

THE  
OTTAWA ROTARY HOME  
ANNUAL REPORT  
2011-12



*Keeping families strong, helping keep them together*

Message from the Board President	1
A Year in Review	2
<i>(from the Desk of the Executive Director)</i>	
Impact of Services	3
Children's Services	5
Adult Services	7
Community Support Programs	8
Community Partnerships	9
Financial Overview	10
Aligning with Transformation	14
Future Direction	14
Special Thanks	15



## LEADERSHIP BOARD

### BOARD OF DIRECTORS 2011-2012

John Archer, *Board Chair*  
Architect, Rotary Club of Ottawa

Patricia Murenbeeld, *Past President*  
Registered Nurse, Rotary Club of Ottawa

Robin Rousham, *Board Secretariat*  
CAF, Aviation Safety Mgmt, Rotary Club of Ottawa

Michael Virr, *Board Treasurer*  
Accountant, Rotary Club of Ottawa

John Hamilton, *Director*  
Business, Rotary Club of Ottawa

Mary Wattie, *Director*  
Administration, Rotary Club of West Ottawa

Nabil Oudeh, *Director*  
Business Owner, Rotary Club of Ottawa

Peter Fisher, *Director*  
Businessman, Rotary Club of West Ottawa

Paula Yvonne Gettler, *Director*  
Banker, Rotary Club of Ottawa

Brian Barr, *Director*  
Lawyer, Rotary Club of Ottawa

Sam Monsour, *Director*  
Accountant, Rotary Club of Ottawa South

Riaz Mostaghim, *Director*  
Health Care Management, Rotary Club of Ottawa  
Kanata Sunrise

## MESSAGE FROM THE BOARD PRESIDENT

It has been a successful year at the Ottawa Rotary Home, with our Rochester Campus and our Children's Wing at the Leitrim Campus operating at capacity. Happily we have also been able to activate approximately 25% of the Adult Wing's potential. The members of the Board have demonstrated their unwavering commitment to developing adult operations through a variety of strategic options. The primary challenge has been creating a stable funding base for its operation. Gina St.Amour and the management staff at the Home have been working with exceptional entrepreneurship to get the Adult Wing programs up and running, and I am highly expectant that this work will bear even more fruit in 2012-13.

I would like to thank members of the Ottawa Rotary Home Board for their work in providing governance to the Home over the last year, and in particular the staff of the Home for their dedication and hard work in making us one of the most respected social service agencies in the city.

*John Archer, Chairman  
ORH Board of Directors*

## MANAGEMENT STAFF 2011-2012

Gina St.Amour, *Executive Director*

Pamela Johnson, *Interim Director of Client Services*

Lauri Cox, RN, *Director of Operations & Client Care*  
(returning from maternity leave Nov. 2011)

Emily Bilz, RN, *Program Manager Children's Services*

Catherine Lange, RN, *Nurse Manager*

Leslee Nizman RN, *Program Manager Children's Services*  
(returning from maternity leave Jan 2012)

Geoff Cousens, *Program Manager Adult Services*

Sarah Picard, *House Supervisor Leitrim Campus*

Angela Henderson, *House Supervisor Rochester Campus*

Sarah Gilkes, *Team Lead Adult Day Program*

# A YEAR IN REVIEW

From the desk of the Executive Director

It is with great pleasure that we present to you our 29th Annual General Meeting Report. Our theme this year was “Aligning with Transformation”. Within this theme, our Board of Directors targeted three key areas in which our organization was to further develop our capacity to respond to the needs of the community by being creative and strategic in how we operate. We are proud of the numerous accomplishments despite the tight economic times and wish to invite our stakeholders to reflect on their own contributions to our successes.

Each year our organization grows larger and also more strategic in how we operate to meet family needs. Within the key area of *Maximizing our Potential*, expansion of our adult services was a key focal point with goals and actions involving advocacy at all levels and in defining operational requirements for expansion. Success was measured with an increase of 40% in program hours (344 days) in our Adult Community Participation program and in offering almost 600 nights of overnight respite care to young adults in our community. In addition, 250 nights were offered to families in immediate crisis situations where local hospitals or long term care institutions would have been the only other option. All of these successes were a result of strong *Community Partnerships*; a second key area identified by the Board of Directors.

A clear direction within the Developmental Services Transformation is the ability to work in partnership with others to increase agency efficiencies and develop new sustainable ways to provide service. In the past fiscal year, partnerships were formed with two Master’s programs within the University of Ottawa, as well as a Degrees of Integration work group with the CEO’s of OCTC and Roger’s House. A successful grant proposal was submitted in conjunction with St. Stephens Residences and allowed for formal partnerships with eight transfer payment agencies around nursing care for clients with medical needs within the Ottawa area. Partnerships were also established with six agencies in the region through our role as Regional Champions for the provincial Core Competency roll-out.

*“All of these successes were a result of strong Community Partnerships...”*

Our ministries have also supported and invested in the Provincial Human Resources Strategy led by OASIS. A focus on our human resources needs demonstrates solid agency accountability and the need to invest and grow the staff who work in the field. *Human Resources* was the third key area identified by the board with a focus on Health and Wellness (including education packages and an RRSP plan being implemented), Health and Safety (including on-site Food Handling courses and an emergency response book for staff) as well as further development of our own internal Core Competency strategies and focus on self-development and personal career paths, all tying nicely into healthy succession plan development.

As you can see from these highlights this has been a year to celebrate!

*~ Gina St. Amour, Executive Director*



*“Thanks to all staff for their continuous compassion and dedication to their work – you make a difference every single day”*

## MISSION

The Ottawa Rotary Home exists to improve the quality of life of caregivers and individuals with disabilities through a family and person-centered approach that is responsive to individual needs and offered in a dynamic and flexible way.

## VISION

The Ottawa Rotary Home envisions a community that embraces the value of respite and residential services for individuals and families as part of a complete support network that promotes optimum health and well-being.

## GOVERNING VALUES

Our values are all of equal importance and represent a belief system that strives for the respect in each of the following areas:

### FAMILY

The family unit is supported in knowing they are never alone in meeting the extra demands of caring for a child or adult with a disability.

### EMPOWERMENT

We encourage and foster the belief that each individual has the potential to grow and develop into his/her own unique person.

## IMPACT OF SERVICES

134

families used children's respite services

34

families utilized adult respite between April 1 and March 31

168

total number of families supported in the Ottawa area this year



86,700

hours of respite families received this year (children's programs)

\* greater than 100% was obtained due to the opening of unfunded beds for emergency stays

568

nights of respite were provided for adults over 21

13,632

hours of respite provided for adults

292

nights of emergency respite provided



8 BEDS

run 356 days/year providing respite for a total of 2848 days of relief

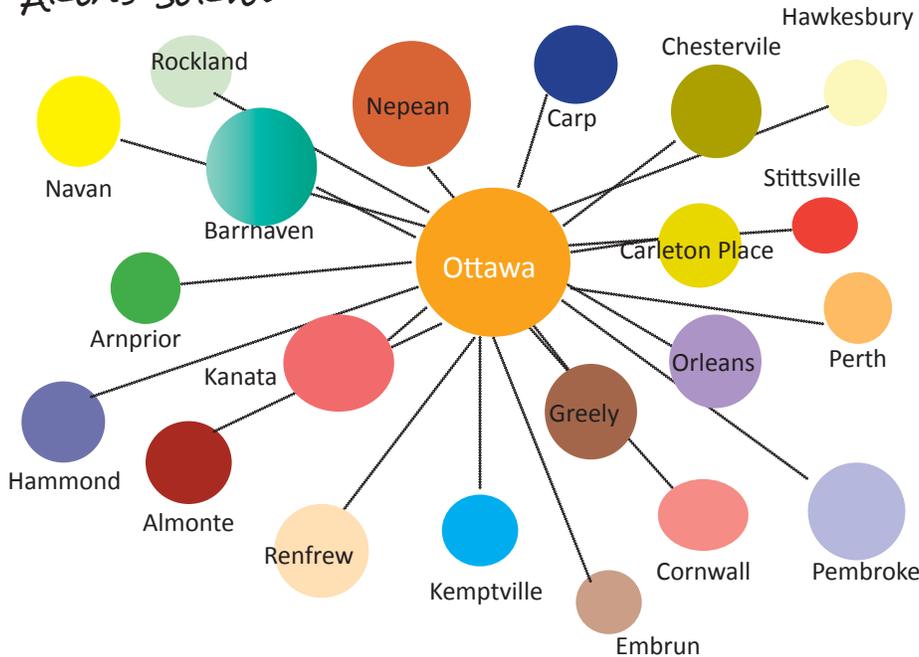
3 BEDS

provide an additional 812 days or respite for children with complex medical needs

3,660

Total number of days of respite provided to families who have a child with a physical disability or complex medical need

### AREAS SERVED



### GOVERNING VALUES CONTINUED

#### COMMUNITY AWARENESS

We strive to increase community awareness and understanding of the value of respite services and specialized residential care to each individual that we encounter.

#### INDIVIDUALITY

The unique needs of the family and individuals are the focus of planning and delivery of all supports and services.

#### QUALITY

The Quality of life, service and living with respect and dignity

#### ACCESS-ABILITY

We ensure that our environments are accessible to all individuals, given their abilities.

#### TRUST

The trust we develop with our families and individuals is integral to our organization. Our services are provided in a manner that is tailored to their strengths, needs and experiences.

#### PASSION & COMPASSION

Commitment to our work comes from within (energy, joy, playfulness) and flows out to benefit others.

### TOP 5 THINGS FAMILIES USE RESPITE TIME FOR:

1. catching up on sleep
2. spending quality time with other children
3. get errands done
4. take a bath
5. home renovations

65

Staff

275

registered clients

29

years in service

## CHILDREN'S SERVICES

Children's respite programs continue to run at 100% capacity and this year we were able to support 134 families with stays anywhere from one night to three weeks in duration. We have watched many of the children in our program grow up to become adults and although we are sad to see them move on, we are excited to welcome all the new families into our circle of care.

### REGULAR OVERNIGHT RESPITE

The highest quality of care for the children who visit us is our top priority but supporting the family unit is our mission. As a result we continue to provide a respite program that is flexible and strives to meet each family's unique definition of respite. The regular planned relief program which offers families a schedule of one week every seven weeks during the school year remains one of our most popular programs but many families still choose to make bookings as they need them. We were able to accommodate several last minute and emergency visits this year, supporting families through times of crisis.



### COMPLEX MEDICAL NEEDS PROGRAM & NURSING TEAM

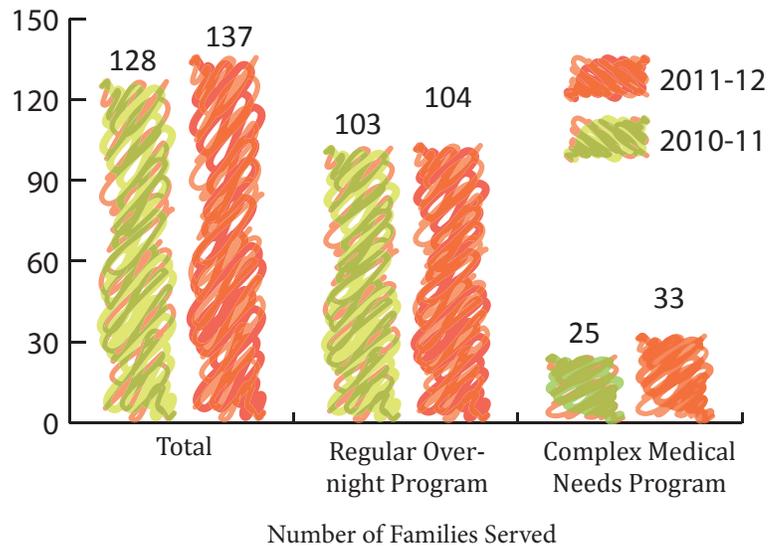
This year we were sad to see eight children graduate from the Complex Medical Needs program but had the pleasure of welcoming four new families. Our nursing team has grown this year from four full-time nurses when the program first started in 2001 to our present team of 12. Although only 4 nurses are connected full time to the complex medical needs program, the remaining team members work either full time with our adult population or on a casual basis for all nursing programs. No matter what program a nurse calls home, they meet as a team to collaborate on best practices and brainstorm ways to best meet the growing needs of the individuals utilizing our services.

The nursing team focused on education this year and began rolling out a revised program for teaching controlled acts. An enhanced training model has been designed to support our front line staff who must provide medical care as part of an individual's daily routine. This program will be

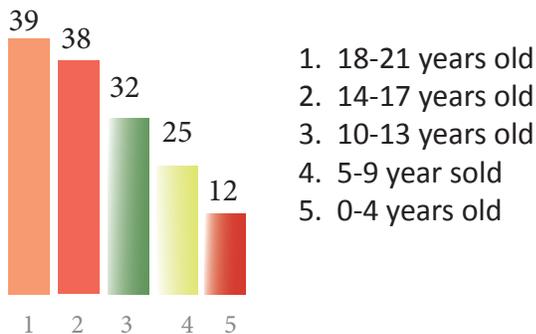
## CLIENT NEEDS

Cerebral Palsy	57
Other	25
Neurological Syndrome or Head Injury	16
Multiple Special Needs	15
Multihandicapped	9
Neuromuscular disability	8
Complex Medical Needs	8
Spina Bifida	6

## CLIENT USAGE OVER BOTH PROGRAMS INCREASED THIS YEAR



## DISTRIBUTION OF AGE GROUPS IN CHILDREN'S RESPITE



## SUMMER 2011 ACTIVITIES

- Upper Canada Village
- Experimental Farm
- Victoria Day Fair
- The Circus is in town
- "Brad the Balloon Guy" Visit
- Rays Reptiles
- Puppet Making
- Soccer Games - Ottawa Capital City FC
- Visit to the Ottawa Airport
- Let's take the OTrain
- Movies Nights

## END OF THE SUMMER CELEBRATION

Last June an end of summer BBQ was held for families and children. This gave parents an opportunity to see their children interact with peers and staff in a relaxed environment. Everyone enjoyed the splash pad and bouncy castle. It was a huge success which we intend on turning into a tradition.

## ADULT SERVICES



Two key elements implemented this year from Ministry of Community and Social Services under Transformation have been the Quality Assurance Measures legislation and the creation of Developmental Services Ontario centers across the province. All of our expanding adult programs, whether it is adult residential, respite or day program, must adhere to new guidelines and processes that are being instituted from the Ministry. As a result, a number of educational training sessions were rolled out internally covering topics such as Individual Rights and Responsibilities and Financial Accountability including third party reviews.

## RESIDENTIAL SERVICES

Within the theme of Transformation of adult services, is the focus on choice for individuals. In recognizing that this is at the heart of all of our wishes, we have strengthened our person centered planning process with staff striving to meet the goals outlined in their individually tailored plans. We saw wonderful outcomes involving music therapy, massage therapy, fishing trips and even an overnight stay in Montreal for two residents. As we have stayed true to our vision to empower families, one resident visited their family home for the first time in over 50 years. From a residential perspective, we have welcomed another wonderful young adult who is now residing at our Leitrim Campus and have supported three other young men residentially who were in urgent housing situations. It is simple to state that there is a growing pressure for agencies to respond to respite and residential needs of the individuals and families in our community.

## DAY PROGRAM

With the movement towards individual choice, the ministry has implemented the "Passport" program which provides families with dollars to purchase services for their family members. Our organization has seen close to a 40% increase in our day program this year due to the number of families wanting to purchase days of support every week where their loved one can enjoy social time with peers in an active and fun setting. Thank you to all the families who have demonstrated their trust in our services!

## OVERNIGHT RESPITE

Even though we are making headway into the adult services world for both day program and residential, we continue to work on a month to month basis in terms of the overnight respite we are able to offer. Presently, the majority of our funding for this program is provided by our partner, The Ottawa Rotary Home Foundation, through wonderful community donors. With donations, we have been able to offer approximately 25% of our full capacity to the adult community.

The Ministry has assisted us in the fourth quarter for our residential pressures at Leitrim but planning ahead and offering regular respite to families to keep them strong and healthy is still not within sight. Despite several avenues of advocacy (family stories, local media and ministry officials), the work has not yet resulted in annualized funding. The reality of Ontario's present economic status simply means that we will need to be more creative, more strategic and develop stronger partnerships in order to meet this huge need in our community!



# COMMUNITY SUPPORT PROGRAMS

## DIRECT SUPPORT NURSING

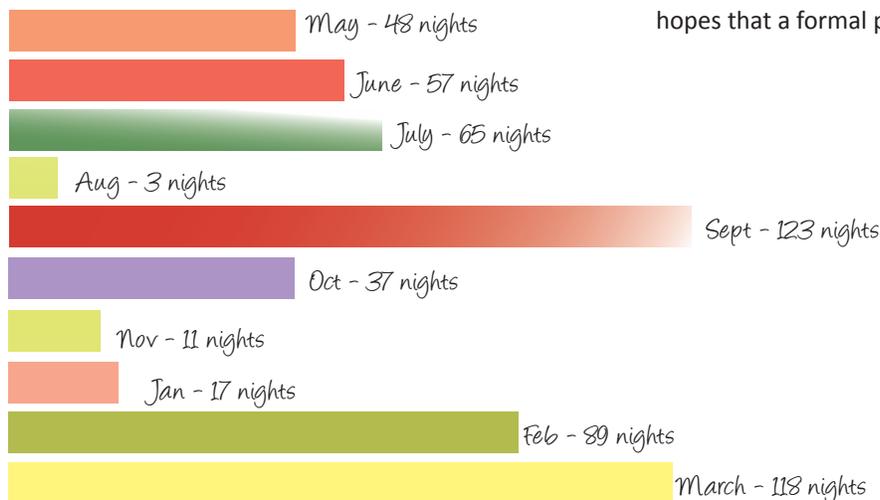
We were very fortunate this past year to have received funding through a partnership with St. Stephen's Residences of Ottawa for a Direct Nursing Support program. The funds received covered the cost of nursing supports for eight agencies in the Ottawa area. The position was paired with a nursing position with our residential clients and as a result, we were able to offer a full-time contract to a nurse. The Direct Support Nurse not only provided hands on nursing care for adults with developmental disabilities requiring medical interventions but supported agencies in policy development, medication reviews and training. The goal of this program is to address the health pressures that local transfer payment agencies are experiencing when supporting individuals wishing to remain in their own home but require medical interventions that cannot be met by traditional staffing models.



## COMMUNITY NURSE CONSULTANT

The nurse consultant continues to address the health pressures that local transfer payment agencies are experiencing. We have seen an increase of health care needs in individuals being supported by the 13 agencies in the Ottawa area due to aging. As agencies attempt to navigate the health care system, the community nurse consultant has acted as an advocate on several occasions to ensure that the necessary services are put in place. This program continues to work towards a partnership with local health care teams. Dialogue with local community health centers has begun and will continue next year in hopes that a formal partnership can be formed.

## ADULT RESPITE



## COMMUNITY PARTNERSHIPS

The Developmental Services Transformation focuses on developing innovative ideas and means with which to sustain or develop much needed services in our communities. One clear direction from MCSS is to work corroboratively with stakeholders and develop partnerships that can meet the above goals in the most cost effective way. Over the course of the year, the Ottawa Rotary Home has been very fortunate to develop new partnerships and further strengthen past partnerships. Whether the focus was simply sharing our space with DeafBlind Ontario intervenors and their clients or sharing a staff resource such as our Direct Support Nurse, the outcomes matched our goal of meeting the needs of clients in our community in a realistically sustainable fashion. Master's level students (both MBA and MHA) have provided excellent research material and direction on engaging families and other stakeholders about the services we offer. Over the past two years, OCTC, Roger's House and Rotary Home have met to assess and analyze outcomes of the respite services we offer to children who are medically complex and/or technologically dependent. The goal of our meetings is to create a more seamless system for families that maximizes their available respite within the current

system.

One of our most significant long-standing partnerships has been with The **Ottawa Rotary Home Foundation**. Anne Naylen (interim Director of Development) and Chloe Hillier, Director of Development (returning from maternity leave) and the entire Foundation board have focused most of their efforts on providing funding for our adult respite operations. Without their support and ongoing belief in the services we provide, the adults with physical disabilities in our community would have very limited if any respite supports. Rotarians in the Eastern region have also continued to demonstrate their commitment to our cause through significant donations in this fiscal year.



## COMMUNITY TABLES

*Various members of the executive and management sit at the following tables*

- Developmental Services of Ottawa Group
- RN Advisory Committee (Chair)
- Children's Committee of Developmental Services of Ottawa
- Children's Coordinated Access Steering Committee
- Community Services Planning Table Systems level
- Children's Coordinated Access Resolution Table
- Community Services Planning Table - Client level
- Prioritization Work Groups
- Most In Need Work Group

# FINANCIAL OVERVIEW

The Audit Committee met three times over the course of the year and accomplished a number of key goals thanks to the leadership provided by Mr. John Hamilton. Thanks to everyone's ongoing commitment, the highlight was the presentation and approval of a comprehensive Risk Management Framework. The framework encompassed both our own risk assessment tool in addition to the Ministry of Community and Social Services risk management document. The audit committee also worked closely with Welch LLP to ensure open communication and expectations from a Board Committee perspective. Draft Audited financial statements were presented to the committee in early June and the following Report of the Independent Auditor on the 2011-2012 Summarized Financial Statements highlights the solid financial status of our organization.

## REPORT OF THE INDEPENDENT AUDITOR ON THE 2012 SUMMARIZED FINANCIAL STATEMENTS

To the Members of The Ottawa Rotary Home

The accompanying summarized financial statements, which comprise the summarized statement of financial position as at March 31, 2012 and the summarized statement of operations for the year then ended and the related note, are derived from the complete audited financial statements of the Ottawa Rotary Home for the year ended March 31, 2012. We expressed an unmodified audit opinion on those financial statements in our report dated June 14, 2012.

The summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summarized financial statements, therefore, is not a substitute for reading the complete audited financial statements of the Ottawa Rotary Home.

### **Management's Responsibility for the Summarized Financial Statements**

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in the note to the summarized financial statements.

### **Auditor's Responsibility**

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

### **Opinion**

In our opinion, the summarized financial statements derived from the complete audited financial statements of the Ottawa Rotary Home for the year ended March 31, 2012 are a fair summary of those financial statements, on the basis described in the note to the summarized financial statements.

*Welch LLP*

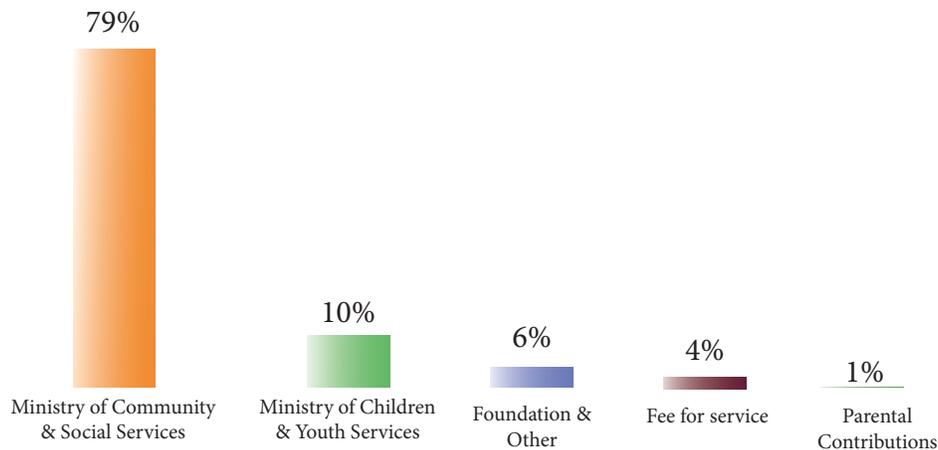
Chartered Accountants  
Licensed Public Accountants  
Ottawa, Ontario  
June 14, 2012

## SUMMARIZED STATEMENT OF FINANCIAL POSITION MARCH 31, 2011

(in thousands of dollars)

	<u>2012</u>	<u>2011</u>
<b>CURRENT ASSETS</b>		
Cash and investments	\$ 357	\$ 145
Receivables and prepaid expenses	53	86
Due from Ottawa Rotary Home Foundation	<u>8</u>	<u>15</u>
	418	246
<b>NOTE RECEIVABLE</b>	-	133
<b>LAND LEASE</b>	14	14
<b>CAPITAL ASSETS</b>	<u>7,397</u>	<u>7,573</u>
	<u>7,829</u>	<u>7,966</u>
<b>CURRENT LIABILITIES</b>		
Demand loan	\$ -	\$ 47
Payables and lease obligation	<u>175</u>	<u>209</u>
	<u>175</u>	<u>256</u>
<b>DEFERRED CONTRIBUTIONS AND LEASE OBLIGATION</b>	<u>5,945</u>	<u>6,055</u>
<b>UNRESTRICTED NET ASSETS</b>	<u>1,709</u>	<u>1,655</u>
	<u>\$ 7,829</u>	<u>\$ 7,966</u>

## SOURCES OF FUNDING



## SUMMARIZED STATEMENT OF OPERATIONS

MARCH 31, 2011

(in thousands of dollars)

	<u>2012</u>	<u>2011</u>
<b>REVENUE</b>		
Program grants - Government of Ontario	\$ 2,780	\$ 2,539
Other service revenue	206	221
Fees	122	95
Contributions from Ottawa Rotary Home Foundation	<u>2</u>	<u>5</u>
	<u>3,110</u>	<u>2,860</u>
<b>EXPENSES</b>		
Salaries, benefits & subcontractors	\$ 2,520	\$ 2,361
Payables and lease obligation	50	41
	<u>453</u>	<u>395</u>
	<u>3,023</u>	<u>2,797</u>
<b>EXCESS OF REVENUE OVER EXPENSES BEFORE AMORTIZATION</b>	87	63
<b>AMORTIZATION OF DEFERRED CONTRIBUTIONS</b>	185	180
<b>AMORTIZATION</b>	<u>(218)</u>	<u>(226)</u>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	\$ <u>54</u>	\$ <u>17</u>

# Social Inclusion

community participation  
 Inclusion  
 Regional Champions  
 Accessibility  
 passport  
 Community expansion

Focus  
 Developmental Services Transformation  
 retention

Accountability  
 Core Competency

Risk Management Framework  
 Awareness  
 home person centered planning  
 Adults  
 DS Human Resources Strategy  
 Choice  
 foundation  
 MCS

# ALIGNING WITH TRANSFORMATION

## ACCOUNTABILITY FOCUS:

- Implementation of directives outlined in the Services and Supports to promote the Social Inclusion of Persons with Developmental Disabilities Act 2008
- Implementation of directives under Ontario's Regulation on Quality Assurance Measures
- Training and Awareness under the Accessibility for Ontarians with Disabilities Act 2005
- Implementation of a Risk Management Framework and Evaluation Tool
- participating in Data Migration project for individuals 18 years of age and older

## HUMAN RESOURCES FOCUS:

- DS Human Resources Strategy – Core Competency – As Regional Champions, we are planning for our second group launch coming up in June 2012
- incentive program developed with the goal of retaining high quality staff members

## INCLUSION AND CHOICE FOCUS:

- person centered planning (PATH) model utilized for every individual who permanently resides in our care
- expansion of our community participation options to coincide with Passport funding changes
- working alongside our Foundation in advocating for respite funding for our families who wish to keep their young adults at home as long as possible

# FUTURE DIRECTION

Planning is already well underway for some wonderful events coming up in 2012-2013! June 2012 marks the 30th anniversary for our organization providing services to the Eastern Region. The month will highlight the completion of our Enchanted Garden and a Canada Day BBQ which will be kicked off by Mayor Jim Watson and Deputy Mayor Steve Desroches who will be honoring our local Rotarians with the naming of our street Rotary Way. A Book launch will also be held to showcase a local Rotarians' account of the history of The Ottawa Rotary Home.

## SPECIAL THANKS

### ROTARY CLUB OF WEST OTTAWA - \$25,000 DONATION

This generous gift from the Rotary Club of Ottawa West enabled our organization to construct a fully accessible outdoor splash pad and play area at our respite home. The splash pad has already provided many hours of summer entertainment for children and adults alike and will continue to put smiles on faces for many years to come. Thank you!



### THE ROYAL OAK KENT HOLDS FUNDRAISER

On Friday, May 27th the Royal Oak hosted a charity event in support of The Ottawa Rotary Home. Funds raised went towards the purchase of two wheelchair accessible swings which now reside at our Leitrim campus for all to enjoy.

## A LETTER FROM ONE OF OUR FAMILIES

I just wanted to tell you about my, son, Donald. He is 21 years old and is looking forward to having a birthday in June. He still gets excited about that day and the party that celebrates how special he is to us. On Wednesday, April 11th, 2012, my mother-in-law passed away peacefully. I called Rotary and was told that they weren't open for respite. I cried. The next day much to my surprised Rotary Home, Citizen Advocacy and Service Co-ordination were talking to each other trying to arrange care for Donald so I could travel to Thunder Bay for the funeral. I was so grateful when I got the good news. They said, "Everything is arranged. You can say good bye to Mary Mihalik". My family in Thunder Bay were very grateful and happy my daughter and I were able to spend time with them. If it hadn't been for Rotary Home making it possible, we wouldn't have been blessed by our time together. Thank you for being the answer to my prayers.





We are celebrating our 30th anniversary of services and supports to Ottawa and area communities. Thank you to our families, staff members and donors who have remained dedicated to our vision and literally become a part of the Rotary Home's extended family.



The Ottawa Rotary Home  
823 Rotary Way  
Ottawa, Ontario K1T 3W6

613.236.3200  
[www.rotaryhome.on.ca](http://www.rotaryhome.on.ca)

*Keeping families strong, helping keep them together*