

Annual Report 2024-2025



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SERVICES
COMMUNAUTAIRES
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 |
|----------|-----------|-----------|--------------|
| Services | 64 592 | 60 392 | - 6.5% |
| Clients | 2 784 | 3 192 | + 14.7% |



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

| Transportation | | | | |
|----------------|-----------|-----------|----------|-------------|
| | 2023-2024 | 2024-2025 | Tendency | Variation % |
| Services | 29 260 | 30 701 | ↑ | + 4.9% |
| Clients | 1 442 | 1 618 | ↑ | +12,21% |
| Meal Delivery | | | | |
| | 2023-2024 | 2024-2025 | Tendency | Variation % |
| Services | 16 830 | 17 077 | ↑ | + 1.47% |
| Clients | 260 | 305 | ↑ | + 17.3% |



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

Community Luncheons

| | 2023-2024 | 2024-2025 | Tendency | Variation % |
|-----------------|-----------|-----------|----------|-------------|
| Services | 2 493 | 2 650 | ↑ | +6.3% |
| Clients | 540 | 574 | ↑ | +6.3% |

Crisis Intervention and Support

| | 2023-2024 | 2024-2025 | Tendency | Variation % |
|-----------------|-----------|-----------|----------|-------------|
| Services | 225 | 193 | ↓ | -14.2% |
| Clients | 44 | 61 | ↑ | +38.6% |



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

| Day Program | | | | |
|-------------|-----------|-----------|----------|-------------|
| | 2023-2024 | 2024-2025 | Tendency | Variation % |
| Services | 1 402 | 1 294 | ↓ | -7.7% |
| Clients | 50 | 59 | ↑ | +18% |

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



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

Coordination of Services

| | 2023-2024 | 2024-2024 | 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 % |
|-----------------|-----------|-----------|----------|-------------|
| Services | 161 | 246 | ↑ | +52.8% |
| Clients | 39 | 33 | ↓ | -15.4% |

Foot care

| | 2023-2024 | 2024-2025 | Tendency | Variation % |
|-----------------|-----------|-----------|----------|-------------|
| Services | 173 | 1083 | ↑ | +626% |
| Clients | 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.

INVITATION
SOIRÉE RECONNAISSANCE
DES BÉNÉVOLES
5 JUIN 2025

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Le bénévolat fait des vagues.

SOIRÉE RECONNAISSANCE DES BÉNÉVOLES
JEUDI 5 JUIN DE 16H30 À 19H30
CENTRE COMMUNAUTAIRE CALEDONIA
6900, chemin de Comté 22
St-Bernardin, ON

CONFIRMEZ VOTRE PRÉSENCE AVANT LE 20 MAI
Téléphonez Lynda au 613-632-0939

ServComPR.com

Parce que chacun de vos
gestes crée une vague de
générosité.



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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