

2025

ANNUAL REPORT



FUNDED BY
 Ontario Health

ANNUAL REPORT

APRIL 2024 - MARCH 2025

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MESSAGE FROM BOARD CHAIR

JOE FECHT



Dear Helping Hands, Orillia Community,

I hope this message finds you all well and in great spirits. As the Board Chair of Helping Hands, Orillia, I am delighted to share our Annual Report for 2024-2025 with you.

This report offers a thorough overview of our organization's achievements, milestones, and challenges faced over the past year. We have made noteworthy strides in furthering our mission and serving our community.

At Helping Hands, Orillia, our mission is to empower our clients to live independently while enhancing their quality of life. We envision a future where we honor the 'Journey of Aging' with respect, care, and support, all while 'Bringing Independence Home.'

Throughout the year, we have steadfastly adhered to these guiding principles, with our actions rooted in transparency, accountability, and inclusivity.

I would like to extend my heartfelt gratitude to our dedicated staff, volunteers, donors, and community partners. Your unwavering support and commitment have been pivotal to our success.

Together, we have positively impacted the lives of numerous individuals, and I am excited about what the future holds.

Thank you once again for being integral to our journey. Together, we are creating a lasting impact.

Warm regards,

Joe Fecht
Board Chair, Helping Hands, Orillia

MESSAGE FROM EXECUTIVE DIRECTOR

DOUG RAWSON



Dear Valued Members of Our Organization, Stakeholders, and Partners,

I am delighted to share our annual report for the past fiscal year. First and foremost, thank you for your unwavering support and dedication to our mission. Our organization has shown remarkable resilience, continuously adapting and innovating to serve our community effectively.

We are honoured to have received several prestigious awards, including:

- **Ontario Living Wage Employer** - Recognizing our commitment to providing fair wages that meet the cost of living.
- **Great Place to Work Canada** - Celebrating our dedication to creating a positive and inclusive workplace culture.
- **Accreditation Canada** - Acknowledging our adherence to high standards of quality and safety in our services.

Our financial position remains robust due to prudent resource management, and despite challenges in recruiting and retaining health human resources, we have found innovative ways to deliver our services safely.

This past year, Helping Hands, Orillia has achieved significant milestones, including expanding our programs to reach more individuals and streamline waiting lists, forging impactful partnerships with local businesses and organizations, achieving financial stability through careful management and donor support, increasing volunteer engagement, and implementing our strategic plan focused on 'Our People', 'New Hands', 'Tech Smart', 'Diversifying Revenue', and 'Always Events'.

Looking ahead, we remain committed to our mission and vision. We will continue to strive for excellence, embrace innovation, and collaborate with our community to create positive change. With your continued support, I am confident that Helping Hands, Orillia will reach even greater heights in the coming year.

Sincerely,

Doug Rawson
Executive Director, Helping Hands, Orillia

HELPING HANDS, ORILLIA

Company History

Helping Hands, Orillia exists to support our clients to live independently while, maintaining and enhancing their quality of life.

We service the Orillia and the surrounding area. We care and support for our clients to remain independent at home.

1972

Betty Forward and her eight sons began to provide lawn care, snow removal and transportation to seniors in the Orillia area.

Today

Helping Hands, Orillia provides a wide range of home care and community services to seniors and adults with physical disabilities

COMMITTED TO SERVE



OUR VISION

Embracing the “Journey of Aging” with respect, care and support.

OUR VALUES

Caring. Accountability.
Participation.
Respect and Integrity.

STRATEGIC PLAN



New Hands



Tech Smart



Our People



Measuring for Impact



Client Connection



Diversifying Revenue

GREAT PLACE TO WORK



As we reflect on the achievements and milestones of the past year, we are thrilled to celebrate Helping Hands, Orillia's recognition as a Certified Great Place to Work in both 2024 and 2025. This prestigious certification is a testament to our unwavering commitment to fostering a positive and inclusive workplace culture.

Highlights of Our Achievements:

- **2024 Best Workplaces in Ontario**
(under 1000 employees)
- **2024 & 2025 Top 100 Workplaces in Canada**
(under 100 employees)
- **2025 Best Workplaces in Government and Social Service**

GREAT PLACE TO WORK



What It Means to Be Certified with Great Place to Work Canada:

Being certified as a Great Place to Work signifies that our organization excels in creating an environment where employees feel valued, supported, and empowered. It reflects our dedication to maintaining high standards of trust, respect, and camaraderie among our team members. This certification is not just an accolade; it is a reflection of our collective efforts to build a workplace where everyone can thrive.

As we celebrate these accomplishments, we extend our heartfelt gratitude to each member of the Helping Hands, Orillia team. Everyone's hard work, passion, and dedication have made these achievements possible. Together, we have created a workplace that stands out for its excellence and positive impact.

Our goal moving forward is to continue striving for greatness in the coming year, building on the strong foundation we have established, and a future filled with continued success, growth, and meaningful contributions to our community.

VOICES OF OUR WORKPLACE

EMPLOYEE FEEDBACKS



Culture is positive and promotes a healthy working environment - staff arrive to work happy and ready to take on any challenges of the day. They encourages us to try new ideas.



We have open conversations and make collective decisions. We are challenged every single day with new projects that helps to expand our skill set.



Overall, no complaints. Hands has (hopefully) become my forever home as the job itself, the client's and the staff are incredible.



To be honest there is nothing I could ask for from this company that it isn't already doing for me now. Awesome place to work for. I am very happy working here.



They are the kind of people who see the value of safe and optimistic work environment for their employees. Always trying to do better. Best of the best!

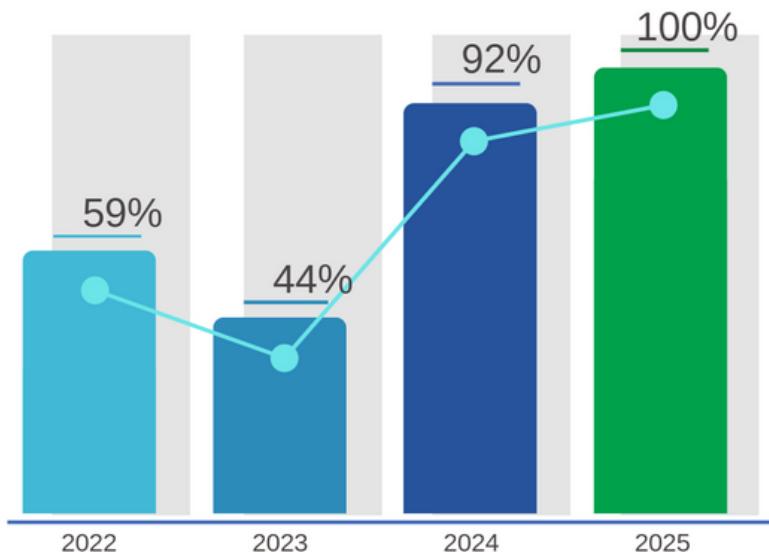


The Management gives ample opportunity for growth and development through learning and doing. It's a great place to work. I look forward going to work everyday.

VOICES OF OUR WORKPLACE

PARTICIPATION RATE

SURVEY PARTICIPATION RATE 2022 – 2025

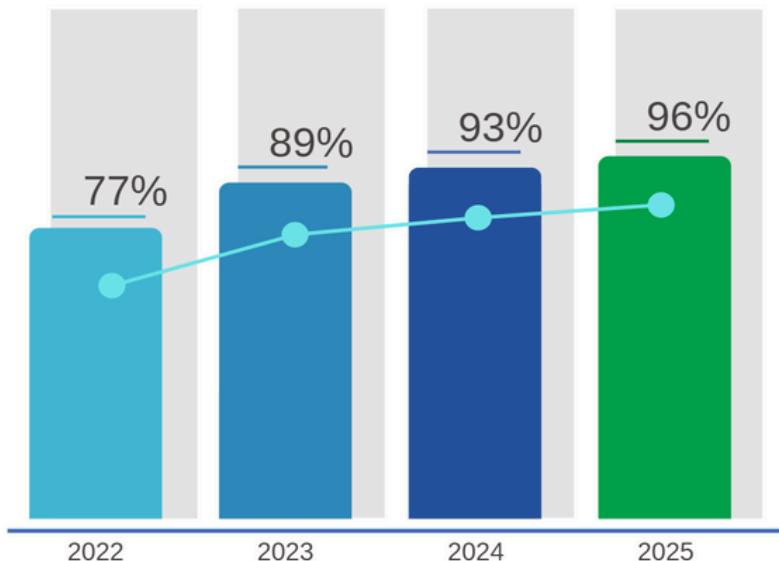


8%
Increase from
2024 - 2025

26%
Increase
4-Year Average

PROCEDURES

MY TEAM HAS CLEAR RULES, METHODS, TOOLS AND PROCEDURES TO GUIDE IT. THERE ARE AGREED-UPON METHODS FOR PROBLEM-SOLVING



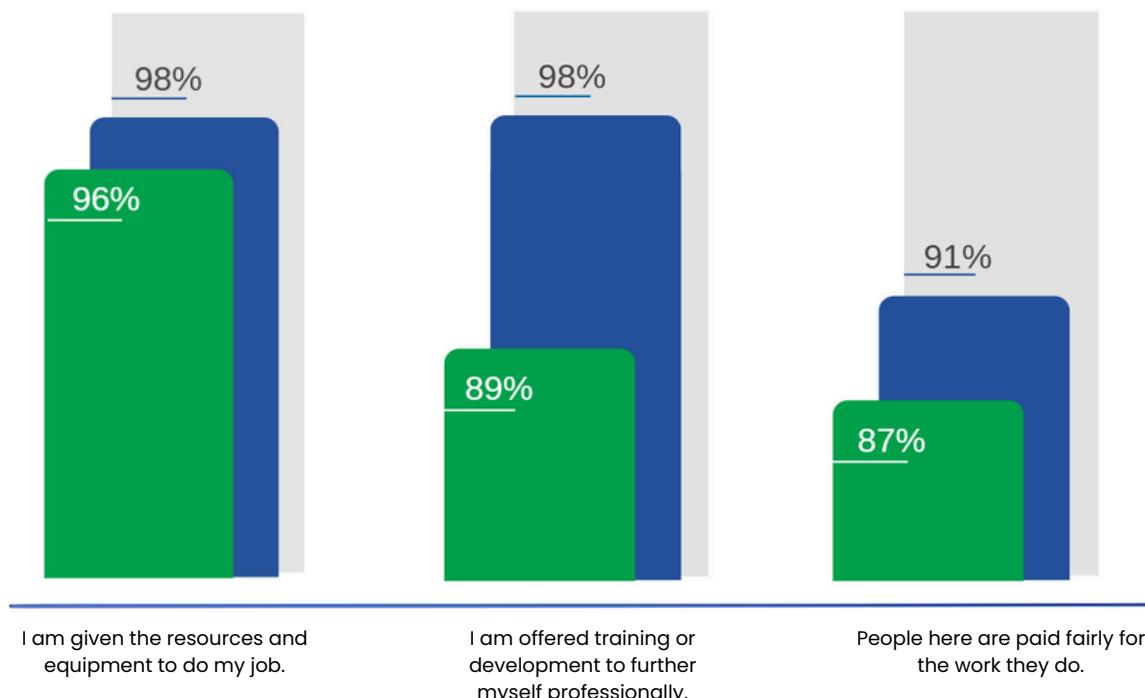
3%
Increase from
2024 - 2025

7%
Increase
4-Year Average

VOICES OF OUR WORKPLACE

STATEMENTS

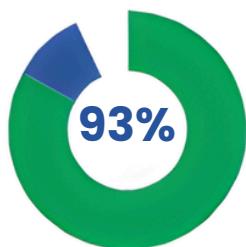
BEST WORKPLACES - TOP 100 NATIONAL BENCHMARK



FOCUS AREAS

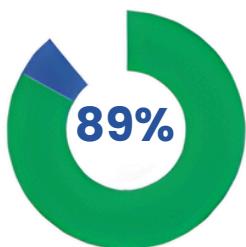
SUPPORT

83% - Benchmark



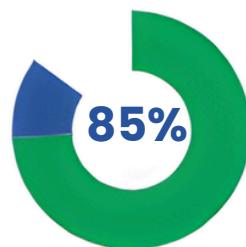
RESPECT

83% - Benchmark



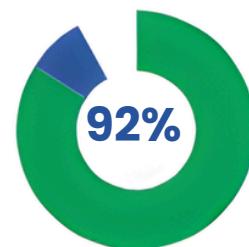
EQUITY

74% - Benchmark



CORPORATE IMAGE

84% - Benchmark



Legends:

- National Benchmark
- HHO Responses

FINANCIALS

INDEPENDENT AUDITOR'S REPORT

Independent Auditor's Report



To the Members of Helping Hands, Orillia:

Opinion

We have audited the financial statements of Helping Hands, Orillia (the "Organization"), which comprise the statement of financial position as at March 31, 2025, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2025, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The financial statements for the year ended March 31, 2024 were audited by another auditor who expressed an unmodified opinion on those statements on June 18, 2024.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

MNP LLP

100 - 850 Champlain Ave, Oshawa ON, L1J 8C3

T: 905.579.5531 F: 905.579.4624



MNP.ca

FINANCIALS

INDEPENDENT AUDITOR'S REPORT

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

MNP LLP

Chartered Professional Accountants

Licensed Public Accountants

Oshawa, Ontario

June 26, 2025

100 - 850 Champlain Ave, Oshawa, Ontario, L1J 8C3
T: 905.579.5531 F: 905.579.4624 MNP.ca

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FINANCIALS

STATEMENT OF FINANCIAL POSITION

Helping Hands, Orillia
Statement of Financial Position
As at March 31

	2025	2024
	\$	\$
Assets		
Current		
Cash	6,497	529,196
Temporary investments	185,219	518,764
Accounts receivable (Note 3)	92,628	70,093
Government receivables	58,313	97,088
Prepays	54,790	75,003
	397,447	1,290,144
Investments (Note 4)	230,043	197,577
Equipment (Note 5)	418,510	548,135
	1,046,000	2,035,856
Liabilities		
Current		
Bank indebtedness (Note 9)	53,492	-
Accounts payable and accruals (Note 6)	412,245	449,783
Payable - Ontario Ministry of Health and Ministry of Long-Term Care	873,421	873,421
Deferred revenue	-	35,000
Current portion of obligations under capital lease (Note 7)	21,427	21,488
Current portion of deferred contributions (Note 8)	119,444	164,615
	1,480,029	1,544,307
Obligations under capital lease (Note 7)	10,553	31,986
Deferred contributions (Note 8)	140,354	261,697
	1,630,936	1,837,990
Commitments (Note 10)		
Net Assets		
Net assets, end of year	(584,936)	197,866
	1,046,000	2,035,856

Approved on behalf of the Board

e-Signed by Joe Fecht
 2025-06-26 13:07:56:56 MDT
 Director

e-Signed by Jessica Dolan
 2025-06-26 15:48:52:52 MDT
 Director

The accompanying notes are an integral part of these financial statements

FINANCIALS

STATEMENT OF OPERATIONS

Helping Hands, Orillia
Statement of Operations
For the year ended March 31

	2025 \$	2024 \$
Revenue		
Ontario Ministry of Health and Ministry of Long-Term Care		
Community support/assisted living grant	4,115,497	3,754,476
Contribution revenue related to equipment (Note 8)	166,514	162,290
Individuals' fees	433,890	381,691
Donations and fundraising	42,484	59,853
	4,758,385	4,358,310
Expenses		
Wages and benefits	3,923,072	3,141,952
Rent and utilities	290,238	213,873
Software license fees	280,161	208,302
Repairs and maintenance	160,713	55,352
Transportation	158,528	121,229
Telephone and data	128,909	68,153
Professional fees	127,788	68,619
Office and general	127,657	149,856
Service and meals on wheels supplies	88,068	86,418
Insurance	70,894	48,272
Staff training and conferences	25,076	40,023
Advertising and promotion	17,858	18,433
Donations	10,000	-
Bank charges and interest	6,579	6,578
Postage	5,467	6,824
Bad debts (recovery)	(33,808)	30,234
Amortization	198,321	189,093
	5,585,521	4,453,211
Deficiency of revenue over expenses before other items	(827,136)	(94,901)
Other items		
Interest income	24,009	30,822
Other income	20,325	9,000
	44,334	39,822
Deficiency of revenue over expenses	(782,802)	(55,079)

The accompanying notes are an integral part of these financial statements

OUR CLIENTS SPEAK



“

A great big Thank you!! I came all broken up. I'm leaving almost fixed up, with all you folks have done and all your loving care.

I am well on the way to mend. I will forever remember my time here. It is a wonderful thing you are doing.



”

On behalf of our mother and ourselves, we want to thank you for above and beyond your sense of duty.

The friendship, kindness, attentiveness to our mother's needs was felt, seen appreciated greatly and will always be remembered.



”

What a great service nothing like it, my grandfather is in the transitional bed, puts our family mind at ease to give us the time to plan out the next steps.

Have done everything possible to get him to his appointments to take that extra off us.



”

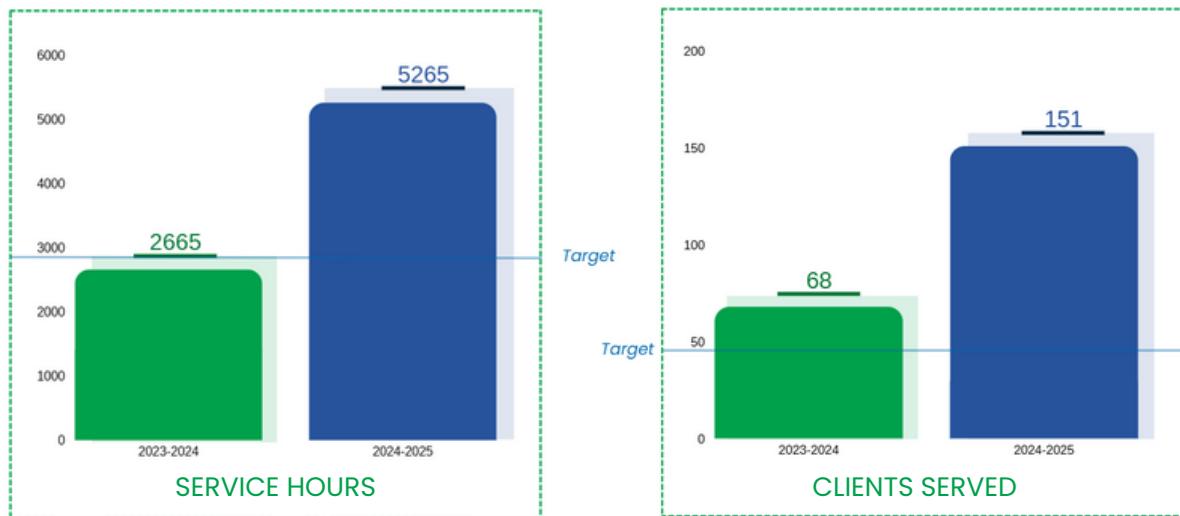
We are so grateful for everything you did for us.

You run a top-notch organization and you change our live remarkably.

Thank you so much!

CLIENTS WE SERVE

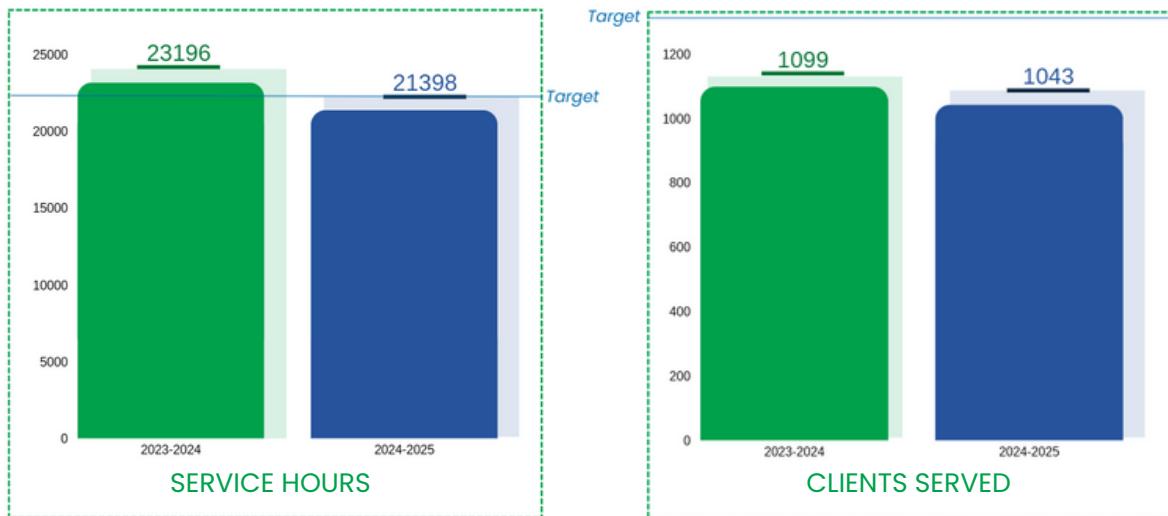
PERSONAL SUPPORT SERVICES



HOME SUPPORT SERVICES

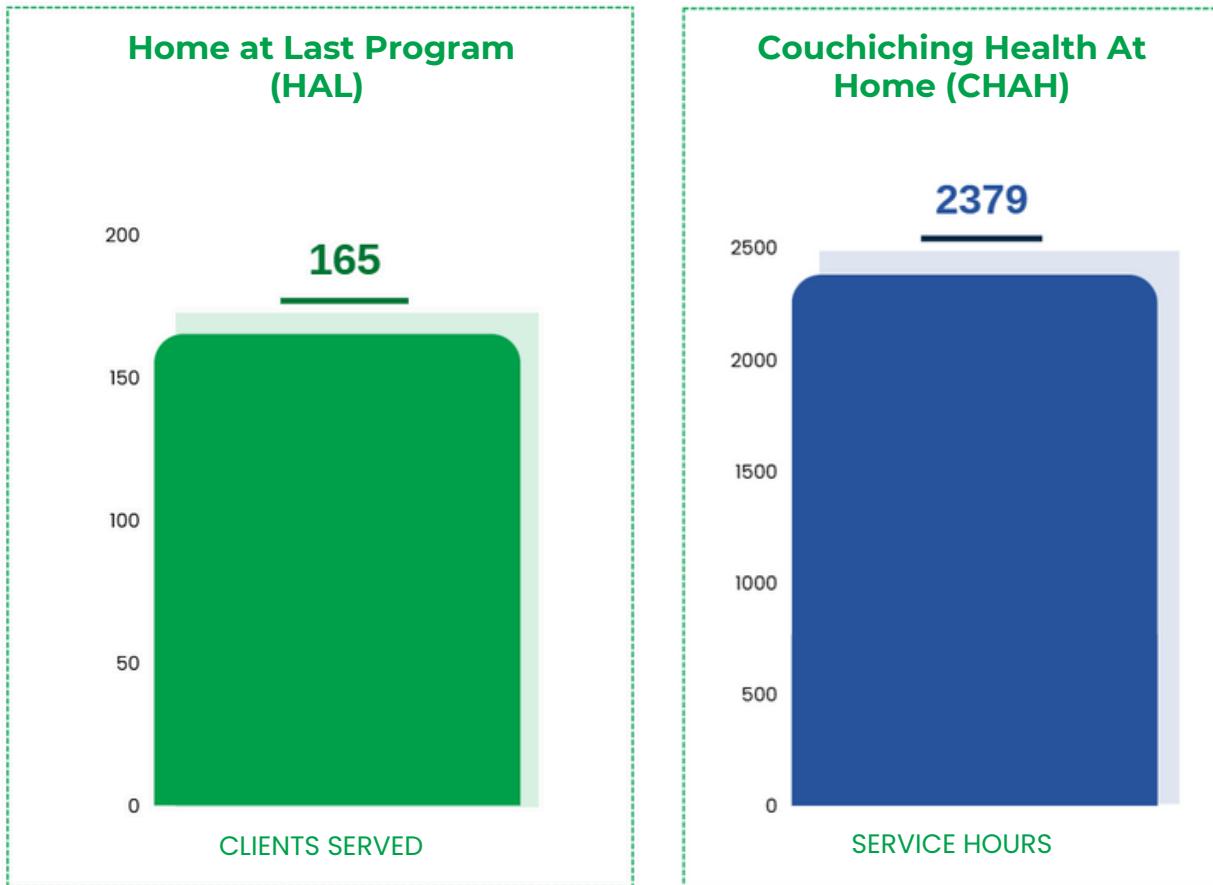
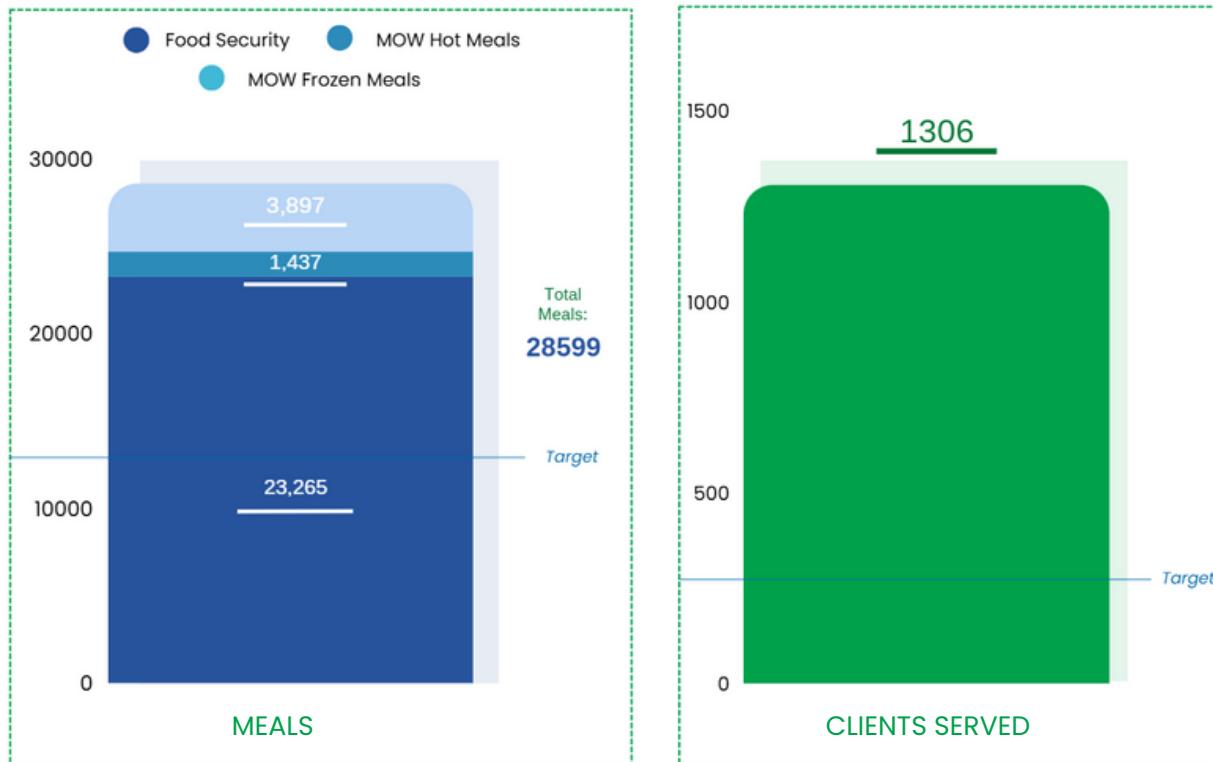


TRANSPORTATION SERVICES



CLIENTS WE SERVE

MEALS ON WHEELS



OUR TEAM AND PARTNERS

OUR TEAM



OUR PARTNERS



STRATEGIC PLAN CELEBRATIONS

FINANCE & SYSTEMS



Measuring For Impact

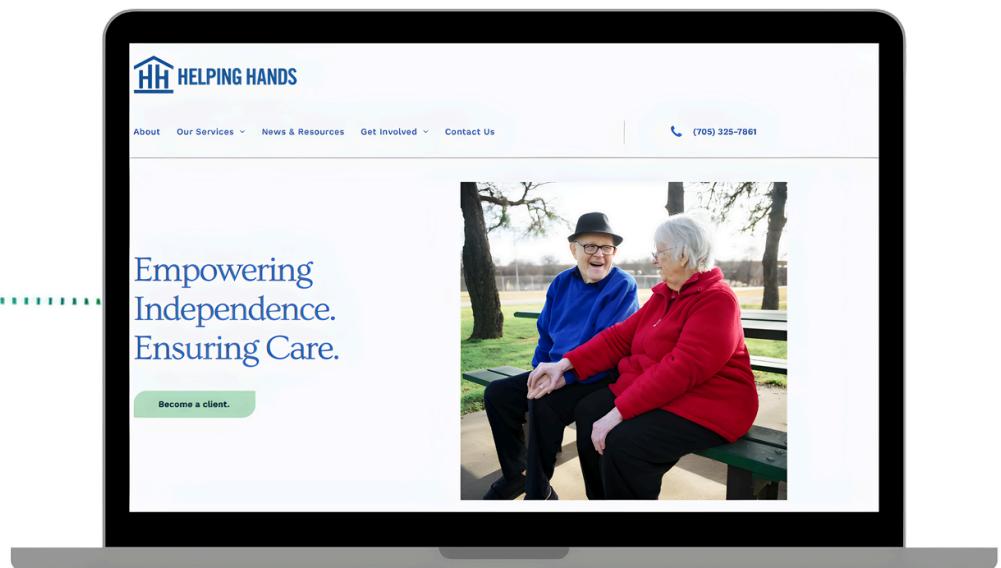
- Implement KPI Dashboard



Tech Smart

- Improved Phone System

New Website Launch



AlayaCare

35%
Engaged Clients

Client Portal Engagement

STRATEGIC PLAN CELEBRATIONS

HUMAN RESOURCES



Tech Smart

- ▶ Enhanced Staff Training
- ▶ Improved Staff Communication (Internal Website)



New Hands

- ▶ Updated and consolidated orientation
- ▶ Partnership with Georgian College for Student Placement Program
- ▶ Participation in Canada Summer Jobs Program

Staff & Volunteer's Appreciation BBQ



STRATEGIC PLAN CELEBRATIONS

CLIENT SERVICES



Our People

- ▶ Staffs Scheduling
- ▶ Emergency Response



Measuring For Impact

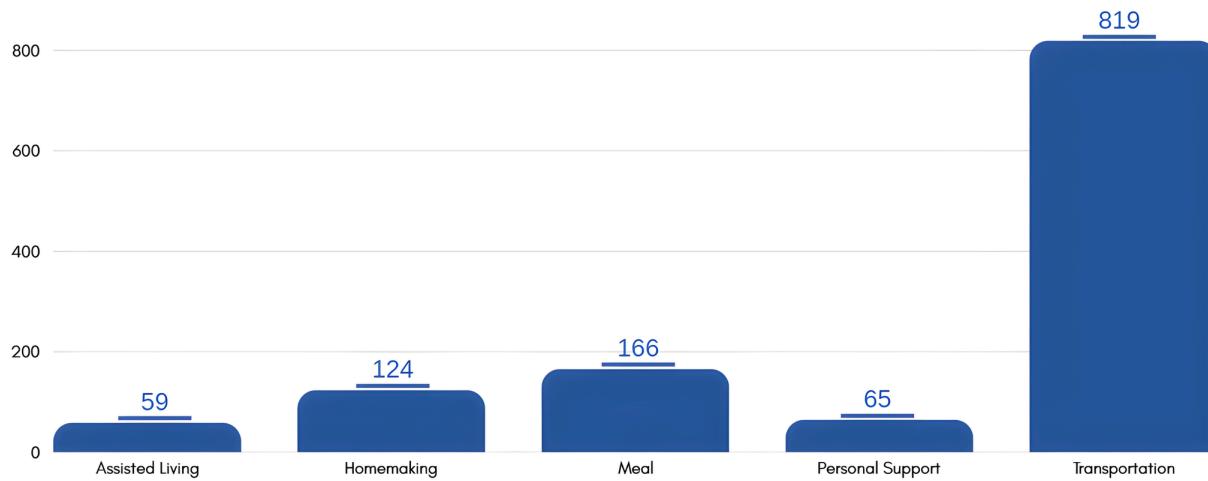
- ▶ Quality Assurance
- ▶ Improved Infection Control Practices



Tech Smart

- ▶ Improved Integration to meet client needs
- ▶ Leveraging software and best practices to improve client access

New Client Onboarding



STRATEGIC PLAN CELEBRATIONS

QUALITY



Measuring For Impact

- ▶ Accreditation Primer Achieved September 2024
- ▶ Education based on Quality Indicators
- ▶ NPS Point of Care Surveys



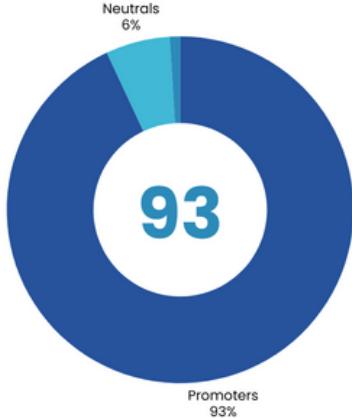
MARCH NPS

1351 Promoters

87 Neutrals

14 Detractors

Total Submissions: 1,452



Diversifying Revenue

- ▶ Fundraising



APPENDIX A

Independent Auditor's Report, Page 1

Independent Auditor's Report

MNP

To the Members of Helping Hands, Orillia:

Opinion

We have audited the financial statements of Helping Hands, Orillia (the "Organization"), which comprise the statement of financial position as at March 31, 2025, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Organization as at March 31, 2025, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of our report. We are independent of the Organization in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Matter

The financial statements for the year ended March 31, 2024 were audited by another auditor who expressed an unmodified opinion on those statements on June 18, 2024.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal controls as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Organization's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Organization's financial reporting process.

MNP LLP

100 - 850 Champlain Ave, Oshawa ON, L1J 8C3

T: 905.579.5531 F: 905.579.4624

APPENDIX A

Independent Auditor's Report, Page 2

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Organization's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to that date of our auditor's report. However, future events or conditions may cause the Organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statement represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Oshawa, Ontario
June 26, 2025

MNP LLP
Chartered Professional Accountants
Licensed Public Accountants

100 – 850 Champlain Ave, Oshawa ON, L1J 8C3
T: 905.579.5531 F: 905.579.4624 MNP.ca

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APPENDIX B

Statement of Financial Position

Helping Hands, Orillia
Statement of Financial Position
As at March 31

		2025 \$	2024 \$
Assets Current	Cash	6,497	529,196
	Temporary investments	185,219	518,764
	Accounts receivable (Note 3)	92,628	70,093
	Government receivables	58,313	97,088
	Prepays	54,790	75,003
		397,447	1,290,144
Investments (Note 4)		230,043	197,577
Equipment (Note 5)		418,510	548,135
		1,046,000	2,035,856
Liabilities Current	Bank indebtedness (Note 9)	53,492	-
	Accounts payable and accruals (Note 6)	412,245	449,783
	Payable-Ontario Ministry of Health and Ministry of Long-Term Care	873,421	873,421
	Deferred revenue	-	35,000
	Current portion of obligations under capital lease (Note 7)	21,427	21,488
	Current portion of deferred contributions (Note 8)	119,444	164,615
		1,480,029	1,544,307
Obligations under capital lease (Note 7)		10,553	31,986
Deferred contributions (Note 8)		140,354	261,697
		1,630,936	1,837,990
Commitments (Note 10) Net Assets	Net assets, end of year	(584,936)	197,866
		1,046,000	2,035,856

Approved on behalf of the Board
E-signed by Joe Fecht
2025-06-26 13:07:56:56 MDT

Director

E-signed by Jessica Dolan
2025-06-26 15:48:52:52 MDT

Director

The accompanying notes are an integral part of these financial statements

APPENDIX C

Statement of Operations

Helping Hands, Orillia
Statement of Operations
For the year ended March 31

		2025 \$	2024 \$
Revenue	Ontario Ministry of Health and Ministry of Long-Term Care Community support/assisted living grant	4,115,497	3,754,476
	Ontario Ministry of Health and Ministry of Long-Term Care Contribution revenue related to equipment (Note 8)	166,514	162,290
	Individuals' fees	433,890	381,691
	Donations and fundraising	42,484	59,853
		4,758,385	4,358,310
Expenses	Wages and benefits	3,923,072	3,141,952
	Rent and utilities	290,238	213,873
	Software license fees	280,161	208,302
	Repairs and maintenance	160,713	55,352
	Transportation	158,528	121,229
	Telephone and data	128,909	68,153
	Professional fees	127,788	68,619
	Office and general	127,657	149,856
	Service and meals on wheels supplies	88,068	86,418
	Insurance	70,894	48,272
	Staff Training and conferences	25,076	40,023
	Advertising and promotion	17,858	18,433
	Donations	10,000	-
	Bank Charges and interest	6,579	6,578
	Postage	5,467	6,824
	Bad debts (recovery)	(33,808)	30,234
	Amortization	198,321	189,093
		5,585,521	4,453,211

APPENDIX C

Statement of Operations (Continuation)

		2025 \$	2024 \$
Deficiency of revenue over expenses before other items		(827,136)	(94,901)
Other Items	Interest Income	24,009	30,822
	Other income	20,325	9,000
		44,334	39,822
Deficiency of revenue over expenses		(782,802)	(55,079)

The accompanying notes are an integral part of these financial statements

APPENDIX D

Our Partners

1. Accreditation Canada
2. Alzheimer Society Simcoe County
3. Canadian Association of Retired Persons
4. Community Ethics Network
5. Couchiching Family Health Team
6. Couchiching Ontario Health Team
7. County of Simcoe
8. CTLink Simcoe Community Transportation Portal
9. Independent Living Services Simcoe County
10. Information Orillia
11. Infection Prevention and Control Canada
12. Leading Edge Group
13. nsmhealthline.ca
14. North Simcoe Muskoka Hospice Palliative Care Network
15. Royal Victoria Regional Health Centre
16. The Sharing Place Food Centre
17. Ontario Community Support Association
18. City of Orillia
19. Orillia District Chamber of Commerce
20. Ontario Health
21. Soldiers' Memorial Hospital Orillia
22. Von
23. 211
24. The Community Foundation of Orillia and Area



CONTACT US



helpinghandsorillia.ca



705 325 7861



575 West St. S., Unit 13A, Orillia, ON L3V 7N6

