

# The Ottawa Rotary Home

## Annual Report 2020-21

Keeping families strong, helping keep them together.



ORH

2020

Artwork by Aaron D.

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# WHO WE ARE

The Ottawa Rotary Home, Supporting the Ottawa Community for almost 40 years!

## Keeping Families Strong, Helping Keep Them Together

The Ottawa Rotary Home exists to improve the quality of life of caregivers and individuals with disabilities through a family and person-centered approach that is responsive to individual needs and offered in a dynamic and flexible way. We offer a variety of respite programs for different groups. Respite means something different to every family. However, most visits to Rotary Home are between a few days to a week or two in length. These breaks give the parents or caregivers a chance to rest and rejuvenate while their child has a fun time with our caring and professional staff.



### **The Ottawa Rotary Home**

823 Rotary Way, Ottawa ON K1T 3W6

613-236-3200

Charitable Registration #89418 7962 RR0001



### **The Ottawa Rotary Home Foundation**

823 Rotary Way, Ottawa ON K1T 3W6

613-822-5391

Charitable Registration # 89418 7962 RR0001



# VISION

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

*Artwork by Stewart Hitchmough*



# OUR Mission



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

# OUR VALUES

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

<b>Family</b>	The family unit is supported in knowing they are never alone in meeting the extra demands of caring for a child or adult with a disability.
<b>Empowerment</b>	We encourage and foster the belief that each individual has the potential to grow and develop into his/her own unique person.
<b>Community Awareness</b>	We strive to increase community awareness and understanding of the value of respite services and specialized residential care to each individual that we encounter.
<b>Individuality</b>	The unique needs of the family and individuals are the focus of planning and delivery of all supports and services.
<b>Quality</b>	The Quality of life, service and living with respect and dignity.
<b>“Access-Ability”</b>	The unique needs of the family and individuals are the focus of planning and delivery of all supports and services.
<b>Trust</b>	The trust we develop with our families and individuals is integral to our organization. Our services are provided in a manner that is tailored to their strengths, needs and experiences.
<b>Passion &amp; Compassion</b>	Commitment to our work comes from within (energy, joy, playfulness) and flows out to benefit others.



## Executive Message from **Gina St. Amour**, *Executive Director*

One entire year, 365 days, operating in a pandemic. Resiliency at its best. No one would have dared imagine (or stated out loud) to expect that our residential services would still be locked down one year later, and that respite would not be in full gear as the spring approached. From day one, and in true One-Team fashion, all levels of the agency jumped into high gear to keep everyone safe. PPE was procured and training ensued, plexi-glass was installed, every single health, safety and cleaning measure was instituted, all while we devised ways to keep our residents happy and healthy and staying in touch with our respite and day program families.

As the year progressed, virtual meetings and virtual programming became the norm and everyone settled into the "new normal". Information flow was constant and guidance was forever changing but our teams consistently adapted and did their best to keep smiles on their faces.

Not only our staff and board members but our entire community and province demonstrated successful collaborative efforts that we have never before experienced across sectors. Through ongoing open communication, relationships were forged and new approaches to working together were adopted. News of the vaccine brought hope to everyone and relief to all of our management team. The daily stress of what we were living was always present, but we trusted that our collective efforts would make the difference in coming through this together. As we transition our thinking to "re-opening", we will take a pause to rest and re-charge, so that we can continue to meet the vision and mission of the Ottawa Rotary Home. We will continue to work alongside our families and community to hear what they need, so that they can also stay strong and healthy into 2022.



## Message from our Board of Directors

**Peggy Gilmour**, *Board of Directors Chair*

The past year was like no other in the history of the Ottawa Rotary Home. Due to the Covid 19 Pandemic, the Ottawa Rotary Home was locked down. Our children and adult respite and day programs were temporarily suspended. A reduced schedule of respite was provided to families from July 2020. The Ottawa Rotary Home was one of the first to re-open services and the support was very positive. The ORH followed all necessary guidelines and orders as they pertain to their setting. The IPAC team reviewed monthly to determine if another bed could be opened safely.

The Board of Directors were kept busy. Because of the pandemic, we have held all of our meetings virtually, even our annual Christmas party.

We have had great attendance and participation by the board members. This is a reflection as a Rotarian, to their commitment to the vision and mission of this organization. One of the items worked on was the updating of our bylaws. As well, four board members are stepping down so we have actively been recruiting new members and have three who have agreed to come on board.

On behalf of the Board of Directors, I would like to thank Gina St. Amour and her whole team for their dedication and hard work during a very difficult year.



# 2017-2022 Strategic Plan

The Ottawa Rotary Home is a leader in providing specialized respite and residential services in the East region.

## KEY PRIORITIES

### GREATER IMPACT

We will work with individuals, families and stakeholders to enhance the scope and quality of our services.

### COMMUNITY INVOLVEMENT

Involve our local and regional community in our efforts to enhance the quality of life of children, youth, and adults with complex special needs.

### SUSTAINABLE GROWTH

We will demonstrate a secure pathway that allows us to grow in response to identified community needs.

## HOW WE GET THERE

1. Focusing on personal (individual) outcomes across all programs.
  2. Expanding program opportunities for those who are medically fragile.
  3. Expanding our residential continuum to meet the growing needs of our community.
  4. Improving our evaluation and accountability framework.
- 
1. Working with our community service providers to more effectively engage and support families with the aim of strengthening overall family capacity.
  2. Community Support Training Solutions program in response to gaps identified by transfer payment agencies and other non-profit organizations.
  3. Creating mutually beneficial partnerships with private and public organizations locally and in the broader East region.
- 
1. Formally enhancing partnerships with the Ministry of Health and Long-Term care, Community Health partners and local health related resources.
  2. Demonstrating organizational approaches and practices that develop, retain and attract talented people committed to achieving our vision.
  3. Investing in IT capacity and resources to enhance service delivery, to support our personal outcomes focus and our evaluation framework.

# Year 4 Strategic Plan Outcome



## GREATER IMPACT

**We will work with individuals, families and stakeholders to enhance the scope and quality of our services.**

The pandemic restricted almost all planning in regard to expansion and evolution of services. Ministry guidelines (Health and Community) required a veritable lock down on supports and services. While we didn't get a chance to enhance or expand scope, we were able to safely re-open a reduced schedule of respite as of July 6th 2020 to our families. Where we did exceed, was in the area of personal development/outcomes for our residents. It was wonderful to watch their personal growth in learning new skills and activities.

# Year 4 Strategic Plan Outcome

## COMMUNITY INVOLVEMENT



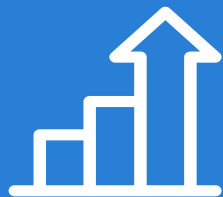
We will involve our local and regional community in our efforts to enhance the quality of life of children, youth, and adults with complex special needs.

- In conjunction with a few key members of the Ottawa Developmental Services Network, a Family Engagement Stakeholder workplan was developed for the year that resulted in family surveys, presentations, webinars, and transparent, open dialogue with families in the Ottawa community. Outcome: a promising start to capacity building in partnership with our families.
- Creation of the Ottawa Developmental Services Covid Response Team
- Selected as the IPAC Champion for Congregate Care, Developmental Services, Youth Justice for the East Region.
- East region representative on the Provincial Network Vaccine Working Group.
- Developmental Services Representative (for TPA's and OPR's) on the Congregate Care and Living Task Group
- Member of the Provincial DS Ontario Health Team planning group



# Year 4 Strategic Plan Outcome

## SUSTAINABLE GROWTH



**We will demonstrate a secure pathway that allows us to grow in response to identified community needs.**

- Implementation phase of Ottawa Shared Services Organization between OCL, OFP and ORH.
- Transition to VOIP telephone and communication services.
- Advocating with Ontario Health Teams for Developmental Services representation.

# Year at a Glance

**The first quarter of the year was a whirlwind as we adjusted to a pandemic reality. Every day, there was new information to process, procedures to implement and communication to be sent. Our teams met daily over virtual platforms to support the front-line staff and our residents and stayed in contact with our respite and day families. It was all about learning how to operate in a "locked down" world....**

As we had been offering virtual on-line learning for many years through our social enterprise, our management team made a smooth transition to working virtually (once we procured extra laptops and cameras). Supervisors and team leads set up virtual face to face meetings for our residents and shared stories with families to stay positive. Most of our residents surprised us by embracing the slower pace of life and found meaningful ways to keep busy. Some found new hobbies and talents that will last far beyond the pandemic.

Operationally, we continued our plan to move forward with our technology plan to improve efficiency. A new scheduling system was introduced, we changed IT providers and transitioned to VOIP telephone operating system.

Securing PPE in the early days was no small feat! Thanks to our very resourceful IPAC team, we had secured a 3-month supply of full PPE to protect our staff in the event of an outbreak. We also had many generous donors supporting us making cloth face masks and gowns.

We recognized that our sector needed health-based guidance so created the Ottawa Developmental Services COVID Response Team to support 23 agencies (166 homes) in our community.

# The Year At A Glance

## The Year At A Glance

First agency to re-open overnight respite for families in our community (July 6th 2020). Our entire team and Board of Directors supported the move to re-open respite services for our families. Our families provided feedback to our draft guidelines so that we could ensure we were answering their questions and concerns in advance of opening. Trusting in our procedures was the key to their return.

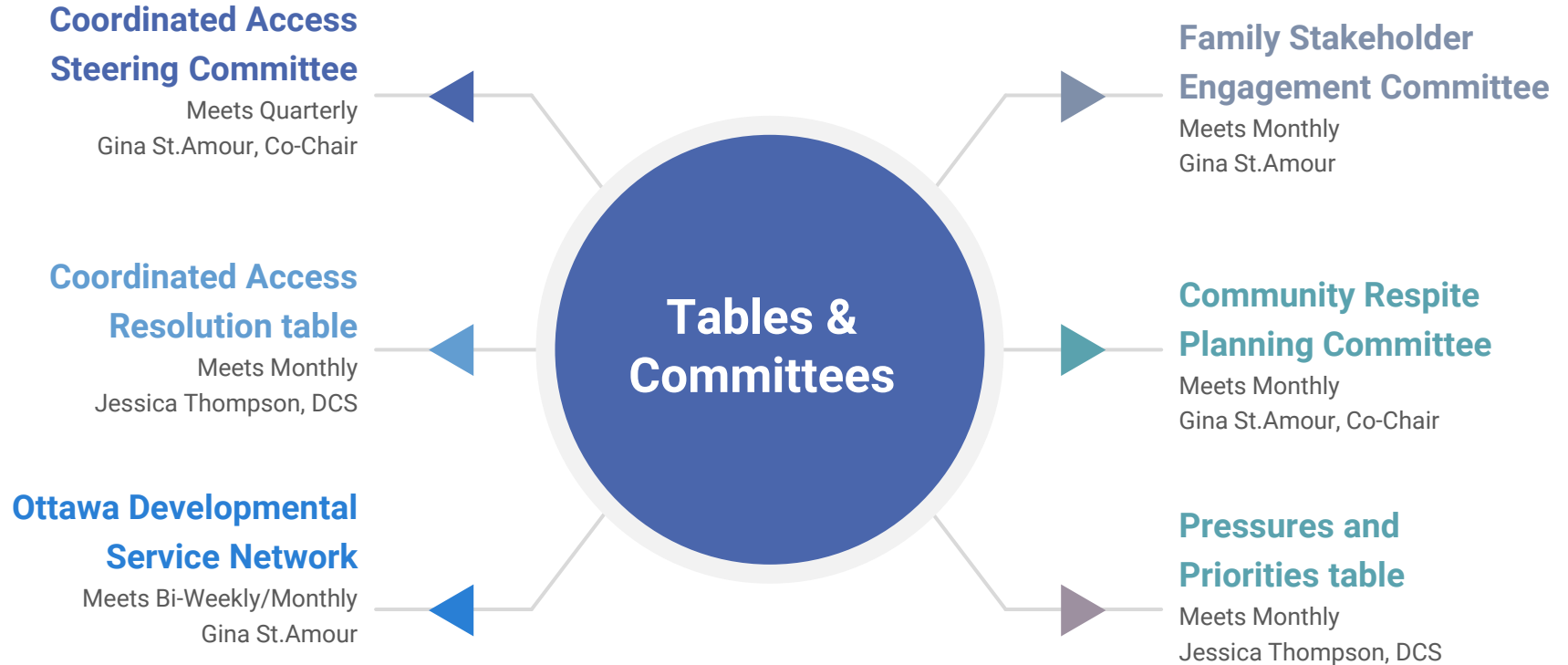
Selected as IPAC Champion for congregate care, Developmental Services, Youth Justice (East region). Thanks to the amazing work of our Covid Response team and Provincial and Regional advocacy, it was only natural for the Ottawa Rotary Home nursing team to move into this role to support and represent the sectors.

Our participation on the Provincial Network Vaccine Working group was key to our leadership in the East region. By collaborating our efforts around Advocacy, Education, & Vaccine Distribution, we quickly gained momentum to ensure our needs were heard.

Secured a signed agreement between ORH & OPH to be a one of four community vaccination partners (leading to 759 vaccinations by end of May 2021). We will be established for future flu clinics for our sector.



# ORH Leadership in the Community



# ORH Leadership in the Community Cont.



An abstract painting featuring broad, horizontal bands of color. The top section is a deep, textured blue. Below it is a vibrant turquoise band. The middle section is a large, solid blue band. The bottom section is a lighter, pale blue-green band. There are white, textured, brushstroke-like areas on the right side, particularly in the upper right and middle right sections, which appear to be layered over the other colors. The overall texture is visible, suggesting a thick application of paint.

# Operations During a Global Pandemic

*Artwork by Stewart Hitchmough*



# COVID-19 Pandemic

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The start of the 2020-21 fiscal year was unprecedented with the declaration of a global pandemic. The Ottawa Rotary Home has always had a very detailed pandemic plan and response strategy, as well as a solid stockpile of supplies which was established after H1N1. However, we found ourselves in the same situation as every other organization in our sector, as well as health care at large; the pandemic plans in place were not robust enough to adequately deal with a pandemic of this scale or nature.

We quickly regrouped and began developing a new pandemic plan, almost from scratch, and updating the plan and implementation almost daily, to respond to updated medical reports and advice from public health. In the early days there was often conflicting advice given by Ottawa Public Health and we found that the DS sector was often forgotten in published recommendations. This led to a partnership between the Ottawa Rotary Home and Ottawa Public Health to

streamline the flow of information and advice on isolation, testing, and best practices for DS group homes. The Ottawa Rotary Home became the support and advisor to many of our partner agencies as well as independent operators. We set up an information hub as well as a contact line so agencies could consult with our senior nurses.

Many hours have been spent to ensure we have the latest protocols in place to safeguard our clients and staff and an adequate stockpile of personal protective equipment (PPE) in the event that we experience an outbreak. Personal protective equipment and cleaning supplies have been increasingly hard to procure but we have worked diligently to develop solid relationships for supplies, and now have a detailed supply procurement and tracking system so at any time we can inform the team on how many days of PPE we have in the event of outbreak and how fast we are “burning” through supplies.

# COVID-19 Pandemic Cont.

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We continue to evolve with the times and have planned for the event of a possible fourth wave. The safety and well-being of our staff and clients will always be number one. We have retrofitted all office spaces with partitions to ensure staff can continue to work on site and have distance measures in place throughout the building. We are confident in the procedures we have put in place that they not only meet the public health requirements, but our nursing team has ensured they meet medical scrutiny and best practice for all.

With these measures in place, we were able to open our respite programs to small cohorts in July. The strict measures we have put in place have allowed us to support 119 families in respite during this uncertain time. It is thanks to the dedicated staff and these measures that respite has operated since July with no outbreaks or positive cases. We also shared our process with outside agencies so the respite community would have a model to build upon.

Mental wellness became a focus for all during the pandemic, not only for the individuals and families we support but for our staff as well. Working during a pandemic can take an emotional toll. ORH engaged with CAMH who began an initiative to study the effects of the pandemic on frontline workers in developmental services and the unique challenges our frontline staff face. These studies lead to the “Cultivating Community Wellness” initiative which supports staff with resources and webinars. We also launched our own internal mental wellness resource site to ensure staff were supported through these times.

In February, one of our homes experienced an outbreak and was in lockdown for 39 days. Laura De Beck-Courcelle, RN, lead the outbreak management team and worked diligently to see the home through the outbreak with no serious illness or internal spread outside of the original positive cases.

# COVID-19 Pandemic Vaccine Efforts

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In the fall of 2020, we conducted a survey for all developmental service agencies in the Ottawa area to gather information on risk levels for severe complications from COVID-19 in order to advocate for prioritization of the DS population for vaccines.

We had 23 agencies participate and collected data from 166 different group homes in the area. From this data we developed a “Priority Formula” that considered 10 points of data to determine an individual's risk level should they become ill with COVID-19, as well as exposure risk levels for those individuals. We were then able to present this data to Ottawa Public Health (OPH) with a detailed plan of which group homes and individuals were at greatest risk and who should be vaccinated first.

After the submission of the prioritization plan to OPH we found that advocacy for vaccine prioritization for our sector was going to be much harder than handing over a solid roll out plan. We had many obstacles

to overcome and the reality was that OPH was trying to balance so many priority groups with a limited supply of vaccine as well as a shortage of vaccination teams.

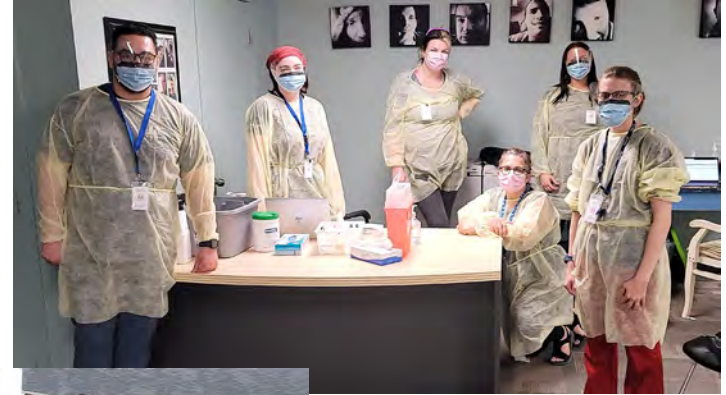
After multiple meetings with every level of OPH as well as MPPs and the Ottawa Hospital, we finally made the right connection and were able to sign on with OPH as a community vaccination partner. The reality was that OPH did not have the resources to vaccinate the individuals in Ottawa DS group homes until May or June, so the nursing team at ORH took up the task. The goal was to vaccinate every group home in a four-week time frame, getting doses into arms up to 60 days sooner compared to waiting for a public appointment.

We needed to develop a vaccine clinic model that was accommodating to the special needs of the individuals living in DS group homes.

# COVID-19 Pandemic Vaccine Efforts Cont.

This meant being creative, compassionate, patient and flexible in our approach. If an individual could not come to one of our large-scale clinics, our team went to their home to vaccinate. If individuals could not wear a mask at a clinic, it was not mandatory for us. If an individual was more comfortable being vaccinated while sitting in their van which was a place they knew, our team crawled into back seats and vaccinated them wherever they were. If it took 15 minutes to convince someone to roll up their sleeve, then that was ok. They were allowed to take the time they needed. The individual came first, and if an individual refused the vaccine because they were too scared, we tried another day.

Many thanks to our dedicated nursing team who attended vaccination clinics on top of their fulltime jobs, offering their services on their days off to provide truly accessible and accommodating clinics to individuals with disabilities.



*First Mass Clinic*



*Mobile Drive Thru Clinic*



# ORH Leadership During Pandemic



# ORH Leadership During Pandemic Cont.



# Special Thanks for Pandemic Support

At the beginning of the pandemic, we found ourselves in a situation that we never could have foreseen. We now needed a daily supply of medical masks, gowns, and face shields, but supply companies diverted all personal protective equipment supplies to hospitals which left group homes scrambling. Where we once could place an order for gloves and receive them the next day, they were now back-ordered for 3 months. This is when we reached out and found some phenomenal souls that put their heart and effort into making sure we could keep our staff and residents safe.

**Simmy Ahluwalia**, a member of our Board of Directors, made reusable gowns for our staff to use in the event of an outbreak. Simmy sewed over 100 gowns in the most beautiful patterns! Simmy and her friends also made reusable face masks for our crew.

**Terri Cox**, a relative of a staff member, made over 500 reusable face masks for our staff and even custom designed some for male staff

members who needed larger sizes or ties. She also made reusable gowns and headbands (ear savers) to hold mask loops off the ears.



*The team wearing gowns by Simmy and masks by Terri*

# Special Thanks Continued

**Suzanne Halpenny**, a long supporter of the Ottawa Rotary Home connected us with **Paddy Mann** who produces beautiful custom hand made clothing. Paddy and her team donated their time, and with the help of a donation from Suzanne for materials, made over 300 reusable masks and 100 surgical caps for our staff. We could do COVID in style! Most importantly, these masks were of a quality that will stand the test of time, (and washes!), and they are now our backup emergency mask supply in case surgical masks ever become scarce again in the future.

We also received a very generous donation of masks and gowns from a volunteer group called **Canada Sews Ottawa**. This is a volunteer group that brought themselves together to make masks and gowns for frontline workers when there was none to be found. Total strangers dedicating their time and we thank them all!





The background is an abstract watercolor painting. It features broad, horizontal washes of color. The top section is a deep, textured blue. Below this is a band of lighter blue and turquoise, with some darker, more saturated blue areas interspersed. The bottom section is a pale, minty green. The edges of the washes are soft and blended, giving it a fluid, artistic feel.

# Person Centered Planning Supporting Dreams and Goals



# Person-centred thinking

*2 day training course*

## Person Centered Planning Update

### Person Directed Planning Training

After receiving Person Centered Thinking certification in 2019, The Ottawa Rotary Home continued its' journey of embracing Person Centered Thinking into daily operations.

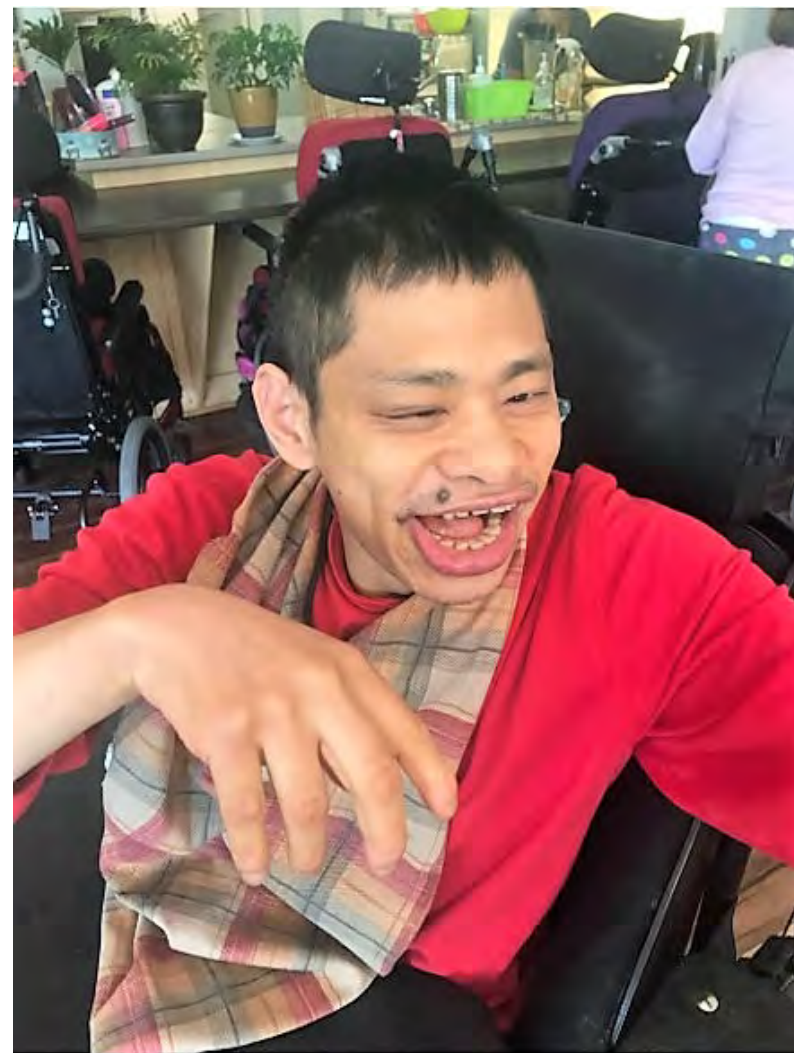
Five employees, a combination of management and front-line, were selected this year to take part in a further education. This training was very interactive and introduced exciting new person-centered tools.

We are enthusiastic to launch these resources across the organization and start actively using these tools in our daily operations.

## Person Centered Planning Update

### Person Centered Meetings

This year we successfully completed our annual Person Directed Planning Meetings for each of the individuals we support residentially. These meetings are becoming a part of our annual practice and certainly a highlight of the year. Conversation surrounding the needs, dreams, and goals of the individuals we support is always encouraging, and positive, and something we at The Ottawa Rotary Home strive to fulfill. This year, all of the residents wanted to participate which is key to being the most person-centered possible.







## Person Centered Planning Update

### Person Directed Goals

Goals shifted dramatically this year due to Covid restrictions. Our regular endeavor to have new experiences and go on exciting excursions transformed into looking within ourselves to discover new hobbies, interests and skills. Gardening, painting, baking, bird watching, karate, trying new foods, exploring the virtual world, writing food reviews, working on communication strategies and self-advocacy, and developing new leadership skills were all new ventures to name a few! Residents and team stayed busy discovering personal likes and dislikes, learning undiscovered skill sets, experimenting with new hobbies and searching for new interests.



# Individual Story

## Resilience through a Pandemic Stewart's Story

Stewart is an engaging young man full of life and energy! Stewart has been attending the Ottawa Rotary Home since 2001 originally in the Children's Respite program. Stewart is now one of the residents at the Leitrim home and has been a permanent resident of the Rotary family since 2017. Stewart has beautiful characteristics and many strengths and abilities which include a warm smile and big laugh, a love for all things Disney, a gentleness, love and acceptance of all, and a fabulous sense of humor. He is equally strong, thoughtful, and has a variety of interests. Stewart always wakes up on the right side of the bed!





## Stewart's Pandemic Journey Continued

### Life before the Pandemic

Prior to the pandemic, Stewart was highly involved in his community be it through day programs or evening activities. He kept a busy schedule which usually started around 7am and sometimes would not return home until 7pm! He always had a calendar packed with numerous events such as community dances, outings around Ottawa especially downtown, and swimming lessons. Stewart's parents also played a huge role in Stewart's life with their regular visits and outings. Stewart had a vast support network and lots of engaging resources all of which provided Stewart with lots of positivity, and encouragement.

## Stewart's Pandemic Journey Continued

### A year through a pandemic

Over the course of the pandemic, The Ottawa Rotary Home learned to support Stewart in new ways. The team typically only saw Stewart in the morning, and at the end of the day for a few hours. The team now needed to get to know Stewart on a different level and they did this by exploring likes and dislikes, and lots of communication. While the team could not take Stewart out for fun outings in the community, Stewart chose to explore new hobbies at home which the team helped facilitate such as science projects, winter sledding, gardening and virtual karate classes. The team also facilitated and worked on things which Stewart already had a passion for such as baking, having puzzles competitions with the staff, creating crafts and paintings for the team usually hand delivering to members of the staff as a "Thank-You's", and practicing his spelling and math.







## Stewart's Pandemic Journey Continued

### A year through a pandemic continued...

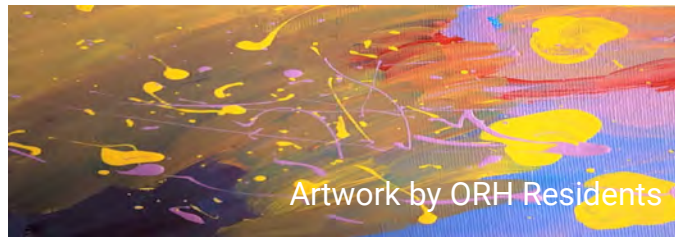
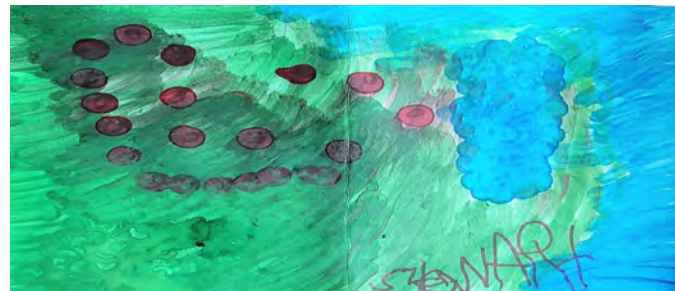
The most important focus during the pandemic was helping Stewart develop his independence skills. The team supported Stewart in gaining and expanding his independence through lots of repetition, encouragement and routine. Stewart has been successful at getting his shirt cover for meals, clearing his plate and wiping down the table after eating, opening his curtains when he gets up for the day, and completing personal care, including brushing his own teeth. At the beginning of Covid, Stewart needed lots of prompting and support to complete these tasks, and most of the time staff would help complete the task for Stewart. In comparison, he now completes these tasks with almost full autonomy.

Covid has forced us to slow down, get to know each other on a more personal level while also looking within ourselves to explore and foster abilities and strengths. Stewart has built such strong meaningful relationships at The Ottawa Rotary Home, and really developed his communication with all members of the team. Despite Stewart's world flipping upside down, Stewart has gained a lot of responsibility and a sense of pride here at home. We are all proud of our friend, and we continue to encourage him to accomplish so much more!





# Program Reports



Artwork by ORH Residents



# ADULT DAY PROGRAM

The Adult Day Program has been closed since the onset of the pandemic due to environmental restrictions. Simply put, there was not enough physical space in the building to host the day program as the program ran in the same atrium as our residential program. The requirement to have off space for the residential program and separate the respite programs became a clear expectation by the Ministry of Children, Community and Social Services (MCCSS) and Ottawa Public Health. We continue to keep in close communication with our day program families about future re-opening planning.



# 63

Adults supported in Adult Respite  
during the 2020-21 "Pandemic Year"

# 145



Nights of Respite Provided  
during the pandemic



# 3,625

Hours of Support Provided during  
the pandemic

## ADULT OVERNIGHT RESPITE

The Adult Respite Program closed at the onset of the pandemic and reopened in July 2020. The program provided respite to our adult families every other week, running from Tuesday to Sunday. Respite took on a very different feel than before. Prior to Covid, individuals were able to play together, share laughs over meals, and even have sleep overs together. Upon re-opening individuals were required to have their own room, and their own bathroom to prevent any cross-over and enforce physical distancing. While meals and activities were had together, they were now at their own station or own table still allowing us to foster community and friendship, but just at a distance!



# OVERNIGHT RESPIRE RE-OPENING DAY, July 2020



Staff welcoming our first clients since the pandemic closure with a *Rainbow of Hope* – *Everything is going to be ok!*

# CHILDREN'S OVERNIGHT RESPIRE

The Children's Respite Program closed at the beginning of the pandemic and reopened in July 2020. Like the Adult Respite Program, the Children's Respite program rotated on a one week on, one week off rotation, providing respite between 3-5 families at a given time. A staffing to client ratio of one-to-one ensured that our clients, in particular our medically fragile individuals, were protected during unpredictable times. The Ottawa Rotary Home continues to be one of the very few respite providers operating during the pandemic, a testament to the agency's commitment and dedication to our families in need.



Children Supported in Children's  
Respite during the 2020-21 "Pandemic  
Year"



Nights of Respite Provided  
during the pandemic



Hours of Support Provided during  
the pandemic





WELCOME  
BACK!







# COMPLEX MEDICAL NEEDS PROGRAM

The Complex Medical Needs Program has been closed since the onset of the pandemic due to infection control requirements needed for our clients. Most of our clients in this program require supports known as Aerosol Generating Medical Procedures (AGMP). In order to perform a AGMP during COVID, a “fit-tested” N95 respirator mask is required and despite ongoing efforts, we have only been able to procure a supply of N95 respirators at the end of March 2021.

# RESIDENTIAL PROGRAM - ROCHESTER

The Rochester home experienced some significant change and challenges this year.

Heartbreakingly, a resident of the home passed away peacefully surrounded by family and friends. This was an enormous loss for the team; however, everyone received such support from family. We will forever cherish those memories.

Additionally, despite the teams' best efforts to keep Covid out of the home, we experienced a Covid outbreak which lasted from early February 2021 until mid-March. All residents remained out of hospital, and staff successfully fought the outbreak with strict PPE measures, and strong teamwork.

The use of technology for virtual visits, creativity and light heartedness, combined with the receipt of vaccines proved to be sources of positive morale!





# COVID Outdoor Concert from a Distance





# Vaccination Day





An abstract painting with thick, expressive brushstrokes in shades of blue, green, yellow, orange, and purple, creating a dynamic and textured composition.

## RESIDENTIAL PROGRAM - LEITRIM

The residents at the Leitrim home continue to do very well with their health and adjustment during the pandemic. We have seen the change in routine, however the residents have remained absolutely resilient. As you can see from the brilliant artwork found throughout this report, a couple of our residents have found hidden talents. I wouldn't be surprised if we see a future enterprise starting as a result of hobbies found during the pandemic. Our guys may have missed seeing live hockey games and sporting events but they made up for it with projector parties!

# COVID Indoor Movie Theater, “Live” Sporting Events, Bringing the Pub to Us, and Take-Out Dining







# COMMUNITY NURSING SUPPORTS

Our community nurses switched gears this year and went from supporting 12 agencies to now supporting over 23 through our Developmental Services Response Team. Our community team supported agencies through outbreaks and helped “translate” public health advice when it did not really work in a group home setting and needed some adjustments.

Most supports moved into the new “virtual” world, but we did still support hands on with one travelling nurse when it was required. We continued to do this even through the stay-at-home orders to ensure the health and well-being of individuals was not compromised at a time when so many medical services had been suspended.

# Board of Directors

Board of Directors 2020-2021

**Peggy Gilmour**

Board Chair

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**Mary Wattie**

Past Chair & Chair of  
Governance

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**Simmy Ahluwalia \***

Treasurer

---

**Jane Courtice-Neocleous**

Secretary

---

**Linas Pilypaitis**

Board Liaison to ED

---

**André Bourdon**

Chair of Finance & Audit

---

**Miriam Fraser**

Member

---

**Zul Devji \***

Member

---

**Omar Carcelen \***

Member

---

**Robert Whyte**

Member

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**Baxter Willis**

Member

---

**Jean Begin \***

Member

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\* Our warmest thanks to Simmy, Zul, Omar and Jean who will be stepping down from the board next year. We thank you for your dedication and contribution over the years.

# Board Governance Committee

Board Committee Memberships 2020-2021

## Governance Committee Membership

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**Mary Wattie**

Chair

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**Peggy Gilmour**

Member

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**Jane Courtice-Neocleous**

Member

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**André Bourdon**

Member

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**Miriam Fraser**

Member

Focus this year was on updating by-laws and recruitment. Consolidated By-Law 7 will be presented at the Annual General Meeting.



# Board Audit and Finance Committee

Board Committee Memberships 2020-2021

## Audit and Finance Committee Members 2020-2021

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**André Bourdon**  
Chair

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**Zul Devji**  
Member

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**Linas Pilypaitis**  
Member

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**Peggy Gilmour**  
Ex-Officio Member

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**Michael Virr**  
Member

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**Simmy Ahluwalia**  
Ex-Officio Member

**Bruce Brooks**  
Member

Focus this year was on financial management during the pandemic. Due to the reduction in service, approvals were made to support capital, operational (including wages) and technical expenditures that were overdue or required for operations.

# FINANCIAL REPORT

## Financial Statements

- Summarized Statement of Financial Position
- Summarized Statement of Operations
- Summarized Financial Statement



# REPORT OF THE INDEPENDENT AUDITOR

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS – June 10, 2021

## Opinion

The summary financial statements, which comprise the summary statement of financial position at March 31, 2021 and the summary statement of operations for the year then ended, and related notes, are derived from the audited financial statements of The Ottawa Rotary Home for the year ended March 31, 2021.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in Note 1.

## Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements and the auditor's report thereon.

## The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated Date to be determined.

## Management's Responsibility for the Summarized Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in Note 1.

## Auditor's Responsibility

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

**Welch LLP®** *Welch LLP*

Chartered Professional Accountants Licensed Public Accountants

# Summarized Statement of Financial Position

Year Ended March 31, 2021 *(In thousands of dollars)*

	2021	2020
<b>CURRENT ASSETS</b>		
Cash	\$ 2,584	\$ 1,106
Receivables and prepaid expenses	269	130
Due from Ottawa Rotary Home Foundation	1	7
	<u>\$ 2,854</u>	<u>\$ 1,243</u>
 <b>LAND LEASE</b>	 11	 11
<b>TANGIBLE CAPITAL ASSETS</b>	<u>6,005</u>	<u>6,176</u>
	<u>\$ 8,870</u>	<u>\$ 7,430</u>

# Summarized Statement of Financial Position

Year Ended March 31, 2021 *(In thousands of dollars)*

	2021	2020
<b>CURRENT LIABILITIES</b>		
Payables and lease obligation	\$ 243	\$ 171
Deferred contributions for adult respite	219	249
	462	420
<b>DEFERRED CONTRIBUTIONS RELATED TO TANGIBLE CAPITAL ASSETS</b>	4,420	4,618
<b>TOTAL LIABILITIES</b>	4,882	5,038
<b>NET ASSETS</b>		
Invested in tangible capital assets	1,585	1,453
Unrestricted	2,403	939
	3,988	2,392
	\$ 8,870	\$ 7,430



# Summarized Statement of Operations

Year Ended March 31, 2021 *(In thousands of dollars)*

	2021	2020
<b>REVENUE</b>		
Program grants - Government of Ontario	\$ 3,603	\$ 3,382
Government Assistance	1,542	0
Fee for service	156	490
Other service revenue	134	154
Training	38	34
Interest and other	46	29
	<b>5,519</b>	<b>4,089</b>
<b>EXPENSES</b>		
Salaries, benefits and subcontractors	3,306	3,402
Administrative	91	71
Other operating	498	445
	<b>3,895</b>	<b>3,918</b>
<b>EXCESS OF REVENUE OVER EXPENSES BEFORE AMORTIZATION</b>	1,624	171
<b>AMORTIZATION OF DEFERRED CONTRIBUTIONS</b>	206	205
<b>AMORTIZATION</b>	(234)	(231)
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$ 1,596</b>	<b>\$ 145</b>

# NOTES TO THE SUMMARIZED FINANCIAL STATEMENTS

## NOTE 1 - SUMMARIZED FINANCIAL STATEMENTS

The summary financial statements are derived from The Ottawa Rotary Home's complete audited financial statements. The complete audited financial statements were prepared in accordance with Canadian accounting standards for not-for-profit organizations and members can obtain a copy of the complete audited financial statements by contacting the Ottawa Rotary Home.

In Canada, there are currently no generally recognized criteria for preparing summary financial statements and in these circumstances management is required to establish the criteria to apply.

The Ottawa Rotary Home's management has applied the following criteria in preparing these summary financial statements:

- The financial statements have been identified as summary financial statements and their summary nature has been adequately disclosed.
- The note to the summary financial statements adequately describes where the complete audited financial statements can be obtained.
- The summary financial statements are in agreement with the related information in the complete audited financial statements.
- The summary financial statements contain sufficient information and are at an appropriate level of aggregation so as not to be misleading.

# NOTES TO THE SUMMARIZED FINANCIAL STATEMENTS

## NOTE 2 - CONTRIBUTIONS FROM THE OTTAWA ROTARY HOME FOUNDATION

The amounts received (in thousands of dollars) from the Ottawa Rotary Home Foundation are summarized as follows:

REVENUES	2021	2020
Total contributions received in the year	\$ 9	\$ 41
Less: amounts deferred for tangible capital assets	(7)	(31)
	<hr/>	<hr/>
	\$ 2	\$ 1
<b>Deferred contributions for adult respite overnight</b>		
Balance, beginning and end of the year	\$ 249	\$ 249
Amounts used in operations	(30)	-
	<hr/>	<hr/>
	\$ 219	\$ 249

The revenue of \$2 thousand (2020 - \$10 thousand) recognized in the year was used to purchase personal protective equipment, program supplies and other non-capital items (2020 - yard work and IT). This amount has been included in interest and other on the Home's statement of operations.

During the year, the Home also received \$7 thousand (2020 - \$31 thousand) from the Foundation which was used to purchase capital items including an ice maker (2020 - flooring, electrical upgrades, and gazebo). These amounts have been deferred and will be recorded into revenue over the useful life of the underlying assets.

# The Ottawa Rotary Home Foundation

MESSAGE FROM

**John Lark** *Chair of the Board, The Ottawa Rotary Home Foundation*



As you know only too well, the past year was unlike any other. The Ottawa Rotary Home Foundation adapted to these unforeseen and uncertain conditions by going “back to basics”. In this case back to basics included a renewed Angel Campaign, contacting donors who have helped us so much in the past, and ensuring that we continued to submit grant applications.

Actions by both the federal and provincial governments have been difficult to understand and almost impossible to predict, with decisions seeming to change every few days. Fortunately, our generous donors have continued to help even during these difficult times. In addition, a number of Foundations have provided us with significant financial support. Our net revenues for the year exceed \$60,000.

The Rotary Home has had to make significant adjustments to the timing and scale of operations in response to pandemic related pressures. The Foundation has responded by modifying its support to the Home so it now includes helping with staff compensation and also by supporting changing the flooring in common areas and some rooms from carpet to hardwood that is better suited to

the constant cleaning required by COVID protocols.

While with Bruce’s help, I have been managing the revenue and expenses for the Foundation, as we move forward, we will retain part time support for bookkeeping and virtual events for the remainder of the calendar year. We will continue to shift away from physical events to direct contact with donors and virtual online fund raisers. Ottawa has seen several very creative campaigns including CHEO’s \$80,000 campaign based on famous people shaving their heads when a certain target amount had been donated, and the Ottawa Regional Cancer Foundation’s successful implementation of “chase the ace”, a form of lottery. The Ottawa Rotary Home will implement its own virtual event to ensure that the Ottawa Rotary Home can continue to rely on the Foundation to support its delivery of excellent respite care.

I would like to express my thanks to every Board member for their support through this difficult year, the committed and energetic members of the Foundation Board are key to our ongoing success.

# Foundation Statement of Operations and Changes in Net Assets

The Ottawa Rotary Home Foundation - Year Ended March 31, 2021 - UNAUDITED

## REVENUES

Donations	\$ 80,579
Events	0
Nevada	10,475
Investment Income	868
Donations in-kind	26,467
Rotary Clubs	20,440
	<hr/>
	\$ 138,829

## EXPENSES

Administrative	35,806
Events	216
Fundraising Activities	410
Bank and Merchant Fees	263
Nevada	5,356
Office	22,602
Professional Fees	3,758
	<hr/>
	\$ 68,411
	<hr/>
<b>Operating Income before contributions to Rotary Home</b>	68,411
Contributions to the ORH	9,700
Net Assets Beginning of Year	397,172
	<hr/>
Net Assets End of Year	\$ 457,780





# Keeping Families Strong, Helping Keep Them Together

A heartfelt thank you to our dedicated staff, Board of Directors and  
all our Community Partners.

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