

The Board

- | | | | | | |
|---------------------------|--------------------------------|---------------------------|------------------------------|-----------------------------|-----------------------------|
| Joe Fecht Board Chair | Patricia MacLean Vice-Chair | Andrea Nauss Treasurer | Adrian Thiel Director | Christina Burns Director | Jennifer Biggar Director |
| Jessica Dolan Director | Jessica Lewis Director | Ryan Spurgeon Director | Sharon Knoblauch Director | Tara Seebaran Director | Terry Finch Director |



Our Partners



2021-22 Annual Report

We are a multi-service registered charitable organization with a local board of directors.
Charitable #: 10747 6442 RR 0001

Learn more about us online at www.helpinghandsorillia.ca

Bringing Independence Home

Our Vision and Values

Vision:
Embracing the 'Journey of Aging' with respect, care, and support. Bringing independence home.

Values:
Caring. Accountability. Participation. Respect. Integrity.

Homemaking Services



6,051

Homemaking Hours Delivered

306

Homemaking Clients Served

Visiting & Telephone Reassurance



959

Friendly Visiting Calls

47

Friendly Visiting Clients Served

Look What We Accomplished in 2021

1,428



Total Clients Served

Meals on Wheels



13,344

Meals Delivered

303

Meals on Wheels Clients Served

Personal Care



3,123

Direct Personal Support Hours Provided

67

Personal Support Clients Served

Transportation



17,118

Rides Provided

997

Transportation Clients Served

Transitional Bed Service



23,863

Bed Days Provided for Assisted Living, HRS, and Transitional Beds

144

Assisted Living Clients Served

Volunteers



| | |
|--|-------|
| Volunteer Numbers | 31 |
| Volunteer Hours | 7,479 |
| Average # of Employees | 60 |
| Employee Satisfaction | 90% |
| Overall Client Satisfaction | 96% |
| Number of clients who would recommend | 97% |
| Helping Hands to a Friend or Family Member | |

This is Why We Do It

"Wonderful service ! I hope it goes forever"

"You guys rock! Everybody is awesome!"

"Helping Hands is 110% kind, professional and courteous. Everyone there is."