

## 2021 Annual Report

### Introduction

For over 40 years, Bereaved Families of Ontario–Ottawa Region (BFO Ottawa) has been supporting grieving individuals and families and today in this pandemic context, it is more important than ever that we continue our work. BFO offers peer-based support to those in need. BFO Ottawa is an organization made up of volunteers and staff who run a number of programs throughout the entire year. Our programs aim to provide something for everyone, serving individuals and families, regardless of religion, culture, gender, sex, physical or mental ability or financial status.

### The Year in Review

Over the course of 2021 and in spite of the pandemic, BFO Ottawa continued to successfully facilitate multiple peer support opportunities including Support and Share Afternoons (SSA), Support and Share Nights (SSN), Closed Groups, Virtual Webinars and our two memorial events.

#### **Support and Share Afternoon (SSA):**

Throughout 2021, BFO Ottawa held SSA drop-in session every Thursday with a total of 450 participants. SSA has run for many years and 2021 was no exception. The program was led by BFO staff in an open, roundtable conversational format. The participants have a mix of losses and share stories and provide support to each other.

Although no formal evaluation has been conducted, the value of such a program is evident in that there are several participants who return to the program every week.

#### **Support and Share Night (SSN):**

Over the course of 2021 BFO Ottawa continued to hold monthly SSN, in spite of the obvious pandemic challenges. These sessions were held virtually with an average monthly attendance of 41 participants and 496 for the year. There was a guest speaker for all 12 sessions and breakout sessions were facilitated by volunteers for the usual array of losses including Spouse/Partner, Parent, Sibling/Friend/Relative, Child, Suicide and Substance Use.

Surveys were sent to participants after each Support and Share Night event and we found that the program was very successful (consistent very good and excellent ratings) and attendance grew consistently. Participants were also very grateful to have virtual support in the absence of face-to-face sessions during COVID. While feedback on guest speakers has always been very positive, break out facilitation and group management are noted as an area for improvement.

#### **S&S Walk:**

BFO Ottawa also offers a weekly unstructured, support walk facilitated by two male volunteers, which is relatively unique! Participants came out every Wednesday to enjoy a 5-km walk in the heart of the city along the Ottawa River and behind Parliament Hill.

#### **Virtual Webinars:**

During 2021, BFO Ottawa was able to hold 3 virtual webinars: Grief and Isolation in a Pandemic, Tasks of Mourning and Perinatal Loss. These webinars were possible because of the availability and talents of gracious volunteers.

### **Facilitator training:**

BFO Ottawa's has been providing training for volunteer facilitators for many years. The 3-day training endeavors to prepare participants to facilitate a number of different programs including SSW, SSD, SSN, closed groups and to provide individual peer support.

In 2021, BFO Ottawa held one facilitator training in which eight people participated.

### **Closed Groups:**

During 2021, BFO Ottawa continued to offer volunteer-facilitated spring and fall 8-week closed group programs for Loss of Child, Loss of Spouse, Loss of Parent/ Sibling/ Friend/Relative and Loss by Suicide. An official BFO Ottawa 8-week curriculum was used to cover such topics as What to Expect in Your Grief Journey, Emotions Experienced During the Grieving Process and Introducing Your Loved One, an opportunity for participants to bring photos and mementoes of their loved one and share with their peers.

Seventy-one people attended the two 8-week offerings. During these sessions participants had the opportunity to delve deeper into their losses and support each other on their journey. Feedback from participants was generally positive noting excellent facilitation and that the program is very helpful and highly recommended. The area for improvement is that 8 weeks is too short and we should consider 10–12-week program.

Within the Closed Group program, BFO offered an 8-week Art Therapy program from January to March 2020. While January - March 2020 was in person, the September 2020 - April 2021 offering was virtual. Some weekly, individual sessions were also offered. Topics included Complicated or Unresolved Grief and Connecting to Emotions.

### **Butterfly Event:**

On Sunday June 6, 2021, BFO Ottawa held its 10th annual Butterfly Memorial Event, held at Beechwood, Canada's National Cemetery. During the event, we had the opportunity to listen to inspirational poetry and words from volunteers. We were also thrilled to have Dina Bell-Laroche as our distinguished guest speaker. One hundred participants attended this event.

### **Candlelight Event:**

On Sunday, December 19, 2021, 56 people attended the Candlelight Event at Beechwood Cemetery's Sacred Space where we heard BFO Ottawa's Board Chair Elaine Dean speak about her journey with grief.

## 2021 Numbers at a Glance

The following is a compilation of statistics that represent the vast amount of work conducted by staff, board and volunteers. You will note that in most categories the numbers fell from 2020, some significantly, others not, but every program ran with good participation in spite of the pandemic challenges.

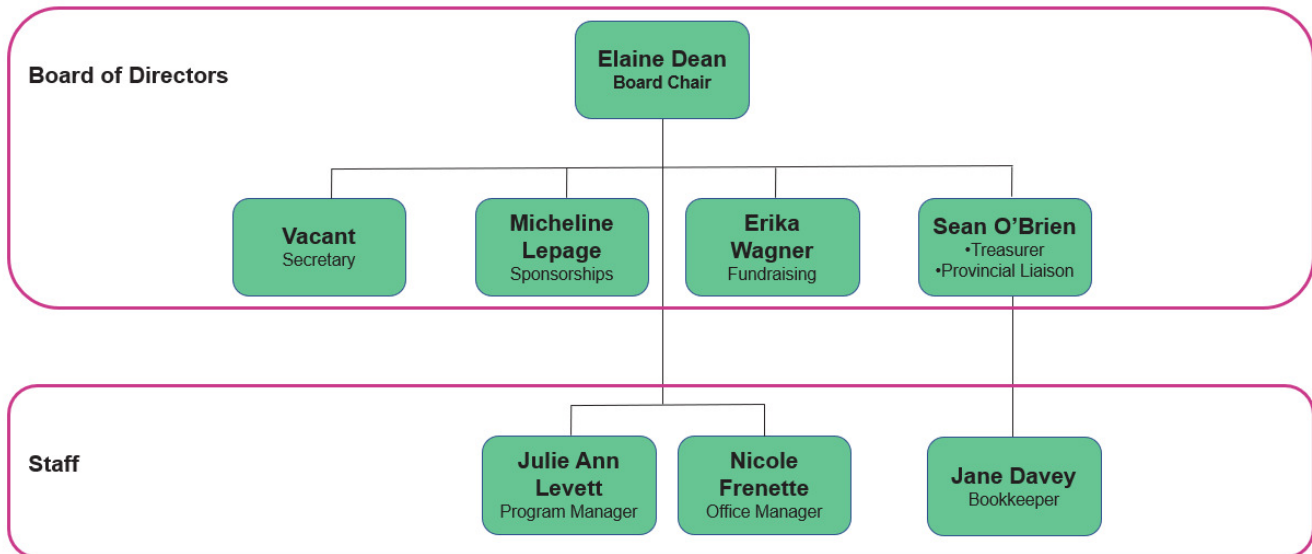
		2020	2021
1.	New peer support facilitators trained	12	8
2.	Individual peer support encounters	35	24
3.	Volunteers (excluding Board members)	45	48
4.	Volunteer hours	1085	3185
5.	Closed Group participants	49	71
6.	Tree of Life/Candlelight memorial event participants	72	56
7.	Butterfly memorial event participants	127	100
8.	Support and Share Afternoon (SSA) participants	214	450
9.	Support and Share Night (SSN) participants	522	496
10.	Enquiries through emails and phone calls to our office	1062	278/481= 759
11.	Board of Director volunteer hours	1240	3500
12.	Email Subscribers	1975	2,642
13.	Facebook followers	2479	2,704
14.	Website views per month	3713	3,111 monthly average; 37,343 total

## Changing Roles

There were some changes in BFO Ottawa office staff in 2021. In February 2021, we welcomed Julie Ann Levett as our new bilingual Program Manager and Nicole Frenette as our new bilingual Office Manager. Jane Davey-Keogh continues to be involved with BFO as our part time bookkeeper. We are very grateful to have the services of these very dedicate and talented individuals.

Outgoing from our Board in 2021 were Dan Reid, Antoine Babinsky, Michel Desloges and Madeleine Desloges. We thank them all for sharing so generously their expertise while they were part of our team. They will always be welcome as members of the BFO Ottawa community!  
New to our Board in 2021 are Erika Wagner and Micheline Lepage.

## Organizational Chart



## Community Supporters

We would like to express our profound appreciation to our extremely dedicated volunteers, our donors, grantors, sponsors and partners. Without the active support of the Ottawa community, we simply would not be able to offer the quality of programs that we do, to inspire hope and healing for people in the Ottawa region who are grieving the loss of a loved one.

## Corporate Donors

- Abundance Canada Foundation
- Beechwood Cemetery
- City of Ottawa
- eQ Homes
- Knights of Columbus
- Ontario Trillium Foundation
- Ottawa Community Foundation
- Taggart Family Foundation
- Welch LLP



## Angel Donors (>\$500)

Allene Lewis	Jennifer Halin	Martine Therriault
Antoine Babinsky & Sylvie Bastien	Jessica Foley	Mary Ellen Henniger
Barbara Simpson	Jon & Sari Burgoyne	Michel Desloges & Madeleine Raizenne-Desloges
Caroline Whitby	Judy MacDonald	Micheline Lepage & Barrie Marfleet
Cathy Crepin	Judy Simper	Michelle Meyer
Doug Cargo	Justin Lapierre	Nhung Tompkins
Elaine Dean & Sean O'Brien	Lee Weese-Belliveau	Pamela Gordon
Elsbeth MacEwan	Leslie Sheldon	Pat Captain
Frances Dawson	Lori Butler-Oegema	Ria Ferro
Gail & Bob Christy	Louise Metivier	Sue Kavanagh
Jan Casselman	Lucile McGregor	Susan Clarke & Don Miller
Jane Davey-Keough	Lucinda Sammie	Vivian Knapp

## Dedicated Volunteers



Althea House	Dina Bell-Laroche	Karen Gardner	Mina Iveson
Allene Lewis	Donna Sharkey	Kathryn Dunlop	Nathalie Pickell
Andrea Purcell	Donna Troop	Kathryn Harper	Paula Naponse
Andrea Steinwand	Doug Cargo	Linda Goldberg	Randy Sorenson
Anne DeButte	Elaine Dean	Lisa Glavin	Rebecca Ross
Antoine Babinsky	Erika Wagner	Lisa Vadeboncœur	Rita Jackson
Catherine Paris	Gail Christy	Lorraine Lefebvre	Samantha Medaglia
Barb Duncan	Greg Atkinson	Lynne Lajoie	Sean O'Brien
Barb Hayduk	Heinrich Teworte	Madeleine Desloges	Stephanie Myles
Barrie Marfleet	Hilda Sabadash	Manii Aponte	Sue Lefebvre
Carl Dowsett	Jadzia Romaniec	Marion Rattray	Susan Clarke
Cathy Crepin	Jan Casselman	Mary Ellen Henniger	Tara McMaster
Cathy Trebinskie	Jane Davey	Mary McQuillan	Vanessa Scott
Christine Tomlinson	Janet Mrenica	Michel Desloges	
Clodelle Abdo	Joey Ward	Micheline Lepage	
Dan Read			

## Look ahead to 2022

Regular programs including Support and Share Afternoon and Support and Share Nights will continue in 2022 in a virtual format.

**Support and Share Afternoons** will continue to be run on a weekly basis with the option to add breakout rooms as required due to a recent uptake (sometimes doubling) in registrations by the community.

**Support and Share Nights** will continue to run on a monthly basis in a virtual format.

Wednesday Weekly **Support and Share Walk** will continue as usual, proving to be a popular opportunity for community members to connect with each other among the healing powers of nature while enjoying a guided walk by dedicated facilitators.

A 2.5-day **Facilitator Training** is planned to prepare volunteers to become BFO Facilitators.

Two sessions of **Closed Groups** are planned for spring and fall of 2022. Our volunteers will benefit from a newly developed mentoring program for the 8-week periods for these sessions.

A **Walk to Remember** will be held in September at Beachwood Cemetery gardens.

Going forward we intend to place more emphasis on serving people in Ottawa in both official languages, and in reaching out to community groups to make sure that no one is left to grieve alone and in isolation. We are actively working on improving our back to office processes, to become more efficient and to ensure business continuity. We are hoping to have more formal and consistent evaluation of each of our programs to inform our improvements. Finally, we plan to round out our board and fill a few vacancies.

## Finances

- Statement of Operations and Changes in Net Assets Year Ended December 31, 2020
- Statement of Financial Position December 31, 2020
  - o Assets
  - o Liabilities and Net Assets
  - o Audited financial statement prepared by (Name of Lawyer/auditor)

**BEREAVED FAMILIES OF ONTARIO - OTTAWA REGION**  
**STATEMENT OF FINANCIAL POSITION**  
**DECEMBER 31, 2021**

	<u>ASSETS</u>	<u>2021</u>	<u>2020</u>
<b>CURRENT ASSETS</b>			
Cash and cash equivalents			
Investments - note 5			
Accounts receivable		\$ 71,138	\$ 60,002
Government rebates receivable		30,112	-
Government contributions receivable - note 4		-	90
Prepaid expenses		1,864	462
		-	2,367
<b>INVESTMENTS - note 5</b>		<u>4,324</u>	<u>2,648</u>
		<u>107,438</u>	<u>65,569</u>
	<b><u>LIABILITIES AND NET ASSETS</u></b>	<u>-</u>	<u>30,022</u>
<b>CURRENT LIABILITIES</b>			
Accounts payable and accrued liabilities		<u>\$ 107,438</u>	<u>\$ 95,591</u>
Deferred revenue - note 6			
<b>LOAN PAYABLE - note 7</b>		\$ 3,350	\$ 3,480
		<u>23,204</u>	<u>14,318</u>
<b>NET ASSETS</b>		<u>26,554</u>	<u>17,798</u>
Unrestricted			
		<u>40,000</u>	<u>30,000</u>
		<u>66,554</u>	<u>47,798</u>
		<u>40,884</u>	<u>47,793</u>
		<u>\$ 107,438</u>	<u>\$ 95,591</u>

Cash increase due to increase in revenue in 2021 versus 2019. Grants and donations both increased deferred-increase due to new OTF grant carrying over into 2022  
 loan payable-additional COVID CEBA loan received in 2021

**BEREAVED FAMILIES OF ONTARIO - OTTAWA REGION**  
**STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS**  
**YEAR ENDED DECEMBER 31, 2021**

<b>REVENUE</b>	<u>2021</u>	<u>2020</u>
Grants		
Donations	\$ 53,613	\$ 22,810
Government contributions - note 4	53,101	39,113
Sales and other revenue	30,709	19,287
Debt forgiveness - note 7	10,534	5,108
	<u>10,000</u>	<u>10,000</u>
	<u>157,957</u>	<u>96,318</u>
<b>EXPENSES</b>		
Salaries		
Professional services	106,550	36,451
Occupancy	20,034	44,803
Services	13,896	13,392
Office	13,537	6,074
Bank and credit card charges	5,689	4,254
Insurance	3,212	2,922
	<u>1,948</u>	<u>1,743</u>
	<u>164,866</u>	<u>109,639</u>
<b>NET EXPENSES</b>	(6,909)	(13,321)
<b>NET ASSETS, BEGINNING OF YEAR</b>	<u>47,793</u>	<u>61,114</u>
<b>NET ASSETS, END OF YEAR</b>	<u>\$ 40,884</u>	<u>\$ 47,793</u>

Grants increased due to OTF. \$25K OTF, \$1K KOC, \$5K Abundance, \$10K Taggart, \$10K. City Ottawa Successful donor campaign increased donations. Donations still down from prior to COVID (2019 \$79K) COVID Gov't contributions increased. Received for a full year in 2021 versus partial year in 2020 \$10K Covid CEBA debt forgiveness if loan is repaid before Dec 31, 2023

Salaries increased. Because of OTF grant, able to increase 1 staff to full-time, and increase 2nd staff for partial year Professional services lower in 2021 due to converting all contractors to employees Services increased. 1) Invested in volunteers-training Intersol \$2.5K & video testimonials \$2.5K. 2) New website