



# ANNUAL REPORT 2018-2019

## Ottawa West Community Support

1137 rue Wellington Street  
Ottawa, ON K1Y 2Y8  
Website: [www.owcs.ca](http://www.owcs.ca)



# EXECUTIVE SUMMARY

Another year has seen Ottawa West Community Support continue to answer many of the needs in our community, thanks to the immense efforts made by our staff and volunteers. Each day between 15 and 50 clients participate in various activities at our centre and the nearly 100,000 hours of support through the in-home programs, Aging in Place and Assisted Living Services, not to mention many people's reliance on the transportation program, attest to the value of the work done or organized here.

OWCS continues to respond to community needs: this year, funding extended Assisted Living Services support to eighteen seniors in the South end of Nepean; enabled an expansion of fourteen Adult Day Program places for clients with dementia and their caregivers and simultaneously facilitated a much-appreciated partnership in this aspect of our services with Unitarian House. The response continues across the artificial boundaries of the fiscal year: a generous Ontario Trillium Foundation three-year grant allowed us to embark in April on planned programming in nine Ottawa Community Housing buildings across the city to curb isolation, support neighbours and neighbourliness, and help boost general morale there.

A major focus this year has been on quality, as OWCS continues its journey toward accreditation. We held an invaluable strategic planning session in the fall with input and feedback from staff, volunteers, clients and families. We now have a roadmap to guide us for the next three years. The new office space has allowed us to offer onsite training for our staff in such increasingly important skills as best practice with lifts and transfers, with medicine administration, with general professionalism and with the support of clients with strokes as the population ages and grows frailer. Additionally our Day Program staff have spent significant time and energy learning how best to support clients living with dementia. We are proud to have a Best Friends Coach and two Gentle Persuasive Approach Coaches on staff!

This year we welcomed The Honourable Raymond Sung Joon Cho, Minister of Seniors and Accessibility, to our centre. We proudly showed Minister Cho around and some of our seniors joined him in a vigorous round of laughing yoga! We also welcomed our local MPP and official opposition critic for Seniors, Accessibility, Persons with Disabilities and Pensions, Joel Harden. It is great to see such interest in what we do from our members of parliament!

As always there have been many opportunities to celebrate clients, volunteers, staff and supporters. We encourage you to join us this year at one of our upcoming events or activities.

It is particularly important that we take this opportunity to thank our staff and volunteers. They have willingly, and with much care, provided essential services to our clients day and night. As well, our Board of Directors and the supporting churches have provided their on-going commitment and guidance. Thank you! We couldn't do what we do without you!

Finally, many thanks to those who provided OWCS with its essential funding - The Provincial Departments of Health and Long Term Care and Seniors and Accessibility, the City of Ottawa, the Government of Canada, the Ontario Trillium Foundation, the west-end Churches, and the businesses and individuals whose generosity helps us provide essential support to so many in our community. Thank you!



*Patricia Bethel*  
Chair

*Jennifer Lalonde*  
Executive Director

# PROGRAM HIGHLIGHTS

## Adult Day Program

The Adult Day Program continues to grow. In September OWCS received funding to provide a fifth day of programming as well as extended hours of care. The program targets frail seniors as well as those with cognitive impairment. The program has a dual purpose: to provide socialization and stimulation to clients as well as a day of respite for caregivers. This program would not be possible without the dedicated team of staff and volunteers who make each day possible.

- **Facts and Figures:** 96 clients served      3,258 attendance days



## Aging in Place (AIP)

The Aging in Place (AIP) program continues to demonstrate success across 11 Ottawa Community Housing buildings, serving close to 2,000 clients this past year! After a busy year packed full of programming, the original Healthy Connections; Healthy Communities (HCHC) program began to ramp down services in preparation for sustainable, client-led activities. For the next 8 to 12 months, HCHC programs will include continued ukulele lessons, client-led food chop programs, elder abuse awareness community education sessions, and client-led volunteer appreciation events. Although coming to a close, the HCHC program surpassed all the target set for

the 3 year program.

- **Facts and Figures:** 850 client served      5,138 crisis intervention visits  
854 clients served      2,157 meals served



## Assisted Living Services (ALS)

The Assisted Living Service (ALS) program provides support to frail and complex needs clients in the community with an RPN coordinating care. This program enables frail seniors to remain at home by providing a high level of comprehensive non-medical service 24 hours a day 7 days a week, helping to reduce hospital and Long Term Care admissions. The program recently expanded to cover the South Nepean area, offering a total of 58 spaces for high risk seniors. There are currently spaces available within the program to support additional seniors in our community.

- **Facts and Figures:** 59 clients served      12,141 days of care



## Congregate Dining (Luncheon)

The OWCS Luncheon is a “Wheels to Meals” program that brings isolated seniors to the centre for a hot nutritious lunch and entertainment. This year each luncheon had a special theme ranging from a Royal Wedding celebration to a St. Patrick’s Day party. Volunteers play a vital role in program planning and delivery.

- **Facts and Figures:** 135 clients served      1,318 meals served



## Foot Care

OWCS Foot Care is available to seniors and adults with disabilities city wide and is provided by a Registered Nurse who specializes in Foot Care. Weekly clinics take place at 1137 Wellington Street and monthly clinics take place at Aging in Place (AIP) buildings.

- **Facts and Figures:** 900 clients served      2,962 appointments

## Friendly Visiting & Telephone Assurance Program (TAP)

The Friendly Visiting and Telephone Assurance Program match isolated seniors with volunteers who provide a daily phone call or a weekly visit.

- **Facts and Figures**   20 clients served      1,881 visits and calls



## Home Maintenance – Service Arrangement

The Home Maintenance - Service Arrangement program provides snow removal, yard work and assistance with odd jobs around the home. In conjunction with the City of Ottawa, OWCS continues to participate in the Sno-Go Program that provides low-income clients with subsidies to help offset the cost of snow removal.

- **Facts and Figures:** 372 clients served      1,302 matches made

## Going Home Project

The Going Home Program (GHP) is a partnership with the Ottawa Community Support Coalition, launched over 10 years ago to provide subsidized community support to vulnerable clients transitioning from hospital to home. In 2018-2019, the program underwent a refresh to improve its overall efficiency and to enhance the client experience. The program offers services such as transportation, meals, personal care and homemaking, ensuring a consistent, equitable client experience across Champlain regardless of where someone live.

- **Facts and Figures:** 276 clients served      775 hours of care; 115 drives

## In Home Services

OWCS continues to meet the needs of clients in the community with our In Home Service Programs. Our coordinators assess and schedule waitlisted clients for the Homemaking program as it continues to be at full capacity and in high demand.

The Personal Support program continues to expand, receiving referrals from The LHIN Home and Community Care for low acuity clients in the Ottawa and Lanark region with over 75 personal Support Workers supporting those clients in their homes.

Intake continues to receive daily referrals for all programs, assisting clients to receive timely service. There is currently spaces available in our Respite program. Our staff continues to assist clients and their families, providing personal care, caregiver relief, companionship and household management up to 24 hours a day, 365 days a year.

● Facts and Figures	263 clients	13,362 hours of Personal Support Care
	372 clients	25,759 hours of Respite Care
	924 clients	24,446 hours of Homemaking

## Transportation

The OWCS Transportation program provides low cost, senior friendly transportation. Through a combination of cars, vans and an accessible vehicle, OWCS works to ensure transportation is not a barrier to attending medical appointments, health promotion/therapy activities and obtaining necessary groceries. Volunteers and staff ensured that 2018-2019 was another successful year.

- Facts and Figures 1,087 clients 13,839 drives



## VOLUNTEER SUMMARY (TOTAL 9851.25 HOURS)



Friday Lunch  
Program  
1478.25hrs



Day Program  
3463.5hrs



Transportation  
1478.25hrs



Board of Directors &  
Office Support  
2600.75hrs



Visiting-  
Safety & Social  
1478.25hrs



HCHC  
1104hrs



*The first annual Troy  
Brazeau Volunteer  
Award was presented  
to long-time volunteer  
Marion Reid.*

# FINANCIAL SUMMARY

## Revenue

Champlain LHIN (Ministry of Health)	\$ 4,771,962.26
City of Ottawa	\$ 83,800.50
Client Services	\$ 681,138.80
Donations/Fundraising/Grants	\$ 178,034.82
Federal/Provincial Grants	\$ 230,127.64
	<b>\$ 5,945,064.02</b>

## Expenses

Personnel	\$ 4,432,248.43
Building Occupancy	\$ 107,473.66
Program Supplies and Expenses	\$1,019,874.88
Other	\$ 252,548.95
	<b>\$ 5,812,145.92</b>



## Board of Directors 2018-2019

Chair	Patricia Bethel	St. Martin's Anglican Church
Vice-Chair	Gweneth Gowanlock	Kitchissippi United Church
Treasurer	Derek Fortune	Parkdale United Church
Secretary	Jackie McConville	St. George's R.C Church
Past Chair	David Harris	St. Matthew the Apostle
Chair, Finance Committee	Barth Curley	Kitchissippi United Church
Chair, Volunteer Committee	Jean Kroes	St. Basil's Roman Catholic Church
Chair, Church Committee	Brian Hess	Holy Rosary R. C. Church
Board Member	Chris Sandes	Our Lady of Fatima
Board Member	Marion Reid	Kitchissippi United Church



## 2018-2019 Community Supporters

- Amica Westboro Retirement Residence
- All Saints Anglican Church
- Carleton Tavern
- Carlingwood Family Restaurant
- Cleroux Farm Produce
- Flamingo Boutique
- Flowers by Maggie
- Giant Tiger Xpress
- International Order of Foresters of Ottawa
- Kitchissippi United Church
- Marche Hintonburg Market
- Parkdale United Church
- St. Basil's Roman Catholic Church
- Subway (Carlingwood)
- Suzy Q Donuts
- Unitarian House
- Wellington Diner

