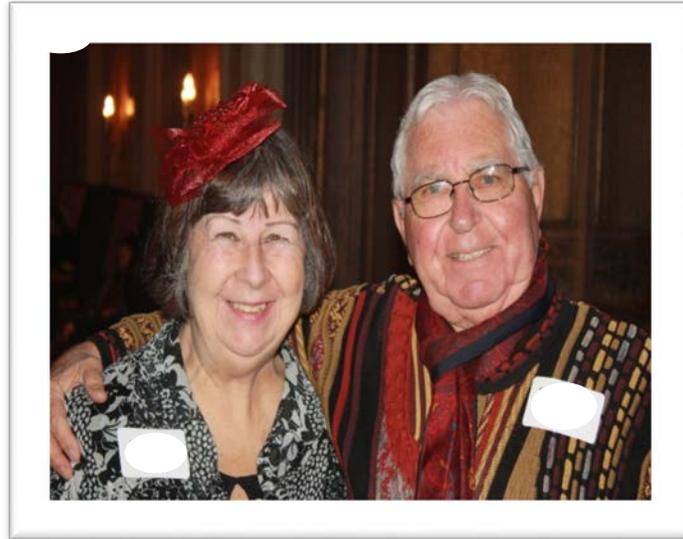


# Ottawa West Community Support



## Annual Report

2015-2016

## Executive Summary

The past year has been another eventful one for Ottawa West Community Support.

*It has been a year of growth.*

For the third year in a row OWCS has seen its in-home services grow with the addition of a publically funded Personal Support Services (PSS) program. OWCS is one of three lead agencies in the Ottawa region to offer personal support services to low acuity clients. When fully operational this will permit OWCS to provide services to an additional 160 clients in the western half of the region.



With the recent growth in our Homemaking and Respite programs along with the new PSS program, OWCS is blessed to be able to provide over 160,000 hours of personal and home support, through our in-home services, to over 2,000 frail seniors in the community.

*It has been a year of change.*

At the end of January, Lee McCarthy retired after 30 years as Executive Director. Over her tenure Lee provided remarkable leadership and guidance to OWCS.

When Lee took on the role of Director in 1986, OWCS had recently celebrated 10 years of providing community support to seniors in the western part of the city. With a small budget and a large contingent of volunteers OWCS offered key programs, like transportation, friendly visiting, snow shoveling and grocery bus outings. It's wonderful to see that these core programs are still a critical part of the services offered today. While we have grown and expanded our in-home services over the years, OWCS has never lost sight of its original mission to provide support to seniors in the area. This is thanks, in large part, to Lee's leadership and vision.

I look forward to continuing in Lee's footsteps to grow and expand the programs and services we offer to seniors in the community.

We have been very fortunate to have our programs - both in-home and community support running at capacity this past year. We thank everyone who has contributed to this success, including our wonderful volunteers who are the fabric of OWCS and make all we do possible. We would particularly like to thank the Board of Directors and supporting churches for their commitment and guidance.

We would also like to thank the staff. The office staff at our Wellington St. and eleven Ottawa Community Housing AIP locations have responded to the challenges of a changing environment and rapid growth with competence and dedication. Our front line Personal and Home Support Workers willingly and caringly provide essential services to our clients day and night.

We would be remiss if we did not thank those who have provided OWCS with the critical funding needed to provide the services we do. It is thanks to the Champlain LHIN, the City of Ottawa, the West End Churches and the many businesses and individuals whose generosity we depend on to provide essential support to so many seniors in our community.

David Harris  
Chairman

Jennifer Lalonde  
Executive Director

## Program Highlights

### Aging in Place

This year the Aging in Place program was the proud winner of the Ottawa Community Housing Corporation (OCH) Partnership Award, demonstrating our on-going commitment to the low-income senior tenants we serve in our eleven OCH locations. The program was also a successful applicant for a new funding initiative, partnering with other local agencies, through which OWCS has received funding for a three year-long project to enhance AIP service in six locations. This project will include two community food initiatives and five community development projects. AIP is looking forward to a very full and busy year!

### In Home Services

- This year the OWCS subsidized **Homemaking program** for high needs clients reached full capacity, and we continue to expand the program further with new full-fee service clients in the local catchment area. Every day our coordinators visit and assess new clients, schedule workers and work tirelessly to ensure the best possible service for our now nearly 350 active clients.
- The OWCS **Respite Care program** continues to expand each year, providing access to a safe and stimulating environment for local seniors both in-home and out. This year between our 24-hour/365 day in-home service and the wide variety of on-site programming activities at our center, OWCS was able to provide more service hours than ever before to a rapidly expanding client base.
- In 2015 OWCS was selected as one of three agencies to participate in an Ontario-wide pilot project to provide publically funded **Personal Support Services (PSS)** to low acuity clients in the region. After a successful pilot project, which ended January 2016, OWCS is continuing to work closely with the Champlain CCAC and the Champlain LHIN to develop the program and continue services over the long-term.

### Adult Day Program

The Adult Day Program participated in a Quality Improvement Project hosted by the Ontario Community Support Coalition. Through this project OWCS was able to shorten the time from client referral to service initiation. Special events took place throughout the year for St. Patrick's Day, Remembrance Day, Robbie Burns Day and more. A big thank you to the volunteers who enhance our program through their musical talents, kitchen support and much more!

### Congregate Dining (Luncheon Program)

The OWCS Luncheon is a "Wheels to Meals" program that brings isolated seniors to the centre for a nutritious lunch and lively entertainment. This year included High Tea at the Chateau Laurier, a celebration of the Oscars and an evening out to see the Christmas lights.





## Transportation

The OWCS Transportation program provides rides to medical appointments, the Adult Day Program and more. This year OWCS worked with the Ottawa Joint Transportation Initiative to provide rides for neighbouring agencies in an effort to increase the number of seniors being able to access reliable and affordable transportation.

## Home Maintenance

Through the Home Maintenance program, clients can receive snow removal, yard work, and help with odd jobs. In conjunction with the City of Ottawa, OWCS participates in the Sno-Go program that provides low income clients subsidies to help offset the cost of snow removal.

## Foot Care

OWCS offers Foot Care clinics at our main location every Wednesday and every second Thursday. Service is provided by a registered nurse and clients rotate on a 6 or 8 week cycle. OWCS also offers Foot Care at our offsite Aging in Place buildings throughout the year.

## Assisted Living Services (ALS)

The Assisted Living Service program continues to provide support to frail and complex needs clients in the community. This innovative and flexible program enables frail seniors to remain at home by providing a high level of comprehensive non-medical service.



## Going Home Project

The Going Home Project is a partnership with the Ottawa Community Support Coalition. This program provides assistance to seniors being discharged from the hospital. Services include transportation, homemaking and personal care.

## Friendly Visiting & Telephone Assurance

The Friendly Visiting & Telephone Assurance program matches isolated seniors with volunteers. Through this program, clients receive a daily phone call or a weekly visit.

*"...a big thank you to OWCS and in particular to my tireless worker who arrives every two weeks with a smile - always on time and with a cheery greeting."*



## 2015-2016 Client Service



## Financial Snapshot

### Revenue

Champlain LHIN (Ministry of Health)	\$ 3,592,815.00
City of Ottawa	\$ 75,292.00
Client Services	\$ 918,678.00
Donations/Fundraising/Grants	\$ 111,201.00

**Total** \$ 4,697,986.00

### Expenses

Personnel	\$ 3,980,876.00
Building Occupancy	\$ 196,563.00
Program Supplies & Expenses (inc. food)	\$ 333,616.00
Other	\$ 160,976.00

**Total** \$ 4,672,031.00

*This year OWCS supported 3,663 clients and provided 203,111 hours of service!*

# OWCS Volunteers, Staff and Partners

## Board of Directors & Supporting Churches

David Harris	Chairman St. Matthew the Apostle Anglican Church
Gweneth Gowanlock	Vice-Chair Kitchissippi United Church
Derek Fortune	Treasurer Parkdale United Church
Marion Reid	Secretary Kitchissippi United Church
Pat Bethel	Finance Committee Chair St. Martin's Anglican Church
Harry Abbott	Church Liason Chair Our Lady of Fatima
Marianne Patterson Kroes	Volunteer Committee Chair St. Basil's Church
Brian Hess	Board Member Holy Rosary Parish
Barth Curley	Board Member Kitchissippi United Church
Jackie McConville	Board Member St. George's Church
Margot Clarke	First Unintarian Congregation Secretary, Retired June 2015
John Doxey	Holy Rosary Parish Board Member, Retired October 2015
Connie Johnson	St. Basil's Church Volunteer Committee Chair, Retired Jan. 2016

St. Matthias Anglican Church

St. Stephen's Presbyterian Church

Cornerstone House of Refuge

Souers de l'institut Jeanne d'arc

Parish of the Annunciation Blessed Virgin Mary



### Mission

*Ottawa West Community Support (OWCS) is a non-profit outreach ministry of Christian Churches in the West end of Ottawa, motivated by the love of God, in service to all seniors and adults with physical limitations.*

*OWCS is committed to providing practical support that assists clients to remain living at home, in a manner which respects their dignity and worth.*

### Celebrating our Volunteers

Over 25 years of service:

Marion Reid

Over 20 years of service:

Harry Abbott  
Mona Dube  
Ed Jessup Jr  
Kay Sagadore  
Margot Clarke

## Volunteers

Ottawa West Community Support (OWCS) relies on the hard work and dedication of our volunteers. Over 150 people shared their time and talents to help fulfill the OWCS mission. In 2015-16 OWCS volunteers provided the following support:

- ✓ Sitting on the OWCS Board of Directors
- ✓ Assisting on the shopping bus
- ✓ Providing transportation to medical appointments
- ✓ Answering phones and greeting clients
- ✓ Assisting in our Day Program
- ✓ Providing musical entertainment
- ✓ Assisting on social outings
- ✓ Outgoing reminder calls
- ✓ Picking up luncheon meals
- ✓ Setting tables, serving lunches & cleaning the kitchen
- ✓ Providing telephone assurance calls
- ✓ Providing friendly visits
- ✓ Knitting items for our fundraisers
- ✓ Baking for special events
- ✓ Translating our newsletter
- ✓ And so much more



## Staff

OWCS has a dedicated team of Office Staff, Personal/Home Support Workers, Drivers, and Home Maintenance Workers who work directly with clients, onsite and in client homes.

## Community Supporters

OWCS would like to thank the following businesses for their support:

AMAnecer Boutique

The Bagel Shop

Backlane Cafe

Bread by Us

Bridgehead

Capital City Luggage

Carleton Tavern

Cyclelogik

The Extraordinary Baby Shop

Fabgear 64

Flowers By Maggie

Giant Tiger

Grant Street Garage

Herb & Spice

John's Diner

Marche Hintonburg

Merge Print

Mint Hair Studio

The Record Centre

Subway

Suzy Q

Watson's Pharmacy

The Wellington Diner

West End Well

ZaZaZa

Tennessee Willems

The Table

TimeSaver Foods

Twiss & Weber

Uproar Interiors

Victoria Pharmacy

The Village Quire

Wabi Sabi

Wellington Sandwiches



*OWCS gratefully acknowledges  
the support of our funders.*