

2022 - 2023

ANNUAL REPORT



Message from the Chairperson & Executive Director

It's that time of year again when we take a moment to reflect on the past twelve months of serving our community. Despite the challenges that the pandemic continued to put in our path, we are very proud of the many accomplishments that Ottawa West achieved this year. We invite you to flip through the annual report to learn about all the wonderful programs and services we offered to our clients. We are delighted that we were able to provide care and support to 3,390 clients over 17 programs. This is a number that keeps growing!

For OWCS, this past year was one of celebration! 2022 marked our 45th anniversary. We did a number of things to recognize and commemorate this milestone. You will see some of the ways we celebrated on page 14 of this report. Our participation in the Grand Parade in September, our first major in-person event since the pandemic, was one of the ways we chose to celebrate. It was a huge success, helping OWCS raise over \$24,000 to support seniors in our community. It was a lot of fun and brought over 150 people out and walking on a beautiful fall day!

OWCS was fortunate to receive one-time funding that allowed us to offer our Assisted Living Services to an additional 15 clients, to expand foot care services to 206 seniors in five low-income seniors buildings and to run an eight week caregiver support group, working in collaboration with Bruyere and the Dementia Society. We also continued to offer expanded virtual programming through Zoom and increased food security for many clients in need through our food hamper program. We received wonderful news that our Aging in Place program would be expanding from its current eleven locations to nineteen. This expansion will allow OWCS to provide a mix of community support services to an additional 750-1,000 seniors across our city.

In January, after much work and a few delays because of the pandemic, OWCS was awarded a four-year accreditation by the Canadian Centre for Accreditation (CCA) in recognition of achieving established CCA standards for quality in governance, management, and community support services. This is a huge accomplishment for our agency. We are very proud of the hard work our staff and volunteers undertook to make this a reality.



As always we owe significant thanks to the many funders that make it possible for OWCS to provide service in our community. All three levels of government, Federal, Provincial, and Municipal and the Ontario Community Support Association once again provided ongoing and one-time funding to allow us to continue to fulfill our mandate during the pandemic. The flexibility and willingness of our funders to accept innovation helped to ensure we were able to continue serving clients, albeit in a different way than before the pandemic. A list of funders is on the back page of this report.

Ottawa West Community Support is in the business of people. We are fortunate to have a team of dedicated staff and volunteers who go above and beyond every day for our clients. We cannot thank them enough for all they do! We would not be here today without you! Thank you, too, to the Board of Directors and supporting churches for their oversight and guidance. You are the group that quietly works behind the scenes to make sure all the 't's' are crossed and the 'i's' dotted!

In some ways, the declaration of a pandemic seems to have happened just yesterday and in others, it seems like it was so long ago. As the state of emergency is lifted and we all learn to adjust to the post-pandemic time, we look to 2023-2024 with optimism and excitement for the many more ways we can care for and support our community.

Barth Curley

Chairperson

Jennifer Lalonde

Executive Director



VISION

OWCS is a recognized leader in providing responsive and caring support services to seniors and disabled adults in the Ottawa community

MISSION

To provide practical, compassionate and innovative services that support clients and caregivers in our community in a manner that respects their values, dignity and self-esteem.

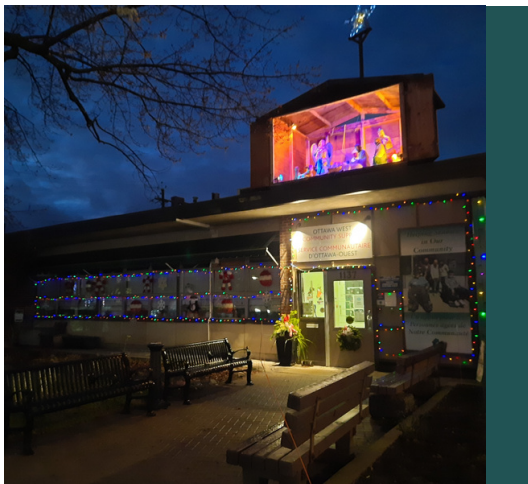
CORE VALUES

Dignity: We believe in the inherent dignity and value of each person.

Self-Determination: We believe in the right of each individual to self-determination regarding their care.

Creativity: We believe that the community can be creatively and effectively involved in assisting those needing long-term care, who wish to remain in their own homes, by providing assurance and support.

Cooperation and Collaboration: We believe benefits accrue to our clients, staff, professional partners and communities when we share our resources, expertise, time and energy.



Active at Home (AAH)



Through a grant from the Ministry of Seniors and Accessibility, Ottawa West Community Support provides active living activities at 7 Ottawa Community Housing Seniors Buildings. This past year, our seniors have enjoyed onsite Yoga to keep them active. Staff worked with Multicultural Arts in Schools and Communities (MASC) and offered a variety of social programs such as drumming, music concerts, and precision workshops for our AAH clients. AAH also offered Foot Care clinics at 5 locations, giving out Health information, and offered urgent client intervention.

Adult Day Program

The Adult Day Program provides supervised activities in a group setting for frail seniors and those with various dementias. The program offers respite for caregivers as well as activities that are designed and tailored to the abilities of the individual. This year brought the return of regular onsite programming and the continuation of group Zoom/phone programming. Our skilled and caring staff and volunteers are essential for this program to operate.



Aging in Place

The Aging in Place (AIP) program continues to demonstrate success across 11 Ottawa Community Housing buildings, serving over 2,000 clients this past year and celebrating our 15th Anniversary! On-site Coordinators provide residents with Homemaking, monthly or bi-weekly Foot Care, Meals, Medical Transportation, and Community Referrals. AIP staff work with community partners to bring Health education events such as "balanced eating for balanced health" and COVID-19 information sessions, fun social programming such as summer BBQ events, and Christmas parties, and a variety of Zoom exercise classes to those we service. Supported by our OWCS colleagues and other community organizations, many food hampers and hot meals were delivered to seniors this year. Our social events such as painting, dance, and music are also coming back on site to bring seniors out to have a joyful time with neighbours and friends. Stay tuned for next year, when we will be expanding to an additional eight (8) buildings.



Assisted Living Services

The Assisted Living Service for High-Risk Seniors (ALS) program provides support to frail and complex seniors in the community, reducing hospital and long-term care admissions and supporting seniors to remain safely at home. Throughout 2022-23 OWCS served 91 clients in our two-catchment area. These clients receive support 24 hours a day, 7 days a week, 365 days a year with a team of personal support workers and care coordinators. Referrals are received to the program through Home and Community Care Support Services. This service has been successfully keeping clients in their homes for the past 12 years.

Congregate Dining (Luncheon Program)

The Luncheon program provides socialization to frail and isolated seniors. In 2022-23 group programming limitations kept the program "On the Road". A monthly newsletter and weekly themes were developed ranging from Strawberry Socials to Sugar Bush Celebrations. Volunteers played a vital role in providing regular check-in calls and helping to assemble packages. Each Friday morning clients received their package and were able to join in group activities over the phone ranging from bingo to musical concerts.



Foot Care

The Foot Care Program remains in high demand, operating at full capacity through 2022-2023. The service is provided by Registered Nurses specializing in Foot Care at our Craig Henry location and at our Aging in Place buildings. The program coordinator is supported by volunteers who complete reminder calls and the Transportation Program, which ensures clients can attend.





Friendly Visiting and Telephone Assurance Program

The Telephone Assurance Program (TAP) matches isolated seniors with volunteers who provide regular check in calls and report back to the office for support as required. The calls take place on weekdays and provide a reassuring contact.

Going Home Project

The Going Home Program (GHP) is a partnership with the Ottawa Community Support Coalition that provides community support to vulnerable clients transitioning from hospital to home. The program offers services such as transportation, meals, personal care and homemaking.



High Intensity Supports at Home (HISH)

HISH is an innovative care model which has been developed to provide intensive and supportive care to clients who have complex care needs that require a high level of daily care to stay at home. The program aims to provide a patient centered, flexible care model. This year the HISH program expanded to serve a second geographical cohort.





In Home Services

Through the In-Home Services Programs, OWCS provides Respite Care, Personal Support Services, Homemaking and Combined Services. OWCS employs a team of Homemakers and Personal Support Workers who provide assistance to clients with activities of daily living, personal care and support to caregivers. The service is available to those recovering from illness, surgery or dealing with chronic illnesses on a short term or long term basis.

Home Maintenance - Service Arrangement

OWCS arranges for workers to undertake minor home maintenance tasks, snow shoveling and grass cutting for clients who require assistance in and around their homes. With funding from the City of Ottawa, OWCS continues to participate in the Sno-Go Assist Program, which provides low-cost subsidies to help offset snow removal costs. Thank you to our team of Home Maintenance Workers for your dedication.



Transportation

The OWCS Transportation program continues to thrive, providing a range of support to seniors and adults with physical disabilities. Services include medical transportation, social outings, and grocery support. Transportation and delivery assistance is also provided for the Foot Care, Friday Lunch, and Day Programs. OWCS also continues to work with the Going Home Program to provide transportation home from hospital and to follow-up appointments after hospitalization. Drivers delivered food boxes to clients in need throughout the 2022-2023 fiscal year, in advance of the grocery bus resuming.



Financial Summary

REVENUE

Ministry of Health	\$ 5,661,791.36
City of Ottawa	\$ 90,541.00
Client Services	\$ 387,222.25
Donations/Fundraising/Grants/Other	\$ 55,525.97
Federal/Provincial Grants	\$ <u>726,656.78</u>
	\$ 6,921,737.36

EXPENSES

Personnel	\$ 5,423,535.58
Building Occupancy	\$ 196,850.47
Program Supplies	\$ 995,807.07
Other	\$ <u>305,544.24</u>
	\$ 6,921,737.36

Net Income (Loss)	\$ <u>0.00</u>
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Facts and Figures

Active at Home

319 Clients
2,554 Contacts

Adult Day Program

195 Clients
4,725 Attendances

Assisted Living Services

91 Clients
19,569 Resident Days

Caregiver Support

10 Clients
65 Hours of Support

Combined Services

71 Clients
1,963 Hours of Care

Congregate Dining

74 Clients
1,691 Attendances

Crisis Intervention & Support

1,172 Clients
4,727 Attendances

Foot Care

1,156 Clients
3,926 Appointments

Friendly Visiting & Telephone Assurance Program

73 Clients
2,712 Telephone Calls

Going Home Project

254 Clients
972 Hours of Care
76 Rides

High Intensity Support at Home

18 Clients
10,121 Hours of Care

Home Maintenance & Service Arrangement

326 Clients
2,405 Matches

Homemaking

542 Clients
18,945 Hours of Care

Meals Delivery

878 Clients
2,178 Meals Provided

Personal Support Services

331 Clients
16,037.50 Hours of Care

Respite Care

262 Clients
16,342 Hours of Care

Transportation

889 Clients
11,156 Rides



Board of Directors

Chairperson	Barth Curley	Kitchissippi United Church
Vice-Chairperson	Jean Kroes	Member at Large
Treasurer	Adrienne Goodwin	St. Georges R.C. Church
Secretary	Chris Sandes	Our Lady of Fatima Church
Past Chair	Patricia Bethel	St. Martin's Anglican Church
Board Member	Derek Fortune	Member at Large
Board Member	Nancy Garrard	Kitchissippi United Church
Board Member	David Harris	St. Matthew the Apostle
Board Member	Kathryn Gauthier	Member at Large

Chair, Governance & Nominating Committee
 Chair, Finance Committee
 Volunteer Liaison

Barth Curley
 Adrienne Goodwin
 Jean Kroes



Community Supporters

- Parkdale United Church
- St. Martin's Anglican Church
- All Saints Anglican Church
- Parish of the Annunciation Church
- Holy Rosary Parish
- St. Stephen's Presbyterian Church
- Cornerstone House of Refuge, Apostolic Church
- Statistics Canada Choir
- Amica Retirement Home, Westboro
- Wellington West Retirement Community
- GT Express, Wellington Street W.
- Rhodes & Williams Insurance Limited
- Wellington West Business Improvement Area
- Herb and Spice, Wellington Street
- Extraordinary Baby Shoppe Inc.
- The Spaniel's Tale Bookstore Inc.
- Grant Street Garage
- Cap Corp Financial Corporation
- Windswept IT Inc.
- Orleans Home Hardware
- Chris Millette Real Estate
- G.R. Baird Financial
- Merry Dairy
- Run Ottawa
- Timesaver Foods
- Alayacare
- Ontario Community Support Coalition
- Community Donors



Volunteers

VOLUNTEER TIME BY PROGRAM	
ADMINISTRATION	52.8%
DAY PROGRAM	23%
LUNCHEON	6.6%
TELEPHONE ASSURANCE PROGRAM	13.2%
TRANSPORTATION	4.3%

**Congratulations to
Barbara Stotts recipient of
the 2022 Troy Brazeau
Volunteer Award**



Special Events

45TH ANNIVERSARY CELEBRATIONS

VISIT FROM MINISTER OF SENIORS
KAMAL KHERA, MP YASIR NAQVI AND MP
STEPHANE LAUZON

THE GRAND PARADE

JOY & PEACE ON EARTH CONCERT

GIVING SEASON PARTNER WITH
WELLINGTON WEST BUSINESS
IMPROVEMENT AREA

On September 17, 2022
over 150 people came out
to support OWCS at The
Grand Parade!



Testimonials



"I am so glad that I found the online programs from OWCS. The exercises, yoga and tai chi have changed my life. I also enjoy the art talks"

"Terrific program and has a huge impact on my 91 year old mother who lives independently and appreciates the social interaction as she suffers from loneliness and isolation. "



"Our companion worker is Jane. She always is punctual, courteous, caring and extremely supportive to my mom. I highly recommend Jane for any family. Exceptional service. Jane is a friend to my mom and always brings smiles to my mom. Mom admires Jane."



"Thank you for all your help and concern for us seniors. With your office downstairs we feel more secure as we know its only a phone call away, and someone is always there to address our concerns. It make living alone at our age more at ease and helpful. Thanks again for helping us seniors stay in our apartments and staying well."



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