

Pause...  
Protect...  
Reimagine...



Annual Report 2020/21



**Ottawa-Carleton Lifeskills Inc.**

# A Year on Hold ... A Pause to Reflect and Reimagine

*"Life isn't about waiting for the storm to pass ...  
it's about learning to dance in the rain."*

Vivian Greene  
Invest in Love Inc.

## In 2018 – 2019

We were "Taking Charge of our Future."

## In 2019 – 2020

We began "Controlling our Destiny."

## In Fiscal 2020-2021

The World Health Organization (WHO) declared the COVID-19 pandemic and the Ontario Government declared an emergency under the Emergency Management and Civil Protection Act.

## Protecting our People

Protecting the health of our supported individuals and employees was our number one priority for 2020 – 2021. Following the WHO declaration, we immediately communicated the gravity of the pandemic to all employees, individuals supported and their families. We closed our Community Participation Supports Program (CPS) and limited and/or restricted access to our group homes.

## Support

OCL, our Health and Safety committee and CUPE 3826 came together quickly to protect the health of our supported individuals and our employees. We moved fast to source and secure Personal Protective Equipment (PPE) for regular daily care and for potential outbreaks. We implemented policies and protocols in response to directives from the Ontario Government, Ministry of Children, Community and Social Services (MCCSS) and Ottawa Public Health.

## Restrictions

Throughout 2020 – 2021, as the COVID-19 Pandemic raged on, we adapted. Reduced cases in the summer enabled us to open up for family visits. Increased cases in the fall required us to restrict access to our group homes again. We were ready and able to provide enhanced protection when the province issued eye protection guidelines. In March 2021 when COVID-19 vaccines became available, we rapidly mobilized our supported individuals and employees to roll up their sleeves.

## Adapting to Covid

Although COVID-19 challenged us in 2020-2021, we made time to reimagine OCL post-pandemic. We continued to look at our existing services and asked ourselves "how might we..." In 2020 – 2021, OCL learned to dance in the rain.



# A year in review

## COVID-19 Response:

### Goals

Our goal in 2020-2021 has been to keep everyone – supported individuals and employees - safe and healthy. We closed our Day Support Program and Saturday Day Program and limited and/or restricted access to our group homes. Everyone who could work from home, was sent home to work with all of the equipment and support they needed to remain productive and connected to their colleagues and OCL. Microsoft Teams became OCL's channel to host meetings, share experiences including photos and enable colleagues to see each other.

### Personal Protection Equipment

We procured large quantities of PPE. We took the lead in Ottawa-Carleton to secure PPE from outside of Canada and shared with other agencies in the region. Working closely with the academic community, we secured 3-D printed face shields for all staff. A generous donation from an OCL family led to another source of 3-D printed face shields. A squadron of volunteers donated time and material to make cloth masks for our employees. When staff asked for goggles, our Joint Occupational Health & Safety Committee quickly evaluated a number of models and OCL distributed the recommended goggles to all employees.

### Securing Supplies

We developed an in-house PPE Central Inventory System to ensure we had sufficient PPE to keep everyone safe. The system makes weekly orders by managers seamless and it makes it easy for OCL to track PPE usage and place orders when additional supplies are needed.

### Timely Information

We ensured employees had access to the latest COVID-19 information. We issued agency policies and

frequently asked questions in response to numerous MCCSS and MOH guidance documents. The latest webinars featuring up-to-the minute COVID-19 information were available to all employees.

### Stopping the Spread

Our employees worked tirelessly to keep everyone safe but we did have one outbreak in December 2020. However, the dedication and professionalism of our staff in fighting COVID-19 stopped the spread of the outbreak. OCL was declared outbreak-free before the end of Chanukah and just before Christmas.

### Expressions of Gratitude

We experienced amazing moments of gratitude and appreciation from within OCL (with gratitude kits distributed by our ENACT team, the Union, our Board of Directors and by our Admin/Management teams) and within our community. Dr. Gurprit Kindra, who helped OCL secure essential PPE, provided a free lunch for all of our frontline employees through Langer for Hunger. Langer is a Sikh concept of a community kitchen providing free meals for visitors to a Sikh place of worship. David Burns & Associates (our insurance provider) very generously donated an "Unlikely Pairing" - an in-home four course meal and wine pairing experience, a Christie Lake Kids Fund Raiser. One lucky DSP's name was drawn from all of our full-time, part-time and casual DSPs.

### Mobilization

As vaccines became available at the end of Fiscal 2020-2021, OCL mobilized supported individuals and employees for their first vaccine dose. We launched an education campaign on how vaccinations save lives. We arranged for an exclusive Direct Support Professionals (DSP) only webinar with Dr. Tara Moriarty from COVID-19 Resources Canada and opened it up to all DSPs in the Ottawa region. OCL was able to report a very high rate of first dose vaccinations. We'll continue to promote the importance of vaccinations as second doses become available.

# Other Notable Achievements

*While we fought the war against COVID-19,  
we did find time to have fun and to innovate.*

## 35th Anniversary Celebration

Thirty-five years, three and a half decades, more than a third of a century! Wow, we've been around for a long time.

In 1985, the province began to shift support for adults with developmental disabilities from institutions to community based-inclusive residential programs. At our inception back in 1985, our mandate was to support those moving out of those institutions. We began with two rented townhouses close together and staffed as one home. With donated furniture, we supported 6 individuals with 9 staff. Today, we're a thriving agency with over 240 employees supporting close to 200 individuals in four programs: Residential Homes, Supported and Enhanced Independent Living, Community Participation Supports Program and Home Share.

Although COVID made it unsafe to celebrate as an agency, supported individuals, managers and employees gathered for a celebratory meal. Jocelyne Paul, Executive Director shared a special congratulatory message in a vLog (video log).

## Fun for Everyone

COVID-19 challenged our community outings but our supported individual and employees found ways to socialize safely. A few of our folks commandeered a Pirate Ship to celebrate their birthdays. They cruised Mooney's Bay, shot water out of a cannon and sought out other pirate ships ... argh, Matey!

Two very lucky Home Share supported individuals enjoyed lots of camping and had a close but very safe encounter with a Mama bear and her two babies.

Outdoor day trips into the community kept everyone happy and safe. Destinations included Parc Safari, Kingston, Ontario to see the trains and the Prehistoric World in Morrisburg, Ontario.

We welcomed our first individual from Nunavut into our SIL program and two individuals moved out of The Ottawa Hospital and into one of our group homes.

A young person was able to experience living more independently in their own apartment and two adults left behind an institutional setting to live in a home.

## Virtual Day Program:

When OCL's in-person day program closed in March 2020 due to COVID-19, we quickly pivoted to offer a very engaging and instructional Virtual Day Program.

Participants choose from one of two Zoom sessions in the morning and in the afternoon, Monday to Friday at 9:00 am – 12:00 pm and 12:30 pm – 3:30 pm. Each session starts with a social hub, followed by two 45-minute classes, a 15-minute break and a final 45-minute class. Individuals sign up for as many sessions per week as they like.

Our enhanced website - [www.ocl.ca](http://www.ocl.ca) – enables individuals and their families easily select and register for classes on-line.

Despite COVID-19, we did have fun in Fiscal 2020 – 2021. We also had time to reflect and reimagine how we will control our destiny while keeping everyone safe and healthy.

Here's to Fiscal 2021-2022. individuals we support and our staff.



# Executive Report

*"The strength of the team is each individual member.  
The strength of each member is the team."*

Phil Jackson  
Former professional basketball player

The fiscal year 2020 – 2021 was a challenging year for everyone with the appearance of COVID-19 in March 2020. As the pandemic continued, it continued to test the resolve of each member of the OCL Family. The pressure COVID-19 put on everyone was immense – however, in true OCL fashion, we rallied together at all levels to ensure everyone was taken care of.

The compassionate, dedicated and strong Direct Support Professionals and Managers remained a strong team and continued to provide the high level of care to those we serve and what their families expected.

We got through it because the administrative and support personnel gave that proverbial 110% while perched in their kitchens so they could concentrate on the task at hand.

We got through it because the Board never lost sight of the real mission – supporting those in our care. And we got through it because OCL worked hand in hand with other support organizations to ensure every organization had what it needed to support and sustain its individuals and staff.

It was through the collective strength of OCL – from our Board, employees, families and those we serve – that OCL found success.

We were also successful in concluding a new, two-year Collective Agreement. This was reached through open conversations, respect and working together. Many thanks to Russell Harris, our CUPE local President for his leadership in securing a new Collective Agreement on behalf of the OCL members.

Even with the pandemic, we were able to achieve some of our strategic goals. However, we did not move

forward nearly as far as we had planned – given the management's time being needed in addressing the changing landscape of the pandemic as it continued to evolve almost daily. With a new fiscal year having started, both the management and the Board will continue to work to make certain the Strategic Plan continues to align with the community's needs and OCL's sustainability.

Our Shared Services project - sharing of back office functions with OCL, Ottawa Rotary Home (ORH) and Ottawa Foyers Partage (OFP) - has continued, although with altered timelines. We would like to extend huge thanks to the OCL Board as a whole for their support and guidance as we moved forward.

We would like to take this opportunity to thank all our Direct Support Professionals, the management and administration staff, and our volunteer Board of Directors. It is through the combined efforts of these groups of dedicated individuals that have allowed OCL to continue to provide the highest quality of care for those we serve.

We look forward to working with all of you in continuing to shape the future of OCL as well as the developmental services sector within our community.



**Miriam Fry**  
Board President



**Jocelyne Paul**  
Executive Director

# Financial Report

## Statement of Financial Position

As of March 31, 2021

### Assets

Cash and Investments	2,828,567
Prepaid Expenses	168,628
Accounts Receivable	496,703
Capital Assets	3,530,131
<b>Total Assets</b>	<b>\$7,024,029</b>

### Liabilities

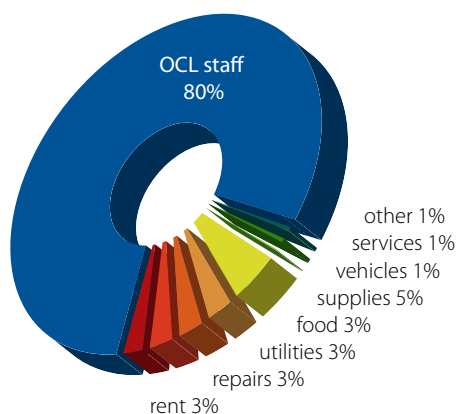
Accounts Payable and Accrued Liabilities	1,901,469
Deferred Revenue and Contributions	535,470
Mortgages	175,057
<b>Total Liabilities</b>	<b>\$2,611,996</b>

### Fund Balances

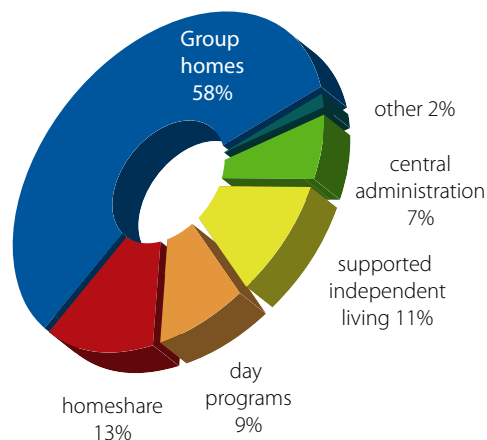
Externally Restricted	4,128,820
Unrestricted	283,213
<b>Total Net Assets</b>	<b>\$4,412,033</b>

**Total Liabilities and Net Assets** **\$7,024,029**

Expenses by Type



Expenses by Program



## Statement of Revenue and Expenditures

As of March 31, 2021

### Revenue

Ministry of Children, Community and Social Services	15,250,993
Client Revenue	1,124,505
Donations, Grants and Allocations	894,496
Other (Gain on Vehicle Sale)	2,075
<b>Total Revenue</b>	<b>\$17,272,069</b>

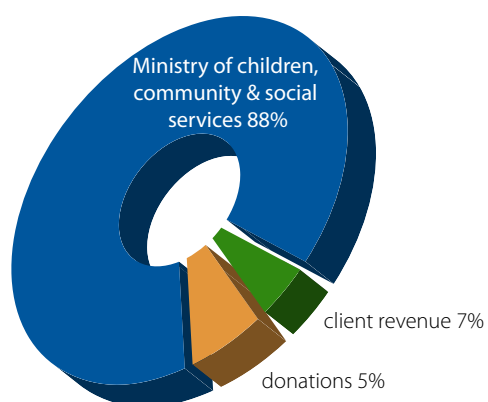
### Expenditures

Salaries and Benefits	13,637,227
Client Related (Food, Vehicles, Supplies)	1,678,382
Occupancy (Rent, Repairs, Utilities)	1,416,129
Other Expenses	297,430
<b>Total Expenditures</b>	<b>\$17,029,168</b>

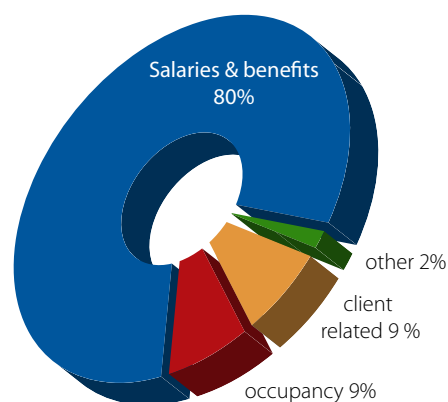
### Excess of Revenue Over Expenditure

Before Allocation	242,901
Allocated to ICSS Agency	220,000
<b>Excess of Revenue Over Expenditure</b>	<b>\$22,901</b>

Revenue



Expenditures



# 2020/21 Employee Milestones

April 1, 2020 to March 31, 2021

## 25 years

Keith E. Dale J

## 20 years

Jessica D. Andrew S. Darlene F.  
James C. Tasha S.  
Yvonne J. Angela M.

## 15 years

Annette F. Dagmar V. Sara L.Kirk L.  
Orysia M. G.G. Robyn

## 10 years

Andrea C. Coral G. Natalie R.  
Greg S. Joshua R.

## OCL Board of Directors

Miriam Fry - Board President  
Jack Stilborn - Vice President  
Pam Jackson - Secretary  
Joan Kavanagh-Wilson - Assistant Secretary  
Andrew Simboli - Treasurer  
Susan Bihun  
Michelle Bloodworth  
George Jacobson  
Steve Grieveson  
Jim Perkins  
Christine Lurd

## OCL Management Team

Jocelyne Paul - Executive Director  
Brad Purvis - Director, Human Resources  
Steve Bent - Director, Finance  
Kim Caron - Director, Operations  
Tim Howe - Director, Strategy, Planning and Agency Performance  
Darlene Gollesch - Director, Business Development

## OCL Managers

Paul Whittle - Castle Hill  
Kelly Ashe - Community Day Supports (CPS)  
Bonnie Wry - Den Haag & Otterson  
Kurtis James - Ivanhoe  
Chris Kennedy - Killarney 1  
Andre Demers - Killarney 2 & Palsen  
Brent Barlow - Pulford  
Rebecca Godfrey - Home Share  
Micheline Carriere - On-Call & Saturday Day Program  
Lesley MacIsaac - Supported Independent Living  
Marcel Walsh - Supported Independent Living



**Ottawa-Carleton Lifeskills Inc.**

[www.ocl.ca](http://www.ocl.ca)