

# Annual Report 2024-2025

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COMMUNITY SERVICES  
PREScott-RuSSELL



# Mission, Vision, Values

## Our Mission

To provide community services adapted to the needs of seniors and adults with special needs so that they can live adequately in an appropriate and familiar environment.

## Our Vision

To be visible and recognized for the scope of our high-quality services and our ability to work in partnership to meet the needs of our clientele throughout Prescott-Russell.

## Our Values

Collaboration  
Commitment  
Kindness

# Board of Directors 2024-2025

Mariette O. Perras, President

Jeanne Charlebois, Vice-President (recent resignation)

Eva Landry, Treasurer

Andréanne Gougeon, Secretary

Ginette Beaudry, Director

Denyse De Bernardi, Director

Marc Lafleche, Director

Johanne Portelance, Director

Denis Paquette, ex-officio, President of the PRCS Foundation



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# **Message from the President and the Executive Director**

# Word from Management



Mariette O. Perras  
President



Sylvie Lefebvre  
Executive Director



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# **Grants for One-Time Projects**

# One-Time Projects

## Prevention for Ageing Well at Home

- Grant from the Ministry of Seniors' Services and Accessibility
- Presentation of free workshops and activities focused on prevention and safety during community luncheons



## One-Time Projects

### Community Intervention Program for the Wellbeing of Seniors

- Grant from Eastern Ontario United Way
- Immediate support for vulnerable people in crisis, to prevent them from falling through the cracks of the system. Without intervention, these people risk ending up in hospital, in a long-term care facility, on the street or in the morgue.

# One-Time Projects

## Volunteer Coordinator

- Grant from Ontario Trillium Foundation
- Review and improvement of our volunteer management process for the organization
- Roundtable discussions and development of a business plan for ongoing funding of volunteer coordination



## One-Time Projects

### Website Redesign for PRCS and Foundation

- Francophone Community Grant Program
- Redesign of the website with a mandate to make it more user-friendly



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# **Services and Statistics**



## Clientele and Services

In 2024-2025, 3192 clients received 60 392 services as part of our regular programs.



	2023-2024	2024-2025	Commentaires
<b>Services</b>	64 592	60 392	- 6.5%
<b>Clients</b>	2 784	3 192	+ 14.7%



# Statistics and Comparison of Results for 2023-2024 and 2024-2025

## Transportation

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	29 260	30 701	↑	+ 4.9%
<b>Clients</b>	1 442	1 618	↑	+12,21%

## Meal Delivery

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	16 830	17 077	↑	+ 1.47%
<b>Clients</b>	260	305	↑	+ 17.3%



## Statistics and Comparison of Results for 2023-2024 and 2024-2025

### Community Luncheons

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	2 493	2 650	↑	+6.3%
<b>Clients</b>	540	574	↑	+6.3%

### Crisis Intervention and Support

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	225	193	↓	-14.2%
<b>Clients</b>	44	61	↑	+38.6%



## Statistics and Comparison of Results for 2023-2024 and 2024-2025

Day Program				
	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	1 402	1 294		-7.7%
<b>Clients</b>	50	59		+18%

Day Program for People Living with Dementia				
	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	312	312	-	None
<b>Clients</b>	16	18		+12,5%



# Statistics and Comparison of Results for 2023-2024 and 2024-2025

## Coordination of Services

	2023-2024	2024-2025	Tendency	Variation %
Services	102	175	↑	+71.6%
Clients	91	102	↑	+12.1%

## Assisted Living

	2023-2024	2024-2025	Tendency	Variation %
Services	7 646	6 661	↓	-12.9%
Clients	23	34	↑	+47.8%



# Statistics and Comparison of Results for 2023-2024 and 2024-2025

## Friendly and Safety Calls

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	161	246	↑	+52.8%
<b>Clients</b>	39	33	↓	-15.4%

## Foot care

	2023-2024	2024-2025	Tendency	Variation %
<b>Services</b>	173	1083	↑	+626%
<b>Clients</b>	55	388	↑	+705%



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# **Community Projects and Partnerships**



# Community Projects and Partnerships

## Archipel Ontario Health Team (OHT)

The Archipel OHT is a coordinated group of organizations, healthcare professionals and community services based in eastern Ottawa and the United Counties of Prescott-Russell. The creation of health teams is a provincial initiative.

- Member-partner of Archipel OHT since 2022
- Sylvie Lefebvre sits as co-chair of Archipel's Executive Committee since October 2022 and for a two-year term.



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# Organizational Initiatives



# Organizational Initiatives

- Reorganization of internal processes to improve efficiency through work standardization.
- Enhancement on the onboarding program for new employees and creation of performance evaluation system.
- Culture and values focused initiatives: recognition of volunteers and employees; more frequent team and individual meetings.



## Organizational Initiatives

- Innovation and transformation initiative: purchase of new software, Alaya Care
- Initiatives to improve communication: monthly updates for all employees
- New volunteer program for recruitment
- Service user engagement: satisfaction survey for Meals on wheels and congregate dining
- Service development: partnerships with HGH and UCPR
- Review of internal policies



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# About Our Volunteers



# We Thank Our Volunteers!

**Volunteers are at the heart of our services.**

**Number of Active Volunteers:** 280 (+2.94%)

**Number of Volunteer Hours:** 29,828 (+21.8%)

**Main Services Provided:** Transportation, Meals on Wheels, Grief Support Program, and Safety Calls





# Recognition of Our Volunteers

## Volunteer Celebration

What a pleasure it was to acknowledge the valuable contributions of our volunteers on June 5, 2025.





## A Vibrant Community

**We are proud to be part of the social fabric of our community.**

A vibrant community is also an age-friendly community in which seniors are socially active and held dear.





## Contact us

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