



Ottawa West Community Support

Supporting Seniors in Our Community Since 1979

Annual Report 2014/2015

1137 Wellington Street Ottawa, Ontario K1Y 2Y8 | 613-728-6016 | www.owcs.ca

Message from the Chair & ED

In the past 5 years OWCS has successfully responded to the largest service expansion demand in its 37-year history. 2014-15 saw this trend continue with the addition of the Homemaking program and the expansion of Respite Care, which have expanded our service delivery catchment areas. OWCS now serves clients across greater Ottawa, in the east to St. Laurent Blvd. and in the west to Carleton Place.



As bequeathed to us by our founding churches, all programs, old and new, continue to be inspired by the roots of caring service to others. We have evolved and adapted to changing administrative and funding requirements while never losing sight of our primary mission – to support and serve seniors. OWCS constantly strives to meet the unique, ever-changing need for support in their homes and communities.

Last year, OWCS was selected as one of only four lead agencies in the provision of a new LHIN funded subsidized Homemaking program for the Champlain Health Service area. This program commenced in November 2014. When fully developed OWCS will provide 233 clients bi-weekly subsidized homemaking.

OWCS is the lead agency for the area between Preston St and as far west as Almont/Carleton Place and south to Manotick. Within this expanded area OWCS works in partnership with other CSS agencies in terms of referrals and service provision.

In the fall of 2014, OWCS was one of seven Respite providers in this area asked to expand services to lower acuity CCAC clients resulting in OWCS assuming service responsibility for an additional 55 clients.

In February, OWCS received extremely welcome word that the Champlain Community Transportation Collaborative (CCTN) had secured funding for the replacement of our older mini vans, ensuring safe and reliable transport for our clients. And, thanks to our wonderful volunteer and casual drivers, OWCS provided the largest number of drives/rides of any CSS agency to non-urgent appointments for seniors in urban Ottawa.

All of our services have been extremely productive over the past year and we thank all those who have contributed to the year's success, including our wonderful volunteers who are the essence of OWCS and make all we do possible. Among this group I would like to especially thank the OWCS Board of management and supporting churches for their commitment and wise guidance. In addition our gratitude also goes to all our field staff, homemakers and PSWs who tirelessly provided over 170,000 hours of in home services to frail seniors this past year.

The office staff at our Wellington St and 11 Ottawa Community Housing AIP locations have responded to the challenges of a changing environment and rapid growth with competence and dedication.

Finally, we thank those who have provided OWCS funding including the Champlain LHIN, the City of Ottawa, west end Churches and the many businesses and individuals without whose support we could not provide essential support to so many seniors in our community.

David Harris
Chairman

Lee McCarthy
Executive Director

Services

Our programs continue to thrive and grow thanks to our hard-working volunteers and dedicated staff. Thank you for a great year!

Service by the Numbers:

Program	Service Hours	Clients Served
Foot Care	2688	832
Transportation	13015	1068
Meals & Congregate Dining	5197	1240
Homemaking	19890	944
Respite	42672	323
Home Maintenance	2546	564
Day Program	2816	118
Visiting (Safety & Social)	2595	21
Going Home Program	1231	217
Assisted Living	13,600	58

Program Highlights this Year...

Transportation:

This year OWCS joined the Ottawa Community Support Coalition's Joint Transportation Initiative in providing transportation services to dialysis clients, whose frequent appointments and the related travel costs often create a financial burden. This, along with new LHIN funded subsidies specifically designated for dialysis clients in financial need, has allowed for a new layer of non-urgent transportation services, filling an essential needs gap in the Ottawa region.

Day Program:

The Adult Day Program (ADP) hosted placement students from Algonquin College's Social Service Worker Program who worked with clients, learning about seniors and resources in the community and offering an opportunity for clients to engage with students experiencing college life. This allowed the ADP to successfully encourage invaluable links between seniors, CSS services and the community. Other visitors to the ADP this

year included volunteers and furry friends from the local Humane Society, and, of course, Dexter the duck from Hank and Anita's farm.

Friday Luncheon:

In October, a group of volunteers from Health Canada became regulars at our Friday lunch group, helping out and socializing with our lively Friday crowd. Everyone benefited from this simple joint community initiative, building relationships and making connections.

Did you know?

We have a website: owcs.ca

You can pay for services via PayPal

We're on Facebook! Like our Page

You can support our work through our Canada Helps Donations Page

We offer day trips to various locations around Ottawa and other festive tours



Friendly Visiting:

This winter, one of our long-term volunteer drivers stepped in to visit a senior client while her family was away, socializing and bringing her the newspaper. Her family was delighted and relieved to know that during their travels, their loved one was well taken care of.

Aging In Place:

This year Aging In Place worked with Carlington Community Health Centre on a successful grant application for a program to promote Healthy Relationships and Healthy Community in our Aging In Place program at 616

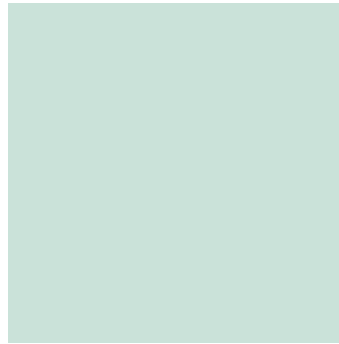
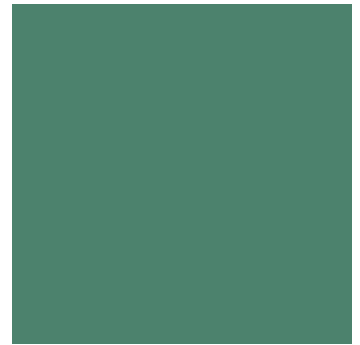
Kirkwood. The program will provide educational workshops on topics such as bullying, gossip, racism and community dynamics, and arrange community social events to encourage positive relationships across ethnic boundaries. Partners from across the local community have come together to support this initiative, and hope to see it grow to other Aging In Place and seniors' communities citywide.

Assisted Living Service:

The Assisted Living Service (ALS-HRS) passed the five year mark, continuing to provide support to some of the most complex needs, frail clients in the

community. This innovative and flexible program enables frail seniors to remain at home by providing the most comprehensive level of non-medical service available in the community, completely free of charge. This year OWCS responded to increasing client need, and brought on board a Registered Nurse Practitioner as Program Coordinator to provide additional professional support and case management for an increasingly high-risk clientele. OWCS currently supports 40 high-risk seniors in their homes in the west end of Ottawa.

"I want to live in my home as long as possible and OWCS has helped me to do so."



Home Maintenance:

Our maintenance services, including snow removal, lawn care, and odd jobs, supported close to 500 households last year and was considered especially valuable during the major snowfall of the last winter.

Respite Care Program:

We understand the importance of having a safe and stimulating environment for seniors both in-home and out. Our 24-hour/365 day in-home service includes assistance with personal care, meal planning, light household duties and companionship. We also offer a wide variety of programming to encourage socialization at

our centre. These services benefit the client and also offer respite to those who care for their loved ones and family members at home.

Going Home Project:

The transition from a hospital stay back to independent living can be a daunting one post-illness or surgery. OWCS worked with our community partners to provide homemaking and personal care to those released from the hospital for up to ten

days helping to ensure a smooth and successful return home.

NEW THIS YEAR! Homemaking:

OWCS was pleased to provide Home Support Workers to high needs clients (as determined by an interRAI CHA assessment) at a subsidized rate. Through this program over 300 clients now have access to light housework including vacuuming, laundry, washing floors and running errands.

***This year OWCS supported 3280 clients
and provided 179,603 hours of service***

Volunteers, Staff & Partners

Ottawa West Community Support is a community that includes a committed group of staff and board members who steer the direction of our organization and bring our vision to life.

Board of Directors:

Chair: David Harris

St. Matthew the Apostle Traditional Anglican

Vice Chair: Marion Reid

Kitchissippi United

Treasurer: Derek Fortune

Parkdale United

Secretary: Margot Clarke

First Unitarian Congregation

Finance Committee Chair:

Patricia Bethel

St. Martin's Anglican

Volunteer Community Chair:

Connie Johnson

St. Basil's Catholic

Church Liaison Cmte Chair: Harry Abbott

Our Lady of Fatima

Members:

Barth Curley

Kitchissippi United

Jackie McConville

St. Georges

Ida Capern

St. Matthias Anglican

John Doxey

Holy Rosary Catholic Church

Gweneth Gowanlock

Kitchissippi United

Staff:

OWCS also relies on our dedicated office staff and management and a team of PSWs, Homemakers, Drivers and Program staff who work directly with our clients both on site and in their homes.



OWCS relies on the hard work and dedication of our volunteers. Over 110 people shared their time and talents with our staff and clients last year.

Community Partners:

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

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

Financials



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 adults with physical limitations.

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 2014 –2015

Revenue

Champlain LHIN (Ministry of Health)	\$ 3,082,444.00
City of Ottawa	\$ 71,505.00
Client Services	\$ 871,786.00
Donations / Fundraising / Grants	\$ 181,636.00
Total	\$ 4,207,371.00

Expenses

Personnel	\$ 3,438,983.00
Building occupancy	\$ 267,359.00
Program Supplies and Expenses (includes food)	\$ 379,510.00
Other	\$ 126,697.00
Total	\$ 4,212,549.00

