



# 2016/2017 ANNUAL REPORT

Northern Frontenac Community Services Corporation



## OUR MISSION

*To provide opportunities that will enhance the well-being and self-sufficiency of all community members.*

# YEAR IN REVIEW



**Louise Moody**

Executive Director



**Linda  
Chappel**

Board Chair

Over the last twelve months, the Board of Directors and staff have explored various options that would increase awareness of the range of services and programs we offer across Frontenac County. We wanted to ensure that our services connect people of all ages to a wide variety of supports that empower them to live rural life to its fullest. Three themes emerged as we discussed our services and the people we serve. **We are community**, unified, welcoming and friendly. **We are connected**, offering a wide range of programs and are aware of what services are available in our community. **We are collaborative**, partnering with other agencies to broaden and strengthen the services offered in Frontenac County and networking to create a web of support for all individuals. As we concluded our consultation, not only did we have a new name, **Rural Frontenac Community Services**, we also had a fresh new logo that aptly illustrated the three themes.

We had many successes to celebrate this year. Frontenac Transportation Services relocated to our Art Duffy Road site, saving us rent and strengthening our staffing team. Our Meals-on-Wheels program also relocated to our Art Duffy Road site, sharing the Daycare kitchen and enhancing our meal programs. Our daycare was recognized for their responsiveness to children with special needs in our community. We received funding to implement the findings from our Seniors Survey, which will allow us to expand our seniors program to include activities that enhance the wellbeing and social interactions of all people 55 and over.

As we planned for the future, changes were announced by several of our funders. Funding for our Ontario Early Years programs will transition from the Ministry of Education to the City of Kingston in January 2018. Our Data Analyst Coordinator position was moved to the City of Kingston effective January 2017. The Ministry of Health and Long Term Care began their review of the basket of services that we deliver to seniors through our Community Support Services program, to ensure consistency across the province. As we reflect on the year, it seems the only constant is change itself and that we are well positioned to manage these changes with our experienced and committed staff team.

As residents living in rural communities know, when working across large geographic areas with minimal resources, working together is critical. We are honored and grateful for the opportunity to collaborate with Southern Frontenac Community Services, providing transportation across the county and addressing rural homelessness together. Our shared wisdom and skillful staff provide the insight to have success. As we conclude this review, I would like to thank the many dedicated staff and volunteers whose tireless work is so often unseen and exemplifies what “serving rural communities” is all about.



# 2016 HIGHLIGHTS



Ninety six volunteers were celebrated at our Annual Volunteer Appreciation Event



**Bob Greer**  
2017 Volunteer of the Year

## COMMUNITY SUPPORT SERVICES

**3,596**

Meals Delivered

**2,120**

Hours of Respite

## FTS VOLUNTEER DRIVERS

**748,684**

Km

**18,377**

Hours



The bucket drummers entertained on Canada Day to celebrate Canada's 150.

*"Bucket drumming with her friends under Lily's guidance has helped her find the intrinsic motivation we've been searching for." Parent*



**Let's Get Drumming!** Our newest program for children and youth in the community.



# HAPPENINGS



## Rural Homelessness Summit Two

In a partnership with Southern Frontenac Community Services, we hosted a follow up to the 2015 Rural Summit on Poverty and Homelessness in Frontenac County. Fay Martin and Max Ward shared their experiences creating Places4People in Haliburton County.



## Christmas Hamper Program

Our volunteer team of holiday elves distributed 180 Christmas Hampers to local residents in partnership with the Salvation Army Mississippi-Rideau Lakes Corps. Special thanks to Mike Deans Grocery Store and the Sharbot Lake and District Lions Club for their generous donations.

## Indigenous Programming

Marcie Asselstine makes monthly visits to six area



schools to help bring Indigenous culture to eight Kindergarten classrooms within those schools. She also makes monthly visits to the children in the Daycare and Pre-K program. Her knowledge of Indigenous culture makes her a valuable asset to the community.



## 36th Annual Volunteer Appreciation Event

Over 120 people, volunteers and their guests, attended our event this year. The roast beef dinner was enjoyed by all. Our 2017 Volunteer of Year, Bob Greer has been serving our organization for 30 years! Thank you, Bob!

# OUR PEOPLE



## Administration

Louise Moody  
Pat Rhyno  
Joyce Lewis

## Seniors

Catherine Tysick (Manager)  
Vikki Newlove  
Karin Reynolds  
Leigh Russell  
Sandra Thiel  
Vicki Butler  
Laura Woods  
Colleen Ryder  
Anne Howes

## Community

Mike Proctor  
Branden Leach

## Children and Family

Maribeth Scott (Manager)  
Jan MacPherson  
Penny Cota  
Marcie Asselstine  
Melissa Elliot

## Youth

James Kelly  
Jasmine Dopking

## Daycare

Susan Wilby (Supervisor)  
Lisa Hamilton  
Marcy Paradis  
Brittany Cowdy  
Maggie Asselstine

## Transportation

Gail Young (Administrator)  
Dianne MacPherson  
Nikki Gowdy

## Board members

Laura Baldwin  
Linda Chappel (Chair)  
Keith Conboy  
Jeff Green (Vice Chair)  
Susan Irwin  
Steve Magee  
Christine Poulter  
Bob Webster (Treasurer)  
Kathi Zarfes

## Welcome New Staff!



James Kelly



Laura Woods



Anne Howes



# FINANCIALS

## Treasurer's Report

Financial results for RFCS for the 2016/17 fiscal year reflected a small decrease in revenues of 2% and in operating expenditures of 1%. The revenue reduction was largely related to a decrease in municipal funding, primarily in support of day care operations, and a decline in grants from 2015/16 as certain funded youth programs were completed. The operating expense reduction was driven by decreases in non-salary costs, partially offset by salary and benefit increases that were related to regulatory increases in certain salary scales and modest changes elsewhere in the organization. RFCS recorded a deficit of \$52,491 for the year compared to a deficit of \$25,761 in the prior year.

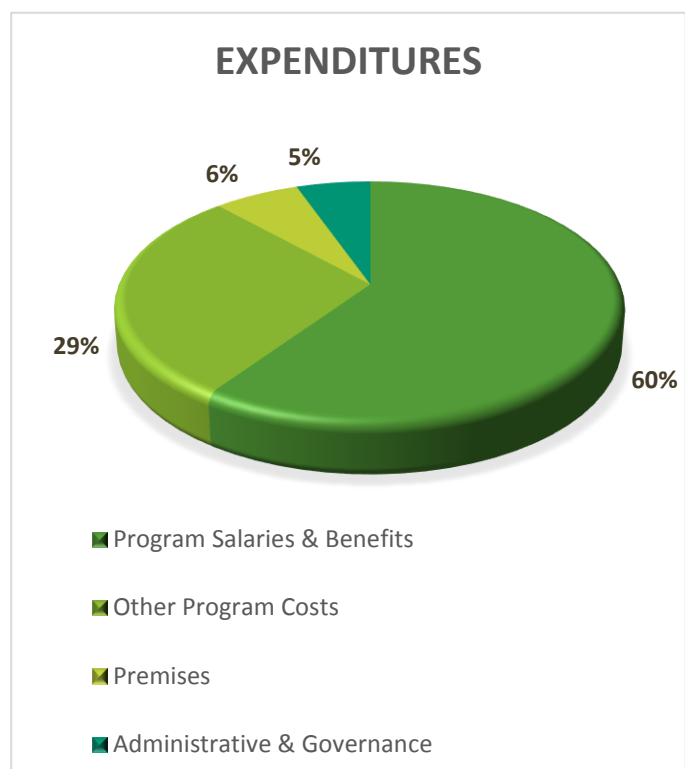
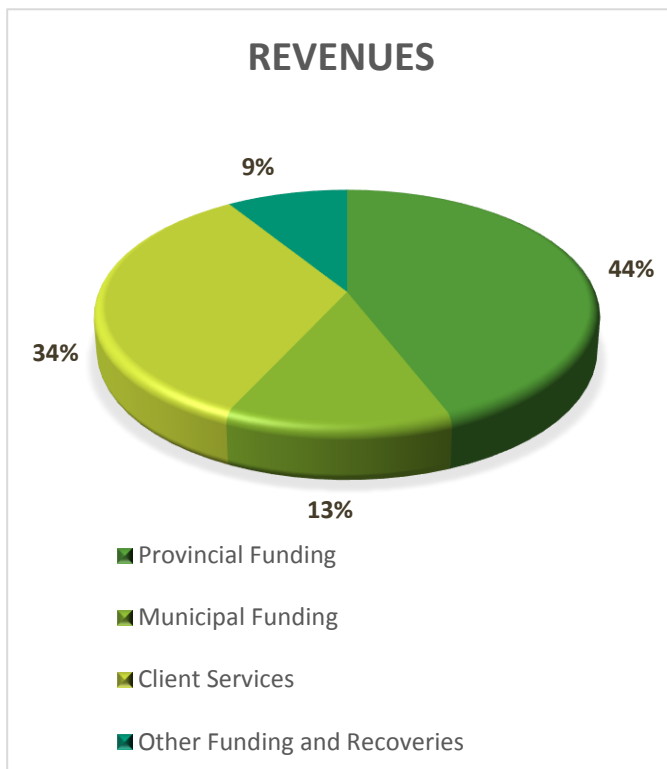
The financial condition of RFCS remained stable with a cash position at year-end of \$320,484 compared to \$276,287 at the previous year end. As we have noted in prior years' reports, financial and operational stability is crucial to our ability to offer the broad array of services we provide to clients in need of all ages and across a large geography.

RFCS continued to modernize its information technology during the year with gains made in the offsite serving and backup of email, the broader adoption of electronic funds transfer for payment of expenditures, and improvements in our voice communications systems including the first instances of "virtual" attendance at meetings of the Board. These changes enhance productivity as well as reducing or controlling costs.

As I do each year I would like to express the heartfelt gratitude we feel to our funders, staff and volunteers. Their contributions make possible the comprehensive services we strive to provide to our community.

Robert Webster, CA

Treasurer



*Complete audited financial statements are available upon request.*

# RURAL FRONTENAC COMMUNITY SERVICES

## Our Locations

1020 Elizabeth St.  
Sharbot Lake, ON

1004 Art Duffy Rd.  
Sharbot Lake, ON

## Our Funders

Ontario Ministry of Health and Long Term Care

Ontario Ministry of Education

Ontario Ministry of Community and Social Services

Ontario Ministry of Children and Youth Services

County of Frontenac

Township of North Frontenac

Township of Central Frontenac

Township of South Frontenac

United Way - Kingston, Frontenac, Lennox & Addington

Community Foundation of KFL&A

*"Thank you so much for all the care you and your team have given to my Uncle and Aunt.....I do not drive so it has been difficult at times to be there for their many needs. You and your team have been so helpful taking them to appointments such as Doctors, Dentist, Eye and Hospital visits, as well as home care, shopping..... you have been a godsend to me."*

