

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
2013 –2014

Revenue

Champlain LHIN (Ministry of Health)	\$ 2, 818, 593.00
City of Ottawa	\$ 64, 409.00
Client Services	\$ 567, 229.00
Donations / Fundraising / Grants	\$ 57, 257.00
Total	\$ 3, 507, 488.00

Expenses

Personnel	\$ 2, 829, 582.00
Building occupancy	\$ 238, 606.00
Program Supplies and Expenses (includes food)	\$ 328, 924.00
Other	\$ 108, 558.00
Total	\$ 3, 505, 670.00



BOARD OF MANAGEMENT

Officers

Chairman
David Harris
St. Matthew the Apostle
Traditional Anglican Church

Vice Chairman
Marion Reid
Kitchissippi United Church

Treasurer
Derek Fortune
Parkdale United Church

Secretary
Margot Clarke
First Unitarian Congregation

Board Members

Harry Abbott (Church Liaison)
Our Lady of Fatima
Roman Catholic Church

Patricia Bethel (Finance)
St. Martin’s Anglican Church

Connie Johnson
(Volunteer Committee)
St. Basil’s
Roman Catholic Church

John Doxey
Holy Rosary
Roman Catholic Church

Ida Capern
St. Matthias Anglican Church

Barth Curley
Kitchissippi United Church

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In January, Ottawa West Community Support entered its 37th year of providing essential support and care to seniors in Ottawa's west end. From humble beginnings in the Parkdale United Church basement, supported by an initial group of 7 churches and a handful of dedicated volunteers, OWCS has grown to serve 3,176 seniors. Despite this unprecedented growth, we have stayed true to our roots. Over 130 volunteers remain the life blood of OWCS. The west end churches still provide volunteers to the OWCS Board and Committees. Their vision and connection to the community is an essential part of how we operate. Many volunteers provide dedicated service in the Day Program and Friday Luncheon, serve as entertainers, drive seniors to medical appointments, help on the shopping bus, work in the office, make reassuring phone calls or visits to isolated seniors and help with many special events. OWCS and our many clients are extremely grateful to them all!

All our programs operated at full capacity in 2013-14. The Expanded Respite program completed its first full year and has been extremely busy. The number of clients and hours of service have increased by more than 50%. In addition the Aging in Place program in 11 seniors' community housing buildings across the city and the Assisted Living Services (ALS) have been operating successfully and at full capacity for 7 and 3 years respectively. Both have achieved a high degree of stability and credibility in the community.

OWCS participates on several community support coalitions and networks which provide a forum for agencies to share and cooperate in the support of seniors across the Champlain LHIN area. One such group is the Champlain Community Transportation Collaborative (CCTC), through which, in the spring of 2013, we received a fully accessible wheel chair van. This has enabled us to open up certain programs to seniors whom we had previously been unable to help. Along with our existing vans and volunteer drivers, according to CCTC statistics, OWCS provided the greatest number of rides to clients of any community support agency in the City of Ottawa this past year.

In addition to the commitment of our volunteers, we would like to thank our office and front line staff for their dedication and hard work on behalf of our clients. The whole OWCS service family has grown over the past 35 years but our roots in commitment to quality and compassionate care have stayed the same.

We would also like to thank the MOH through the Champlain LHIN, the City of Ottawa, the west end churches and the many individuals who have supported us over the past year. This ongoing support ensures OWCS ability to continue to provide the essential assistance seniors need to stay in their homes and community.

David Harris
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 2013-2014 over 9,000 volunteer hours were logged.

Adult Day Program

Offered on Monday through Thursday, our Day Programs provide a fun, club like atmosphere where seniors can socialize while participating in supervised activities in a group setting. A variety of leisure, educational and physical activities can be enjoyed at their own pace. Discussions, current events, chair exercise, games, crafts, and guest speakers are some of the program activities. The service is offered in a safe, homelike setting focused on health and helping individuals to maintain their independence. Day Program clients are frequently entertained by local volunteers and community organizations. Nutritious meals are provided as well as special diets where possible.

In 2013-14, we provided 2,615 days of service to 116 seniors.

Congregate Dining

On Fridays OWCS provides isolated seniors an opportunity for a weekly outing. Seniors enjoy a full course nutritious meal followed by entertainment, provided by our dedicated volunteer musicians

Some of our offsite excursions this year included: The Chateau Laurier for High Tea; Coronation Hall and Apple Cider Mill; Upper Canada Village 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 2013-2014, 145 clients enjoyed 1,168 meals together.

Transportation

OWCS clients are able to take advantage of the weekly grocery shopping bus, the monthly shopping bus to Carlingwood Mall, transportation to and from OWCS programs and are able to participate in special events and day trips. With the help of many dedicated volunteer drivers, clients are able to get to and from medical appointments. During the fiscal year 2013-2014, 505 clients received 8,884 rides.



Home Help & Maintenance (Service Arrangement)

OWCS arranges assistance for clients in the areas of home maintenance, housecleaning, yard work and snow shoveling by referring clients to brokered workers/independent contractors who perform this work in the client's home for a reasonable fee. The client pays the brokered worker/contractor directly.

The Champlain LHIN has indicated that it will continue to support a referral/arrangement service but that it wants agencies to move away from the brokered model going forward. In 2013-14 OWCS began to pilot a new employee model of service as an alternative to the old brokered method. Once this system is fully up and running clients requesting services will be referred to several possible sources for service, including an OWCS employee. This year 1,359 services matches were made for 356 clients.

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 of 2013-2014, 17 clients participated.

Foot Care

OWCS provides a registered nurse specializing in foot care to offer foot care clinics every Wednesday and every second Thursday. The majority of clients come on an eight week rotation. During the fiscal year of 2013-2014, 205 clients attended 790 appointments.

Respite Care / Homemaking

In 2013-2014, the Enhanced Respite/Personal care program completed its first full year of operation. The program allows OWCS to serve clients and their caregivers in an expanded service area and to provide some hours at a subsidized rate. Clients who require more assistance can purchase additional hours of service at the regular rate.

Home Support Workers and Personal Support Workers assist clients and their caregivers in their own homes. Services include: respite care, personal care, assistance with meal planning and preparation, companionship, motivational activities and socializing. Assistance with household management such as laundry and light housekeeping is a secondary service. The service is available to seniors and to adults with physical disabilities, 24 hours a day, 365 days a year.

During the fiscal year 2013-2014, 268 clients received 31,703 hours of care.



Community Partners

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

Carleton Tavern
Carlingwood Loblaw
Daniel O'Connell
Giant Tiger
GCTC Theatre
Heavens to Betsy
Kristy's Family Restaurant
Ottawa's Bagelshop
Stella's Hair Salon
The Table
Timesaver Foods
Wellington Sandwiches

Assisted Living Services for High Risk Seniors

This program provides help, both with activities of daily living such as bathing and personal care and with instrumental activities of daily living such as shopping, homemaking and laundry, to 40 seniors with complex care needs who live in the OWCS catchment area. The program continues to operate at full capacity. Our Assisted Living Services Care Coordinator and her team of Personal Support Workers very capably provide required personal care and home support services needed 24 hours a day, seven days per week.

In the past year, services were provided to 65 individuals.

Aging in Place

OWCS, in partnership with the Champlain Community Care Access Centre and Ottawa Community Housing, works to provide supportive services to seniors living in 11 Ottawa Community Housing seniors' apartment buildings located throughout the Ottawa area. Coordinators have facilitated and supported many important health initiatives including fall flu shot clinics; foot care clinics and wellness promotion information sessions. They have responded to almost 2200 individual client's request for assistance from the program over the past year.

Coordinators work closely not only with Champlain Community Care Access Care Coordinators but also with many community partner organizations in order to effectively respond to the needs and challenges faced by so many of our seniors. A few examples include Primary Care Outreach teams from Community Health Centres, Ottawa Public Health Nurses, King's Daughter's Meals on Wheels program, Community Based Foot Care Nurses, the Going Home Program; and our sister Community Support organizations.