

2026



ANNUAL REPORT

April 2025-March 2026



2026AnnualReport.V1.07.2026.AC

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MESSAGE FROM BOARD CHAIR

Dear Helping Hands, Orillia Community,

On behalf of the Board of Directors, I am pleased to share our 2025–2026 Annual Report.

This past year reflects continued progress across the organization, including advancements in program delivery, operational effectiveness, and strategic alignment, as well as ongoing efforts to strengthen our infrastructure, partnerships, and service capacity to better meet the needs of our community.

Our work remains grounded in our commitment to support independence, enhance quality of life, and deliver care with dignity and respect. Throughout the year, the organization has remained focused on accountability, transparency, and continuous improvement, while navigating evolving system demands and opportunities.

I would like to extend my sincere thanks to our staff, volunteers, donors, and community partners. Your dedication and collaboration continue to be essential to our impact and success.

We remain confident in the organization's direction and the progress made to date. We look forward to building on this momentum in the year ahead.

Thank you for your continued support of Helping Hands, Orillia.

Warm regards,

Joe Fecht

Board Chair, Helping Hands, Orillia



JOE FECHT

Board Chair

MESSAGE FROM EXECUTIVE DIRECTOR

Dear Valued Members, Stakeholders, and Community Partners,

I am pleased to share our Annual Report for the past fiscal year.

Thank you for your continued support and commitment to Helping Hands, Orillia. This past year reflects the organization's resilience and ability to adapt, innovate, and respond to the evolving needs of our community.

We are proud to have received several notable recognitions, including certification as a Great Place to Work® in Canada, recognition as a Community Builders Award winner, and national recognition as a Canadian Choice Award winner in Home Care Providers. These achievements reinforce our commitment to fostering a strong workplace culture and delivering high-quality, safe, and reliable services.



DOUG RAWSON

Executive Director

This year also marked an important milestone for the organization with the development and launch of our new Strategic Plan 2026-2035. Through extensive engagement with staff, volunteers, clients, partners, and community stakeholders, we established a clear vision for the future focused on four strategic pillars: **People Powered, Navigating Care Together, Measured Impact, and Innovate to Elevate**. This plan will guide our decisions and investments as we continue to strengthen services, enhance client experiences, and expand our impact in the communities we serve.

Operationally, the organization continued to make meaningful progress through program growth, reduced wait times, stronger community partnerships, increased volunteer engagement, and disciplined financial stewardship. These achievements position us well to advance the priorities outlined in our new strategic plan.

Looking ahead, we remain focused on building a stronger, more innovative, and sustainable organization while continuing to deliver measurable impact for those who rely on our services every day.

Thank you for your ongoing support.

Sincerely,

Doug Rawson

Executive Director, Helping Hands, Orillia

HELPING HANDS, ORILLIA



COMPANY HISTORY

Helping Hands, Orillia (HHO) 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

HHO provides a wide range of home care and community services to seniors and adults with physical disabilities

STRATEGIC PLAN 2026-2035



OUR PURPOSE

Making independence possible –
together.



OUR VISION

Turning possibility into reality—empowering
lives and redefining care through innovation,
collaboration, and connection.



OUR MISSION

Unlocking potential with
forward-thinking solutions and
compassionate care.



OUR VALUES

EMPOWER. INCLUDE.
CARE. BUILD TRUST.

STRATEGIC PLAN 2026-2035

OUR STRATEGIC PILLARS

People Powered | “Empowering Excellence, Together.”



Focus: Thriving Staff & Volunteers, Recognition, Workplace Excellence

Theme #1: Prioritize employee well-being and professional development

Theme #2: Foster a Culture of Diversity and Inclusion

Theme #3: Commit to being an Employer of Choice

Theme #4: Build succession and leadership pipelines

Navigating Care Together | “Pointing the Way to Support”



Focus: Connecting Communities, Shaping Access

Theme #1: Forge strategic partnerships

Theme #2: Simplify client navigation

Theme #3: Elevate public trust and profile

Theme #4: Champion Client Advocacy

STRATEGIC PLAN 2026-2035

OUR STRATEGIC PILLARS

Measured Impact | “Setting the Standard, Driving Results”



Focus: *Leading with Quality, Driving Outcomes*

Theme #1: Achieve and maintain accreditation

Theme #2: Commit to financial sustainability

Theme #3: Foster a culture of continuous improvement

Theme #4: Prioritize client experience

Innovate to Elevate | “Growing Forward, Creating Possibility”



Focus: *Growth Mindset, Innovation, Future Readiness*

Theme #1: Introduce new service models

Theme #2: Lead best practices and mentorship

Theme #3: Expand innovative programs and partnerships

Theme #4: Enhance financial diversification for sustainable success

COMMITTED TO SERVE



WINNER IN
HOME CARE PROVIDERS



BEST
SENIOR SERVICES



BEST
OVERALL BUSINESS SERVICE



Hall of Fame
Category

GREAT PLACE TO WORK



HHO is proud to once again be recognized as a Certified Great Place to Work® for 2024, 2025, and 2026. This continued recognition reflects our ongoing commitment to creating a workplace where people feel supported, valued, and connected to meaningful work. It underscores the strength of our culture—one built on trust, collaboration, and a shared dedication to serving our community with care and purpose.

Recent Recognitions Include:

- **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



At the heart of this certification is employee feedback. It reflects the trust our team has in one another, the pride they take in their work, and the sense of purpose that comes from supporting our community every day. This achievement belongs to our entire organization—staff, leaders, and partners—whose dedication continues to shape a positive and inclusive workplace culture.

These recognitions reflect the strong foundation we have built together and the progress we continue to make in fostering an environment where people feel supported and empowered. As we move forward, our focus remains on strengthening this culture—investing in our people, supporting professional growth, and fostering a workplace where everyone feels a sense of belonging and purpose. Together, we continue to build an environment that supports our team and enables us to deliver high-quality care to those we serve.

VOICES OF OUR WORKPLACE

EMPLOYEE FEEDBACKS



Staff engagement is a priority. People are the main focus, with plenty of communication and opportunities to connect.



Like any organization, there are occasional challenges, but Helping Hands, Orillia is very supportive and accommodating, especially in the way managers handle situations.



Benefits and work-life balance are highly valued. The organization makes efforts to accommodate personal needs, appointments, and leave requests, helping staff feel supported and less stressed.



Adaptability and openness to new ideas stand out here. Fresh perspectives and questions are encouraged, often leading to improvements. This openness helps new employees feel motivated and engaged in their work.

VOICES OF OUR WORKPLACE

EMPLOYEE FEEDBACKS



The culture and commitment to continuous improvement make Helping Hands a unique place to work. Collaboration, learning, and finding better ways to support clients and colleagues create an environment where people feel valued, supported, and empowered to grow.



Exceptionally innovative, adaptable, and efficient. The organization is driven by vision and purpose, especially in the context of funding constraints. Examples include the use of the latest and most applicable software, with continuous improvements and new solutions in the pipeline. In a word: AMAZING!



Helping Hands excels in communication and onboarding. Support tickets, daily Teams meetings, and monthly town halls keep everyone informed and connected, while the orientation process helps new hires feel prepared and welcomed.

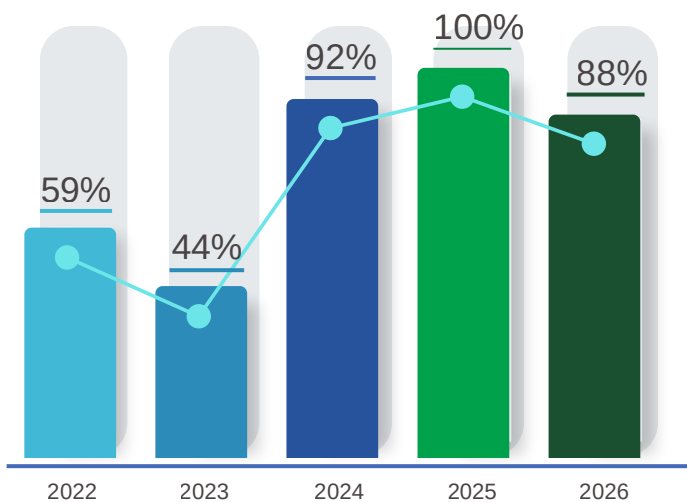


Management addresses workplace conflicts quickly and works toward lasting solutions. The environment is supportive, inclusive, free from discrimination, and offers competitive pay compared to previous employers.

VOICES OF OUR WORKPLACE

PARTICIPATION RATE

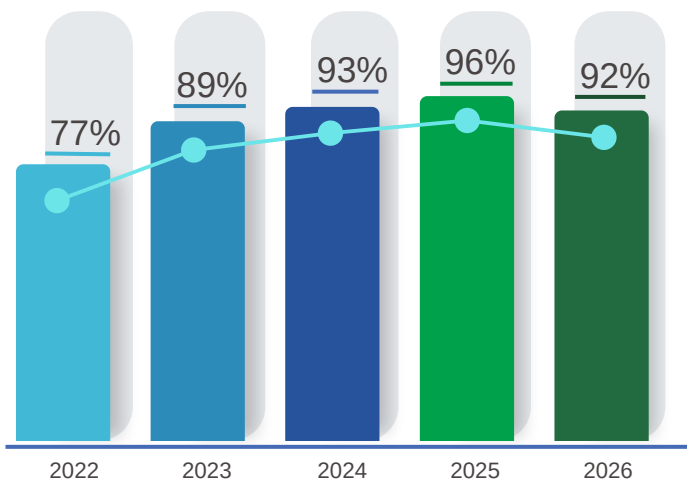
Survey Participation Rate 2022-2026



11.4% 
Increase
5-Year Average vs 2026

PROCEDURES

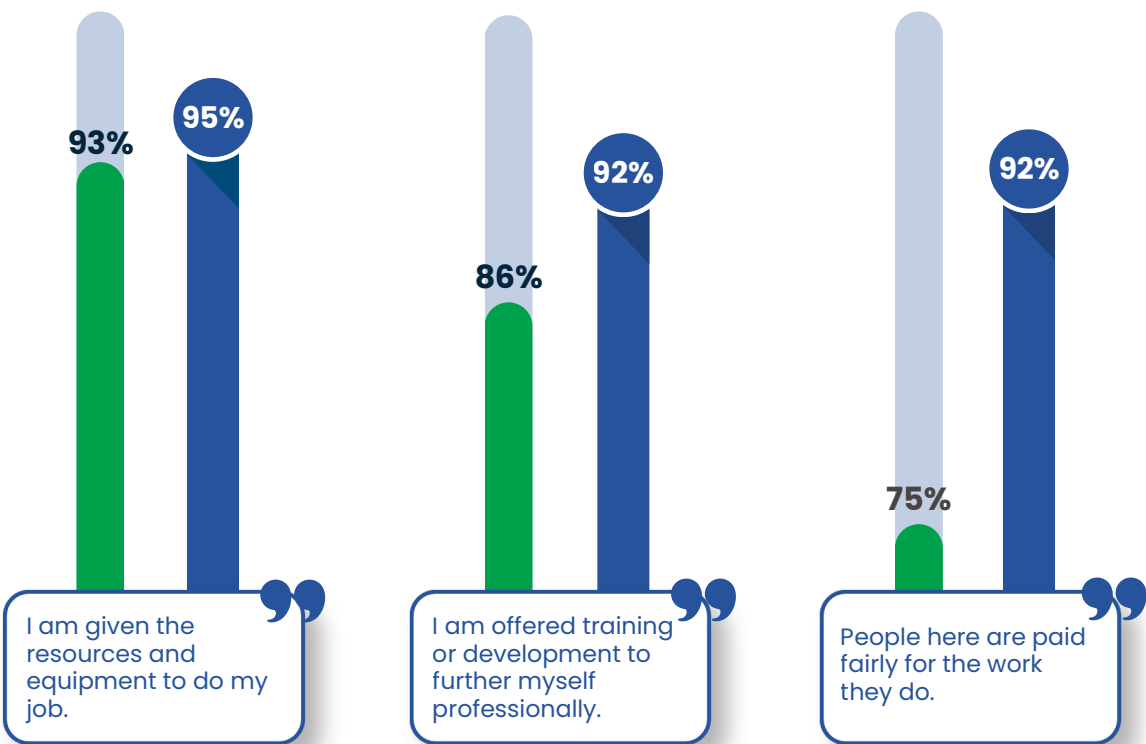
My team has clear rules, methods, tools, and procedures to guide it. There are agreed-upon methods for problem-solving.



2.6% 
Increase
5-Year Average vs 2026

VOICES OF OUR WORKPLACE

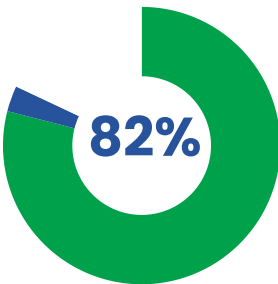
STATEMENTS



FOCUS AREAS

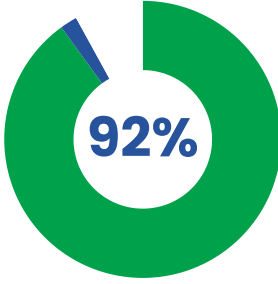
EQUITY

79% - Benchmark



PERSONAL JOB

90% - Benchmark



Legends:

- Benchmark
- HHO Responses

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, 2026, 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, 2026, 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.

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

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MNP.ca

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.

Oshawa, Ontario

June 26, 2026

MNP LLP

Chartered Professional Accountants

Licensed Public Accountants

STATEMENT OF FINANCIAL POSITION

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

	2026 \$	2025 \$
Assets		
Current		
Cash	437,796	6,497
Temporary investments	-	185,219
Accounts receivable (Note 3)	13,606	92,628
Government receivables	55,956	58,313
Prepays	20,229	54,790
	527,587	397,447
Investments (Note 4)	27,007	230,043
Equipment (Note 5)	321,112	418,510
	875,706	1,046,000
Liabilities		
Current		
Bank indebtedness (Note 9)	-	53,492
Accounts payable and accruals (Note 6)	381,643	412,245
Payable - Ontario Ministry of Health	873,421	873,421
Current portion of obligations under capital lease (Note 7)	9,523	21,427
Current portion of deferred contributions (Note 8)	73,677	119,444
	1,338,264	1,480,029
Obligations under capital lease (Note 7)	-	10,553
Deferred contributions (Note 8)	83,322	140,354
	1,421,586	1,630,936
Commitments (Note 10)		
Net Assets		
Net assets, end of year	(545,880)	(584,936)
	875,706	1,046,000
Approved on behalf of the Board		
e-Signed by Joe Fecht	e-Signed by Jessica Dolan	
2026-06-26 11:41:45:45 MDT	2026-06-26 11:26:54:54 MDT	
Director	Director	

The accompanying notes are an integral part of these financial statements

STATEMENT OF OPERATIONS

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

	2026 \$	2025 \$
Revenue		
Ontario Ministry of Health and Ministry of Long-Term Care		
Community support/assisted living grant	4,080,497	4,115,497
Contribution revenue related to equipment	102,799	166,514
Donations and fundraising	210,632	42,484
Individuals' fees	266,453	433,890
	4,660,381	4,758,385
Expenses		
Wages and benefits	3,393,361	3,923,072
Software license fees	304,243	280,161
Rent and utilities	249,368	290,238
Repairs and maintenance	127,612	160,713
Transportation	172,958	158,528
Professional fees	116,981	127,788
Telephone and data	97,259	128,909
Office and general	85,820	127,657
Service and meals on wheels supplies	55,786	88,068
Insurance	49,293	70,894
Client services	44,712	-
Advertising and promotion	23,244	17,858
Staff training and conferences	14,069	25,076
Bank charges and interest	10,128	6,579
Postage	10,522	5,467
Donations	-	10,000
Bad debts (recovery)	(5,924)	(33,808)
Depreciation	158,606	198,321
	4,908,038	5,585,521
Deficiency of revenue over expenses before other items	(247,657)	(827,136)
Other items		
Other income	278,402	20,325
Interest income	8,311	24,009
	286,713	44,334
Surplus (deficiency) of revenue over expenses	39,056	(782,802)

The accompanying notes are an integral part of these financial statements

OUR CLIENTS SPEAK



The staff have been wonderful. Every person we have met has been kind, patient, and genuinely caring.

From transportation to in-home support, they always go the extra mile and make us feel valued and respected. Thank you for the outstanding service.



We are so grateful for the support we have received. The staff are professional, compassionate, and always willing to help.

Their kindness and dedication have made a positive difference in our daily lives and have given our family great peace of mind.



Thank you to the amazing team for the exceptional care and support. Every worker has been friendly, helpful, and attentive to our needs.

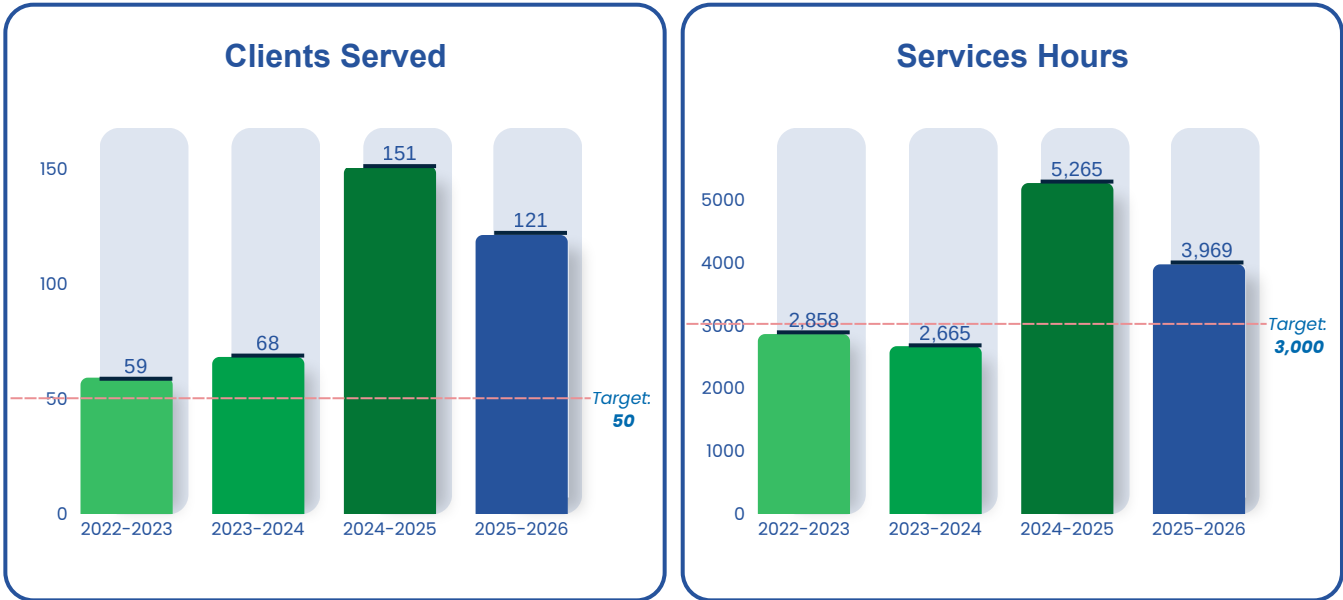
It is comforting to know that we can rely on such a caring organization.



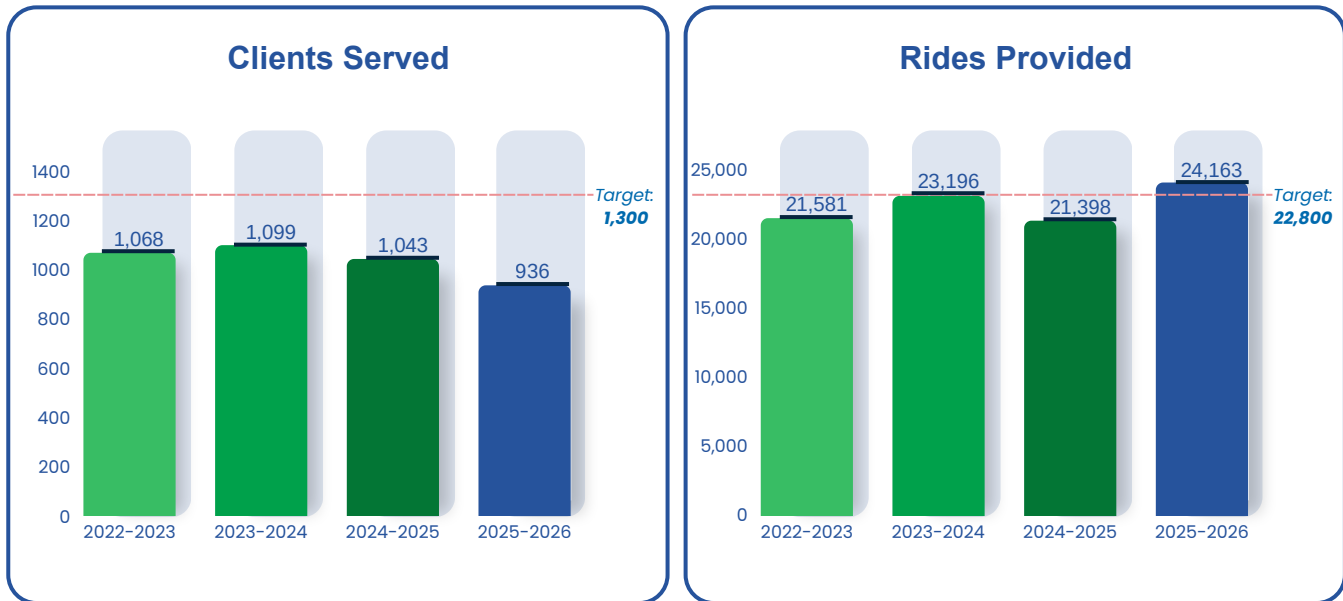
The service we received exceeded all expectations. Whether it was a driver, homemaker, or support worker, everyone treated us with kindness and respect. We truly appreciate the care, patience, and compassion shown to our family.

CLIENTS WE SERVE

PERSONAL SUPPORT SERVICE



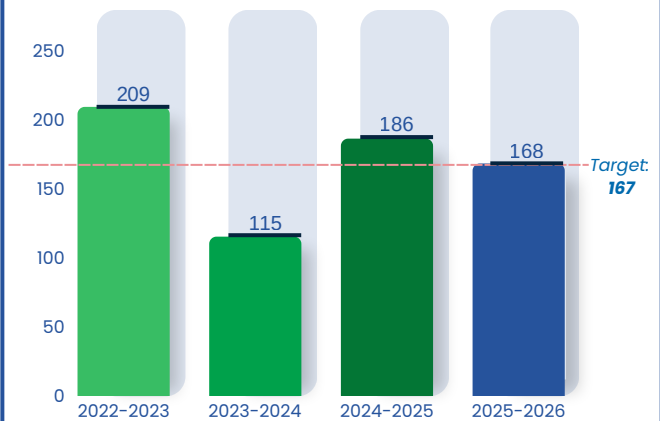
TRANSPORTATION



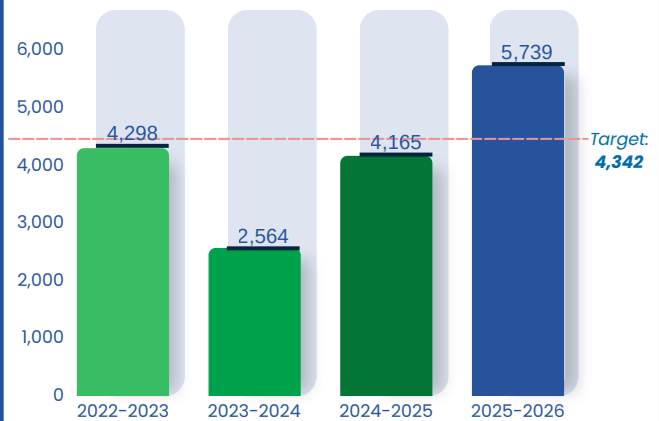
CLIENTS WE SERVE

HOME SUPPORT SERVICE

Clients Served

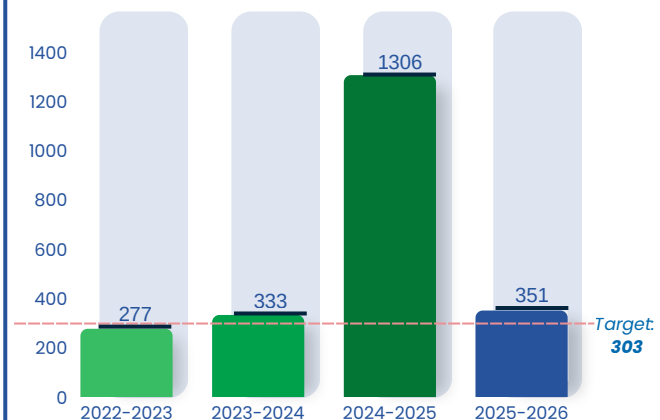


Service Hours

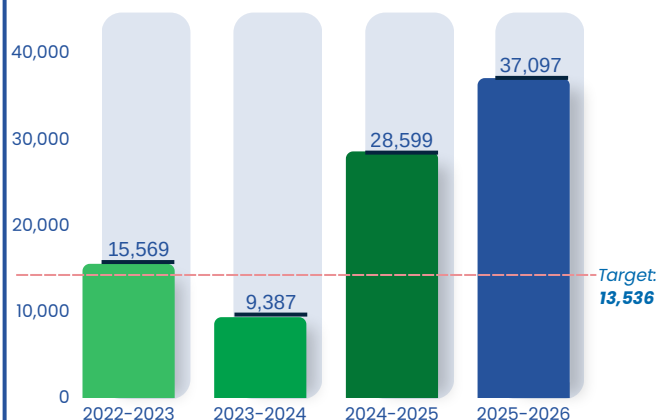


MOW & FOOD SECURITY

Clients Served



Meals Delivered



OUR TEAM



24

**PERSONAL
SUPPORT WORKER**

21

VOLUNTEERS

5

**HOME SUPPORT
WORKER**

7

**TRANSPORTATION
WORKERS**

9

**MANAGEMENT &
ADMIN**

WE ARE PROUD TO PARTNER WITH



STRATEGIC PLAN CELEBRATIONS

FINANCE & SYSTEMS



MEASURED IMPACT

“Setting the Standard, Driving Results”

THEME # 2:

Commit to financial sustainability

- **Financial Stewardship**

Achieved a positive net income position while maintaining a balanced budget outlook

THEME # 3:

Foster a culture of continuous improvement

- **Data & Business Intelligence**

Implemented a real-time Target vs. Actual dashboard to enhance financial visibility and decision-making

- **Long-Term Planning**

Extended financial forecasting through FY2028/29 to support strategic decision-making

STRATEGIC PLAN CELEBRATIONS

PEOPLE & CULTURE



PEOPLE POWERED

“Empowering Excellence, Together.”

THEME # 1:

Prioritize employee well-being and professional development

• ***GPTW Certification (2024, 2025, & 2026)***

Recognized as a top workplace, strengthening employee engagement and culture

• ***Workplace Recognition***

Achieved multiple certifications, reinforcing commitment to fair and supportive employment

• ***Annual Training***

Delivered high-impact training with strong engagement and staff satisfaction

THEME # 2:

Foster a Culture of Diversity and Inclusion

• ***Inclusive Workplace Culture***

Strengthened engagement through belonging, inclusion, and meaningful work

• ***DEIA & Reconciliation***

Advanced inclusive policies and reconciliation efforts across the organization

STRATEGIC PLAN CELEBRATIONS

PEOPLE & CULTURE



PEOPLE POWERED

“Empowering Excellence, Together.”

THEME # 3:

Commit to being an Employer of Choice

Employee Retention

Maintained low turnover, supporting workforce stability and continuity



MEASURED IMPACT

“Setting the Standard, Driving Results”

THEME # 3:

Foster a culture of continuous improvement

DEIA & Reconciliation

Advanced inclusive policies and reconciliation efforts across the organization

STAFF APPRECIATION BBQ



STRATEGIC PLAN CELEBRATIONS

CLIENTS SERVICES



NAVIGATING CARE TOGETHER

“Pointing the Way to Support”

THEME # 1:

Forge strategic partnerships



My Life Retirement

Strengthened partnerships connecting seniors to coordinated care

THEME # 2:

Simplify client navigation



RideLink

Simplified transportation booking for easier access



MEASURED IMPACT

“Setting the Standard, Driving Results”

THEME # 4:

Prioritize client experience



RideLink

Simplified booking and enhanced client ride experience



PEOPLE POWERED

“Empowering Excellence, Together.”

THEME # 1:

Prioritize employee well-being and professional development



Annual Training

Strengthened staff skills through continuous learning

STRATEGIC PLAN CELEBRATIONS

QUALITY



MEASURED IMPACT

“Setting the Standard, Driving Results”

THEME # 2:

Commit to financial sustainability

Fundraising Gala & TGP 2025

Drove community fundraising supporting service sustainability

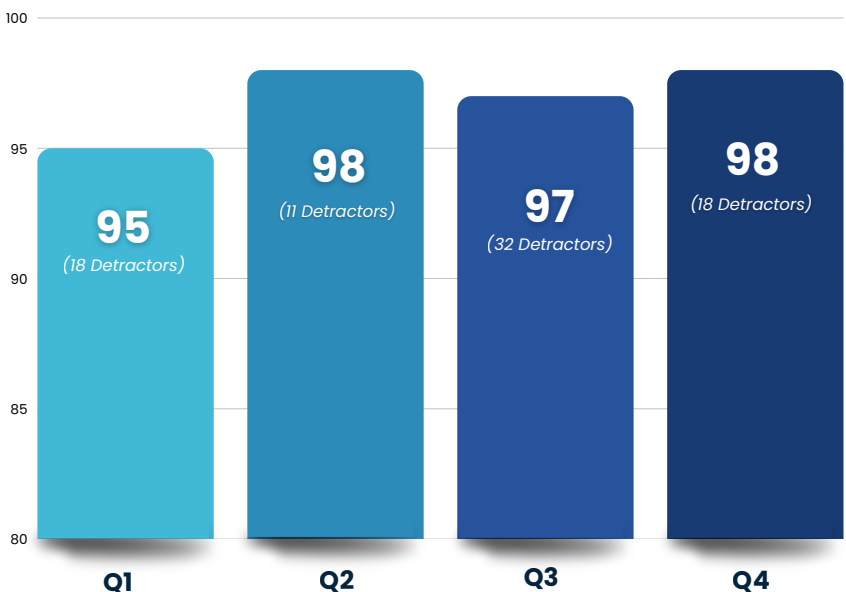
THEME # 4:

Prioritize client experience

NPS

Measured client satisfaction to drive improvements

NPS Survey Result



STRATEGIC PLAN CELEBRATIONS

FUNDRAISING



\$26,095

104% of Target Goal

17 | Sponsors

06 | Participating
Community
Partners

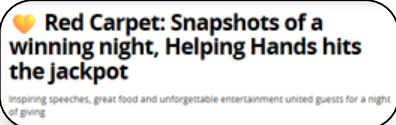
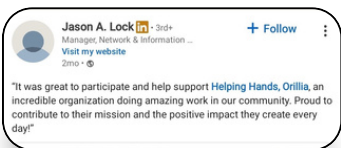
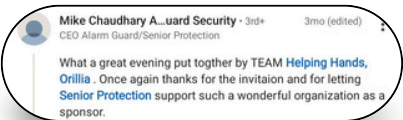
More Than a Goal Met—A Community Achievement



93

Gala Attendees

Celebrated and Well Supported by the Community



THE HELPING HAND'S WAY PODCAST



- Share practical nonprofit leadership lessons
- Make strategy frontline-ready
- Reduce reliance on tribal knowledge
- Build repeatable tools for quality and learning

**GET IN
TOUCH
WITH US**



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Orillia, ON, L3V 7N6

FOLOW US ON



@helpinghandsorillia



FUNDED BY



**Ontario
Health**