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2019

*Annual Comparison & Statistics*

Equipment Statistics

2019 Data Values

|  |  |  |  |
| --- | --- | --- | --- |
| **Month** | **Equipment Out** | **Equipment Returned** | **Equipment In-Use** |
| January | 95 | 94 | 197 |
| February | 62 | 79 | 200 |
| March | 94 | 86 | 224 |
| April | 72 | 74 | 197 |
| May | 83 | 89 | 190 |
| June | 62 | 48 | 190 |
| July | 89 | 67 | 221 |
| August | 60 | 64 | 220 |
| September | 90 | 55 | 222 |
| October | 71 | 68 | 236 |
| November | 68 | 73 | 240 |
| December | 45 | 38 | 213 |
|  | | | |
| Number of Pieces of Equipment Loaned | | | 891 |
| *Monthly Average* | | | *74* |
| Number of Pieces of Equipment Returned | | | 835 |
| *Monthly Average* | | | *70* |
| Monthly Average of 'In-Use' | | | 213 |
| Annual Carry Forward | | | 56 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Equipment Out** | **Equipment Returned** | **Equipment In-Use (Monthly Average)** |
| 2016 | 120 | 35 | 21 |
| 2017 | 766 | 568 | 185 |
| 2018 | 831 | 785 | 197 |
| 2019 | 891 | 835 | 213 |

Communities Served 2019

|  |  |  |  |
| --- | --- | --- | --- |
| *Communities We Served* | *Number of Contracts* | | |
| **Community, Province** | **Urban** | **Rural** | **Total** |
| Rocky Mountain House, AB | 241 | 88 | 329 |
| Leslieville, AB | 11 | 4 | 15 |
| Caroline, AB | 21 | 1 | 22 |
| Sundre, AB | 4 | 1 | 5 |
| Eckville, AB | 3 | 4 | 7 |
| Alder Flats, AB | 1 | 0 | 1 |
| Sylvan Lake, AB | 1 | 0 | 1 |
| Alhambra, AB | 0 | 9 | 9 |
| Condor, AB | 0 | 11 | 11 |
| Calgary, AB | 1 | 0 | 1 |
| Edmonton, AB | 1 | 0 | 1 |
| Nordegg, AB | 1 | 0 | 1 |
| Stauffer, AB | 0 | 1 | 1 |
| O'Chiese, AB | 3 | 0 | 3 |
| Bluffton, AB | 0 | 3 | 3 |
| Bowden, AB | 1 | 0 | 1 |
| Rimbey, AB | 0 | 1 | 1 |
| Ardrossen, AB | 0 | 1 | 1 |
| Lloydminster, AB | 1 | 0 | 1 |
| Whitehorse, Yukon | 1 | 0 | 1 |
| **Grand Total** | **291** | **124** | **415** |

Volunteer Statistics 2019

Data Values – 2019 Volunteer Hours and Number of Volunteers per Month

|  |  |  |
| --- | --- | --- |
| **Month** | **Number of Volunteers** | **Volunteer Hours** |
| January | 14 | 84.5 |
| February | 10 | 40.75 |
| March | 17 | 115 |
| April | 12 | 85.75 |
| May | 16 | 147.25 |
| June | 13 | 130 |
| July | 14 | 102 |
| August | 14 | 80 |
| September | 11 | 70 |
| October | 10 | 72.5 |
| November | 9 | 71 |
| December | 13 | 57.75 |

Annual Data Values

|  |  |  |
| --- | --- | --- |
| **Year** | **Average Number of Volunteers** | **Volunteer Hours (Annual)** |
| 2016 | 10.80 | 472.50 |
| 2017 | 12.90 | 2020.75 |
| 2018 | 14.60 | 1465.00 |
| 2019 | 12.75 | 1056.5 |

2019 Additional Statistics

*Medical Equipment Donated To The M.E.L. Society 2019 & Annual Comparison*

*Data Values*

|  |  |
| --- | --- |
| **Month** | **Donated Equipment** |
| January | 9 |
| February | 17 |
| March | 24 |
| April | 22 |
| May | 42 |
| June | 13 |
| July | 11 |
| August | 16 |
| September | 27 |
| October | 8 |
| November | 14 |
| December | 1 |
|  |  |
| **Year** | **Donated Equipment** |
| 2016 | 60 |
| 2017 | 266 |
| 2018 | 112 |
| 2019 | 204 |

Examples of Equipment Donated:

* Raised Toilet Seats
* Walkers (Various)
* Crutches
* Canes
* Hospital Beds
* Lift Chairs
* Bath Safety Equipment
* Cryotherapy Units
* Bed/Support Rails
* Sock Aids
* Reachers
* Bath Lift
* Braces
* Pedal Cycles
* Wheelchairs (Various)
* CPAP Machine
* Blood Sugar Tester
* Air Boots

*Equipment The M.E.L. Society Sent Over-Seas (Third World Donations)*

*Data Values*

|  |  |
| --- | --- |
| **Month** | **Quantity Sent** |
| January | 0 |
| February | 0 |
| March | 0 |
| April | 0 |
| May | 0 |
| June | 0 |
| July | 87 |
| August | 0 |
| September | 0 |
| October | 0 |
| November | 110 |
| December | 0 |

|  |  |
| --- | --- |
| **Year** | **Over-Seas Shipment** |
| 2016 | 0 |
| 2017 | 54 |
| 2018 | 0 |
| 2019 | 197 |

Examples of Equipment Sent To Third World Countries:

* Leg Splints
* Air Casts
* Two Wheeled Walkers
* 4-Wheeled Walkers (Ambulators)
* Commodes
* Bath Seats
* Standard Walkers
* Wheelchairs
* Walker Accessories
* Crutches
* Canes
* Grab Bars

*Equipment Released From Surplus & Inventory*

*Data Values*

|  |  |
| --- | --- |
| **Month** | **Equipment Released** |
| January | 0 |
| February | 9 |
| March | 14 |
| April | 12 |
| May | 9 |
| June | 2 |
| July | 5 |
| August | 9 |
| September | 19 |
| October | 11 |
| November | 3 |
| December | 1 |

|  |  |
| --- | --- |
| **Year** | **Equipment Released** |
| 2016 | 0 |
| 2017 | 0 |
| 2018 | 100 |
| 2019 | 94 |

Examples of Equipment Released From Surplus & Inventory:

* Bath Safety Equipment
* Raised Toilet Seats
* Reachers
* Sock Aids
* Walkers (Various)
* Canes
* Humidifier
* Power Back Massager
* ROHO Cushions
* Lift Chairs
* Commodes
* Hospital Bed
* No-Slip Mats
* Tens Machine
* Pedal Cycle

2019 Preliminary Survey Results & Analysis

1. Are you here as a \_\_\_\_\_ ?
2. What City, Town or County do you live in?
3. How old are you?
4. How did you hear about us?
5. Please identify your gender:
6. Do you fall within any of the following groups?
7. Which salary range applies to you as an individual?
8. Which salary range applies to you as a household?
9. What is the highest level of education you have?
10. Are you dependent on any form of homecare, home support, or help from a spouse/friend in order to have some or all of your personal needs met (ADL’s; Toileting, eating, bathing, grooming etc)?
11. Are you able to manage your health conditions on your own without help from anyone else including medical professionals?
12. Do you have difficulty in finding transport to help get you to and from your destinations?
13. Do you struggle with mobility?

Results & Analysis

*It is important to note that (probably due to the survey complexity and sensitivity) some surveys were completed impartially. Ie. Answered a majority of the questions but would not identify with a group or missed a question such as age group.*

**88 Surveys Submitted**

After survey compilation, the following can be noted and deduced:

1. 54.54% of The M.E.L. Society’s clientele would be considered ‘vulnerable/disadvantaged and at-risk’ (VD / AR).
2. 19.32% of The M.E.L. Society’s clientele would be considered vulnerable/disadvantaged (VD) but not necessarily at-risk.
3. 26.14% of The M.E.L. Society’s clientele did not choose enough indicators to be classified as VD or VD/AR.
4. The M.E.L. Society may estimate that 73.86% of the clientele served in 2019 experience less than favourable life quality based on response.
5. The M.E.L. Society serves a ‘senior’ population in which 56% of respondents indicated being 65+.
6. Word of Mouth and Home Care are still the most effective means of awareness.
7. 63% of clientele are female, 33% are male and less than 3% are ‘other’ gender.
8. Percentage of respondents classified according to selected groups:
   1. 2% - Indigenous People
   2. 1% - Minorities
   3. 23% - People with Disabilities
   4. 14% - Chronic Illness
   5. 6% - Rural Worker
   6. 21% - Rural Resident
   7. 6% - Long-Term Care Resident
   8. 4% - Palliative Patient
   9. 23% - N/A
9. Salary range for individuals was evenly spread.
10. More respondents (59%) have household salaries (Combined incomes) in a VD/AR range.
11. A variety of education levels are served:
    1. 1% - Elementary Level Only
    2. 10% - Middle School Level Only
    3. 31% - Highschool Only (No Diploma)
    4. 32% - Highschool Diploma
    5. 26% - Higher Education
12. Dependence on external support for personal needs was evenly spread.
13. 46% of respondents are not able to mange their own health conditions.
14. 78% of respondents do not struggle getting to their destinations.
15. 68% of respondents struggle with mobility.

If we assume these numbers reflect a general percentage from each category for the individuals accessing The M.E.L. Society, it may be concluded:

*“The M.E.L. Society largely serves a senior-female vulnerable, disadvantaged and at-risk clientele who are on very low incomes, who the majority of suffer from a form of disability or chronic illness and may be considered geographically isolated with few achieving higher education and struggle with mobility.”*

Therefore, The M.E.L. Society continues to fill a service gap that hundreds of said individuals (refer to aforementioned statement/conclusion) would most likely suffer significantly without a medical equipment lending service, who would lack the know-how to obtain a similar service elsewhere, who would struggle with increased travel costs, and who would continue to experience a lower quality of life should The M.E.L. Society close, due to and based upon the aforementioned information.

Neither, VD, VD/AR Data Values From Analysis

|  |  |  |  |
| --- | --- | --- | --- |
| VD/AR | 48 | 54.54545455 | 54.54% |
| VD | 17 | 19.31818182 | 19.32% |
| Neither | 23 | 26.13636364 | 26.14% |
|  |  |  |  |
| Total | 88 | Total | 100.00% |

*VD/AR: Vulnerable/Disadvantaged and At-Risk ; VD: Vulnerable/Disadvantaged ; Neither: Did not answer indicative of the first two.*

2019 Post-Service Survey Results & Analysis

I was able to access the medical equipment I need:

I know where to get help with my medical equipment needs in my community when I have them:

Having access to medical equipment locally and in the west central region is important:

I understand how I can support and utilize The M.E.L. Society in my community:

The M.E.L. Society provided more information with respect to equipment and community resources than I expected:

I believe that The M.E.L. Society creates positive and needed change in West Central Alberta and beyond:

I believe that having local access to medical equipment supports a better quality of life, increased mobility, independence and overall, better self-worth:

The M.E.L. Society reduces the *amount of time* I have to wait to get medical equipment:

I would experience longer wait times for equipment if The M.E.L. Society did not exist:

The M.E.L. Society helps the environment by *reducing the amount* of medical equipment that ends up in a landfill:

The M.E.L. Society supports environmental stewardship by encouraging the reuse and recycling of medical equipment:

Is there anything you appreciated about your visit to The M.E.L. society when you picked up the equipment? *Summarized*

* Extremely knowledgeable, helpful, kind and courteous.
* Very friendly staff served me!!
* I appreciated that I could use the equipment while we decided if I needed it permanently.
* Their knowledge of equipment.
* Staff and volunteers were very helpful and the environment was great.
* Yes, They were very helpful. Explained very well how to use the equipment.
* It was clean and in good repair.
* The warmth of the staff, their knowledge, and their support.
* Great suggestions.
* My brother in law got it promptly. The cost was definitely manageable. It was in good condition.
* The volunteers were very welcoming, put me at ease and answered all of my questions regarding what equipment I need for upcoming surgery.
* Good to talk to.
* Equipment could be picked up by caregiver.
* Assistance to vehicle.
* They were very organized and helped a lot for what we needed.
* Availability.
* The local office (RMH) had everything I needed.
* The quick tutorial the volunteer gave me when renting the equipment.

Do you have any suggestions for us? Is there any kind of equipment we don’t have that you would like us to have?

* Everything was done well and appreciate the service so much.
* Offer medical components for sale.
* The local office (RMH) had everything I needed.
* Get more Cryotherapy Units and additional pads for hands, wrists and ankles.

Additional Comments: *summarized*

* The M.E.L. Society was there for my mother so she was able to remain at her apartment instead of a facility and now making it possible and affordable for my sister to come and visit our mom!
* The Equipment from Mel Society has allowed us to keep our mom in her own home and maintain as much of her independence as possible.
* Thank-you for the use.
* Keep doing what you do! You are awesome!
* I couldn’t get anything in Red Deer, but MEL Society was more than willing to help me out.
* Would highly recommend MEL to others.
* Thanks for being here.
* I used the wheelchair for my trip to Radium and it helped me to be able to join my family on walks and hikes. This is a way more affordable solution for me than getting a custom made one.
* These medical aids cost a lot to buy outright. I probably saved at least $200 for my air boot and $140 for my crutches.
* Very professional.
* Awesome staff. Rental fees are great. A wonderful option to having to buy the equipment. Thank-you.
* I love them and we need them.
* Would not have been able to be as independent without the service offered here.
* Happy there is this place for help when needed. Thank-you we need this service. Much appreciated!
* I was surprised at the sheer amount of equipment there.
* Needs money to stay in rocky.
* Need to have this available in Rocky
* Much more convenient than in the city.
* Glad you are here!

Results & Analysis

*It is important to note that (probably due to the survey length and the unwillingness to stay and complete the post-service survey once equipment was returned) some surveys were completed impartially. It is also important to note some individuals chose “1” and then switched to “6” as they progressed through the survey, indicating a similar issue to previous years whereby some people may have associated “1” with being ‘good’ rather than “6” until realizing the difference.*

**53 Surveys Submitted**

After survey compilation, the following can be noted and deduced:

1. 95% of respondents agreed to some capacity to the first statement.
2. 97% Indicated they know where to get their medical equipment now.
3. 100% of respondents felt having access to medical equipment was important in our region.
4. 91% of respondents understand and know how to support and utilize The M.E.L. Society after accessing it.
5. 98% of respondents felt The M.E.L. Society provided *more than* expected information regarding the equipment and applicable resources.
6. 100% of respondents agreed to some capacity that The M.E.L. Society effects positive and needed change in West Central Alberta and beyond.
7. 100% of respondents agree that having local access to medical equipment supports a better quality of life, increased mobility, independence and overall, better self-worth.
8. 98% of respondents felt that if The M.E.L. Society reduces the time it takes them to get medical equipment.
9. 100% of respondents agreed to some capacity that if The M.E.L. Society were not here they would experience longer wait times for equipment.
10. 100% of respondents felt we reduce the amount of medical equipment ending up in landfills.
11. 100% of respondents agree to some capacity that The M.E.L. Society promotes environmental stewardship through the reuse and recycling of medical equipment.

In summary:

* We may conclude that the clientele of The M.E.L. Society are satisfied with the program offered in the style it is delivered.
* People feel we support our environment, reduce landfill waste, offer a critical service to Albertans, enhance quality of life and that positive change is effected.
* People are able to access the service easily, with zero barriers (Fee Relief continues to be utilized by those who are unable to mange the Service Fees).
* People are receiving the equipment they need in a timely fashion.
* The M.E.L. Society meets client needs above a 90% satisfaction rate and achieved its goals.

Sustainability - Service Fee Statistics

|  |  |  |  |
| --- | --- | --- | --- |
| **Year** | **Service Fee Income** | **% of Budget Covered** | **% of Actual Expenditures Covered** |
| 2018 - 2019 | $8,487.00 | 7.33% | 10.96% |
| 2019 - 2020 | $20,029.14 | 17.60% | 22.36% |
| *Forecast 2020 - 2021* | *$30,000.00 - $50,000.00* | *28.20% - 47.01%* | *-* |

Based on the trends observed, The M.E.L. Society is effectively working towards financial sustainability and should reach sustainability in 3-7 years.

2020 Forecasts – Data Values & Graph

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **The M.E.L. Society Annual Comparison - Data Values** | | | | | | | | | |
| Year | Equipment Out | Equipment Returned | Equipment In-Use (Monthly Average) | Donated Equipment | Over-Seas Shipment | Equipment Released | Lending Contracts | Number of Volunteers (Monthly Average) | Volunteer Hours (Annual) |
| *2016* | 120 | 35 | 21 | 60 | 0 | 0 | 0 | 10.80 | 472.50 |
| 2017 | 766 | 568 | 185 | 266 | 54 | 0 | *309* | 12.90 | 2020.75 |
| 2018 | 831 | 785 | 197 | 112 | 0 | *100* | 442 | 14.60 | 1465.00 |
| 2019 | 891 | 835 | 213 | 204 | 197 | 94 | 415 | 12.75 | 1056.5 |
| 2020 | *~917* | *~927* | *~233* | *~135* | *~169* | *~137* | *~473* | *~13.5* | *~828* |
| Number of Pieces of Equipment Loaned | | | 2608 |  | **Note: Projections based on logarithmic functions; values projected to be lower than previous years will most likely be higher.** | | | | |
| *Monthly Average* | | | 217 |  |  |  |  |  |  |
| Number of Pieces of Equipment Returned | | | 2223 |  |  |  |  |  |  |
| *Monthly Average* | | | 185 |  |  |  |  |  |  |
| Monthly Average of 'In-Use' | | | 51 |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
| **Notes (*refer to italicized data*):** | | |  |  |  |  |  |  |  |
| 1) '2016' - the data is derived from an incomplete year. | | | | | | | | | |
| 2) '100' - based off of anecdotal evidence. | | | | | | | | | |
| 3) '309' - includes contracts from both 2016 and 2017; the previous methodology prevents distinguishing contracts from 2016 and 2017. | | | | | | | | | |
|