



OWCS / SCOO
OTTAWA WEST COMMUNITY SUPPORT
SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST
Providing the assistance you need to stay at home

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The past year at OWCS has been a very eventful one. We received funding through the Champlain LHIN to expand our respite program by over 50%. In addition to providing 11,000 more hours of respite/homemaking service this funding allows us to provide these hours at a subsidized rate. This will greatly assist seniors and their families with the respite, personal care and homemaking tasks needed to stay living at home. OWCS is one of seven agencies partnering to provide this new expanded respite service across the Champlain District (Cornwall to Deep River).

OWCS also received additional funding to increase spaces in our Adult Day Program. This program further expanded to accommodate some of the clients from the St Patrick's Day Program which closed.

In addition, the Assisted Living program received additional funding to enable us to reach the targeted number of clients and hours. There was recognition at the Champlain LHIN that the intensity of service required to meet the needs of this vulnerable client group necessitated additional resources.

The Ministry of Health began requiring all health agencies including Community Support agencies to use a standardized client assessment procedure and mechanism for sharing client information between agencies. OWCS staff began training on the interRAI CHA in the summer of 2012. We worked with our data base provider, other agencies including the CCAC, the Champlain LHIN, and the MOH in Toronto to ensure the coordinated implementation of the new system in the required time frame. It has been a major undertaking over many months, requiring the reassessment of many clients and re-examination and revision of policies and guidelines to ensure the privacy and security of client information. Assessments should be done in the client's home directly onto a laptop and uploaded from there. As a result, OWCS had to upgrade laptop computers and the main server to handle the increased off site activity. OWCS received funding from MOH to help with the associated costs.

All other programs continued to operate at capacity under the wise guidance of the OWCS Board of Directors made up of representatives from West end churches. We would like to thank them and all the OWCS volunteers who drive seniors to medical appointments, entertain, visit with clients, help in the office and with the Day Program or Friday Luncheon. They are a wonderfully caring group of people who make OWCS services possible. In addition OWCS homemakers, PSWs, housecleaners, yard workers and snow shovelers have provided much needed services that enable our clients to stay at home with confidence and security. We would also like to thank a dedicated and skilled office staff who help keep the wheels turning at OWCS main site and at the 11 Aging in Place Ottawa Housing locations.

Finally on behalf of the whole OWCS team and our clients we would like to recognize and thank all our supporters including individuals and churches, the City of Ottawa and the MOH through the Champlain LHIN.

Helen Duff
Chairman

Lee McCarthy
Executive Director



Volunteers & Other Supporters

Many of our programs are made possible only through the generosity of individuals and groups in our community who give their time and talents. During the fiscal year 2012-2013 over 9,000 volunteer hours were logged. While our volunteers form the heart of our organization, we would like to thank the following groups for their support:

Newport Restaurant
Kristy's Family Restaurant
Emerald Pastry
Theo's Greek Tavern
The Table
Giant Tiger
Flower's by Maggie
The Hintonburger
Whispers
The Bagel Shop
Stella's Hair Salon
Rexall Pharma Plus
Wellington Sandwiches
GCTC
Heavens to Betsy



Adult Day Program

Offered Monday through Thursday, our Day Program offers supervised activities in a group setting, which promote health and well being as well as an opportunity for socialization. Activities include discussions on current events, chair exercises, games, crafts, gardening and music.



Day Program clients are frequently entertained by volunteers and receive visits from various community organizations. Our Adult Day Support programs are designed for the frail elderly and those with Alzheimer or related dementias and to provide respite to the Primary Caregivers of our clients. During the fiscal year 2012-2013, 110 clients received 2,675 days of service.

Transportation

Through our transportation program, OWCS clients are able to take advantage of the weekly grocery shopping bus, the monthly shopping bus to Carlingwood Mall, transportation to and from the OWCS programs and are able to participate in special events and day trips. With the help of many dedicated volunteer drivers clients are also able to obtain transportation to and from medical appointments. During the fiscal year 2012-2013, 384 clients received 8,122 rides.

Congregate Dining

On Fridays OWCS provides isolated seniors an opportunity for a weekly outing. A full course nutritious meal followed by entertainment, provided by our dedicated volunteer musicians, allows our clients a chance to get out and socialize. Some of our offsite excursions this year included: The Chateau Laurier for High Tea; Coronation Hall and Apple Cider Mill; Upper Canada Christmas Light Tour; Rockport Summer Boat Cruise; Big Band Concerts at the Aviation Museum; Fall Leaves Tour and lunch in Wakefield Quebec.

During the fiscal year 2012-2013, 167 clients received 1,209 hours of care.



Home Help & Maintenance (Service Arrangement)

Our Home Help Programs provide assistance to seniors at affordable rates. The OWCS Coordinator matches a worker with a client. Workers can perform a variety of household tasks from light to heavy house cleaning. Workers are also available for general assistance with maintenance, grass cutting, yard work, snow removal and other odd jobs. During the fiscal year 2012-2013, 474 clients were matched with workers for 1,911 service appointments.

Foot Care

OWCS provides a qualified Foot Care Practitioner to offer foot care clinics every Wednesday and every other Thursday. Clients are encouraged to come on an eight week rotation. During the fiscal year 2012-2013, 224 clients attended 880 appointments.



Respite Care / Homemaking

The Respite Care/Homemaking program was enhanced in 2012-2013 to enable OWCS to serve clients in an expanded service area, receive direct e-referrals from CCAC and provide additional subsidized hours of care to appropriate clients. Home Support Workers (HSW) and Personal Support Workers (PSW) assist clients in their own homes. Services include: assistance with personal care, help with meal preparation and companionship. This program is designed to offer assistance to caregivers in need of respite as well as to help client living alone and/or recovering from health related issues and those living with a chronic illness. This program runs 24 hours a day, 365 days a year. During the fiscal year 2012-2013, 131 clients received 23,867.75 hours of care.

Social & Safety Visits

OWCS offers both a Friendly Visiting and a Telephone Assurance Program. Isolated seniors are matched with a volunteer who calls or visits on a regular basis. During the fiscal year 2012-2013, 25 clients participated.



Assisted Living Services for High Risk Seniors

The ALS program admitted 25 new clients for a total of 58 clients over the course of the year. Our clients ranged in age from 65 to 96 years of age. All require various levels of care and support – the lightest needing about 1 to 2 hours per day to the heaviest needing 4 to 5 hours per day. All are dealing with a myriad of health challenges ranging from frailty associated with advanced age to terminal cancer. Our PSW's provide assistance with medication, meals, shopping, housekeeping, laundry, personal care and other physical supports as needed such as range of motion exercises, walking, etc. The majority of our clients are also dealing with some level of cognitive impairment.



Aging in Place

We have just completed our 6th full year of delivering services and support under the Aging in Place project. In partnership with the Community Care Access Centre and Ottawa Community Housing, we provided supportive services to residents living in 11 Ottawa Community Housing Seniors apartment buildings. Program services including: crisis intervention; enhanced case management; nursing visits; occupational therapy and physiotherapy visits; homemaking; foot care; meals (meals on Wheels); transportation to urgent medical appointments; transportation to health related activities; and, health promotion sessions are provided. The CCAC Care Coordinator and Ottawa West Community Support's Outreach work together to organize and deliver the unique combination of services needed by our clients and this collaboration ensures that they are delivered to clients in a non-stressful, seamless manner.

Interesting AIP Statistics

Crisis Intervention:

1,536 clients, 6,664 units

Foot Care:

644 clients, 1,633

appointments

Homemaking:

541 clients, 13904 units

Health Information Sessions:

945 clients, 2,850 units

Health Related Activities:

595 clients, 4,188 units

Meals:

1,304 clients, 4,182 units

Transportation:

528 clients, 2781 rides



Our 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 disabled adults in our community, regardless of race, colour, or creed. OWCS is committed to providing practical support that assists our clients to remain living at home, in a manner which respects their dignity and worth.

Ottawa West Community Support Financial Summary 2012 –2013

Revenue

Ontario Ministry of Health	\$ 1,605,422.00
Ontario Ministry of Health (AIP)	\$ 904,945.00
City of Ottawa	\$ 63,223.00
Client Services	\$ 387,065.00
Donations / Fundraising / Grants	\$ 56,887.00
Total	\$ 3,017,542.00

Expenses

Personnel	\$ 2,446,711.00
Building occupancy	\$ 161,962.00
Program Supplies and Expenses (includes food)	\$ 142,497.00
Other	\$ 262,421.00
Total	\$3,013,591.00