



# ANNUAL REPORT

2021-2022





# Message from the Board Chair and Executive Director

I think everyone will agree that this forty-fifth anniversary of the OWCS has been decidedly different. One could say its watchwords are “Innovate, Collaborate and Pivot”, so much so that we could give Community Care Pirouette lessons.

In March 2020 all in-person programmes were closed for what we thought was a few weeks while a mysterious new virus ran its course. We started worrying about droplets carrying infection and we were contacting everyone by telephone or videolink or from behind hazmat gear in rather a science-fiction way – almost a Star Trek: the Sneeze Generation....

We learned a lot in a hurry. Staff became experts in the most up-to-date infection control and many hundreds of screening calls were made to our staff and clients. Everyone rallied to keep our seniors safe and innovation forced by the pandemic became our watchword. In-home services continued, uninterrupted while in-person social programmes moved online, supplemented by a small themed care package delivered weekly. Not only was the surprise package popular and a wonderful treat for a population suddenly shut in, but it allowed for an important regular check on the recipient's health. Aging in Place became door-to-door and the Day Programme went virtual. So, as the pandemic stretched into its second and third year, the enormous reserves of imagination and innovation in these four walls really proved themselves.

COVID restrictions and absences drove the community to come together and collaborate to manage the emergency and its unanticipated complications. Partnerships were formed to ensure that seniors and adults with disabilities were able to reach vaccine clinics to be immunized; agencies pooled resources to ensure that food security was uninterrupted during each of the four major lockdowns while during the Truck Convoy partners came together to check on those clients in the heart of the action. The OWCS was there to help move some of the frailest seniors from their homes to retirement homes during that particular aspect of the emergency.



And then there was the virus-led pivoting. The four major lockdowns and loosening of restrictions saw staff, volunteers and clients draw on extraordinary resources to rise to new challenges and ensure that seniors and adults with disabilities were able to remain socially connected, cared for and supported at home.

We owe a debt of thanks, to the many funders that made it possible for grassroots agencies to innovate, collaborate and adjust to the constantly changing situation. All three levels of government, Federal, Provincial and Municipal, the United Way of Eastern Ontario, the Ottawa Community Foundation and the Ontario Community Support Association responded to the emergency with much-needed funding to allow us to continue to fulfil our mandate.

But the staff and volunteers have been nothing short of heroic. You are the bedrock of any success the OWCS has any year, and in this emergency you have willingly gone above-and-beyond in small and important matters to ensure that seniors and adults with disabilities can live safely and independently at home. Many years hence, you can tell your great-grandchildren about the Christmas parade of vans wearing antlers and reindeer red noses as well as organizing transport to a first, second, third and fourth vaccine dose.

Thank you, too, to the Board of Directors and supporting churches for their general oversight and guidance, as well as to our funders, a list of which is on the back page of this report.


As we slowly and cautiously bring some of our programmes back in-person, we hope to use the lessons of the past 27 months to augment and improve on our suite of programmes and activities. What the future brings, we do not know, but I think I speak for the Board when I express my awe at how everyone has managed and confidence that the staff, volunteers and clients will be more than equal to what the future post-COVID brings.

*Pat Bethel*  
Chairperson

*Jennifer Lalonde*  
Executive Director

# Program Highlights

## Adult Day Program





The Day Program provides supervised activities in a group setting for frail seniors and those with various dementias. The program allows clients to achieve their maximum level of functioning, aids in preventing premature institutionalization, and provides respite for caregivers.

Programming in 2021-2022 included onsite programming as Covid restrictions allowed, with phone and virtual programming also playing a significant role.

Thank you to our skilled and caring staff and volunteers, who are essential to this program's operation.

## Aging in Place (AIP)



The Aging in Place (AIP) program continues to demonstrate success across 11 Ottawa Community Housing buildings, serving almost 2,000 clients this past year. On-site Coordinators provide residents with Homemaking, monthly or bi-monthly Foot Care, Meals, Medical Transportation, and Community Referrals. We worked with partners to bring in Health education events such as Brain Health and COVID-19 information sessions, fun social programming such as Christmas door-to-door greetings and BBQs to home, and a variety of zoom exercise programs to those we serve. During the pandemic, Coordinators have worked with Ottawa Community Housing and Ottawa Public Health (OPH) to offer Flu shot clinics and two vaccine clinics. OPH outreach teams have also been on-site for a number of our Foot Care clinics to provide health information, fabric masks, and rapid test kits. Supported by OWCS and other community organizations, many food hampers, craft care packages, hot meals, and Rapid test kits were delivered to our seniors this year. While the pandemic has made getting together in person more challenging, our Coordinators have continued to serve clients by phone and in-person to meet their needs.

## Active at Home and Healthy Connections

Through a grant from the Ministry of Seniors and Accessibility, Ottawa West Community Support provides active living activities at seven Ottawa Community Housing Seniors Buildings. This past year, our seniors have enjoyed onsite yoga, ukulele, and craft activities at home. Many food hampers and rapid test kits were also delivered.

Healthy Connection, Healthy Communities wrapped up on June 1, 2022. This program funded by the Ontario Trillium Foundation has had a busy year, supporting seniors in nine Ottawa Community Housing buildings. Clients were pleased to receive monthly Community Kitchen packages which included a seasonal recipe and key ingredients to make a nutritious meal. During the pandemic, our coordinators reached out to residents, providing activity packages, food hampers, and Good Food boxes to those in need. In addition, staff and volunteers delivered BBQ meals to enjoy at home and Christmas gift bags. Clients also enjoyed a variety of Zoom sessions and community education packages on topics like helping with furniture, the free shopping program 'Bag half full', Friendly Voice, and more.

## Assisted Living Services (ALS)

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 supports seniors to remain safely at home. Ottawa West holds 58 spaces for clients in our 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 who receive referrals to the program through Home and Community Care Support Services. This service has been successfully keeping clients in their home for the past 11 years, with 24 admissions over the past year.

## Congregate Dining (Luncheon)

The Luncheon Program provides socialization to isolated seniors. In 2021-2022 the program remained "On the Road". Volunteers provided weekly check-in calls, OWCS drivers delivered snack and activity packages directly to client homes each Friday morning, and program staff offered group activities over the phone ranging from bingo to Name that Tune.



## Foot Care

The Foot Care Program continued to operate at full capacity throughout 2021-2022. The service is provided by a Registered Nurse with a Specialization in Foot Care. To ensure adequate space was available for distancing OWCS continued to operate the program at our Craig Henry location. Additional transportation was made available to ensure transportation was not a barrier to attending the program at this site.



## Friendly Visiting and Telephone Assurance Program (TAP )

The Telephone Assurance Program (TAP) matches isolated seniors with volunteers who provide regular check-in calls. Throughout COVID, the TAP program served additional clients. Thank you to the fantastic volunteers who ensured this program was a success.



## Home Maintenance-Service Arrangement

OWCS arranges for workers to undertake home maintenance tasks for clients who require assistance in and around their homes. Service can be on a regular or occasional basis. The most common requests for service are snow shoveling and grass cutting. In conjunction with 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 the team of Home Maintenance workers.

## Going Home Project

The Going Home Program (GHP) is a partnership with the Ottawa Community Support Coalition, providing community support to vulnerable clients transitioning from hospital to home. The program offers services such as transportation, meals, personal care and homemaking, ensuring a consistent, equitable client experience across Champlain region regardless of where someone lives.



## High Intensity Supports at Home (HISH)

The High-Intensity Support at Home (HISH) Program provides intensive, supportive care in the community for patients and their caregivers who have complex care needs, are in crisis, and require a high level of daily care to stay at home. The program targets patients waiting for Long Term Care (LTC) placement or those who are at a LTC level of care.

This program serves a small geographical cohort of approximately 8-10 patients with complex care needs, living within a few kilometers' radius of each other. Services provided are Personal Support 7 days per week, 365 days per year, respite care, enhanced care coordination, and rehab and restore therapy.

Ottawa West supports two cohorts; the first in Centretown which has been in place for 1 year and the second cohort in the Ottawa General Hospital area. This cohort is new but is on track to be as supportive of the new client group. These two (2) cohorts are supported by a total of 4 staff assisting with the complex needs of these clients and are supported by a coordinator and the clinical manager. The collaborative efforts of the multidisciplinary team ensure that these clients remain safe at home for as long as possible.

## Ontario Health Team

OWCS is a signing partner with the Ottawa Health Team and the Ottawa West Four Rivers Health Team. In 2021-2022 OWCS provided key staff support to the Ottawa Health Team's Frail Older Adults Pilot Project through a Social Health Facilitator (SHF). This SHF supported the clients by providing the social aspects of service. She provided direct support to clients and referred to community support services depending on the client's care plan goals.

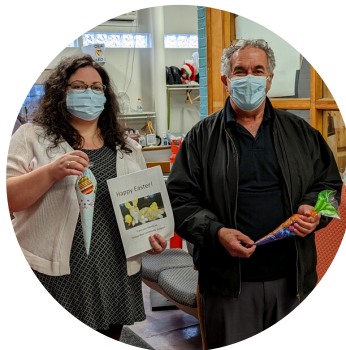




## In Home Services

As we reflect back on this past year, we are thankful for all that we have been able to achieve, under the pressures of the continued Covid-19 pandemic. Our focus continues to be on providing safe and effective services to seniors and adults with disabilities while ensuring their dignity and respect. Despite the many scheduling challenges that Covid-19 tossed at us, we provided 36,352.50 hours of care in the community to over 900 clients within our In-Home Services Department. We are blessed to have a caring and dedicated team of field staff, who persevere through all types of weather including snowstorms and derecho (this is a new one for us!) to ensure clients are safe and receive the care they need to continue living independently at home. As we reflect back on the successes and challenges of this past year, we look forward to a new year and applying our learning and experiences to ensure that it is even more successful than the last!

*"My personal support worker is consistent, organized, and best of all very warm and supportive. She is sympathetic to all my concerns and she is flexible."*



## Transportation

The OWCS Transportation program continued to provide low-cost medical transportation for seniors and adults with disabilities to essential medical appointments throughout the pandemic. Safety measures were implemented including the addition of plexiglass barriers to OWCS vehicles and the distribution of PPE to drivers. OWCS has continued to work in collaboration with the inter-agency group Ottawa Community Transportation to provide free drives to vaccine clinics, removing access to transportation as a barrier for clients.

Through an expansion of the Ottawa Community Transportation group, OWCS has also provided assistance to other community agencies by covering unfilled drive requests. During the trucker convoy in downtown Ottawa, OWCS assisted the local agency Good Companions by delivering meals to clients within the restricted zone. OWCS also continued to provide food support to clients in need.

OWCS hosted its second annual Christmas Parade, bringing lights and holiday cheer to local clients. Christmas care packages were also distributed.

The Transportation program provided social connections to clients in a variety of ways, during a time when it has been needed more than ever. Thank you to our wonderful team of drivers!

*"In the fall of 2021, I reached out for help and became aware of services from OWCS. Thanks to this organization my wife has become much more active playing phone bingo twice a week, participating in exercise classes, and singing sessions. Through her involvement in these activities, she has become much more active compared to the last 2 years. This has also helped me a great deal in that I don't have to supervise her as closely when she is involved with OWCS activities. In addition, the staff is very helpful, very professional and available. They are doing so much to help us"*



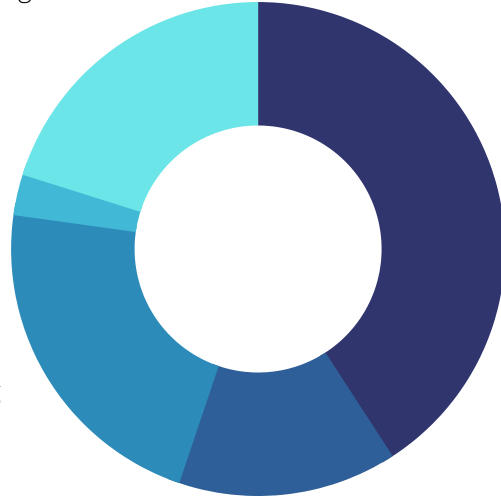
## Volunteer Summary



Telephone Assurance Program  
20.1%

Transportation  
2.7%

Congregate Dining  
22%



Administration Support  
40.8%

Day Program  
14.3%



**Congratulations to Lorraine  
Raynes, the recipient of the 2021  
Troy Brazeau Volunteer Award**





## Board of Directors

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Chair	Patricia Bethel	St. Martin's Anglican Church
Vice-Chair	Gweneth Gowanlock	Kitchissippi United Church
Treasurer	Derek Fortune	Parkdale United Church
Secretary	Chris Sandes	Our Lady of Fatima
Past Chair	David Harris	St. Matthew the Apostle
Chair, Finance Committee	Barth Curley	Kitchissippi United Church
Chair, Volunteer Committee	Jean Kroes	Member at Large
Board Member	Jackie McConville	St. George's R.C. Church
Board Member	Nancy Garrard	Kitchissippi United Church
Board Member	Adrienne Goodwin	St. George's R.C. Church
Board Member	Kathryn Gauthier	Member at Large

## Community Supporters

2021-2022

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Parkdale United Church  
St. Martin's Anglican Church  
St. Basil's Church  
All Saints' Anglican Church  
St. Stephen's Presbyterian Church  
Giant Tiger, Wellington St.  
Amica Retirement Residence, Westboro  
Amica Retirement Residence, Glebe  
Chartwell Retirement Home, Kanata

Community Donors  
Extraordinary Baby Shoppe Inc.  
Ontario Community Support Association  
Ottawa Insurance Brokers Association  
Kelly Funeral Homes and Arbor Memorial  
Orleans Home Hardware  
Oresta Organic Skin Care  
Ottawa Community Foundation



# Financial Summary

## Revenue

Ontario Health East (Ministry of Health)	\$ 5,198,411.00
City of Ottawa	\$ 89,209.75
Client Services	\$ 348,428.02
Donations/Fundraising/Other	\$ 207,742.13
Other Grants	<u>\$ 667,455.06</u>
	<b>\$ 6,511,245.96</b>

## Expenses

Personnel	\$ 5,196,921.39
Building Occupancy	\$ 150,488.72
Program Supplies and Expenses	\$ 916,497.41
Other	<u>\$ 247,338.44</u>
	<b>\$6,511,245.96</b>

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

## Active at Home

416 clients  
1,044 contacts

## Adult Day Program

267 Clients  
5,814 Attendances

## Assisted Living Services

75 clients  
18,796 resident days

## Combined Services

63 clients  
1,642 hours of care

## Congregate Dining

80 clients  
1,958 attendances

## Crisis Interventions

1,603 clients  
8,700 contacts

## Healthy Connections

1,450 clients  
5,416 contacts

## Home Maintenance & Service Arrangement

321 clients  
1,333 matches

## Foot Care

1,006 clients  
3,382 appointments

## Friendly Visiting & Telephone Assurance Program

149 clients  
3,846 calls

## Going Home Project

117 Clients  
201 hours of care  
65 drives

## High Intensity at Home

12 clients  
4,975 hours of care

## Homemaking

505 Clients  
17,247 hours of care

## Personal Support Services

385 clients  
15,223 hours of care

## Respite Care

233 clients  
14,337 hours of care

## Transportation

847 clients  
11,019 rides









1977 45 YEARS 2022

**OWCS / SCOO**

**OTTAWA WEST COMMUNITY SUPPORT**  
**SERVICE COMMUNAUTAIRE D'OTTAWA-OUEST**

*Helping seniors in our community*



**Ontario**

**AGING IN PLACE**  
An Aging@Home Initiative

**VIEILLIER CHEZ SOI**  
une initiative de la Stratégie vieillir chez soi

2007 15 YEARS 2022



Healthy Connections.  
Healthy Communities

Relation santé,  
Communauté en santé



**United Way**  
**Centraide**

**East Ontario**  
**Est de l'Ontario**

Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario

An agency of the Government of Ontario  
Un organisme du gouvernement de l'Ontario