



OCAPDD

2002-2003 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.”

Table of Contents

Board Members	2
2002 AGM Minutes	3
President's Report	10
Executive Director's Report	11
Financial Report	13
Nominations Committee Report	15
Education Committee Report	16
French Language Services Committee Report	17
Client Services Directors' Report	18
Community Resources Report	22
Human Resources Report	24
Honour Roll	26

Board Members

Janet Davies
President

William Cowie
Vice President
Nominations Committee Chair

Myrna Laurenceson
Education Committee Chair

Charlotte Roy
French Language Services Committee Chair

Michael Elliott
Nominations Committee Member

Eileen Cope
Nominations Committee Member
Education Committee Member

Scott Hill
Board Member

John Wayne Ross
Board Member

Bob Morey
Board Member

Donald MacDonald
Board Member

Pansy Waterman
Board Member

Cathy Mahoney
Board Member

David A. Ferguson
Executive Director
Secretary to the Board

Friend of the Board

Anne Mundy-Markell

2002 AGM Minutes

46th Annual General Meeting Minutes - June 19, 2002

1. Call to Order **Bob Mitchell & Rudy Parent**

Bob Mitchell, President, called the meeting to order, introduced himself and welcomed the audience to the 46th Annual General Meeting. He then noted minor changes in order of agenda items – specifically that #5 & #6 had been reversed, therefore the election of the Board would be prior to the Letters Patent item.

Rudy Parent repeated the above comments in French and indicated that questions raised in French would be answered in same language.

2. Approval of the Agenda **Bob Mitchell**

Bob moves the approval of the agenda.

Seconder Mary Frances Taylor
Calls for a vote (show of voter cards)
Carried

3. Approval of Minutes of 2001 AGM **Bob Mitchell**

Bob called for a mover and seconder to accept the 2001 AGM Minutes.

Moved Tim Porter
Seconder Ed Haines
Calls for a vote (show of voter cards)
Carried

4. Tabling of Annual Report **Bob Mitchell**

4.1 Introduction of the Board of Directors **Bob Mitchell**

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

Janet Davies (absent)

Vice-President

Carl Bertrand

Rob Kirwan

Bob Morey

2002 AGM Minutes (continued)

Douglas Ward

Pansy Waterman (absent)

Mary Frances Taylor
OASIS Representative

George Braithwaite

Myrna Laurenceson
Education Committee Chair

Rudy Parent

David A. Ferguson
Executive Director
Secretary to the Board

Friend of the Board

Anne Mundy-Markell

Bob Mitchell introduces 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 (absent)	Director of Community Resources
Natalie Ethier	Office Manager

4.2 President's Report Bob Mitchell

The President elaborated on the key points included in his formal report published in the Annual Report.

4.3 Executive Director's Report David Ferguson

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

As mentioned in his report, many activities in the past year have focused on serious fiscal issues for OCAPDD. However, the excellent service delivery provided by staff throughout our programs has continued, and the staff team is to be commended.

2002 AGM Minutes (continued)

Unexpected and unbudgeted expenses arose last summer, along with being informed by the Ministry that the last 'HLDAA' award would no longer be fully funded. This combination of factors resulted in a significant projected operating deficit of over \$400,000 for the year. A variety of actions were taken to reduce operating expenditures, along with several activities designed to attempt to recapture the funding from the Ministry.

These activities were largely successful, with reductions in expenditures being realized, and the Ministry replacing the funding that had been removed along with providing fiscal support for some unfunded clinical pressures. However, just prior to the fiscal year-end a major maintenance issue arose at the Quinlan Program, resulting in a repair bill in excess of \$175,000. Discussions continue with the Ministry regarding funding of this repair, however there has been no decision on this matter to date.

In developing the budget for the new fiscal year, adjusted expenditure levels utilizing the experience of the past year were used. Additionally, the Association received notice of benefit premium increases of 36%. This translated into an additional \$150,000 of unfunded expenditures. The ED reminded the members of presentations and comments made by Douglas Ward at previous AGM's regarding our concerns over potential increases in these premiums. Unfortunately, these concerns have turned out to be all too accurate and well founded. As well, every professional involved in the insurance industry is predicting further increases in these premiums over the next several years.

These increases led to several restructuring and constraint measures being taken in order to balance the budget. While initial results indicate that the actions taken appear to have been effective, it is too early in the fiscal year to be completely confident. Management and the Board will continue to monitor the fiscal situation extremely closely.

Despite these challenges during the year, OCAPDD has continued to grow, through the expansion of both the CSS & Respite Programs.

Ed Haines questioned whether monies going to clients were being increased. ED identified that a private members Bill (118) designed to link ODSP levels with cost of living increases was defeated in the Provincial Legislature the previous week. Therefore, the ODSP levels would not be increasing.

4.4 Financial Report

David Ferguson

The Executive Director went through the financial presentation, & commented on the financial position of the Association and highlighted the financial statements.

2002 AGM Minutes (continued)

4.5 Acceptance of Audited Report 2001-2002 **Douglas Ward**

Douglas moved the acceptance of the audited Financial Statements 2001-2002.

Secunder George Braithwaite
Calls for a vote (show of voter cards)
Carried

4.6 Appointment of Auditors **Douglas Ward**

Douglas requested a motion for the re-appointment of KPMG as auditors for 2002-2003.

Mover George Braithwaite
Secunder Ed Haines
Calls for a vote (show of voter cards)
Carried

4.7 Education Committee **Myrna Laureceson**

Myrna elaborated on key points of the Education Committee Annual Report, which is published in the Report to the Membership.

She then introduced the members of the committee, Bob Morey, Debi Kirwan and Eileen Cope.

Debi Kirwan made a comment from the floor, indicating that people should be aware that education does not just apply to persons under 21; there are presently over 60 people in the post-21 program.

4.8 Motion to accept Annual Report **Bob Mitchell**

Bob called for mover and seconder to accept the Annual Report 2001-2002

Mover Eileen Cope
Secunder John Wayne Ross
Calls for a vote (show of voter cards)
Carried

5. Nominations & Election of the Board of Directors **Mary Frances Taylor**

Mary Frances called for the closure of the Registration Table.

Mary Frances reminded all that the By-Laws as approved at last year's AGM outlined that nominations from the floor would no longer occur. Mary Frances drew attention to the Nominations Report in the Annual Report and presented the slate of nominees.

2002 AGM Minutes (continued)

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

Secunder Carl Bertrand

Debi Kirwan stated that she admired anyone who volunteered to be a member on the Board and expressed her concern over the lack of parents on the Board; she would like to see a balance.

Dan Fraser asked if clients could be Board Members. Mary Frances Taylor stated that the comment had been noted.

Called for a vote (show of cards)

Carried

6. Motion to accept Letters Patent Amendments & Coopering Resolution

Anne Mundy-Markell

Anne reminded the members of the discussion at last years AGM regarding this topic and mentioned that the changes to the Letters Patent were developed by a committee and recently passed by the Board of Directors.

Anne moved that the Letters Patent as amended and distributed be approved.

Secunder Debi Kirwan

Rob Kirwan asked that Anne review the significant changes. Anne went through the changes which were “bolded” in the report.

Rob also asked how the Board was handling 8 new members and their terms. The response was that the first Board meeting would be addressing this issue, with Board members being assigned to different terms.

Rob also stated that he would like to see reasonable representation in the minutes regarding the workshops so that in 15 years we don't lose the understanding of these changes. The ED indicated that the minutes would reflect this & reiterated that the changes made to the Letters Patent allow for a broader range of services & do not reflect any intention to reduce or eliminate any existing programs or services.

Douglas made a general comment that when companies apply for a charter, they do so in a way which points the company in a general direction rather than being very specific.

Called for a vote (show of cards)

Carried

2002 AGM Minutes (continued)

Anne explained the purpose and impact of a Coopering Resolution and then reviewed the proposed Resolution with the membership, and mentioned that the Board accepted the Resolution at the June 10th Board meeting.

Anne moved that the Coopering Resolution as presented be approved.

Seconder Tim Porter

Calls for a vote (show of cards)

Carried

7. Board Recognition **Bob Mitchell & David Ferguson**

Bob presented a plaque recognizing the contributions of Carl Bertrand, George Braithwaite, Rob Kirwan, Mary Frances Taylor, Rudy Parent & Douglas Ward to the Board of Directors, upon their retirement from the Board.

George Braithwaite then presented a plaque recognizing the contributions of Bob Mitchell to the Board of Directors, upon his retirement from the Board.

8. Special Recognition **Bob Mitchell & David Ferguson**

Bob commented on the efforts of the previous Minister of Community & Social Services, John Baird to raise the awareness of issues facing the developmental services sector & the acquisition of Government funds to support the sector during the past 3 years. Bob read a letter to The Toronto Star editor from a client in Toronto. Bob expressed our appreciation of these efforts & commented on presentation of a plaque to Baird for these efforts. Bob mentioned that Brenda Elliott was also invited, however is in Toronto this evening.

Steve Sanderson expressed comments about the Board members retiring and thanked them for all their efforts.

Dave identified the background to the decision to not have the Staff Recognition as part of the AGM anymore, however expressed appreciation for efforts of all staff. He also mentioned that the Staff Recognition Evening would be held the next day. He then directed members' attention to the 'Honour Roll' in Report to the Membership and stated that an omission was made in the 15 year which was Nicole Houle and Chantal Jacques, however they would be recognized at the Staff Recognition Evening.

Dave then acknowledged the effort of all of the volunteers affiliated with OCAPDD. Commented on the development of the Volunteer Program & United Way's increased fiscal support for the Program. Commented on the recent recognition event for volunteers & the role of Debbie Blasutti in organizing the event. Referred people to the

Volunteer Program in Report to the Membership, and identified that the presentation prepared for the recent event captures the energy and spirit involved in the efforts of the volunteers in OCAPDD in a very powerful manner that we wished to share with the membership. Thanked Debbie again for the presentation & invited members to 'enjoy the show'.

9. Announcement of the 2002-2003 Board of Directors

Bob Mitchell

Bob welcomed the new Board of Directors & reminded Board members of Board meeting on June 24th. Board meeting scheduled:

**Monday, June 24th, 2002 - 7:00 p.m.
880 Wellington Street, Suite 200
OCAPDD Board of Directors**

Bob thanked everyone for his or her attendance and participation. He then invited everyone to remain and enjoy the refreshments & food available, and encouraged them to speak with the Board and staff present.

10. Adjournment 8:30 p.m.

Bob called for motion to adjourn.

Motion Anne Mundy-Markell
Seconder Mary Frances Taylor
Call for a vote (show of cards)
Carried

President's Report

Janet Davies

It was a privilege to take on the position of president of the Board of Directors this year. I am pleased to continue the work of my predecessor, Bob Mitchell, who stabilized the governance structure of the Association.

OCAPDD serves 754 clients, through 25 programs. It is one of the largest organizations serving the developmentally disabled community in Ontario, and possibly in Canada. That position is a hard-earned one and speaks to the dedication and effectiveness of the Association's operational management and staff.

One of my first functions as President was to welcome eight new members to the Board of Directors. Our collective efforts this year involved understanding the roles and mandates of various other agencies working in the developmental disabilities sector. The Board met with members of the Boards of Service Coordination and of the Ontario Agencies Supporting Individuals with Special Needs (OASIS) as well as with a representative from the Ontario Ministry of Community, Family and Children's Services. We also had a number of opportunities to meet with clients and parents.

Our second undertaking related to advocacy. We held a special session on advocacy and have identified several issues that need action or support. We have also participated in discussions related to special education at the Ottawa-Carleton Board of Education. Through our membership in OASIS we have raised issues such as staffing and financial matters to the attention of the Ontario Government. This work provides the foundation for the development and implementation of an advocacy strategy in the next twelve months.

In these times of increased accountability requirements, the Board has also reviewed financial issues and strategies to stabilize the OCAPDD budget. This work will continue.

One of the exciting developments this year was receiving Ontario government recognition of OCAPDD as a provider of services to francophone populations. Again the commitment of current and former Board members Charlotte Roy and Rudy Parent as well as staff are to be applauded.

The quality of the produce from Silver Spring Farm is a testament to the hard work of the many volunteers working with OCAPDD. The cookbook produced by several of these volunteers is now in its second publication!

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

Executive Director's Report

David A. Ferguson

“All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work.” - Calvin Coolidge

The past year has indeed been one of ‘work’ for OCAPDD employees, management and the Board, with the growth of the individuals we support and the organization being the result. As noted on many occasions in the past, the efforts of our staff have been tremendous, and they are to be congratulated for their ongoing care and compassionate support of the individuals we serve through our programs. Certainly the Employee Recognition Evening held last June demonstrated both the creativity and commitment of the Association’s employees in a memorable fashion.

Unlike last year, where the focus was on managing through a financial crisis, this year the focus was on growth for the organization. As you will read in the Client Services Report, there was expansion of programs along with the realignment or restructuring of some services. You will recall that in order to achieve a balanced budget for the year, several initiatives including employee lay-offs, were to be implemented. These changes have occurred and the process has led to a minimum of disruptions in the services that we provide. This year the Ministry approved funds to support more people through the Anglophone respite program, Francophone day supports, and Community Support Services. An initiative to support several people at the Edgewood Care Centre has also proven to be very successful, and we have appreciated the opportunity to develop this working relationship with another community resource. Finally, we are extremely proud to have raised 100% of the funds required to develop a Snoezelen Room at the Quinlan Centre. Thanks again to the HOPE Volleyball Tournament and the Community Foundation of Ottawa for their financial support of this project.

As initially reported last year, the fiscal arrangement between the Provincial Government and the Federal Government to support the National Archives Program has been confirmed for an additional year. One of the benefits to this arrangement is that being a “Federal – Provincial Agreement”, the Program will be protected in the future from being exposed to a public tendering process for the contract, which has led to much turmoil and concern for the Association in the past. In fact, the Provincial Ministry has provided funding for an additional staff position for six months to allow an exploration of additional funding streams and possible sources of referrals.

As you will also read later, there has been explosive growth in the volunteer program for OCAPDD. The United Way must be acknowledged for completely funding the Volunteer Coordinator position for OCAPDD. We are very pleased to be part of a new initiative, ‘Best Buddies’ with the University of Ottawa and, later this fall with Algonquin College. This program has resulted in many new ‘friendships’ for many of our clients that they would not otherwise have experienced. The ongoing contributions of the massive team of volunteers associated with the Silver Spring Agricultural Project can never be adequately recognized. Special recognition must be made to Jack Fraser for his efforts with this project!

Executive Director's Report (continued)

Although there was no financial crisis this year, much work went into managing the Association's finances. While there have been arbitrated wage increases for the unionized employees, resulting in additional expenses of over \$1million in a three-year period, there has not been an annualized increase in funding from the Ministry. Funds have been forwarded to OCAPDD to cover these costs, but to date they have been on a "fiscal basis". As stated last year, this will continue to be an area of vigilance for Management and the Board of Directors. That said, as the Financial Report indicates, OCAPDD is in the best financial shape that it has been in for approximately 10 years. This is as a result of the approval of OCAPDD's submission for a rebate of the Employer Health Tax that the Association paid to the Provincial Government over the past 5 years. The Board directed that this one-time financial rebate be applied toward the reduction of the Association's accumulated debt. Final approval for this plan for the funds was received from MCFCS in April. As a result, the accumulated debt has been reduced to approximately \$27,000 from almost \$400,000 (which included the repairs to the Quinlan parking lot reported last year).

OCAPDD, along with three other agencies in Ottawa, hosted the OASIS Annual General Meeting and Conference in May. Much work went into the planning and coordinating of this event, but the results were worth it! Registration levels were 20% higher and the Banquet attendance rate was 33% higher than in previous years. Keynote speakers Herbert Stuemmer and Stephen Lewis captivated and motivated all those in attendance. Special thanks go out to all members of the Planning Committee. Additionally, OCAPDD's work within OASIS has continued to be of assistance to the Association. Efforts were successful to have OASIS take up the issue of ODSP levels recently. And while OASIS cannot take sole credit for convincing the Government of the need for increasing these levels, the recent Throne Speech did announce that ODSP levels would be increased, which is an important achievement for this sector.

The Board of Directors has also contributed much effort this past year. As you will recall, two-thirds of the Board were new members elected at the 2002 AGM. These new members, along with the returning members, have worked diligently throughout the year and should also be thanked for their involvement with the Association.

Recently, Jean Martel joined the Association as Director of Human Resources. We welcome him to the Management Team and look forward to his efforts and contributions towards the growth of the Association.

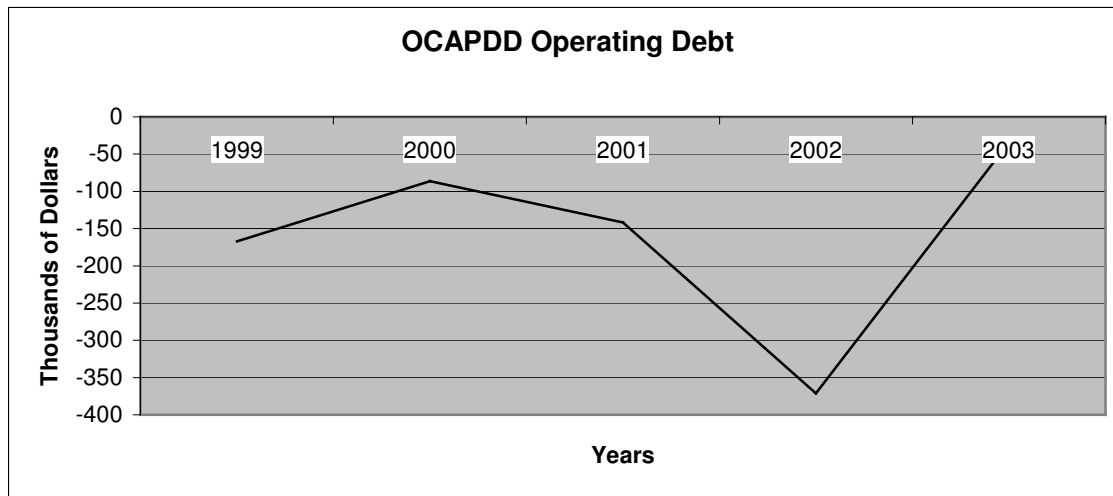
The Provincial Government has confirmed its commitment to multi-year funding increases for the developmental service sector in Ontario. As a result, it is expected that additional government funds will be directed towards serving more people living with a developmental disability, both within Ottawa and across the province. This will no doubt create more activity and work for the Association to develop services, and will ultimately benefit many more individuals and their families, which is in fact the purpose for the Association's existence.

Financial Report

Chris Allen, Director of Finance and Administration

Operating Fund

The past year has seen our accumulated operating debt be reduced from \$371,000 to just \$27,000. The major factor has been a change in Employer Health Tax reporting which has reduced our annual costs and provided a retroactive refund for the past 5 years. Below you can see the change on our debt over the past 5 years.



Our cash position is adequate to meet our obligations and our funding from the Government of Ontario is fully paid for last year. Any receivables we hold are 99% collectable as well as having almost \$140,000 cash restricted to specific programs from donations and over \$500,000 in cash and investments in our Memorial Fund.

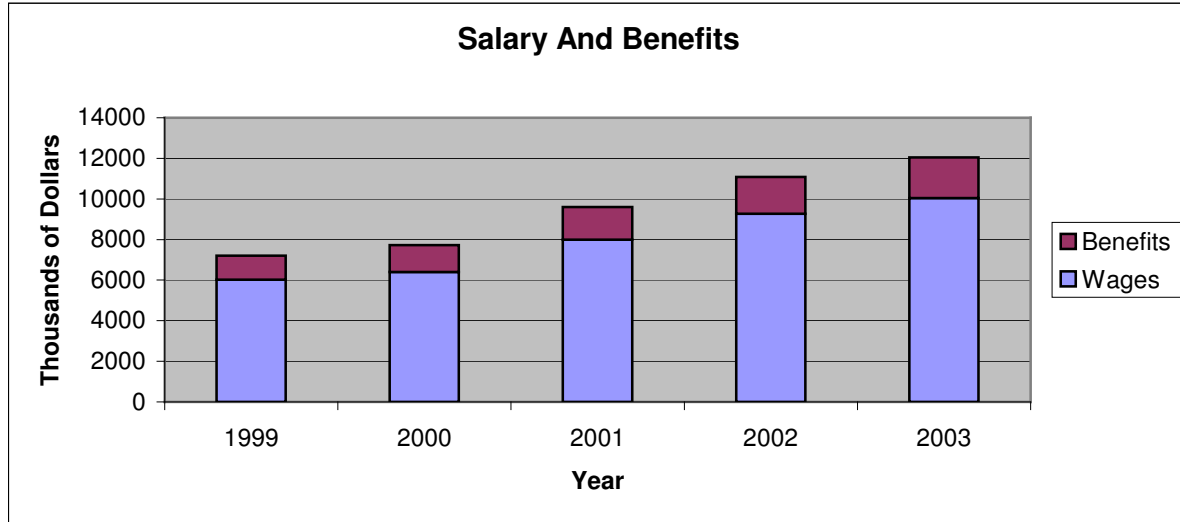
We have increased our Net Capital Assets by almost \$100,000 due to the purchase of 2 wheelchair accessible buses in the past year, along with the addition of some Computer Equipment and Software. This equipment is depreciated over the expected useful life of the assets.

Although sales have decreased due to changes in the Plant Maintenance and National Archives programs, Government Funding has increased to offset those changes as well as to meet the wage settlement and retroactive wage increases back to April 1, 2001. We also managed to negotiate an increase in grants from the United Way of Ottawa Carleton to increase the hours of the Volunteer Coordinator.

Our expenses have increased by \$1.2 million of which most can be attributed to a retroactive wage settlement and benefit increases. Even with a reduction in Employer Health Tax costs of over \$120,000 our benefits still increased by over \$182,000.

Financial Report (continued)

Below we can see the relationship between wages and benefits over the past 5 years.



Although we still face many new challenges in the coming years we start to address these from a position of financial strength and optimism.

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 support. 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.

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 provided \$13,644 in aid, all related to the needs of those we serve. The funds were spent in the following manner:

Therapy for Clients	\$1,023
Physiotherapy for Clients	\$360
Client Christmas Party	\$4,792
Special Needs Furniture	\$1,454
Subsidies for Bus Passes	\$3,790
Clothing for Clients	\$700
Other Client Needs	\$1,525
Total	\$13,644

The Memorial Fund generated \$27,053 in interest during the fiscal year. The balance in the fund has now reached \$508,910, which is invested in secure bonds.

Nominations Committee Report

William Cowie, Chair

The Nominations Committee members are the Chair, William Cowie, Eileen Cope and Michael Elliott.

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

The following Board Member has completed 9 consecutive years of service: Bob Morey.

This will leave one vacancy on the Board. The Board had not taken a decision or made a recommendation on his replacement in part because the Board has only recently been establishing its priorities for Advocacy. To that end the Board will be looking for someone who can assist in our goal of improving the access and interaction between our constituency and the wider health and long-term care system in order to help ensure “seamless delivery and service provision” among all agencies. The Nomination Committee has begun inquiries to that end.

At the beginning of the year there was one vacancy on the Board and that was filled by Donald MacDonald who joined the Board in November. Don is retired from the Canadian Labour Congress and was formerly Coordinator of the Union Label Department. Don has many years of experience in arbitration and mediation and has recently served on the Board of United Way, Ottawa Congress Centre, Board of Algonquin College and the EI Board of Referees. Don’s experience is a welcome addition to the Board.

All Board members, with the exception of Janet Davies, Myrna Laurenceson and Pansy Waterman, were elected or nominated to the Board for the first time this year. Three members who came on for a one-year term have submitted their names for renewal again this year. They are:

Cathy Mahoney
Scott Hill
Charlotte Roy

The following joined the Board last year and will be continuing at least one more year:

Eileen Cope
Don MacDonald
Michael Elliott
John Wayne Ross
William Cowie

For a profile of the Board Members you are asked to consult last year’s Annual report.

The Nominations Committee, with the approval of the Board, is attempting to strike and maintain the best balance of skills competencies and community links that serve the interests of OCAPDD clients and in a way that it will help promote and advance the Mission of the organization.

Education Committee Report

Myrna Laurenceson, Chair

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

This year, the Education Committee has maintained its representation on the Two Board Co-ordinating Committee for the Education of Pupils with Developmental Disabilities and the Special Education Advisory Committees of both the Ottawa-Carleton Catholic School Board and the Ottawa-Carleton District School Board. On all these committees, we have continued to garner support for the education of students with developmental disabilities, especially important in these times of fiscal constraints.

We have also been instrumental in the retaining of a school-board summer learning program for July 2003, and are currently involved in activities for future years. The Education Committee is also developing plans to ensure that education, especially of students with developmental disabilities, is a major issue for all political parties in the upcoming provincial election.

French Language Services Committee Report

Charlotte Roy, Chair

OCAPDD continues to provide a number of services in French to clients with developmental disabilities. These include respite services at our Bathgate program and day program services at le Centre de transition communautaire. Other programs supporting francophone individuals are the Supported Employment Program and Community Support Services.

In September 2002, OCAPDD was informed that the Ontario Government recognized the services being provided by our Association to the francophone community by designating OCAPDD as provider of French Services under Ontario law. As a result, OCAPDD is now designated to support francophone clients in 4 programs: Maryland, Centre de transition communautaire, Supported Employment and Community Support Services.

This partial designation is the culmination of sustained efforts on the part of the previous Board, your Executive Director and his management committee, towards recognition of the services offered by our Association to the francophone community.

OCAPDD continues to work closely with Le Regroupement to plan and meet the needs of the francophone community.

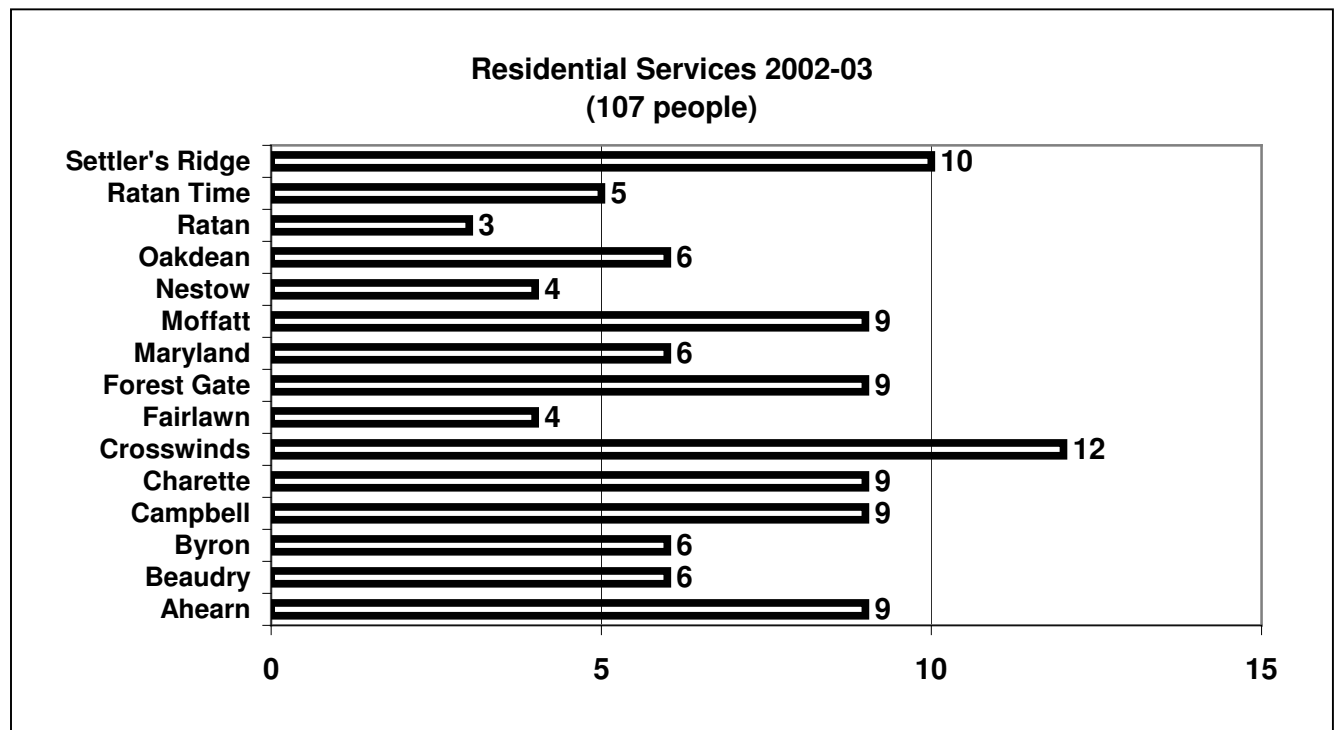
In January 2003, Janet Davies, President of the Board of Directors, Charlotte Roy of the Board's Committee for French Services, David Ferguson, Executive Director and some members of the management committee met with francophone parents and clients at the Centre de transition communautaire.

Client Services Directors' Report

Bill Crawford, Judy Bernstein and Gilles Fontaine

The Association maintains its wide spectrum of support to people with developmental disabilities in our community. We extend supports and services to 754 people. Program areas include Residential Services, Respite Services, Day Options and Individual Supports (i.e., Community Support Services, Family Home Program and Transportation).

Residential Services



Residential Services is comprised of 13 residences and 6 apartments. Care and support in activities of daily living and accommodation is provided to more than 100 individuals of all ages. The annual Christmas party was a resounding success and enjoyed by over 300 guests.

Site tours of the residential programs are scheduled with Service Coordination and offered throughout the year. This arrangement provides people on the waiting list an opportunity to tour facilities and become aware of our services.

We undertook major bathroom renovations at the Ratan Residence, installing a state of the art hydraulic bathtub to ensure maximum flexibility for individuals and employees. Fire code requirements continue to be addressed within the group homes.

The Ministry implemented a new physical restraint policy that legislated 'Crisis Prevention Institute (CPI) – Non-violent Crisis Intervention' training of all direct care staff within residential services. Earlier this year, nine employees from OCAPDD attended the CPI Instructor's training course. These nine 'In-House Trainers' have provided residential employees with the mandatory training. In addition, the OCAPDD Registered Nurse Consultant provides training in Medication Administration.

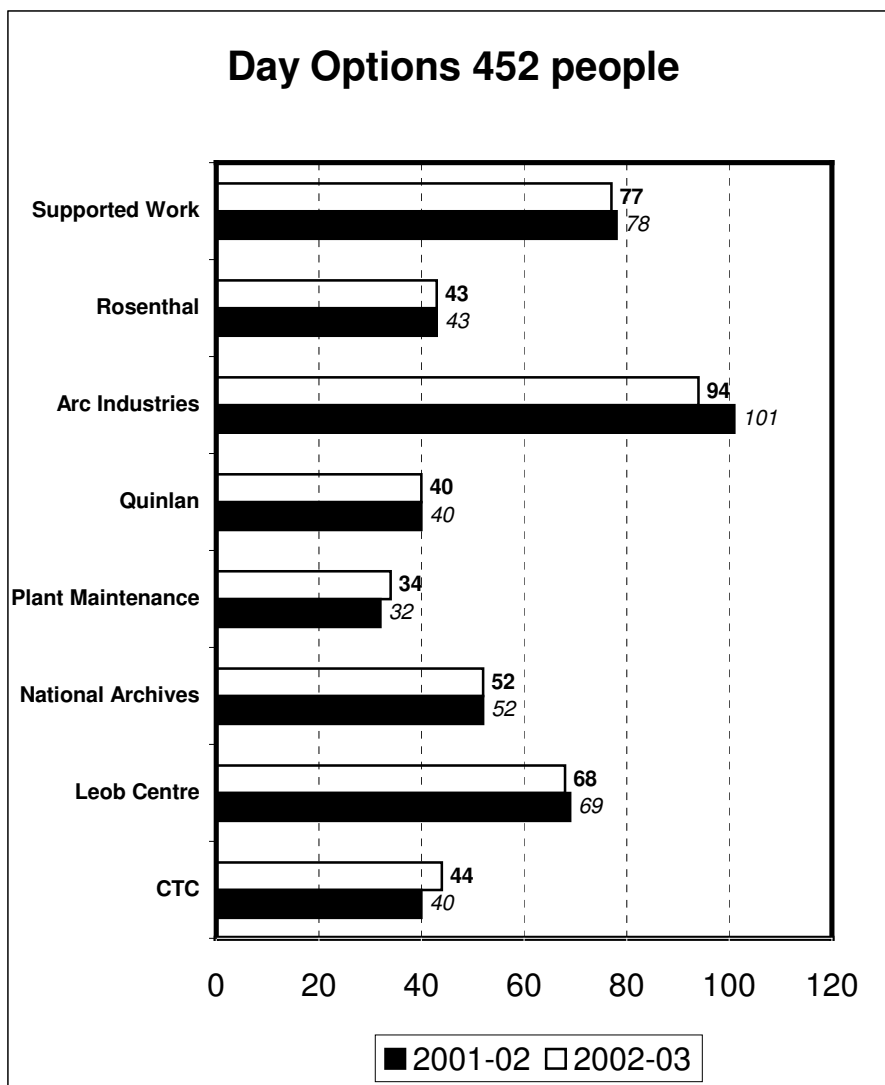
Client Services Directors' Report (continued)

Day Options

We are pleased to report that le Centre de transition communautaire (CTC), which supports francophone individuals, expanded their services. Nine new individuals were accepted as a result of new funding received this fiscal year.

Last August, the National Archives Program opened up a satellite program for Revenue Canada. Five individuals, supported by one staff, are responsible for sorting classified documents at the Revenue Canada location.

In July 2002, OCAPDD received a generous donation from the HOPE Volleyball Tournament. With this money, the Quinlan Centre was able to complete the Snoezelen Room that was started last year. This room has been well received by the many individuals who utilize it on a regular basis.



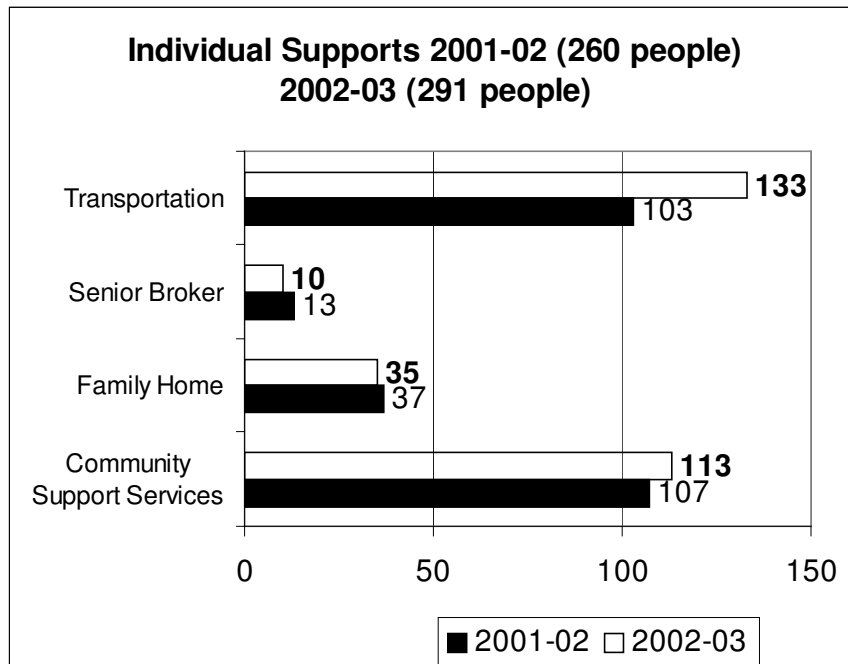
This year, OCAPDD submitted a business plan to MCFCS for the National Archives and Plant Maintenance Programs. As a result of the support received from the Ministry, an additional six-month position has been financed to allow the Agency to look at ways to further develop and expand our assessment services.

Client Services Directors' Report (continued)

Community Support Services

The Community Support Services Program expanded by two additional staff in the last year, which allows us to serve 6 very needy people. These support services are offered to people wherever they live. Consistent with this approach we established a satellite office for CSS workers at the Edgewood Care Centre. Our working relationship with Edgewood has benefited a number of people and has offered an option for some people to be successfully integrated into the community.

In the past year, we have been successful in supporting a number of people with complex needs.



We have been working closely with the:

- Canadian Mental Health Association
- Royal Ottawa Hospital
- Service Coordination
- Brokerage Services
- Carlington Community Treatment Team
- Mental Health Community Crisis Service.

These partnerships have been particularly successful at serving people with a dual diagnosis.

The demand for this type of support continues to be greater than the availability of resources. OCAPDD is poised to expand this program as resources become available. It should be noted that the Senior Broker program and Family Home Program have been integrated into one unit known as the Community Support Services Program. We continue to track data for each program.

Family Home Program

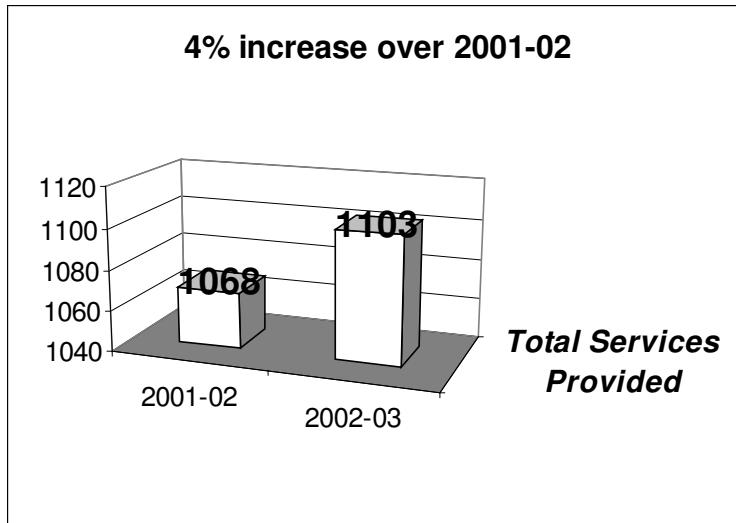
This program has continued to innovate and support people to live in a family home setting. Family Home Providers are willing to share their homes and give people an opportunity to live in a home-like setting. Their generosity is only surpassed by their compassion and is greatly appreciated.

Last year a family approached our organization to find a way to support their son in a home that they owned. We successfully recruited a Family Home Provider, who was interested in living with the family's son and support him in his goal to live in the community. This arrangement also offered an opportunity for a person on the waiting list at Service Coordination to receive the support that he needed to live in the community. We are pleased to report that this project has been successful and that they are planning their first house warming party this spring.

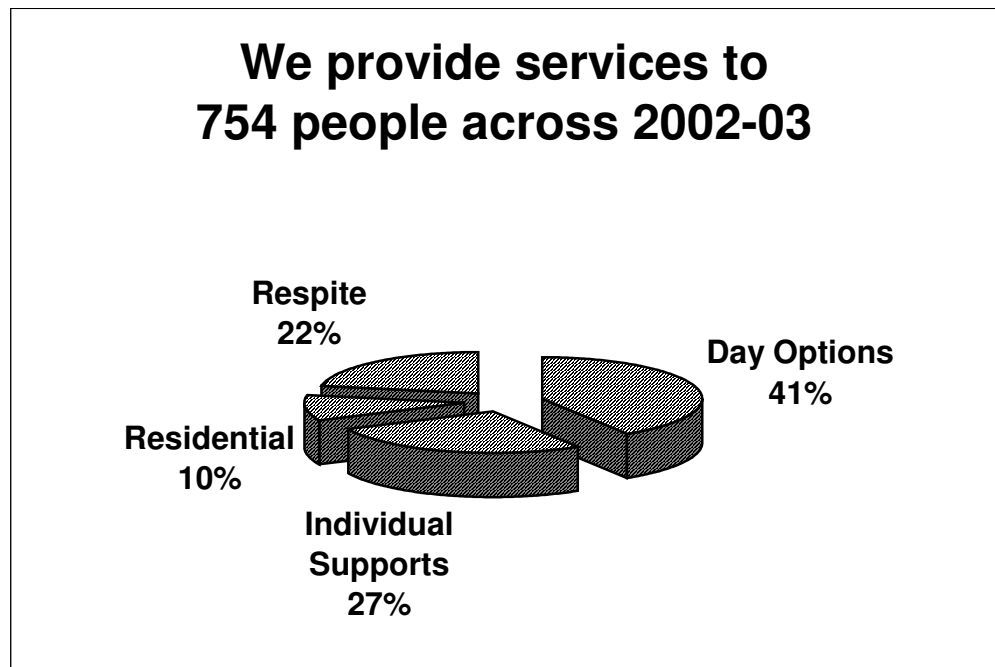
Client Services Directors' Report (continued)

New Clients

We have increased our level of service by 4% or an additional 35 new services have been offered to people with developmental disabilities. We provided 1103 services in 2002-03.



Across all programs, we served 754 individuals. Many people participate in more than one program.



The Staff, Families and Volunteers of OCAPDD

OCAPDD is very fortunate to have a team of hard-working and dedicated staff, families and volunteers who are committed to providing quality supports and services. Your continued support has improved the lives of many people. Your help is greatly appreciated.

Community Resources Report

Jocelyne Parent Lewis

Fund Development

In addition to the funding received from The Ministry of Community, Family & Children's Services, OCAPDD has and will continue to secure thousands of dollars from the community.

The funds continue to be raised from Corporations, Foundations, service organizations, special projects and gaming activities.

Special events continue to be an increasing source of revenue generated for OCAPDD.

The Christmas Gift Wrap project was a huge success this year. It generated more than \$10,800.

Another project that generated revenue for OCAPDD was the Hope Volleyball Tournament. As one of the identified charities to be supported by last year's Tournament, OCAPDD received \$25,000 for the Quinlan Centre's Snoezelen Room.

Over \$6,000 was raised at our 2nd Annual Golf Tournament and Silent Auction in June of 2002, and we look forward to this year's event being even more successful. Our goal for the 3rd Annual Golf Tournament, to be held on June 23rd, is \$8,000.

OCAPDD also received \$1,875 for communication tools from the Community Foundation of Ottawa this past year.

Our big project this year, is our provincial "Harley Raffle", in conjunction with Lambton County Developmental Services and Community Living Oakville. OCAPDD's proceeds from the raffle will go to the Loeb and Ahearn Programs for long awaited projects.

OCAPDD would like to thank all of the individuals, corporations and service clubs that have continued to support our activities, through their generous donations. In 2002, OCAPDD received over \$45,000 from individual donors.

Silver Spring Farm Agriculture Project, by Jack Fraser et Ed Haines

Great Cookbook!! Great Garlic!! Great Volunteers!! Those six words sum up a most successful 2002-2003 year's activities at Silver Spring Farm.

The Silver Spring Farm Cookbook - The Best of Garlic, Squash, Pumpkins and Onions became a reality, and it was very well received in the community. We have had two printings, and over 1,400 copies have been sold! It has been featured at the Herbstfest in Almonte, the Garlic Festival in Carp, the Stittsville Market, the Byward Market, the Kanata Craft Fair and of course at Silver Spring Farm. Media coverage included, The NewRO, CJOH and Global television, the Ottawa Citizen and many of the weekly community papers in the area. As well, Domus Housewares, Kardish Foods (Bells Corners), Loeb (Bells Corners & Greenbank), Robinson's Your Independent Grocer (Manotick), Pakenham General Store, The Natural Food Pantry (Westgate), and Thorne & Co. sold the Cookbook and very generously absorbed the selling costs. A BIG thank you to all whose untiring efforts have contributed to the success of this venture.

Community Resources Report (continued)

During the past year our volunteers' continuing efforts in planting, weeding, rototilling, designing equipment, transporting straw, harvesting, cleaning, grading, making braids bunches and bouquets, and selling resulted in our best year ever, for garlic quality, quantity and sales!

The public response at Silver Spring Farm and at the Garlic Festival in Carp was outstanding. The net revenues from the garlic sales, together with generous donations to the Farm project, sales of our Under One Roof pins and revenues from a reduced crop of red onions, squash, pumpkins and gourds has contributed significantly to our Gift Fund.

In Late October and early November approximately 25,000 garlic cloves were planted during very rainy and cold weather and we are hoping that the November placement of straw on the rows will have provided adequate winter protection. Thanks to many of our clients and the staff at Arc Industries and Loeb Centre for carefully splitting the garlic bulbs into the approximately 25,000 cloves for planting.

The success of our Silver Spring Farm Agriculture Project is due to our many volunteers. Each volunteer 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 well over 100 of their children, youth and adults again participating this year in all of the Silver Spring Farm Project activities.

As well, special thanks to the Walter Baker Chapter of the I.O.D.E., Bells Corners United Church, Christ Church Bells Corners, Bell Canada, Rev. Joan Riding, Mrs. Leona Cavanaugh, Mr. & Mrs. Glen Richardson, and to all of the other supporters of the Silver Spring Farm Agriculture Project.

Human Resources Report

Patrick Oudin & Jean Martel

The Human Resources Department staff consists of 2 positions: the Director and an Administrative Assistant. During the last year, one position was eliminated within the department in an effort to reduce the Agency's expenses after Joanne Foster resigned from OCAPDD after 18 years of service. The department provides services, support and advice to 5 senior managers, 18 supervisors, 221 regular full and part time and 155 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. The vast majority of our time was spent developing strong communication links with representatives of CUPE Local 1521. As such, OCAPDD was able to maintain a constructive and positive relationship between Management and its employees. A direct consequence of our actions was the reduction in the number of grievances to 3 (within a year and a half), which represents for the Association an all time low. Our activities also involve regular consulting and providing advice/guidance to Management on the administration, interpretation and application of the Collective Agreement.

Several other projects were undertaken in the area of Human Resources Management:

- Questions and tests for applicant screening purposes were developed with Supervisors' participation, and are an integral part of our new hiring process. Such changes will enable OCAPDD to better target qualified candidates, improve our overall selection process and reduce our turnover rate.
- A review of our administrative processes resulted in the elimination of one secretarial position and the creation of a much needed position in the area of I.T. Support.

Finally, Patrick Oudin resigned from the Association in April. Jean Martel has assumed the position. Jean arrives with a MBA, along with many years of experience with the Ottawa City Library and Pavillon du Parc.

Volunteer Report by Debbie Blasutti, Coordinator of Volunteers

When media salesmen are trying to sell more airtime to their clients using the words "Added Value" they are referring to extra benefits or bonus items that will stretch their clients dollar. Change the word order to "VALUE ADDED" and you create a term that defines the powerful benefit that OCAPDD receives from its volunteers. Costs are minimal but volunteers help stretch OCAPDD to reach its potential and work towards accomplishing its mission. Volunteers help OCAPDD to connect with the community at large and they bring seeds of love, hope, and dignity to the OCAPDD community.

Human Resources Report (continued)

Volunteers are active partners with different roles. Volunteers are partners to share responsibility, risks and rewards.

Volunteers are a critical link to the community. When individuals choose to volunteer for OCAPDD they make our agency part of their community and if they are happy and are a longstanding volunteer, it tells that community we must be appreciated. It builds support for OCAPDD and the volunteer, becomes our number one recruitment tool for new volunteers and increased financial support.

Last year we reported on having to break out from traditional volunteer roles and counting youth in. It appears that we have been successful in opening OCAPDD's door to the youth in the community. In October we became the Host Site for Best Buddies in conjunction with the University of Ottawa, and this September sees OCAPDD as the Host Site for Algonquin College as well. University and College students are a vast source of untapped volunteers who are just waiting for an opportunity to explore. Students are not afraid to try new things, and this brings with them lots of enthusiasm. Being flexible in our volunteer roles allows these individuals to be a part of the OCAPDD community. Their schedule fluctuates, they often hold down two jobs to pay tuition and yet they still find time to volunteer because they want to learn and use new skills, have fun, and meet new people. Most youth volunteer because it reinforces their personal values.

Youth Volunteers

	2001	2002
Number of Volunteers	23	48
Number of Hours	137.5	402

Youth Day of Caring

	2001	2002
Number of Volunteers	17	25
Locations Benefited	3	6
Number of Different Groups	3	6

As can be seen below, the contribution of volunteers has also continued to grow significantly.

Volunteers

	2000	2001	2002
Number of Volunteer Hours	8,984	9,479	15,794.25

From all of us at OCAPDD, we would like to thank each individual for caring enough to volunteer.

Honour Roll

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

25 years

Ann-Marie Engelberts-Cousineau
Kelly Gordon

20 years

Deborah Fleury
Kevin James
Patrick Kline

15 years

Janet Beath
Grahame Cole
Jean-Marc de Lanux
Heather Kingsbury
Frances McMahon
Veena Stokes

Anne Marie Boswell
Sheila Dagenais
David Joy
Leanne McCallum
Carol Prince
Lorraine Vezeau

10 years

Nancy Berthelette
Anna Dalnoki
John Embree
Tamara Sorley
Vikki Small
Lisa Babineau

Tracy Charles
Wendy Doucette
Gayle Murdie
Jason Scott
Heather Walker

5 years

Jennifer Christie
Melissa Dolson
Anne-Marie Landriau
Teena Mehta
Sylvie Moore

Barbara Crowder
David Ferguson
Carolyn Magrie
James Mitchell
Ann Tessier

