

# OTTAWA WEST COMMUNITY SUPPORT ANNUAL REPORT

2016-2017

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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.

# EXECUTIVE SUMMARY

For Ottawa West Community Support (OWCS), 2016-2017 was an exciting year. Through this Annual Report, it is a pleasure to highlight the growth, evolution and innovation of programs in order to meet the changing needs of seniors and adults with disabilities in our community.

The in-home programs expanded, which enabled service to an additional two hundred clients through the publicly funded Personal Support Services (PSS) program. Also, the Respite and Homemaking Programs each saw impressive growth. Further, the Aging in Place Program received a three-year Federal Government Grant. This was part of a city-wide collective impact project and enabled OWCS to offer innovative programming at six of the Aging in Place buildings that the Agency serves. It is anticipated that next year's funding will be expanded to offer enhanced programming at all 11 buildings served by OWCS throughout Ottawa.

Both in-home and community support programs have been running at capacity over the past year and we are grateful to both the staff and wonderful volunteers who have made that possible. Thanks are also due to the Board of Directors and the supporting churches for their commitment and guidance.

2017 is not only the 150<sup>th</sup> anniversary of Canada, it is also the 40<sup>th</sup> anniversary of Ottawa West Community Support. Remarkably, 40 years ago the Agency began in Parkdale United Church with one desk, one phone and one volunteer. Now located just two blocks from that very church, OWCS has grown significantly in the intervening years. Today, there are over 150 staff and 100 volunteers serving people in both the community and at the Wellington Street centre. With this growth, however, comes the challenge of needing to find additional office space in the immediate future.

A number of special events and activities were planned over the course of the anniversary year. Volunteers and staff are being honored monthly for their individual contributions to the agency's success. Forty Stories of Ottawa West are also being published on Facebook and Twitter. We encourage everyone to review the stories already published and we invite submissions of additional stories from those who have individual memories of Ottawa West.

Over the past year, there have been many opportunities to celebrate clients, volunteers, staff and supporters. The Annual BBQ last June and the Clergy lunch last month, were a great success. Staff Christmas parties, plus the St. Patrick's Day party held at St. George's Parish, were also memorable. We invite clients and volunteers to join any of our upcoming events or activities.

It is particularly important to thank all staff. The office staff at Wellington Street and, the staff at 11 Ottawa Community Housing, Aging in Place, locations have responded to the challenges of a changing environment and rapid growth with competence and dedication. Front-line Personal and Home Support Workers willingly and with much care, provided essential services to our clients day and night.

Finally, thanks are due to all who have provided OWCS with its essential funding, The Champlain LHIN, the City of Ottawa, the Government of Canada, and the west-end churches. Further, we are grateful to the many businesses and individuals whose generosity helps us provide essential support to so many seniors in our community.

*Gweneth Gowanlock*  
Board Chair

*Jennifer Lalonde*  
Executive Director

# OTTAWA WEST COMMUNITY SUPPORT

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## AGING IN PLACE (AIP)



This year our newly funded Healthy Connections; Healthy Communities (HCHC) program rolled out in six of the 11 Aging In Place locations, working closely with on-site building coordinators and tenants to establish food programs and social initiatives. HCHC served an amazing 930 clients in our first year, in addition to the 1,911 clients served by the Aging in Place regular programs. Through the new program, Aging in Place was able to provide First Aid and Mental Health

First Aid training to community leaders and volunteers, as well as form new partnerships with community agencies to bring additional diverse services to Aging in Place locations. New partnership initiatives included English Conversation classes (partnering with the Social Planning Council) and Elder Abuse Awareness Education (partnering with Nepean Rideau Osgoode Community Resource Centre), among others. AIP is very pleased to be expanding HCHC programs to all our locations this coming year, while maintaining our extremely busy core programs.

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## IN HOME SERVICES



OWCS's new Personal Support Service Program grew to serve 309 clients this year, covering the east-central to rural west Ottawa region. Through our combined programs, OWCS In-Home programs now serve an area spreading west and south to the border of the Champlain LHIN, north to the river and east to Ottawa centre as far as Landsdowne Rd in the north and Bowesville Rd in the South, including almost 1,100 clients region-wide and employing over 150 field staff.

The OWCS Respite Care Program grew this year to meet the increasing regional need for services. Our intake and care coordinators fielded thousands of care requests, provided over 44,000 hours of Respite services, and employed a staff team of over 120 direct support workers. This year OWCS introduced the Health Care Spending Account for qualifying field staff. We are now able to provide some health coverage to field staff working more than an average of 25 hours per week. To date 22 staff are enrolled to receive the HCSA and this number continues to climb each month.

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## ASSISTED LIVING SERVICES (ALS)

The Assisted Living Service (ALS) 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. This year there has been an increase in demand for ALS services where capacity is full and there is now a waitlist to access services.



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## GOING HOME PROJECT

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



# OTTAWA WEST COMMUNITY SUPPORT



## ADULT DAY PROGRAM

OWCS offers programs for frail seniors, seniors with Dementia/Alzheimer, as well as an Integrated Program. The program operates from Monday through Thursday, providing an opportunity for socialization and stimulation as well as respite for caregivers. Volunteers play a vital role in the Day Program by assisting in the kitchen, providing musical entertainment, pet therapy visits and ensuring clients are welcomed to the program.

## 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 Mardi Gras to “Middle Name Day”. Outings took place through the year including visits to Hugli’s Blueberry Ranch in Pembroke, and Wheelers Sugar Bush in Lanark.



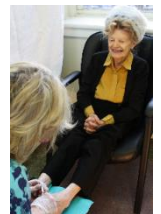
## TRANSPORTATION



Through a combination of cars, vans and an accessible vehicle, OWCS provides low cost, senior-friendly transportation to medical appointments, health promotion/therapy activities, and shopping excursions. This year OWCS saw an increase in the demand for rides to our Adult Day Program, and our team worked hard to ensure transportation was not a barrier to attending. Special thank you to our volunteers who provide transportation to medical appointments and complete confirmation calls with clients!

## FOOT CARE

Foot Care is available to seniors and adults with disabilities city-wide, and is provided by a Registered Nurse who specializes in Foot Care. Clients are assessed for circulation, skin, nails, deformities and diabetes issues and care is provided. Clinics take place weekly at our main office, and monthly at Aging in Place buildings.



## HOME MAINTENANCE – SERVICE ARRANGEMENT

Through the Home Maintenance program clients receive assistance with snow removal, yard work and assistance 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.

## FRIENDLY VISITING & TELEPHONE ASSURANCE PROGRAM



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



# OTTAWA WEST COMMUNITY SUPPORT



## 40 Stories of OWCS

"I was under the daily care of the CCAC. They decided that I would qualify for a subsidized housecleaning service and that is how I started with OWCS. I was set up for biweekly grocery shopping. Several years previously I had given up my car; driving for me was far too stressful. It was ideal for me to get door to door transportation as well as help at the store and with bringing the groceries into my house. Thanks, John! I think I only missed 2 grocery trips in 3 years.

Other clients on the shopping bus encouraged me to try the Friday luncheon program. At first I only attended the special outings. After a few months, however, I started to go every week to enjoy the food, the other clients and the live music.

Several years have flown by. I am involved with OWCS now more than ever. I continued to participate in the Friday luncheon, make use of the foot care service provided by OWCS and get John to cut my grass all summer. I also go on most of the special shopping trips throughout the year. The drivers who take us will often include a scenic tour, making the day a memorable one.

Furthermore, I volunteer in the telephone assurance program calling a shut-in senior on a daily basis, checking on her well-being and making sure all is in working order. It gives me an immense pleasure to make a lonely senior feel better.

Over the last three years I have befriended many seniors, enjoying their company, especially at the Friday Programs."



Erika, OWCS Client



## Board of Directors

### CHAIR

Gweneth Gowanlock  
*Kitchissippi United Church*

### VICE - CHAIR

Patricia Bethel  
*St. Martin's Anglican Church*

### TREASURER

Derek Fortune  
*Parkdale United Church*

### SECRETARY

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Marion Reid  
*Kitchissippi United Church*

### BOARD MEMBER

Chris Sandes  
*Our Lady of Fatima Church*

# OTTAWA WEST COMMUNITY SUPPORT

## 2016-2017 Community Supporters

Amica  
Audio Video Centre  
Bridgehead  
Capital City Luggage  
Carleton Tavern  
Community Foundation of Ottawa  
Dovercourt  
Farm Boy  
Giant Tiger, Wellington St  
Grant Street Garage  
Herb & Spice  
John's Diner  
Kitchissippi United Church Women's Group  
Merge Design, Print & Promotion  
Ottawa Community Housing Corporation  
Parish of the Annunciation Church  
Parkdale United Church  
Pharma Plus, Wellington Street  
Shanghai Restaurant  
St. Basil's Church  
St. Stephen's Presbyterian Church  
Street of Rock  
Suzy Q Doughnuts  
The Bagel Shop  
The Table  
TimeSaver Foods  
Uproar Interiors  
Victoria Pharmacy  
Watson's Pharmacy  
Wellington Diner  
Wellington Sandwiches  
Wellington West Business Improvement Association  
Whole Foods



## Celebrating Staff & Volunteers

### 30+ years of service

Diane Chavez

Harry Abbott

Marion Reid

Gloria Lauber

### 25+ years of service

John McGuire

Mona Dube

### 20+ years of service

Allan Cormier

Mulu Bayekemagn

Carole Beaupre

Lise Vein

Dorothy Adams



# OTTAWA WEST COMMUNITY SUPPORT

## 2016 – 2017 CLIENT SERVICE

### PROGRAM

Adult Day Program	111 clients	2,744 attendances
Assisted Living Services (ALS)	53 clients	13,043 days of care
Foot Care	854 clients	2,692 appointments
Friendly Visiting & Telephone Assurance Program	25 clients	1,576 calls & visits
Going Home Project	274 clients	1,042 hours of care
	66 clients	166 rides
Homemaking	791 clients	29,786 hours
Home Maintenance/Service Arrangement	221 clients	2,386 hours of service
Meals & Congregate Dining	1,242 clients	6,195 meals served
Personal Support Services	309 clients	12,671 hours of care
Respite Care	345 clients	44,433 hours of care
Transportation	1,050 clients	12,955 rides

## FINANCIAL SUMMARY

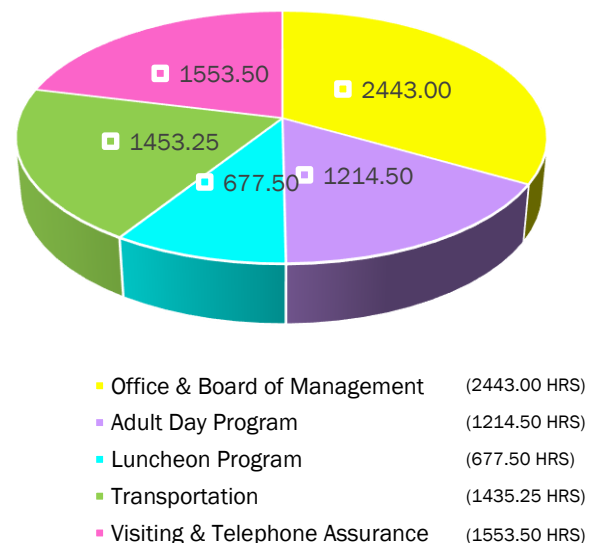
### Revenue

Champlain LHIN (Ministry of Health)	\$ 3,969,474.31
City of Ottawa	\$ 76,250.75
Client Services	\$ 1,053,243.45
Donations/Fundraising/Grants	\$ 202,084.15
	<b>\$ 5,301,052.66</b>

### Expenses

Personnel	\$ 4,550,270.95
Building Occupancy	\$ 61,746.22
Program Supplies & Expenses (Incl. food)	\$ 517,342.58
Other	\$ 171,676.63
	<b>\$ 5,301,036.38</b>

Volunteer Hours By Department  
2016-2017



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[WWW.OWCS.CA](http://WWW.OWCS.CA)

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