



## Board of Management

Chairperson	Helen Duff	Kitchissippi United Church
Vice-Chair	Marion Reid	Kitchissippi United Church
Past Chair	David Harris	Cathedral of the Annunciation, Anglican Catholic Church
Treasurer	Derek Fortune	Parkdale United Church
Secretary	Margot Clarke	First Unitarian Congregation
Chair, Finance	Patricia Bethel	St. Martin's Anglican Church
Chair, Volunteer	Dixie Wood	St. Matthias Anglican Church
Chair, Church Liaison	Harry Abbott	Our Lady of Fatima, R.C.
Board Members	John Doxey	Holy Rosary, R.C.
	Connie Johnson	St. Basil's, R.C.

## Financial Summary

Revenue	OWCS-CSS	OWCS-AIP	OWCS-ALS
Ontario Ministry of Health	\$ 697,716.00	\$ 921,884.58	\$ 478,565.00
City of Ottawa	\$ 62,359.00	\$ -	\$ -
Grants	\$ 80,205.15	\$ -	\$ -
Client Fees	\$ 315,693.98	\$ -	\$ -
Donations/Fundraising	\$ 28,293.70	\$ -	\$ -
	<b>\$ 1,184,267.83</b>	<b>\$ 921,884.58</b>	<b>\$ 478,565.00</b>
Expenses			
Programs & Services (Inc. direct service)	\$ 896,572.00	\$ 708,358.95	\$ 422,449.87
Office & Program Supplies	\$ 83,325.04	\$ 54,868.54	\$ 4,745.43
Training and Miscellaneous Expenses	\$ 104,480.84	\$ 70,924.78	\$ 39,211.48
Equipment Maintenance (Inc. vehicles)	\$ 39,599.12	\$ 53,287.59	\$ 11,772.48
Building & Operations	\$ 45,612.78	\$ -	\$ -
Contracted Foot Care Services	\$ 14,720.00	\$ 34,408.00	\$ -
	<b>\$ 1,184,309.78</b>	<b>\$ 921,847.86</b>	<b>\$ 478,179.26</b>
<b>Net Income (Loss)</b>	-\$ 41.95	\$ 36.72	\$ 385.74



# Ottawa West Community Support

## Annual Report 2011-2012



### A message from the Executive

It has been an extremely busy and productive year at Ottawa West Community Support (OWCS). We have completed the first year of a three year Multi Service Accountability Agreement with the Champlain LHIN. The Assisted Living Service (ALS) for high risk seniors which was in its first full year of operation reached capacity by the year end. This program provides 24/7 response in scheduled visits and unscheduled visits to seniors needing assistance. Clients are referred through the CCAC and must meet specific criteria for acuity of illness and risk for hospitalization. All other programs both community support services and the Aging in Place in the 11 Ottawa Community Housing buildings operated at full capacity and met all service and fiscal targets.

There is a growing trend towards integrating response to client needs across the community support sector with the aim of creating a more seamless and efficient system of service. OWCS has worked closely with a number of other agencies and community partners on joint initiatives which will contribute to overall system efficiency. Towards year end we began preparation for a new initiative by the Champlain LHIN which will be rolled out throughout the eastern counties. The Community Care Information Management (CCIM) model will result in greater integration and sharing of information across the community health sector. It will be a major focus for OWCS in the New Year as we implement use of the new interRAI CHA and screener tools. OWCS will be a part of the first phase of implementation beginning in June 2012.

In addition to the Ministry of Health, which funds OWCS through the Champlain LHIN, we would like to thank the City of Ottawa, our supporting west end churches, local businesses and the many individuals who support us financially.

We would like to honour our volunteers who are the very heart of OWCS. It is their consistent dedication and gift of themselves that makes our services to frail seniors in our community possible. OWCS Respite care homemakers and paid workers have also worked tirelessly to provide care to our clients. We would also like to express our appreciation to the OWCS Directors who represent their west end churches on the OWCS Board. They have once again this year brought their skills, compassion and vision to the task of guiding OWCS through another successful year. Finally we would like to thank the office and field staff for their commitment and service. With the ongoing support of this dedicated team we look forward to the challenges and rewards of the year ahead.

*Helen Duff*  
Chairman

*Lee McCarthy*  
Executive Director

OWCS would like to thank the following supports and sponsors

- Our Dedicated Volunteers
- Supporting Churches
- Individual Donors
- Family and Friends of OWCS Clients
- Ministry of Health
- Champlain LHIN
- City of Ottawa
- Giant Tiger
- The Table, Vegetarian Eatery
- Emerald Pastry
- Newport Restaurant
- Theo's Greek Taverna
- Whispers Restaurant
- Flowers by Maggie



Fast Facts

- ♦ Volunteers performed 8,879 hours of service for OWCS
- ♦ OWCS served a total of 3,099 clients
- ♦ 85.9% of clients served by OWCS are 65 or older



Adult Day Program

OWCS offers an Adult Day Support Program for frail and cognitively impaired seniors Monday through Thursday, aimed at isolated seniors and seniors with caregivers in need of respite. The program offers structured and supervised activities including health promotion, exercise and entertainment. **During the fiscal year 2011-2012, 113 Clients received 2657 days of service.**

Foot Care Services

OWCS offers Foot Care onsite twice per week, with clients rotating on a six or eight week cycle. Transportation is available as resources permit. Volunteers assist in the program by making confirmation calls and greeting clients. **During the fiscal year 2011-2012, 198 clients attended 781 foot care appointments.**

Social & Safety Visits

OWCS offers a Telephone Assurance Program (TAP) and a Friendly Visiting Program. Volunteers are the heart of each of these programs. An OWCS staff member matches a volunteer with an isolated senior, to receive a regular phone call or social visit. **During the fiscal year 2011-2012, 21 clients participated.**

Congregate Dining

Our "Wheels to Meals" Luncheon program provides frail, isolated seniors an opportunity to on a weekly outing. Each week clients enjoy a hot nutritious meal and entertainment provided by dedicated volunteers. Offsite excursions this year included, Christmas Light Tour and Tea at the Chateau Laurier. **During the fiscal year 2011-2012, 121 clients received 19,110 hours of care.**

Assisted Living Program (ALS) for High Risk Seniors

The Assisted Living Program provides service to clients with a myriad of health challenges, ranging from fragility to terminal cancer. Clients range from 62 to 95 years of age, each requiring various levels of care. Personal Support Workers (PSW) provide assistance with medication, meals, shopping, housekeeping, personal care and assistance with a range of motion exercises. The service is available 24 hour per day, 365 days per year. **During the fiscal year 2011-2012, 48 clients received service.**



Transportation

OWCS provides several different transportation services which rely on the generosity of many dedicated volunteers. Through our transportation program OWCS is able to provide isolated and frail seniors with Grocery Shopping, Personal Shopping and transportation to Medical Appointments. **During the fiscal year 2011-2012, 387 clients received 8,376 rides.**

Home Help & Maintenance

OWCS coordinates a Home Help and Home Maintenance Program for seniors. Brokered workers provide a variety of tasks including: light and heavy housecleaning, grass cutting, yard work, snow removal and odd jobs. **During the fiscal year 2011-2012, 619 clients were matched with workers for service 2246 times**

Respite & Homemaking Program

OWCS employs Home Support Workers (HSW) and Personal Support Workers (PSW) to assist clients in their own homes with activities of daily living. Services available include: help with personal care, meal preparation, supervision and companionship. The program allows caregivers to receive much needed respite and clients living alone to obtain help dealing with chronic issues and recovering from health related issues. **During the fiscal year 2011-2012, 121 clients received 19,110 hours of care.**



Aging in Place (AIP)

OWCS, in conjunction with the Champlain Community Care Access Centre (C C A C), Ottawa Community Housing (OCH), the Ottawa Community Support Coalition (OCSC) and other community partners delivers services in 11 OCH Seniors buildings. Highlights of this past year include Door to Door surveys in every building to ensure residents in need of support were identified, evaluated and responded to in the most appropriate manner. **During the fiscal year 2011-2012 AIP provided the following service:**

1,360 clients received 4,997 units of Crisis Intervention

575 clients received 3,533 rides to health related activities

625 clients attended 1,691 Foot Care appointments

540 clients received 14,205 hours of homemaking

1,170 clients received 4,068 meals

Mission Statement

*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.*

