



OCAPDD

2001-2002 Annual Report

Mission

“Persons with developmental disabilities, as full members of society, live healthy, safe and secure lives, growing with dignity, enjoying equitable access to the broadest range of societal supports.”

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Board Members

Bob Mitchell
President

Janet Davies
Vice President

Carl Bertrand
Nominations Committee Chair

Mary Frances Taylor
OASIS Representative

Myrna Laurenceson
Education Committee Chair

Rudy Parent
French Language Services Committee Chair

George Braithwaite
Board Member

Rob Kirwan
Board Member

Bob Morey
Board Member

Douglas Ward
Board Member

Pansy Waterman
Board Member

Rose Gagné
Board Member (resigned)

David A. Ferguson
Executive Director
Secretary to the Board

Friend of the Board

Anne Mundy-Markell

2001 AGM Minutes

45th Annual General Meeting Minutes - June 20, 2001

1. Call meeting to order.

The 45th Annual General Meeting of OCAPDD was called to order by the President, Margaret Matheson, at 7:20 p.m. Margaret advised all that the meeting would last about an hour and a half. She then proceeded to introduce special guests: Laurent Couture & Pierre Sauvé from MCSS, Rob Ehsani from KPMG, Charles Hofley from Hicks Morley Barristers & Solicitors and Raymond Lemieux (Consultant working with the Board on the Policy Governance Model). She also informed all that we had received regrets from Pierre Lalonde from MCSS and from Minister John Baird. She also stated that the Board and Management Team would remain available after the formal part of the meeting for questions.

The President informed all that the meeting would be conducted in both official languages.

2. Approval of Agenda.

The President reviewed the agenda and briefly outlined some simple guidelines for the meeting.

The agenda was approved by a show of voter cards.

Moved Margaret Matheson
Seconded George Braithwaite
Carried

3. Approval of Minutes of the Annual General Meeting of June 21, 2000.

The 2000 Annual General Meeting Minutes were approved by a show of voter cards.

Moved Ruby Shortt
Seconded Shirley Kendrick
Carried

2001 AGM Minutes (continued)

4. Tabling of Annual Report

4.1 Introduction of the Board of Directors

The President introduced the Board of Directors and the Senior Staff.

Board of Directors

Carl Bertrand
Past President

Rob Kirwan
First Vice President

Bob Morey
Second Vice President

Douglas Ward
Treasurer

Pansy Waterman

Mary Frances Taylor
OASIS Representative

David A. Ferguson
Executive Director
Secretary to the Board

George Braithwaite

Rose Gagné

Bill Kern

Myrna Laurenceson (absent)
Education Committee Chair

Bob Mitchell

Rudy Parent

Friend of the Board

Anne Mundy-Markell

2001 AGM Minutes (continued)

Margaret Matheson then introduced the Senior Staff

Bill Crawford	Director of Residential Services
Patrick Oudin	Director of Human Resources
Gilles Fontaine	Director of Community Services
Judy Bernstein	Director of Education and Training Services
Chris Allen	Director of Administration and Finance
Jocelyne Parent Lewis	Director of Community Resources
Natalie Ethier	Executive Assistant
Jo-Anne Foster (absent)	Human Resources Administrator

4.2 President's Report

The President elaborated on the key points included in her formal report published in the Annual Report:

The past year has been busy for the Board and as reported at last year's AGM the Board adopted and implemented the Policy Governance Model. As a result many documents were reviewed such as By-Laws, Mission Statement and the Goals & Objectives of the Association. These changes were addressed at the regular Board Meetings and at four additional Saturday sessions. The President elaborated on the Policy Governance Model Report on pages 9 and 10 of the Annual Report.

The President thanked everyone for attending and introduced David A. Ferguson, Executive Director.

4.3 Executive Director's Report

The Executive Director highlighted a few points of importance from his formal report published in the Annual Report:

- ◆ The year has involved much change for OCAPDD. The continued development of Crosswinds, Forest Gate and Settlers Ridge Programs being the most highly visible changes. Again, the efforts of all of the staff involved in the challenge of starting up new programs are appreciated and our thanks go out to them.
- ◆ As we have expanded our residential programs, a corresponding pressure to support more individuals within our Day Programs has been met by the staff members in these programs, and our thanks goes out to those staff teams as well.
- ◆ Overall, the key to OCAPDD's continuing growth and development has been our staff. In fact, the most consistent message that the Executive Director hears from families of the individuals we support is their appreciation of the efforts of our staff members to support their relatives. So on behalf of the Board and management team, thank you for your efforts.

2001 AGM Minutes (continued)

- ◆ Certainly, the closure of a long-standing set of negotiations with our Union has been a significant development during the past year and no one in the room would disagree with the value that our staff is worth, as they work to support the individuals within their programs. We look forward to continuing discussions with the Union local and our ongoing development of services.

The Executive Director welcomed Patrick, Jocelyne and Gilles to the management team since last years AGM, and encouraged all in attendance to take a few minutes to speak with them during the social component of the evening. He also thanked Natalie for all of her efforts in both coordinating the AGM and keeping him organized.

Finally, and unfortunately, he mentioned that some of the change during this past year had included the passing of 3 individuals living within the Association's residential programs. The Executive Director expressed that our thoughts went out to the families of and staff who worked with Chrissy, Jennifer and Franca.

4.4 Finance Report

The President introduced the Treasurer Douglas Ward.

The Treasurer made a presentation on the Financial Results.

Ed Haines asked if the Memorial Fund had a balance of \$500,000. The Treasurer responded yes and that only the interest was utilized for client needs.

4.5 Acceptance of Audited Financial Statements 2000-01

The Treasurer moved the adoption of the Audited Financial Statements 2000-01.

Moved Douglas Ward
Seconded Tim Porter
Carried

The Treasurer introduced Rod Ehsani of KPMG.

4.6 Appointment of Auditors

The Treasurer called for a motion to re-appoint KPMG as auditors for 2001-02.

Moved Mary Frances Taylor
Seconded George Braithwaite
Carried

2001 AGM Minutes (continued)

4.7 Motion to accept Annual Report

The President called for a mover and seconder to accept the Annual Report 2000-01.

Moved John Butler
Seconded Rose Gagné
Carried

The President offered a question period, however there were none.

5. Motion to accept By-Law Amendments

Anne Mundy-Markell

Anne drew attention to the Policy Governance Model report & reminded members of the discussion at last year's AGM and at the last Parent/Member meeting regarding this topic. Anne also mentioned that the changes to the By-Laws were identified in the Annual Report, and that the changes were developed by a committee and recently passed by the Board of Directors.

Anne walked everyone through the changes made to the By-Laws which were included in the Annual Report between pages 11 and 20.

Anne called for a motion that the By-Laws as amended and distributed be approved.

Mover Pansy Waterman
Secunder John Butler
Carried

John Butler asked if the Association's name would change, Anne's response was that it was not a legal requirement and would not be at this time.

Rob Kirwan questioned when these by-law amendments would take place and whether there would be any retroactive applications. He also questioned whether the maximum of the 9-year term applied to Past Presidents. Anne Mundy-Markell's response was that a Past President could remain on the Board for a tenth year. As to the acceptance of the By-Laws, Anne's response was they would be in effect once the motion was passed.

Debi Kirwan spoke against 3 points of the amendments. The first problem was with the mission statement because the old one had advocacy and a range of services, the new one does not say what the Board's role is. Debi then stated that she had gotten involved with the Association 20 years ago because of its involvement in the Education sector. Anne stated that there was never a standing Education committee and that the mission statement was never part of the by-laws. Debi stated that in the Ends Policies on page 10 of the Annual Report it stated "*Persons with developmental disabilities grow with dignity ...they can make responsible decisions*", Debi says this should state "whenever possible".

2001 AGM Minutes (continued)

Bill Kern raised a point of order that we were approving By-laws and this wasn't part of it.

Debi again stated her disappointment that there was no advocacy in the By-laws.

Show of voter cards

For Majority

Against 15

Carried

President indicated that the motion was approved.

6. Nominations & Election of the Board of Directors

Carl Bertrand

Carl called for the closure of the Registration Table.

Carl indicated that the amended By-Laws outlined that nominations from the floor would not occur in the future, however given that members had not been informed of this change, nominations from the floor would be accepted this year. Carl then drew attention to the report in the Annual Report & presented the slate of nominees. Carl stated that the Board now consisted of 12 members, 3 persons who remain, Margaret Matheson, Bob Mitchell and Rudy Parent. He then stated that we now had 9 vacancies and we had 9 candidates, 8 who stood for re-election and 1 new member, Janet Davies. Carl called for nominations from the floor a first time, a second time and for a third time. No nominations from the floor.

Carl made a motion to elect the slate of nominees as presented to form the next Board of Directors.

Seconder Tim Porter

Carried

Motion to accept Board of Directors as stated.

7. Staff Recognition

David Ferguson

Dave presented the staff with 20, 25 & 30-year levels of service with a gift & acknowledged their contributions to the Association.

8. Board Recognition

Margaret Matheson

Margaret presented a plaque recognizing the contributions of Bill Kern & Bob Morey to the Board of Directors, who retired from the Board.

2001 AGM Minutes (continued)

9. Special Recognition

David Ferguson

Dave presented a plaque recognizing the efforts & contributions of the Knights of Columbus Luke Hart Council to the Association over the years to Ted McEvoy. Charlie Muldoon was presented with an Honourary Lifetime Membership to the Association in recognition of his contributions and efforts as a volunteer over many years.

Dave then identified the Year of the Volunteer and expressed appreciation for the efforts of all of the volunteers connected to OCAPDD. He then introduced Debbie Blasutti and requested that she display the special presentation that she had prepared for the Volunteer Recognition Evening last April. He identified that this presentation visually captured and represented the energy and spirit involved in the efforts of volunteers within OCAPDD in a more graphic manner than any words could. He then thanked Debbie for her work, & invited members to 'enjoy the show'.

Debbie thanked Erick Sodhi (volunteer) for his involvement in the presentation and his contribution to creating the Association's Web Site.

Margaret welcomed everyone to join us at the annual picnic on August 26th and at the golf tournament next year.

10. Announcement of the 2001-2002 Board of Directors

Margaret Matheson

Margaret welcomed the new Board of Directors & reminded them of the Board meeting scheduled on June 25th.

**Monday, June 25th, 2001 - 7:00 p.m.
880 Wellington Street, Suite 200
for OCAPDD Board of Directors only**

Margaret thanked everyone for their attendance and participation. She invited everyone to remain and enjoy the refreshments & food available and encouraged all to speak with the Board & staff present.

11. Adjournment @ 9 p.m.

Margaret called for motion to adjourn.

Mover Anne Mundy-Markell
Seconder Rose Gagné
Carried

President's Report

Bob Mitchell

Unfortunately halfway through this year our elected president, Margaret Matheson, was forced to resign from her position as a result of work related pressures. This was a great loss for OCAPDD.

Throughout the year the Board and management have struggled to keep OCAPDD's budget in balance in face of unforeseen rising costs. Although mostly successful to date, it is anticipated that future pressures will be experienced in the year ahead as various levels of government move from surplus to deficit financing and cut support for health and education. In light of this expected trend, there is a growing need for our Board to devise new methods of obtaining public and commercial support for OCAPDD. We have already held a special Board meeting on this initiative and we plan to actively pursue various courses of action in the future.

The Board has continued to maintain close ties with outside agencies. Our membership on OASIS (Ontario Agencies Supporting Individuals with Special Needs) has provided us a voice in bringing issues important to OCAPDD, as staffing and financial matters, to the attention of the Ontario Government. Additionally, members of our Board have met with Service Coordination several times this year in an effort to address the growing number of people with developmental disabilities on waiting lists or waiting to get on waiting lists.

On behalf of the Board, I would like to thank staff and volunteers who have contributed so much to OCAPDD this year. We are ever mindful of your great support to our most valuable possession, our clients.

Thank you to all who have supported me in my short term as your president.

Executive Director's Report

David A. Ferguson

"Change is difficult, but often essential to survival." - Les Brown

Change has continued to dominate OCAPDD during the past year, and in many respects this year the challenge has been one of survival. Fiscal issues that will be expanded upon later in this report and again at the AGM, dictated much of the work for both the Management Team and the Board of Directors. However, the services delivered by the Association's employees continued to be exemplary, as their demonstration of care and compassion for the hundreds of individuals supported through our programs has not changed.

Over the past few years, there have been infusions of funding from the Ontario Government into the Developmental Services sector. While these funds have been appreciated in a sector with long waiting lists throughout the Province, the funds have been allocated in a 'directed' manner. That is to say, that organizations have not received any increases in operating funds to deal with increased expenses due to inflation and 'costs of doing business' such as food, fuel, WSIB premiums, Pay Equity obligations etc. In fact, the Ministry's stated position is that these increases are the responsibility of the organization.

During the first half of the year, OCAPDD was faced with several unanticipated and unbudgeted expenses. Additionally, as the organization moved to control these expenses and seek financial support from the Ministry, OCAPDD and four other organizations in Ottawa that had been declared 'hospitals' under the Hospital Labour Disputes Arbitration Act (HLDAA), were informed that the Ministry would no longer fund the full amount of their binding arbitration awards. (As reported last year, this arbitration award had provided significant wage increases to OCAPDD's unionized employees, and been effective in breaking the 'staffing crisis' cycle that had existed for several years.) The combination of these factors placed OCAPDD into an extremely serious financial situation.

In an attempt to improve the situation, many measures were taken including a discretionary spending freeze and not filling staff positions where possible. Additionally, the Board and Management began a campaign to attempt to have MCSS reverse its decision regarding funding the arbitration award, along with providing additional funding. This campaign was successful, and the Ministry confirmed late in the year that their decision had been reversed, and the full amount of the award would be funded. Additionally fiscal funds were approved which assisted in improving the Association's financial results.

Late in the year, a major maintenance issue developed at the Quinlan Program. The collapse of water and sewage lines, and the parking lot above them, led to a repair bill of approximately \$175,000 in order to correct the situation and decontaminate the water lines. Fortunately no one was injured during the collapse of the parking lot, however the Program was closed for two weeks while the repairs were conducted. Discussions with the Ministry continue regarding financial support for this situation, as Ministry guidelines do not allow the organization to develop a Reserve Fund for maintenance problems such as this.

Executive Director's Report (continued)

Throughout the year, OCAPDD was also involved in discussions with the Ministry regarding funding for both the National Archives Program and Plant Maintenance Program. The operating contracts for both of these programs were due to expire in the Spring of this year and each required provincial support, although for different reasons. While the situation has not been completely resolved, there has been a six-month extension of the Archives contract with the Federal Government, and six months of confirmed MCSS funding support for Plant Maintenance. As a result both programs continue to operate, and efforts continue to secure the required funding between the two levels of government to ensure their ongoing viability.

As the budget was being developed for the fiscal year 2002-2003, OCAPDD was informed of a further 36% increase in the premiums for the extended health benefits package provided to its employees. This increase translated into an increase of approximately \$150,000. Again, this was an expense increase not funded by MCSS.

The initial budget developed resulted in a projected operating deficit of \$340,000. This was obviously unacceptable, and as a result a package of constraints and restructuring initiatives was developed. The Board of Directors approved a balanced budget at its March meeting, however the actions required to achieve this included employee lay-offs and a restructuring of the Senior Broker service and FamilyHome Program. While all efforts have been taken to minimize the impact on the quality of service provided by OCAPDD, a reduction of this magnitude will certainly place additional pressures on the services delivered.

OCAPDD and CUPE Local 1521 were involved in collective bargaining throughout the past year. This process has just been completed, with both parties having made submissions to an Interest Arbitration Panel in April. The binding award is anticipated within the next few months, and the new collective agreement will not expire until March 2004. At that point, OCAPDD will no longer be considered a 'hospital' under HLDA. Certainly the Board and Management remain concerned with the potential financial results of an arbitrated award, and have ensured that MCSS were updated throughout the process.

Despite the financial problems during the year, OCAPDD was successful in obtaining funding for further expansion of services. These included both the CSS Program and Respite Program.

Again, let me take this opportunity to express our appreciation for all of the efforts demonstrated by all of our employees and volunteers. Thank you.

Financial Report

Chris Allen

Operating Fund

The past year has been one of considerable financial stress on OCAPDD. Salary costs have increased substantially (over 15%) this year due to an arbitrated settlement in December 2000. The major pressure has been the increase in casual hours used as a result of the use of accumulated overtime credits by permanent staff. The rate increase for casuals was 46% but the cost of this group went up 67%. The permanent staff group's cost increased by 13%. Substantial savings were recognized on overtime this year (down 45% over last year). This can be attributed to constant monitoring by management and adequate casual staff to cover shifts in our programs.

We continue to feel the pressure of rising benefit costs due to the relationship between benefits and salaries and the constant increases in our health care plan for our employees. Last year our benefits increased by 12% or \$191,000 and we know that our health plan will continue to rise again this coming year.

Management reacted to the financial pressures in September by placing a freeze on non-essential spending across the Association. This action brought a projected deficit of \$400,000 down to under \$80,000 until late February when a sewer line broke under the parking lot of one of our programs. This contaminated the water system of the entire program forcing a two-week closure and over 40 people to be left at home. The final cost was over \$160,000, which has not been funded at the time the financial statements were prepared. Management is addressing various avenues of funding for this expense. Although the Ministry of Community, Family and Children's Services has increased funding by 1.2 million dollars (12%) over last year, other pressures, including the sewer break mentioned earlier, have left us with a substantial operating deficit of almost \$230,000.

On a brighter note our day programs have managed to increase revenues by over \$60,000 and Fundraising is up over 70%. Pressure still remains on our National Archives paper shredding program and our Plant Maintenance plant-watering program as permanent funding has yet to be secured.

The coming year will be a challenge for the Association financially as there are so many uncertainties on the horizon.

I have always said that budgeting is an exercise in prioritizing. We know as an Association that our priority is the people we serve. We also have a reality of limited funding. Therefore we must prioritize the use of our financial resources to best serve the people we are here to serve. Financial resources are a means to fulfill our mission, which is to ensure that people with developmental disabilities, as full members of society, live healthy, safe and secure lives growing with dignity, and enjoying equitable access to the broadest range of societal supports. We continue to strive to ensure all our resources are used to achieve our mission.

Financial Report (continued)

Memorial Fund

The Memorial Fund continues to grow each year and provides a crucial source of financial aid to many who find themselves in need. Last year the fund supported \$18,774 in requests to the needs of those we serve. The balance in the fund has now reached \$493,000, which is invested in secure bonds and generates over \$20,000 per year in interest.

Nominations Committee Report

Mary Frances Taylor & Carl Bertrand

The OCAPDD By-laws provide for 12 Directors to govern the Association.

The following Board Members have either resigned, completed their terms and indicated that they will not stand for re-election, or have completed 9 consecutive years of service:

Carl Bertrand	George Braithwaite
Rob Kirwan	Bob Mitchell
Rudy Parent	Mary Frances Taylor
Douglas Ward	

In addition, there is one vacancy on the Board due to the recent resignation of Rose Gagné.

The following Board Members will be returning to the Board for the 2002-2003 year:

Janet Davies	Myrna Laurenceson
Bob Morey	Pansy Waterman

The Nominations Committee, with the support of the current Board of Directors, proposes the following 8 new candidates to fill the vacancies on the Board.

Patricia Chiarelli

Patricia has over 10 years experience in the business world and 5 years experience working with University students with disabilities. She has experience in public relations, fundraising, strategic planning and health and disability issues. She has her own marketing company specializing in promotions, printing and e-solutions. Patricia has a Business Administration-Marketing degree and has volunteered with several community groups including the Disability Resource Centre of Ottawa-Carleton.

Eileen Cope

Eileen is currently the OCAPDD representative on the Special Education Advisory Committee to the Ottawa-Carleton District Board of Education. She has a Bachelor of Science in Nursing and has worked in several Health Sciences Centres in Canada, including her employment as a Central Intake Coordinator responsible for determining the needs and eligibility of clients in the community. Eileen has a daughter with Down Syndrome and is active in the local Chapter of the Canadian Down Syndrome Association. During the past year she has been a strong advocate for students with developmental disabilities, particularly in support of the reinstatement of the Summer Learning Program.

Nominations Committee Report (continued)

William Cowie

William Cowie has served as a consultant in development co-operation for nearly 20 years, working in 6 countries, advising on large budget development programming. He has been a domestic industrial sector policy analyst for the Canadian Government and has been a management trainer and course developer for major Canadian corporations, universities and government agencies. He has designed and implemented programs and projects in a wide range of sectors including integrated child health, energy and forestry, administrative decentralization and rural development. In addition to his private consulting practice, Dr. Cowie is currently a Sessional Lecturer in the Norman Paterson School of International Affairs at Carleton University in Ottawa and with Royal Roads University in BC. He has published numerous journal articles, discussion and conference papers, training manuals and reports in his fields of expertise and is a member of a Professional Association. He was recipient of an Industry Canada Merit Award in 1995. Dr. Cowie holds a Master's Degree and a Doctorate in Geography/Economics from the London School of Economics.

Michael Elliot

Michael brings to the Board a wealth of experience in the social services sector, including employment and consulting with Family Service Canada, Millennium Bureau of Canada, Ontario March of Dimes, United Way Canada and Big Brothers of Ottawa & District. In 1995, he served for a term as Acting Executive Director, Dryden & District Association for Community Living. He has been a member and officer of the Boards of Directors for The Ottawa Rotary Home for Disabled Children and Visiting Homemakers Association of Ottawa- Carleton. Michael holds a Master of Social Work from Carleton University.

Scott Hill

Scott is currently working with Apollo Management Services where his responsibilities include acting as General Manager for a hotel and a Retirement Home. He has a background in hotel management where he has acquired a solid understanding of accounting aspects, including preparation and analysis of financial statements, budgets and audits. Through his work, he has developed public relations skills and the ability to recognize and meet the needs of clients. Scott has a Hotel and Restaurant Management Diploma from Algonquin College in Ottawa.

Cathy Mahoney

Cathy is currently employed with Nortel Networks Ottawa where she is a Services Line Manager, Performance Operations. She has over 10 years experience in the Information Technology field with Nortel and previously with Bell Northern Research. Cathy holds an under-graduate degree from the University of Ottawa and is completing her MBA program from Athabasca University in Edmonton, Alberta. Cathy brings to the Board a highly skilled, results oriented business background.

Nominations Committee Report (continued)

John Wayne Ross

John is currently providing executive consulting services to the Canadian Forces Health Care Centre, National Defence Medical Centre, Ottawa, where he is involved in strategic planning, administrative and resource management review and qualitative/quantitative data analysis. Through previous employment with Hemphunters Industries Inc., The Halifax Chronicle-Herald Limited, Cyberschool Ottawa and the Federal Government, he brings to the Board organizational, planning and communication skills as well as a strong interest in leadership, consensus building and problem solving. He has a Bachelor of Arts from Carleton University in Ottawa and has attended Leadership school in Gagetown, New Brunswick.

Charlotte Roy

Charlotte is a former teacher who has been employed with the federal government in the Income Security and Pensions field for the past 15 years. Her last administrative post was as Director of the Appeals Process for the Canada Pension Plan and the Old Age Security Program. She is currently working in the Pensions Division, Treasury Board of Canada Secretariat, where she manages plan member communications. Charlotte has volunteered with OXFAM and with Social Service International. She brings to the Board interest and skills in social policy, communications and concerns for client needs.

Education Committee Report

Myrna Laurenceson

The Education Committee members are the Chair, Myrna Laurenceson, Eileen Cope, Bonnie Donovan, Debi Kirwan and Robert Morey.

The Education Committee has maintained a strong presence for OCAPDD on several school board committees, most notably the Special Education Advisory Committee for the Ottawa-Carleton District School Board (OCDSB) and the Ottawa-Carleton Catholic School Board (OCCSB), as well as the Two-Board Co-ordinating Committee for Pupils with Developmental Disabilities. In fact, Bonnie Donovan is Vice Chair of the OCCSB Special Education Advisory Committee and Debi Kirwan is Vice Chair of the OCDSB Special Education Advisory Committee.

This year the Education Committee, with members of the OCAPDD Board of Directors, was deeply involved in formulating its mandate, as well as making a presentation to the OCAPDD Board on the role of the Education Committee. We were also instrumental in ensuring that the Summer Learning Program for students with developmental disabilities provided by the OCDSB was maintained. This program, which runs for the month of July, provides an opportunity for our students to maintain the various skills learned during the regular school year.

Letters Patent

As discussed during the 2001 AGM, the Board of Directors have amended and approved OCAPDD's Letters Patent. This is a continuation of the review process associated with the change in governance model adopted previously by the Board. These Letters Patent will be brought forward to the general membership for approval at the 2002 AGM.

Province of Ontario

By the Honourable

MACKINNON PHILLIPS, M.D.C.M., LL. D.,

Provincial Secretary

To all to whom these Presents shall Come

Greeting

Whereas The Corporations Act, 1953 provides that with the exceptions therein mentioned the Lieutenant-Governor may in his discretion, by Letters Patent, issue a Charter to any number of persons, not less than three, of twenty-one or more years of age, who apply therefore, constituting them and any others who become shareholders or members of the corporation thereby created a corporation for any of the objects to which the authority of the Legislature extends; _____

And Whereas by the said Act it is further provided that the Provincial Secretary may in his discretion and under the Seal of his office have, use, exercise and enjoy any power, right or authority conferred by the said Act on the Lieutenant-Governor; _____

And Whereas by their Application in that behalf the persons herein named have applied for the issue of a Charter constituting them a corporation for the due carrying out of the undertaking hereinafter set forth; _____

And Whereas it has been made to appear that the said persons have complied with the conditions precedent to the issue of the desired Charter and that the said undertaking is within the scope of the said Act;

Now Therefore Know Ye

that under the authority of the hereinbefore in part recited Act **I do by these Letters Patent** issue a Charter to the Persons hereinafter named that is to say:

Letters Patent (continued)

William Thomas Girvin Wiener, Gentleman; Alan Palfrey, Accountant; and Clifford Jackson Bowey, Office Manager; all of the City of Ottawa in the County of Carleton and Province of Ontario; constituting them and any others who become members of the Corporation hereby created a corporation without share capital under the name of

OTTAWA-CARLETON ASSOCIATION FOR PERSONS WITH DEVELOPMENTAL DISABILITIES

for the following objects, that is to say:

- a) TO promote, support and protect the status and interests of *persons with developmental disabilities* in and about *the City* of Ottawa and the general well-being and welfare of such persons;
- b) TO support research and study of the nature and causes of *developmental disabilities* with a view to developing methods of prevention and treatment thereof;
- c) TO establish, operate and maintain *program or programs and services* in and about *the City* of Ottawa for the *support and* training of such persons *with developmental disabilities*.
- (d) *For the above objects, and as incidental and ancillary thereto, to exercise any of the powers as prescribed by the Corporation Act, or by other statutes or laws from time to time applicable, except where such power is contrary to the statutes or common law relating to charities, and in particular, without limiting the generality of the foregoing:*
 1. *To solicit and receive donations, bequests, legacies, gifts and grants, and to enter into agreements, contracts and undertakings incidental thereto;*
 2. *To acquire by purchase, contract, donations, bequest, legacy, gift, grant or otherwise, any personal property and to enter into and carry out any agreements, contracts or undertakings incidental thereto, and to sell, dispose of and convey the same, or any part thereof, as may be considered advisable;*
 3. *To acquire by purchase, lease, devise, gift or otherwise, real property, and to hold such real property or interest therein necessary for the actual use and occupation of the corporation or for carrying on its charitable undertaking, and to lease, sub-lease, sell, dispose of and convey the same or any part thereof;*
 4. *To accumulate from time to time part of the fund or funds of the corporation and income therefrom subject to any statutes or laws from time to time applicable;*
 5. *To invest and reinvest the funds of the Corporation in such manner as determined by the Directors, and in making such investments, the Directors shall not be limited to investments authorized by law for Trustees, provided such investments are reasonable, prudent and sagacious under the circumstances and do not constitute, either directly or indirectly, a conflict of interest;*

Letters Patent (continued)

6. *To take up proportions of any increased capital of a company or corporation in which the corporation may at any time hold shares or obligations; to purchase any additional shares or obligations in such company or corporation; to join in any plan for the reconstruction or reorganization or for the sale of assets of any company or corporation, or part thereof; to enter into any pooling or other agreement in connection with the shares or obligations of a company or corporation held by the corporation; and to give consent to the creation of any mortgage, lien or indebtedness of any company or corporation whose shares or obligations are held by the corporation; provided, however, that all of the foregoing is subject to the provisions of the Charitable Gifts Act;*
7. *To exercise all voting rights and to authorize and direct the execution and delivery of proxies in connection with any shares or obligations in any company or corporation owned by the Corporation;*
8. *To employ and pay such assistants, clerks, agents, representatives and employees, and to procure, equip and maintain such offices and other facilities and to incur such reasonable expenses, as may be necessary;*
9. *To demand and compel payment of all sums of money and claims to any real or personal property in which the Corporation may have an interest and to compromise any such claims, and generally to sue and be sued in its corporate name; and*
10. *To cooperate, liase and contract with other charitable organizations, institutions and agencies which carry on similar objectives to the Corporation.*

PROVIDED, however, that it shall not be lawful for the Corporation directly or indirectly to transact or undertake any business within the meaning of The Loan and Trust Corporations Act;

THE HEAD OFFICE of the Corporation to be situated at the said City of Ottawa; and

THE FIRST DIRECTORS of the Corporation to be William Thomas Girvin Wiener, Alan Palfrey and Clifford Jackson Bowey, herein before mentioned;

PROVIDED:

- (i) THAT *twelve (12)* directors shall be elected and shall retire in rotation.
- (ii) THAT any Director who has served (9) nine consecutive years shall not be entitled to stand for re-election until a minimum period of (1) one year has elapsed following this consecutive (9) nine year period of service.

AND IT IS HEREBY ORDAINED AND DECLARED that the Corporation shall be carried on without the purpose of gain for its members and any profits or other accretions to the Corporation shall be used in promoting its objects;

Letters Patent (continued)

AND IT IS HEREBY FURTHER ORDAINED AND DECLARED that upon the dissolution of the Corporation and after the payment of all debts and liabilities, the remaining property of the Corporation shall be distributed or disposed of to charitable organizations or to organizations the objects of which are beneficial to the community. _____

Given under my hand and Seal of office at the City of Toronto in the said Province of Ontario this _____ day of _____ in the year of Our Lord *two thousand and two*.

**(signed) M. Phillips
Provincial Secretary.**

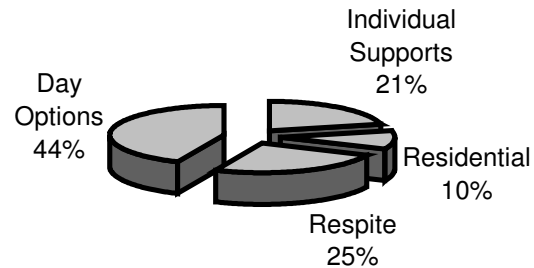
Client Services Directors' Report

Bill Crawford, Judy Bernstein and Gilles Fontaine

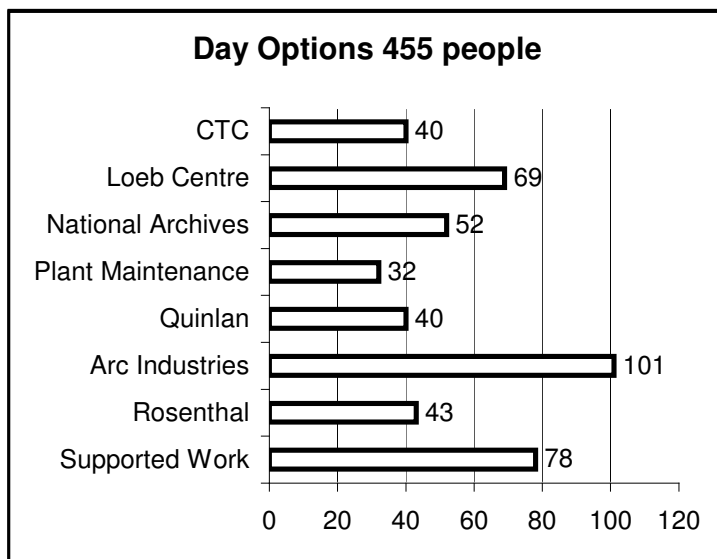
Client Services (1043 People)

OCAPDD provides a wide range of supports to a populace of over 1000 people with developmental disabilities. Program areas include Residential Services, Respite Services, Day Options and Individual Supports (i.e., Community Support Services, FamilyHome, and Transportation).

We provide services to 1043 people across our programs



Day Options (455 People)



We have experienced a great deal of demand for Day Programs in our community. The Association continues to be involved with MCSS' *Foundation Initiative*. A number of individuals received comprehensive assessments to not only help determine the appropriateness of their participation in Phase 2 of the Foundations project, but also to assist the individuals in clarifying interests and supports that would be best suited to each of them.

Snoezelen Room

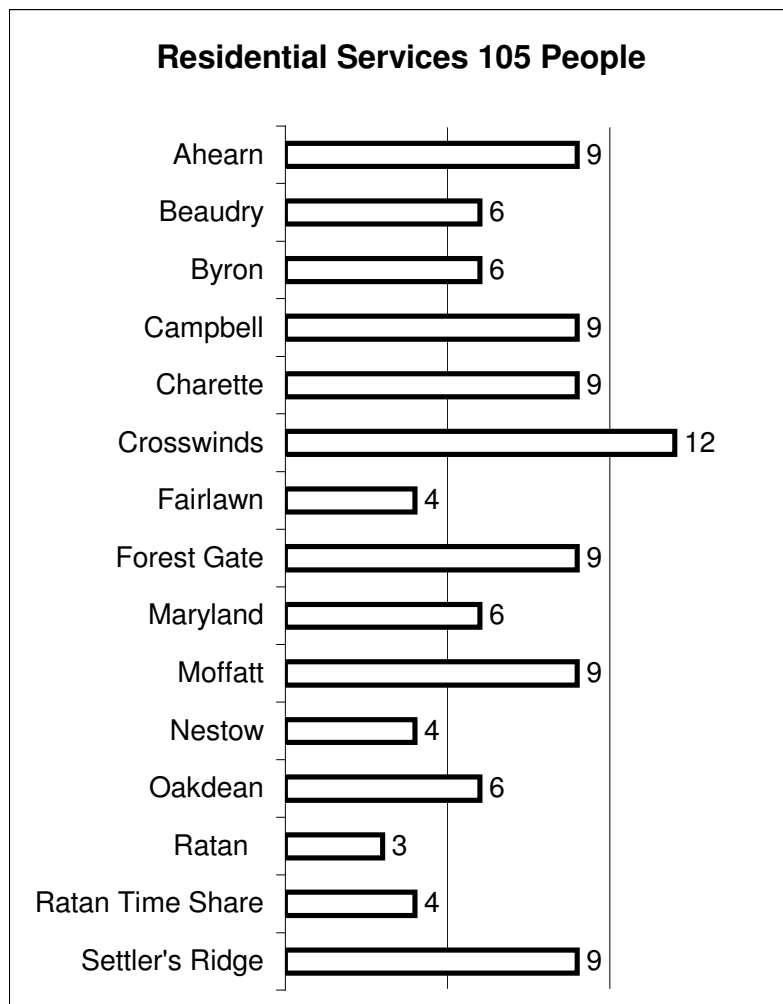
The Quinlan Centre is pleased to announce the opening of a Snoezelen Room. The Snoezelen concept comes from the recognition that stimulation, relaxation and enjoyment are basic needs of all individuals. Everyone thrives in the world around them through their senses: the motion of a rocking chair, the sight of the flickering flames and the warmth of the hearth, the sounds of music or a waterfall, the smells of baking or a pine forest. **Snoezelen** brings these experiences together in a therapeutic room. It brings the activity to the individuals in ways that enable them to interact with the equipment that responds and changes to their touch. To have an effect on what is happening in the room and the ability to choose the activity gives a sense of accomplishment and pleasure to the individual. The first phase of this room is scheduled to open in spring of 2002. Following the generous donation that OCAPDD will receive from the HOPE Volleyball tournament this July, it is projected that the Snoezelen room will be completed by the Fall of 2002.

Client Services Directors' Report (continued)

National Archives

Stabilizing our contract with the National Archives of Canada has been an ongoing project this past year. For the first time, the negotiations with the Federal Government included the participation of the provincial Ministry of Community and Social Services. As a result of these efforts, our contract has been extended for a six month period while both the Federal and Provincial governments continue to work together to develop a partnership with the goal of ensuring long term stability for this Program. This new contract brings a change to the Program. Where previously OCAPDD was responsible for both the sorting and destruction of confidential government information, the new contract includes only the sorting aspect of this work. As a result of these changes, the Association has begun discussions with the private sector organization now responsible for the shredding of the paper. They have expressed an openness to integrate some of the people from the National Archives Program, once they are completely operational.

Residential Services (105 People)

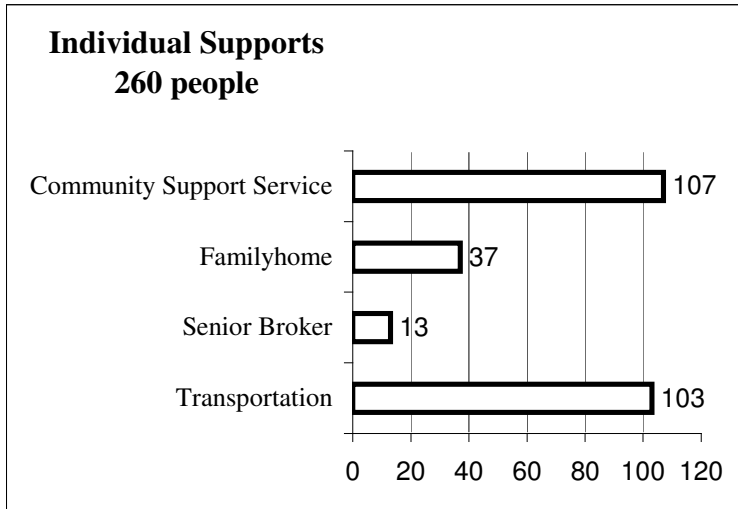


Residential Services provides care and support in activities of daily living and accommodation to more than 100 individuals of all ages. The programs are comprised of 13 residences and 6 apartments. Minor capital funds have been used to replace roofs and address fire code requirements. In April, we purchased two new wheelchair accessible vehicles.

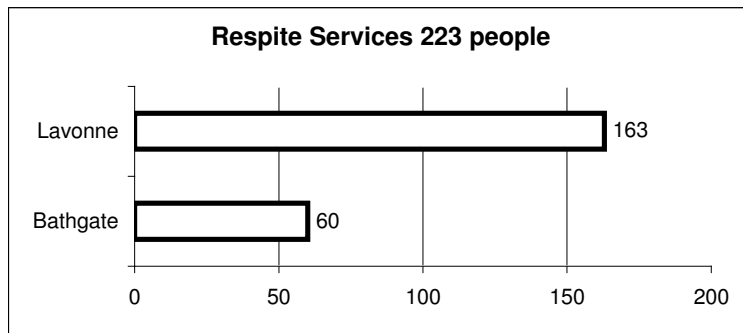
OCAPDD sends out a "Consumer Satisfaction Survey" at the end of the fiscal year in order to receive general feedback from the consumers of the support. Overall results continue to indicate favourable response to the supports and services provided by the agency.

Client Services Directors' Report (continued)

Support Services (483 People)



We provide a number of support services. Our services help people live lives that are more independent in the community. Working with community partners such as the Children's Aid Society, Edgewood Boarding Home, Brokerage Services and Service Coordination, to name only a few, we have been able to support people on an individualized basis and in unique ways. This success is largely due to the hard work and creativity of our front line staff.



The demand for services for respite services is greater than ever. This year we received funding to provide services to an additional six families. While this increase does not represent the level of demand for services, we believe that it is a step in the right direction.

Transportation (103 People)

Our transportation service provides services to a large number of organizations in the community. A small but dedicated group of staff assures the coordination of transportation services throughout the year. This year we provided services to 103 people. Most of them (66%) travel to OCAPDD Programs. The balance of the users of our transportation services (34%) travel to other community services in our area.

Training

Emphasis has been placed on staff training over the past year. In addition to First Aid and CPR, training has been provided in Medication Administration, Back Care, and Behaviour Management. A large number of staff attended a workshop on Self-Determination (client rights/empowerment, facilitation of client decision making) that was hosted by OCAPDD in May.

Client Services Directors' Report (continued)

French Language Services

We provide a number of services in French to people with developmental disabilities. These include respite services at our **Bathgate** Program, and day programs at **le Centre de transition communautaire**. We also have the capacity to assign a francophone worker to people in need of **Supported Employment Services** and **Community Support Services**. We continue to work closely with Le Regroupement in an effort to plan and meet the needs of the francophone community.

Staff, Families and Volunteers

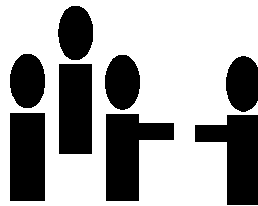
The OCAPDD team is made up of hard-working dedicated staff, families and volunteers who are committed to providing quality supports and services. We would like to thank all employees and volunteers for your continued support. Your efforts make a great deal of difference in the lives of the people we serve.

Website

If you would like to contact us or know more about our programs and services, please visit our website.

<http://www.ocapdd.on.ca/>

OCAPDD / AOCPDI



**The Ottawa-Carleton Association for
Persons with Developmental Disabilities
L'Association d'Ottawa-Carleton pour personnes
ayant une déficience intellectuelle**

Community Resources Report

Jocelyne Parent Lewis

Fund Development

In addition to the funding received from The Ministry of Community & Social Services, OCAPDD has and will continue to secure thousands of dollars from the community. The funds were and will continue to be raised from Corporations, Foundations, community service organizations, special projects and gaming.

Special events are an increasing source of revenue for OCAPDD. The Christmas Gift Wrap project was a huge success this year. It generated more than \$13,554.00. This was the most money ever raised during this event.

Another project that generated revenue for OCAPDD was The Knights of Columbus Luke Hart Council's Annual Step Dance & Fiddle Contest, which raised more than \$3,000.00 in February. The contributions made to OCAPDD from the Council over the years is over \$75,000.

Over \$6,000 was raised at both our Twin Strings concert in September and at our first Annual Golf Tournament in June 2001. We have set our goal at raising over \$8,000 at our 2nd Annual Golf Tournament and Silent Auction on June 6, 2002.

Our special computer pilot project with TAPP has supplied 21 computers to date, for clients in group homes and day programs to help them develop new skills.

Our big project this year will be the development of a Snoezelen Room in the Quinlan Program. We received a \$3,242 grant from the Community Foundation of Ottawa, and are one of the nominated charity recipients for the Hope Volleyball Tournament. Our goal is to receive \$25,000 from the Tournament, which will be used for the completion of the Snoezelen Room.

Silver Spring Farm Agriculture Project by Jack Fraser and Ed Haines

2001-2002 A Great Year for Garlic!

During the past year our volunteers' extensive and successful gardening efforts in planting, weeding, rototilling, harvesting, and selling resulted in providing high quality, healthy and nutritious garlic and red onions. The public response at Silver Spring Farm, and at the Garlic Festival in Carp was most encouraging and over \$8,000 from the sales of garlic, onions and OCAPDD's Under One Roof pins was made available for our Gift Fund. In mid-October approximately 30,000 garlic were planted, and we are pleased to report that the November placement of straw on the rows provided adequate winter protection for the newly planted cloves.

Community Resources Report (continued)

We are delighted that many of our clients and staff from the Roger Lovatt Centre and the Loeb Center were very much involved in our garlic activity. They carefully split the garlic bulbs into cloves for planting, and several of the clients assisted in the planting at Silver Spring Farm. What a fine job they did!!

Regrettably, the summer drought "did us in " with our squash, pumpkins and ornamental gourds which withered on the vines. But we'll try again this year.

The success of our Silver Spring Farm Agriculture Project and the Gift Fund is due to many volunteers and supporters. ***Each one has made a valuable contribution for which we are very appreciative.*** Special recognition is given to the members of the Church of Jesus Christ of Latter Day Saints with over 300 of their children, youth and adults again participating this year in all of the Silver Spring Farm Project activities. Special thanks too are given to the Walter Baker Chapter of the I.O.D.E., Bells Corners United Church, Victor Grostern and Lacombe Toilets Rentals, Bell Canada, Rev. Joan Riding, Mr. and Mrs. Glen Richardson, Don Burnside, Brian Moffatt, Floyd Granlund, Dorothy Linden, Wayne Senior and the ***many other "Supporters of the Silver Spring Farm Project "*** who have been so generous to us with their various resources.

To volunteer or for more information call (613) 569-8993 extension 409.

Human Resources Report

Patrick Oudin

The Human Resources Department staff complement consists of 3 positions: the Director, the Human Resources Administrator and the Administrative Assistant. The department provides services, support and advice to 5 senior managers, 19 supervisors, 213 regular full and part time and 153 relief staff. The functional scope of the department includes labour relations; collective bargaining; staffing; compensation; employee benefits; pension; Pay Equity; an employee data base containing personal and position information profiles, attendance and leave records; employee service recognition and the development of relevant policies and procedures.

Labour Relations continues to be the most fundamental activity in the Department. This activity involves regular liaison and discussion with Union representatives. It also involves consulting and providing advice and guidance to management on the administration, interpretation and application of the Collective Agreement. Since the fall of 2001, Management and the Union have met on several occasions to negotiate a new Collective Agreement. In order to reach a final settlement, the parties presented their case to an arbitrator (interest arbitration) in April 2002.

The Human Resources department has undertaken several projects:

- A new orientation program for new employees is being developed with the participation of Supervisors. The purpose of this project is to have an overall orientation program for the agency complemented by an orientation session specific to each program.
- A review of our hiring process is currently being conducted. It involves new questions to be addressed with candidates during the course of an interview, a medical examination as per MCFCS requirements, new tests, etc. The purpose of this project is to improve our hiring process in order to recruit the best-qualified candidates in order to support the delivery of services within our programs.

Volunteer Report by Debbie Blasutti, Coordinator of Volunteers

The Volunteers at OCAPDD help us on our road to success. Volunteers working alongside staff are one of the keys to our success. They hold the keys that unlock so many doors for our individuals and enable us to work towards meeting our Mission Statement.

Volunteers open the door to a whole new awareness of our population and the work of our agency, through community programs and events such as the Gift Wrap Project, Garlic and Squash Project, market fares and community outings.

Volunteers are the link, the key between corporations in the community and our agency. They provide a vehicle by which corporations and groups can connect, interact and respond to our individuals. Some of the groups that have helped OCAPDD in the past year have been MBNA, Sun Microsystems, Agere Systems, CS CO-OP, Knights of Pythias, IODE, the Aktion Club and the Church of Jesus Christ of Latter Day Saints.

Human Resources Report (continued)

Volunteers help to unlock our client's capabilities and innate resources. They allow our clients to develop their skills.

Volunteers unlock feelings of isolation and bring forth feelings of inclusion and connection through weekly outings to church, movies, walks through the park or simply talking.

Volunteers enhance our living and work environments through raking, cleaning windows, painting and whatever else staff throw their way.

Last year I was able to tell you there were 7.5 million volunteers in Canada, based on a 1997 survey. Today I can tell you there are now 6.5 million volunteers, with only 7 % of the adult population actually doing most of the volunteer hours. That is equivalent to losing 29,000 jobs. That is quite a difference. Despite this change the number of volunteers at OCAPDD has increased by 10% in 2001 and the number of volunteer hours have increased to almost ten thousand hours - up 1,000 hours from 2000.

This is a time of renewal. We need to approach it with open minds, with humour and good will. Volunteers are eager to give of their time but they want to know it is well spent. They want rewarding work, and learning to direct and harness those desires is critical if OCAPDD is to have effective partnership with its volunteers in the future.

We must count youth in. 29% of all volunteers are between fifteen and twenty-four and they each contribute an average of one hundred and thirty hours per year. It is time to get creative, applaud and encourage the efforts of young people making a difference in our community. If we catch them now, we will have them later. This year OCAPDD benefited from twenty-three youth who contributed 137.5 hours. We have almost surpassed this in 2002 already. We are growing, we are partnering.

Volunteers give back to the community. They share their knowledge, skills, love and caring. They unlock the doors and open up many opportunities to our clients. We are so grateful to all our volunteers for all they do and for all that they give. We are truly fortunate.

Thank you.

Honour Roll

Staff members who have reached the following milestones in their service with OCAPDD this year are:

30 years

Martin Hollinger

25 years

Cecil Aird
Hugh Nelson

20 years

Ken Aitken
Bill Crawford
Deborah Klesh
Julie Léonard
Linda Porter

Timothy Carmichael
Dawn Grant
Cheryl Lapointe
Holly Mitchell

15 years

Karen Bell
Terry Lynn Costello
John Lonergan
Martin O'Shanahan
Diane Vallières
Tracy Wynn

Stephanie Brown
Cathy Holmes
Maureen Oldford
Kim Scott
Janet Waterman

10 years

Paul Bancroft
Nichole Cuglietta
Lesley Goudge
Sylvie Ohanessian

Suzanne Boulet
Melaina Farrell
Derek McMaster
Jeannie Phillips

5 years

Tracey Brooks
Barrie Clifford
Carolyne Drouin
Guirlene Jean-Baptiste
Christina Stinson

Joanne Chauvin
Melissa Corcoran
Julie Fontaine
Alain Perreault