>	<u>2,254,548</u>
OPERATING SURPLUS (DEFICIT)	48,015	64,840
Deferred revenue	27,646	15,256
Amortization expense	(55,915)	(47,895)
NET SURPLUS (DEFICIT)	<u>\$ 19,746</u>	<u>\$ 32,201</u>



Community Meeting to discuss Social Services in North Frontenac



The Child Centre

1004 Art Duffy Road, Sharbot Lake, ON K0H 2P0
 OEYC: 613-279-2244 (8:30 am - 4:30 pm Mon-Fri)
 Daycare: 613-279-3366 (7:00 am - 6:00 pm Mon-Fri)
 Email: lmoody@frontenac.net

The Seniors Centre

1042 Elizabeth St., Sharbot Lake, ON K0H 2P0
 Phone: 613-279-9355

Frontenac Transportation Service

1095 Garrett St., Sharbot Lake, ON K0H 2P0
 Phone: 613-279-2044 / 1-877-279-2044
 (8:30am to 4:30pm Mon-Fri)
 Email: transportation@frontenac.net

Adult Services

1020 Elizabeth St. P.O. Box 250, Sharbot Lake, ON K0H 2P0
 Phone: 613-279-3151 / 1-855-279-2052
 (8:30am-12:00pm and 1:00pm-4:30pm Mon-Fri)
 Fax: 613-279-2565 Email: core@frontenac.net



Northern Frontenac Community Services
 Ontario Early Years Centre/The Child Centre
 Northern-Rural Youth-Events

www.nfcs.ca

Thank you to our funders!



THE ONTARIO
TRILLIUM
FOUNDATION



LA FONDATION
TRILLIUM
DE L'ONTARIO



Community Foundation
for Kingston & Area



United Way
Kingston, Frontenac
Lennox and Addington

NFCS is a part of The Children and Youth Services Planning Committee

