



OCAPDD 2003-2004 ANNUAL REPORT

Mission

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

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Board Members

Janet Davies
President

Bill Cowie
Vice President

Charlotte Roy
French Language Services Committee Chair

Cathy Mahoney
French Language Services Committee

Pansy Waterman
Nominations Committee

Eileen Cope
Education Committee Chair

Michael Elliott
Nominations Committee Chair

Myrna Laurenceson
Education Committee

John Wayne Ross
Education Committee

Stephen Arbuckle
Board Member

Donald MacDonald
Board Member (resigned)

David A. Ferguson
Executive Director
Secretary to the Board

2003 AGM Minutes

47th Annual General Meeting Minutes – June 18, 2003

1. Call to Order

Janet Davies

Janet Davies, President, called the meeting to order, introduced herself and welcomed the audience to the 47th Annual General Meeting. She then introduced the special guests: Trish Moloughney from MCFCS and Carl Byers from KPMG.

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

2. Approval of the Agenda Janet Davies

Janet moved the approval of the agenda, with the addition of the French Language Services Committee report.

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

3. Approval of Minutes of 2002 AGM Janet Davies

Janet called for a mover and seconder to accept the 2002 AGM Minutes.

Mover George Braithwaite
Seconder Anne Mundy-Markell
Calls for a vote (show of voter cards)
Carried

4. Tabling of Annual Report Janet Davies

4.1 Introduction of the Board of Directors Janet Davies

The President introduced the Board of Directors and the Senior Staff. Requested that they remain standing as their names were called.

William Cowie
Vice President
Nominations Committee Chair

Myrna Laurenceson (absent)
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 (absent)

John Wayne Ross

Bob Morey

Donald MacDonald

Pansy Waterman

Cathy Mahoney

David A. Ferguson

Executive Director
Secretary to the Board

Janet Davies introduced the Senior Staff.

Bill Crawford	Director of Residential Services
Jean Martel	Director of Human Resources
Gilles Fontaine	Director of Community Services
Judy Bernstein	Director of Education and Training Services
Chris Allen	Director of Administration and Finance
Jocelyne Parent Lewis	Director of Community Resources
Natalie Deschamps	Office Manager

4.2 President's Report

Janet Davies

The President began by saying she was delighted to have the opportunity to speak this evening and elaborated on the key points included in her formal report published in the Annual Report.

4.3 Executive Director's Report

David Ferguson

The Executive Director stated it was not his intention to read his report this evening, rather to highlight a few points of importance.

He began by apologizing for the delay that some may have experienced in receiving their package and Annual Report. Unfortunately OCAPDD computers generated a mailing list of people with expired memberships rather than current members. After receiving some calls from members wondering where their package was, we discovered the mistake and sent out another batch of packages the next day. The good news was that as a result of the initial mailing, we received both renewal of memberships and golf tournament registrations from previous members.

As you will have read, OCAPDD has continued to expand and is now providing services to over 1,100 people per day.

The Executive Director commended the staff group for their efforts in providing an excellent level of support throughout the organization and drew attention to the Honour Roll in the Annual Report. He also stated he was very proud of the recent opening of a Snoezelen Room at the Quinlan Centre. He also expressed our appreciation to HOPE Volleyball Tournament and the Community Foundation of Ottawa. He encouraged all to try & visit the facility, as the Board of Directors did at their last meeting. It is a unique experience, and one that our clients are enjoying tremendously.

He mentioned that comments on the financial circumstances would be given later in the agenda. However wanted to draw attention to the fiscal arrangement between the Federal and Provincial Governments to continue to support the National Archives Program. We believe that this is a positive development, and will ensure the ongoing viability of the Program. While no details have been announced regarding the level of increase for ODSP in the Province, certainly the announcement in the Throne Speech was good news.

The Executive Director also encouraged supporting 2 of OCAPDD's current fundraising projects – 3rd Annual Golf Tournament and the Provincial Harley Raffle.

Finally, he thanked Natalie for all of her efforts and attention to details over many months, in coordinating tonight's AGM.

4.4 Financial Report **David Ferguson**

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

4.5 Acceptance of Audited Report 2002-2003 **William Cowie**

Bill requested the acceptance of the audited Financial Statements 2002-2003.

Mover Margaret Matheson
Seconder Anne Mundy-Markell
Calls for a vote (show of voter cards)
Carried

4.6 Appointment of Auditors **William Cowie**

Bill requested a motion for the re-appointment of KPMG as auditors for 2003-2004.

Mover George Braithwaite
Seconder Douglas Ward
Calls for a vote (show of voter cards)
Carried

4.7 Nominations Committee **William Cowie**

Bill began by asking members to refer to page 15 of the Annual Report.

He then went on to a procedural reminder and clarification, before he began this report. Under an amendment to OCAPDD By-laws and as recorded in the minutes of the 2001 AGM, nominations are no longer accepted from the floor (this was affirmed at the 2002 AGM). Under the current By-laws, names can be brought forward to the Board for consideration with affirmation of new Board members occurring at the AGM. This year we request one such affirmation. He pointed out that this procedure has helped the Nominations Committee and the Board take a measured and considered approach to board representation - so as to best represent the interest of the clients and provide strong oversight and governance. In particular, this has enabled the new Board to have time to understand the issues and decide where it needs strengthening and pursue the skills and competencies needed to be the best it could be.

He then highlighted some of the features in the Report itself.

- ✓ 12 members of the Board. Four Board members in the past year were from 2002, Bob Morey, Janet Davies, Pansy Waterman & Myrna Laurenceson. All others (8 in all) were new to the Board.
- ✓ The Board was short one member at the beginning of the year. This was filled in September. As we begin the new year we have one vacancy as a result of Bob Morey ending his term.
- ✓ The Board in its April meeting began to look at the strategic direction it wanted to take with respect to membership (given that the Board was getting more experienced).
- ✓ The meeting in May confirmed strategic directions in education and health focusing on "Seamless health services delivery".
- ✓ With one vacancy and a strategic policy the Board agreed upon he indicated that he was pleased to report that we have had at least five names come forward to fill the vacancy. We have not yet interviewed all potential candidates but hope to

complete this in the weeks ahead and have the vacancy addressed by September.

Bill once again drew attention to the Nominations Report in the Annual Report & announced that Scott Hill had also submitted his resignation from the Board earlier this week. He reported that the committee is continuing their work and therefore there was not a slate of nominees for the open Board positions. Bill indicated that Donald MacDonald was appointed by the Board during the year, and therefore required approval from the membership at this meeting. Bill reminded all that the By-laws outlined that nominations from the floor no longer occur.

Bill made a motion to confirm Don to his position on the Board of Directors.

Seconder George Braithwaite

Discussion if required

Calls for a vote (show of cards).

Carried

4.8 Education Committee

Eileen Cope

Eileen Cope explained that due to other Education commitments, Myrna Laurenceson could not be present and she would make the Education Committee report on Myrna's behalf.

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

4.9 French Language Services Committee

Charlotte Roy

Charlotte elaborated on the key points included in her formal report published in the Annual Report.

4.10 Motion to accept Annual Report

Janet Davies

Janet called for mover and seconder to accept the Annual Report 2002-2003

Mover George Braithwaite

Seconder Rose Gagné

Calls for a vote (show of voter cards).

Carried

5. Board Recognition

Janet Davies

Janet presented a plaque recognizing the contributions of Bob Morey to the Board of Directors, upon his retirement from the Board. Bob Morey has been a strong voice on the Board for 14 years and Janet thanked him for his patience, guidance and support.

6. Special Recognition

David Ferguson

Dave acknowledged the efforts of all volunteers affiliated with OCAPDD and on the recent recognition event for volunteers. He referred people to the Volunteer Program component in the Annual Report to the Membership, however identified that the presentation prepared for the recent event captured the energy and spirit involved in the efforts of the volunteers in OCAPDD in a very powerful manner that we wish to share with the membership. He again thanked Debbie for the presentation & invited members to 'enjoy the show'.

Ed Haines from the Silver Spring Farm Agricultural Project also acknowledged a new group of approximately 25 volunteers from the Temple of Israel.

7. **Announcements**

Janet Davies

This year's annual picnic is being held on Sunday, June 29th at Vincent Massey Park.

Janet reminded Board members of the meeting on June 26th. Board meeting scheduled:

**Thursday, June 26th, 2003 - 7:00 p.m.
880 Wellington Street, Suite 200
OCAPDD Board of Directors**

Janet identified the 4 organizations that had set up their displays and indicated that proceeds from all sales generated would be donated to OCAPDD. Janet thanked everyone for his or her attendance and participation. She then invited everyone to stay and enjoy the refreshments & food available and encouraged them to speak with the Board & staff present.

10. **Adjournment 8:05 p.m.**

Janet called for motion to adjourn.

Mover Anne Mundy-Markell

Seconder Mary Frances Taylor

Call for a vote (show of cards).

Carried

Letters Patent & By-Laws

Letters Patent & By-Laws

During the past year, the Board of Directors generated several amendments to both the Letters Patent and By-Laws. These amendments update and revitalize the governance structure of the Association. The amendments are identified in 'bold' font in both documents for easy reference. The amendments will be addressed at the Annual General Meeting.

Province of Ontario

By the Honourable

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

Provincial Secretary

To all to whom these Presents shall Come

Greeting

Whereas The Corporations Act, 1953 provides that with the exceptions therein mentioned the Lieutenant-Governor may in his discretion, by Letters Patent, issue a Charter to any number of persons, not less than three, of twenty-one or more years of age, who apply therefore, constituting them and any others

who become shareholders or members of the corporation thereby created a corporation for any of the objects to which the authority of the Legislature extends; _____

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

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

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

Now Therefore Know Ye

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

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

**OTTAWA-CARLETON ASSOCIATION FOR PERSONS WITH
DEVELOPMENTAL DISABILITIES**

for the following objects, that is to say:

- a) TO promote, support and protect the status and interests of persons with developmental disabilities in and about the City of Ottawa and the general well-being and welfare of such persons;
- b) TO support research and study of the nature and causes of developmental disabilities with a view to developing methods of prevention and treatment thereof;
- c) TO establish, operate and maintain program or programs and services in and about the City of Ottawa for the support and training of such persons with developmental disabilities.
- d) FOR the above objects, and as incidental and ancillary thereto, to exercise any of the powers as prescribed by the Corporation Act, or by other statutes or laws from time to time applicable, except where such power is contrary to the statutes or common law relating to charities, and in particular, without limiting the generality of the foregoing:
 - 1. To solicit and receive donations, bequests, legacies, gifts and grants, and to enter into agreements, contracts and undertakings incidental thereto;
 - 2. To acquire by purchase, contract, donations, bequest, legacy, gift, grant or otherwise, any personal property and to enter into and carry out any agreements, contracts or undertakings incidental thereto, and to sell, dispose of and convey the same, or any part thereof, as may be considered advisable;
 - 3. To acquire by purchase, lease, devise, gift or otherwise, real property, and to hold such real property or interest therein necessary for the actual use and occupation of the corporation or for carrying on its charitable undertaking, and to lease, sub-lease, sell, dispose of and convey the same or any part thereof;

4. To accumulate from time to time part of the fund or funds of the corporation and income therefrom subject to any statutes or laws from time to time applicable;
5. To invest and reinvest the funds of the Corporation in such manner as determined by the Directors, and in making such investments, the Directors shall not be limited to investments authorized by law for Trustees, provided such investments are reasonable, prudent and sagacious under the circumstances and do not constitute, either directly or indirectly, a conflict of interest;
6. To take up proportions of any increased capital of a company or corporation in which the corporation may at any time hold shares or obligations; to purchase any additional shares or obligations in such company or corporation; to join in any plan for the reconstruction or reorganization or for the sale of assets of any company or corporation, or part thereof; to enter into any pooling or other agreement in connection with the shares or obligations of a company or corporation held by the corporation; and to give consent to the creation of any mortgage, lien or indebtedness of any company or corporation whose shares or obligations are held by the corporation; provided, however, that all of the foregoing is subject to the provisions of the Charitable Gifts Act;
7. To exercise all voting rights and to authorize and direct the execution and delivery of proxies in connection with any shares or obligations in any company or corporation owned by the Corporation;
8. To employ and pay such assistants, clerks, agents, representatives and employees, and to procure, equip and maintain such offices and other facilities and to incur such reasonable expenses, as may be necessary;
9. To demand and compel payment of all sums of money and claims to any real or personal property in which the Corporation may have an interest and to compromise any such claims, and generally to sue and be sued in its corporate name; and
10. To cooperate, liase and contract with other charitable organizations, institutions and agencies which carry on similar objectives to the Corporation.

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

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

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

PROVIDED:

- i) That twelve (12) directors shall be elected each for a term of **two (2)** years unless elected or appointed to fill a vacancy in the Board of Directors of the Corporation, in which case the director so elected or appointed shall be elected or appointed for the unexpired term of the director who has ceased to be a director and thus created the vacancy and, for the purposes of this clause, a "year" shall commence on the date of election or appointment as director and shall terminate on the date of the next annual meeting of members at which directors are to be elected;
- ii) **Each year at the Annual General Meeting of the Corporation, one-half of the directors shall stand for re-election, or retire if at the completion of their six years of service;**

- iii) That any director who has served **six (6)** consecutive years as a director shall not be entitled to stand for re-election until a minimum period of one **Board term (two years)** has elapsed following this consecutive **six (6)** year period of service;
1. That the Immediate Past President may serve as a director ex officio of the Corporation **for one year**; and
 2. That the directors shall serve as such without remuneration and no director shall directly or indirectly receive any profit from his position as such, provided that a director may be paid reasonable expenses incurred by him in the performance of his duties.

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

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

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

(signed) M. Phillips
Provincial Secretary.

BY-LAWS

September 2004

HEAD OFFICE AND SEAL

The Head Office of the Ottawa-Carleton Association for Persons with Developmental Disabilities (the "Association") shall be in the City of Ottawa, in the Province of Ontario.

MEMBERSHIP

- a) The Membership of the Association shall consist of two (2) categories, Voting Membership and Non-Voting Membership.

1. Voting Membership

i. General Membership

Except those persons who are described in paragraph (2), persons who are 18 years of age or over and who support the objectives of the Association shall be eligible to become voting members of the Association upon payment of the annual membership dues. Memberships shall be classified as follows and members shall be entitled to vote at meetings of the membership as indicated:

- Individual Membership – 1 vote

- Family Membership (same address) –2 votes
- Senior Membership (over 65) – 1 vote
- Client Membership – 1 vote
- Corporate Membership –1 vote

ii. Honourary Life Membership

Honourary life membership may be conferred upon any person who has made an outstanding contribution to the Association by the Board of Directors. Honourary life members shall pay no annual membership dues but shall enjoy all other rights and privileges of individual membership, including the right to vote at meetings.

iii. Lifetime Membership

Any person who has a lifetime membership shall have one vote.

2. Non-Voting Membership

i. Associate Membership

Organizations and clubs who support the objectives of the Association shall be eligible to become non-voting associate members upon payment of the annual membership dues. Associate members shall not be entitled to be elected to the Board of Directors.

ii. Staff Membership

Staff of the Association who support the objectives of the Association shall be eligible to become non-voting members upon payment of the annual membership dues. Staff members shall not be entitled to be elected to the Board of Directors.

a) Termination of Membership

Membership may be terminated by the Board of Directors if the conduct of the member is not in keeping with the policy objectives and activities of the Association. The Board of Directors shall give notice in writing with reasons for termination. The member shall be entitled to appeal the decision before a special committee of not less than three (3) voting members of the Association, one of whom shall be selected by the member whose membership has been terminated, one of whom shall be selected by the Board of Directors, and the final one of whom shall be selected by the two aforementioned members. This committee has final authority to confirm or to override the Board's decision.

DUES

- a) Annual membership dues shall be such as are from time to time fixed by the Board of Directors.
- b) Dues shall cover an annual period from April 1 to March 31 of the following year and shall be payable within 90 days of the beginning of the annual period.
- c) Members in default shall thereupon cease to be members in good standing of the Association but such members shall be reinstated upon payment of unpaid dues. Members in default for one year will be deleted from the membership records.

GENERAL MEETINGS OF ASSOCIATION MEMBERSHIP

a) Annual General Meetings

1. The annual general meeting of members shall be held in the City of Ottawa **at such time and place as shall be determined by the Board of Directors.**
2. All members shall be given at least fourteen (14) days notice before the annual general meeting. Failure of a member to receive notification of meeting will not invalidate any proceedings taken there.
3. At each annual general meeting the following items of business shall be transacted:
 - i. receiving a report of the activities of the association during the preceding year;
 - ii. voting on changes to the By-laws proposed by the Board of Directors since the previous annual general meeting;
 - iii. receiving the annual financial statements and the report of the auditors;
 - iv. electing Directors to fill vacancies on the Board of Directors from among nominations pursuant to Article VIII; and
 - v. appointing of auditors.
4. With the exception of amendments to the Letters Patent and By-laws, the members may also consider and transact any other business, either special or general, without prior notice thereof which they consider pertinent to the welfare of the Association or the membership.

b) Special General Meetings

1. A special general meeting may be called by a majority of the Board of Directors, by the President, or, in the President's absence, the Vice-President, or by notice in writing from **eighteen (18)** voting members in good standing.
2. The business that is to be transacted at a special general meeting shall be as specified in the notice of the special general meeting.
3. All members shall be given at least fourteen (14) days notice of a special general meeting prior to the time fixed for the holding of such meeting.

c) Quorum

A quorum for the conduct of business at annual or special general meetings shall consist of not less than **eighteen (18)** members in good standing present.

d) Rules of Order

At all annual and special general meetings of the Association, Roberts' Rules of Order shall be observed.

e) Voting Rights and Procedures

1. Subject to Article XII, questions arising at any annual or special meeting of the membership of the Association shall be decided by majority vote.
2. Subject to the provisions, if any, contained in the Letters Patent of the Association, each voting member of the Association shall at all general meetings of members be entitled to one vote and members may vote by proxy and such proxy holder must be a voting member of the Association and before voting shall produce and deposit with the Secretary sufficient appointment in writing from the proxy's constituent or constituents and such proxy shall be deemed to automatically expire at the end of the meeting for which it was presented.

3. No member shall be entitled, either in person or by proxy, to vote at meetings of the Association unless he or she is a member in good standing.
4. No new member shall be entitled, either in person or by proxy, to vote at meetings of the Association unless he or she is a member in good standing for at least thirty (30) days prior to the vote.
5. Every question shall be decided in the first instance by a show of hands and, unless a poll is demanded by a member, a declaration of the Chairperson that the resolution has been carried and an entry to that effect in the minutes of the Association shall be sufficient evidence of the fact without proof of the number or proportion of the votes accorded in favour or against such resolution.
6. In case of an equality of votes at any general meeting, whether by a show of hands or by a poll, the Chairperson shall be entitled to the deciding vote.
7. A secret ballot may be conducted on any vote if so requested by a member in good standing.

BOARD OF DIRECTORS

a) Composition

1. The affairs of the Association shall be managed on behalf of the membership by a Board, **and that the Board be representative of the community and clients we serve. Thus, without limiting the foregoing, that of the 12 members, three at a minimum represent families / parents with disabled relatives, two from the francophone community and the remainder from the public, private and non-profit sectors with every effort to ensure visible minority representation from the community, as appropriate.**
2. All Directors shall have been voting members of the Association in good standing for not less than thirty (30) days prior to election.
3. The Immediate Past President of the Association may serve for one year following the completion of that person's term as President as a Director ex-officio of the Association and, as such, shall enjoy the rights and privileges of an elected Director. In any event, the Board, including the Immediate Past President, shall not exceed twelve (12) Directors.

Duties

The Board shall be responsible for:

1. the formulation of policy, and
2. the management and conduct of the affairs of the Association in accordance with its Letters Patent and By-Laws and in doing so shall:
 - i. elect or appoint the Officers of the Association, with the exception of the Secretary;
 - ii. confirm appointments of members of and advisors to committees it deems necessary to constitute and appointments of committee chairpersons;
 - iii. authorize necessary expenditures including the purchase and rental of property and the making of contracts;
 - iv. authorize the borrowing of money upon the credit of the Association on cheques, promissory notes, bills of exchange or otherwise in such amounts and subject to such terms as may be considered advisable, and may assign, transfer, convey, hypothecate, mortgage, charge or pledge to or in favour of the Bank any property of

the Association, real or personal, movable or immovable, present or future, including book debts, unpaid calls, rights, powers, undertakings, franchises and the Association's own debentures, security for the fulfillment of any liabilities or obligations, present or future, of the Association to the Bank and may empower the Bank or any person or persons to sell by public or private sale, assign, transfer or convey from time to time any such property; and may sign, make, draw, accept, endorse, execute and deliver on behalf of and in the name of the Association all such cheques, promissory notes, bills of exchange, drafts, acceptances, orders for the payment of money, warehouse receipts, bills of lading, agreements to give security, assignments, transfers, conveyances, hypotheca, agreements, documents and instruments as may be necessary or useful in connection with the borrowing of money and other banking business of the Association; and

- v. authorize any one or more Directors, Officers, employees or agents of the Association to exercise any of the rights, power and authorities conferred by Article V, section (b)(2)(iv) above.

c) Vacancies

1. Vacancies on the Board of Directors, except that position filled in an ex-officio capacity by the Immediate Past President, may be filled by appointment by the Board from members in good standing of the Association as long as a quorum of the Board remains in office. Such appointment will be effective until the next annual general meeting.
2. When a vacancy occurs within sixty (60) days prior to the date of the annual general meeting such vacancy shall be filled by nomination and election at the annual general meeting.

d) Meetings

1. Except as otherwise required by law, the Board of Directors may hold meetings at such place or places as it may from time to time determine.
2. The Board of Directors shall meet **based on a schedule determined by the Board, but despite the forgoing there shall be a minimum of six (6) meetings held per year.** Notice of Board meetings shall be provided to every Officer and Director at least five (5) days before each meeting unless all Board members agree to the calling of a meeting on shorter notice or the Board meetings are held on a regular day or date each month or immediately following a general meeting of the Association.
3. Meetings may be called by the President or by the Vice President in the absence of the President, or by written notice of any three (3) Board members presented to the Secretary of the Board.

e) Quorum

A majority of the Board shall form a quorum for the transaction of business.

f) Voting Procedures

1. Questions arising at any meeting of the Board of Directors shall be decided by a majority vote. In case of an equal division of votes, the Chairperson shall cast the deciding vote.
2. All votes at any such meeting shall be taken by ballot if so demanded by any member of the Board of Directors present but, if no demand is made, the vote shall be taken in the usual way by assent or dissent. A declaration by the Chairperson that a resolution has been carried or not carried and an entry to that effect in the minutes shall be prima facie evidence of the votes recorded in favour or against such resolutions.
3. **For Board of Directors' meetings, seven (7) votes present or attending via video/teleconferencing will constitute a quorum. Proxy votes will not be accepted.**

g) **Participation**

Any Board member missing three Board meetings within the Board year will automatically forfeit their remaining time on the Board. Reinstatement to the Board is possible, subject to an application by the Board member and a review by the Board of Directors.

OFFICERS OF THE ASSOCIATION

a) **Composition**

1. The Officers of the Association shall be a President, a Vice-President, and a Secretary. The Officers of the Association, with the exception of the Secretary, shall be members of the Board of Directors.
2. The election of Officers shall be held at the first meeting of the Board of Directors following the annual general meeting. Such meeting shall be held within fifteen (15) days following the annual general meeting. **The President and Vice-President shall be elected yearly and may serve a maximum of two one-year terms in each position.**
3. The Secretary of the Association shall be the Association's Executive Director.

b) **Duties**

1. The President shall:
 - i. represent the Association in the community;
 - ii. preside at all general meetings of the Association and meetings of the Board of Directors;
 - iii. be a member ex-officio of all Committees; and
 - iv. in carrying out the President's duties, shall have the authority to delegate alternates to carry out any of those duties.
2. The Vice-President shall carry out such duties as are assigned by the Board of Directors or the President, including assumption of the duties of the President in the absence of the President.
3. The Secretary shall:
 - i. act as Secretary of the Board;
 - ii. ensure that Association business is conducted in accordance with the Letters Patent and By-Laws and further policies and procedures established by the Board;
 - iii. recommend policies as required to the Board of Directors;
 - iv. be responsible for direction to staff for the continuation and development of Association programs and services and for the day-to-day management of the Association in accordance with the policies established by the Board of Directors;
 - v. be responsible for the performance and conduct of all staff and the hiring of staff in accordance with the policies of the Board of Directors and be responsible for dismissal of staff for cause;
 - vi. maintain accurate records of all general, special and Board meetings and maintain control of all correspondence and reports of committees and present reports, statements, budgets or surveys required by Directors, committees or outside agencies and be the custodian of the Association's corporate seal and all its documents; and

- vii. be a member ex-officio of all committees of the Board with the privilege of designating a representative or substitute.

VII. COMMITTEES – GENERAL

a) Composition

1. The Board shall establish such committees as the Board deems necessary and each committee shall consist of:
 - i. a chairperson who shall be a member of the Board of Directors of the Association;
 - ii. one or more additional members of the Board of Directors; and
 - iii. additional members of the Association or staff.
2. Committees may include one or more members at large at the call of the chairperson who need not be members of the Association.
3. All committee members, including nominees recommended by the committee chairperson, must be named and approved by the Board.

b) Duties

Each committee shall undertake, in accordance with the terms of reference established by the Board, such duties as the Board may assign.

VIII. NOMINATIONS COMMITTEE

a) Composition

The Nominations Committee shall consist of two members:

1. a chairperson who shall be a Director of the Board and who shall be nominated and elected by the Board at the first meeting following the annual general meeting; and
2. an additional Director of the Board who is not standing for election.

b) Duties

1. The chairperson of the Nominations Committee shall present to the membership at the annual general meeting a list of nominees, being voting members in good standing for thirty (30) days, for election to any vacancies on the Board of Directors.

FRENCH LANGUAGE SERVICES COMMITTEE

a) Composition

1. The French Language Services Committee shall be established in accordance with Article VII, section (a).

b) Duties

The French Language Services Committee shall undertake such assignments as the Board may request to ensure a thorough knowledge and understanding of the linguistic and cultural needs of the Francophone community of the City of Ottawa.

TERMS OF OFFICE

- a) All committees shall dissolve annually or at such earlier date as defined by the terms of reference established by the Board with respect to each committee.
- b) Elected Officers shall serve one (1) year terms and shall be eligible for re-election for additional terms.
- c) Committee chairpersons shall serve (1) year terms or such shorter term as defined by the terms of reference established by the Board with respect to each committee respectively.

FISCAL YEAR

The fiscal year of the Association shall be the twelve (12) month period terminating on the 31st day of March of each year.

AMENDMENTS TO THE BY-LAWS

The By-Laws of the Association may be amended, altered, changed, added to or repealed at the annual general meeting, or at a special general meeting called for that purpose, by a two-thirds (2/3) majority of the votes of eligible members present at such meetings, provided that such members constitute a quorum. A notice of motion to amend, including details of proposed amendments, must be received by the Secretary not later than thirty (30) days prior to the annual general meeting or special general meeting. Copies of the motion shall be mailed by the Secretary to all members in good standing at least fourteen (14) days prior to the annual general meeting or a special general meeting.

INDEMNIFICATION OF DIRECTORS AND OFFICERS

- a) Every Director and Officer of the Association, his or her heirs, executors and administrators, and his or her estate and effects, shall from time to time and at all times, be indemnified and saved harmless out of the funds of the Association from and against
 - 1. all sums of money, whether by way of damages or otherwise, which he or she may be required to pay as a result of any claim, action or other proceeding of whatever nature, brought against him or her, for or in respect of any act, deed, omission or other matter or thing whatsoever, made, done, permitted by him or her to be done or concurred in by him or her, in or about the execution of the duties of his or her office, and whether or not such requirement to pay arises by judgment or order of a court of competent jurisdiction or otherwise;
 - 2. all costs, charges and expenses reasonably incurred by him or her in defending or settling any such claim, action or other proceeding; and
 - 3. all other costs, charges and expenses that he or she sustains or incurs in or about or in relation to the affairs of the Association.
- b) Such indemnification shall not be made where any of the aforesaid sums of money, costs, charges and expenses are payable, incurred or occasioned by the Director's or Officer's own neglect or default.
- c) Directors shall serve without remuneration, except for reasonable expenses.

President's Report

Janet Davies

This was a year of opportunities and challenges.

The opportunities took several forms: growing interest and participation in fund-raising initiatives, including Silver Spring Farm; identification of new approaches to delivering housing services; provincial elections. The operational budget reflects the benefits of the fund-raising initiatives. What it does not show is the active involvement of several faith groups in the cultivation of garlic and other vegetables at the Farm. The budget is also silent of the leadership and boundless energy of Jack Fraser, who ensured that the organization and its work was represented at a number of country fairs, craft sales and grocery stores. The Association also sponsored a Christmas gift-wrapping service, music events and a golf day to raise money. Several Board members participated in each of these activities.

The Board had an opportunity to assess a share equity plan as a means of enhancing access by developmentally disabled people to housing. The Board endorsed the concept. However its effective implementation will require a critical mass of tenants and identification of appropriate buildings. The report from the Executive Director provides the operational details of this new approach.

The election in Ontario provided an occasion for the Board to interact with political parties and to clarify political positions and priorities related to social policy, to policies related to education of the developmentally disabled. The Board also worked with and through the coalition of Ontario Agencies Supporting Individuals with Special Needs (OASIS) to advocate for changes to the allowances for the developmentally disabled. The Ontario 2004 budget included increases to the ODSP.

Last year, one of the issues that the Board had identified, was effective access to health services for our clientele. Our work this year included supporting a collective push for a new model of psychiatric services in Ottawa.

The Board continued to wrestle with budget constraints. No members of the Board were happy with the idea of cutting any of the residential, housing, or support services. However, the Board members were also aware of the forced closure of other social services organizations that did not balance their budgets. Using the criterion of client safety, the Board assessed options for cost-reductions. We also requested that the provincial government reconsider (and increase) its funding allocation to OCAPDD. As of March 31, 2004, the Board had requested additional risk assessment information in order to finalize its decision about how to reduce costs.

As I look ahead, I anticipate that budget issues will continue to challenge OCAPDD and the non-profit sector generally. I anticipate that the costs of serving our client group will increase as health problems associated with aging manifest themselves. The Board has begun discussions with the provincial government and with other stakeholders to strengthen the links between the health care services and the developmental services sector.

Executive Director's Report

David A. Ferguson

"In the middle of difficulty lies opportunity." -- Albert Einstein

This past year has indeed been one of both difficulties and opportunities for the Association. I would like to acknowledge the efforts of the staff and management teams throughout these challenges, and thank

them for both their ongoing commitment to the clients that we serve, while at the same time contributing energy and ideas towards the opportunities. As in previous years, the Employee Recognition and Volunteer Recognition events continue to demonstrate an extremely high level of commitment and creativity that can only benefit our clients.

As noted in the Financial Report, there were many fiscal challenges again during the past year. OCAPDD, like most other developmental service sector agencies in the Province, has been hit with rising costs with no corresponding increase in funding from the Ministry. During the past three years, although there have been Ministry funding announcements, the funds have been directed at specific areas such as the creation of service capacity and wage increases. While both of these are definitely areas where money was needed, it has left agencies trying to absorb or manage all the other increased operating costs with no funding. Base operating budgets have not been increased for this sector in over 11 years, and as I'm sure you recall, budgets were actually reduced by 5% in 1995.

One area of rapidly rising costs in the past several years, and as discussed in depth at previous Annual General Meetings, has been the cost of extended health benefit coverage. Premiums have increased over \$400,000 for this coverage for OCAPDD employees over the past 5 years, with no corresponding funding increase for the Association. As a result of these increases, and in an effort to prevent further increases, in 2003 the Management Team developed an alternative plan to "self insure". Through discussions with the Union, agreement was reached to implement this initiative in November, and at the same time change the insurance company providing Long Term Disability coverage for staff, thereby obtaining reductions in premiums that staff have to pay for their LTD coverage.

An additional area of financial pressure has been from the increasingly complex care needs of many of our clients, again with no corresponding funding increases from the Ministry. To its credit, the Board of Directors approved a 'deficit budget' last year, that carried costs associated with additional client pressures in excess of \$200,000. The Ministry was able to provide some year-end financial support to offset some of these costs, but again the pressures remain as we enter the new fiscal year.

Collective bargaining between the Employer and the Union occurred this past spring. The process was a positive one, with an agreement being reached in just four days of bargaining. A 1.25% increase in wages for employees in each of the two years of the new agreement was bargained. This will become an additional financial pressure that the Association will have to manage.

As you are no doubt aware, although an increase to ODSP was announced in the 2003 budget, no increases were actually implemented. OCAPDD, through both OASIS and the Executive Directors of Ottawa (EDO) group frequently raised this issue with Members of the Provincial Parliament. Obviously the October election and change in Government had an impact on this matter, and again as you are no doubt aware, an increase of 3% in ODSP was announced in the 2004 Provincial Budget. Minister Papatello announced on June 30th that the increases would be provided to individuals in two lump-sum payments (October and December) until the increases are able to be adjusted on a monthly basis in March 2005. While 3% obviously still does not bring the payments to an acceptable level, this first increase in 11 years is a positive step.

Since the last Annual Report, an Ottawa agency (OVAH) has been closed down. All of the clients previously served by OVAH have now been absorbed into other community agencies, OCAPDD included. OCAPDD responded to the challenge by developing a proposal that will see an expansion of CSS – Family Home, including a respite service.

OCAPDD has also spent much energy in the development of a project that is known publicly as "Share Equity". The initial project, as initially developed and previously reported on in *ESPRIT*, will not proceed due to the size of the building identified and the possible financial risk associated with it. However the Board has endorsed the model, and work will continue with the families and community groups that became involved over the past several months, on a smaller scale. Again I would like to thank the extra efforts of the staff involved in the development of this project, especially Chris Allen whose commitment to the project and financial expertise were of great assistance.

OCAPDD is fortunate to have had its nominee to OASIS, George Braithwaite, been elected as President at the OASIS AGM in May. This has been of benefit by not only providing us with access to senior Ministry officials and politicians, but from the flow of information to us regarding provincial initiatives.

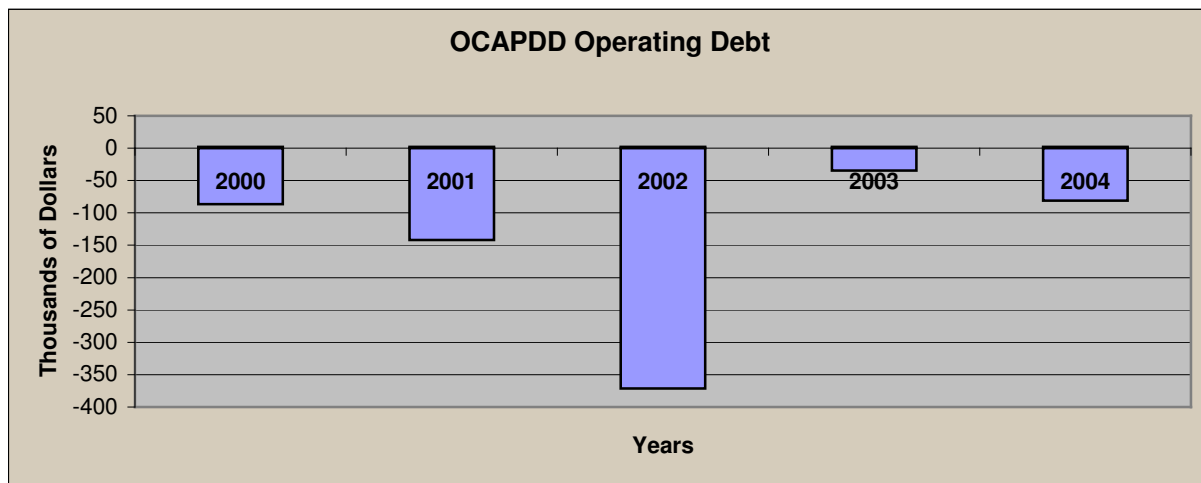
There have been several public statements made recently by the Minister and Parliamentary Assistant with regard to the closure of the remaining three institutions in Ontario. All recent Governments have reiterated their commitment to the scheduled closure date of 2012, but the recent comments indicate that this date may move forward. While this obviously raises many opportunities for OCAPDD in the future, concerns for services for individuals on the community waiting list, along with the community resources required to support the developmental service sector in Ottawa continue to be of paramount concern for OCAPDD, and efforts continue to address these matters.

Financial Report

Chris Allen

General Operating Funds

The past year has been a challenging year financially for OCAPDD. In 2002/03 we had reduced our operating debt to \$27,000. This year has seen it grow back up to \$81,000. Although this only represents 0.5% of our annual expenses we will be working very hard over the coming years to eliminate this debt. Below you can see a comparison of the changes of our accumulated debt over the past 5 years.



We continue to have adequate cash to meet our financial obligations and we have no Grants outstanding from the Province of Ontario. Our uncollectible receivables are 2.7% of our trade receivables at March 31 2004. Over 75% of this is due to a one-time situation with the bankruptcy of a major supplier. We would not expect this to repeat in future years.

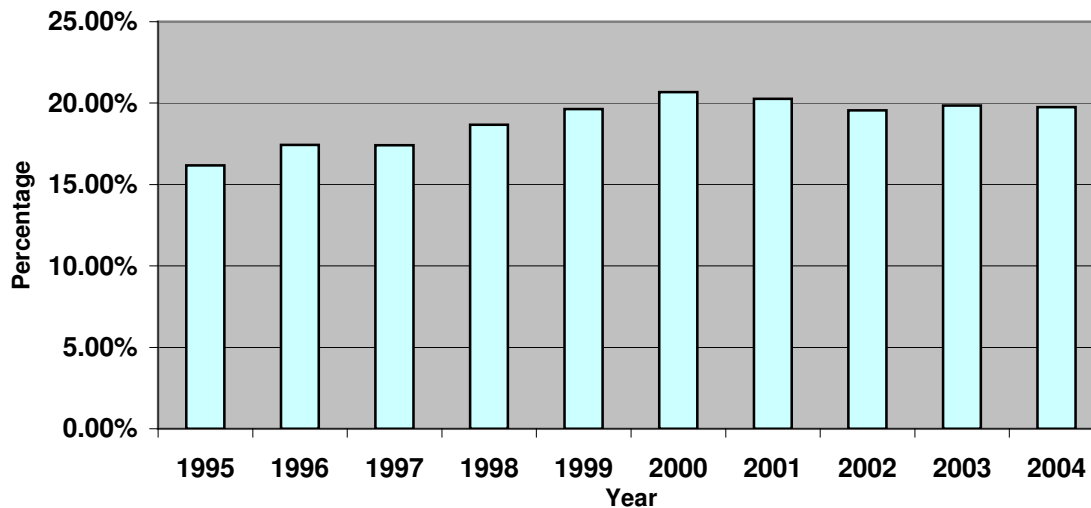
Liabilities have increased over last year due to the timing of our last payroll of the Fiscal Year, which has resulted in more salaries outstanding to employees at March 31st 2004 than were outstanding at March 31 2003.

Sales have decreased due to the changing nature of our day programs and the loss of some major contracts. Government funding has increased as a result of funding of pressures in our Residential Services and expansion in the Family Home/Community Support Services Program.

Expenses increased by \$430,000, most of which can be attributed to staffing costs.

Over the past 10 years we have seen benefit costs increase much faster than salary costs, but this trend seems to have leveled off at about 19.5% of salaries over the past 3 years. To prevent further increases in premiums, OCAPDD began to 'self-insure' in late 2003, for the extended health benefit coverage provided to employees. Below we can see the relationship between salary costs and benefits over the past 10 years.

Benefits as % of Salaries



We continue to struggle to provide the best possible service to the individuals we serve with the limited resources we have. 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.

Restricted Operating Funds

Due to a major donation to one program we now have over \$191,000 in cash and securities restricted to specific programs from donations. These funds are used specifically for the program and client needs not covered by our general operations. These funds generally are used at the discretion of the Program Supervisor.

Capital Assets

We had no additions to our Capital Assets over the past year. We did retire one vehicle and some computer software, which was no longer in use.

MEMORIAL FUND

The Memorial Fund continues to provide a crucial source of financial aid to many who find themselves in need. Last year the Fund provided \$13,319 in aid to individuals we serve for various needs including bus pass subsidies, therapy costs, relocation costs and emergency food and shelter. We also provided close to \$4,000 to the Client Christmas Party to subsidize the cost to those who cannot afford to attend otherwise. This year we made an investment of \$2,000 in advertising a Planned Giving campaign to ensure the growth of this fund.

The Memorial Fund generated \$30,603 in interest during the fiscal year. The balance in the Fund has now reached \$488,316, which is invested in secure bonds.

Nominations Committee Report

Eileen Cope, William Cowie and Michael Elliot

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

Under proposed By-Law amendments the maximum length of tenure of a Board member will be six years (reduced from 9). In addition, certain provisions will now guide Board composition or membership. Specifically, at the time of writing there were five vacancies on the Board. These vacancies occurred for a number of reasons.

First, the following Board Member has completed 9 consecutive years of service:

Myrna Laurenceson

This has created one vacancy on the Board.

In addition, under the proposed new By-Laws, the maximum number of years for consecutive membership on the Board will be reduced to six. If approved this will affect one Board member who will have been a Board member for six consecutive years:

Pansy Waterman

This will create, with By-Law approval, another vacancy on the Board.

A third vacancy was created on the Board as a result of the resignation of Donald MacDonald in January of this year. The fourth vacancy exists because Cathy Mahoney who has been with the Board for two years and has decided not to continue.

The final vacancy was due to one position not having been filled during the past year. The remaining Board Members, with one exception, Steve Arbuckle who joined the Board last October, have served on the Board for at least two years. They are:

Janet Davies
Charlotte Roy
Eileen Cope
Michael Elliott
John Wayne Ross
William Cowie

For a profile of these Board Members you are asked to consult last year's 2002 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. To that end, the Nominations Committee is pleased to introduce two potential new members who have expressed a desire to serve. Their names, with a short biography, follow.

Bonnie Dinning

Ms. Dinning has over 15 years management experience in the arena of health and social services for vulnerable populations. Currently a consultant specializing in housing and homelessness, Ms. Dinning previously developed and managed health services for a Community Health Centre and several Public Health Programs for the former Region and City of Ottawa. From 1999-2004 she managed the Homelessness Initiatives Division of the City of Ottawa's Housing Branch. In this capacity she and her staff provided a service system management function to the Ottawa community resulting in Ottawa's first ever community plan to prevent and end homelessness. As the parent of a son who is developmentally delayed, Ms. Dinning has and does volunteer with several organizations supporting individuals with developmental delays.

Teresa Trevino

Ms. Trevino has extensive experience as a Policy and Business Advisor and as an International Business and Project Manager. Ms. Trevino has provided policy advice and has managed the strategic formulation, implementation and delivery of a wide range of programs and projects. She comes with substantial experience managing financial and human resources, including providing accommodations for handicapped staff. Her expertise lies in the areas of Performance Management and Program Evaluation, Project Management, International Trade and Intellectual Property, Environmental Studies, Public Debt and Risk Management, and Information Technology and Systems Analysis.

Melinda Mondel

Ms. Mondel is a professional in Alternative Dispute Resolution (ADR), who has worked in both the public and private sector. Her professional experience are as Projects Coordinator and Acting Director for the Canadian Institute for Conflict Resolution (CICR), which focuses on applying (ADR) practices and processes to community and workplace issues. Projects included: Aboriginal Youth at Risk in Urban Centres (HRDC), Cops and Kids, the Rwanda Conflict Resolution Training and Capacity Building Initiative (CIDA) – as well as many community-based initiatives. Ms. Mondel is currently Executive Director of the International Centre for Conflict Resolution and Mediation (ICCRM, Ottawa Office). ICCRM's work has a practical focus and is geared toward conflict prevention education and training of children/youth, teachers, school administrators and parents.

Carol Morey

Ms. Morey is a retired civil servant whose stepson is developmentally disabled. Ms. Morey has worked in the disabled community for many years as a member of OCAPDD, in her association with Clifford Bowey, where she served as Treasurer of the Parent/Teachers Association, as a Board Member of Camp Misquah, and with Camp Bitobi, where she served on the Management Board.

Debi Kirwan

Ms. Kirwan is well known to members of OCAPDD and to the developmental services sector, as a result of her work with the OCDSB Special Education Advisory Committee and the OBE Special Education Advisory Committee. In addition, Ms. Kirwan has been Chairperson, Clifford Bowey

School Council for many years and a member of OCAPDD since 1980, notably as an active member of the education committee. Some of her community activities include: Chair, Variety West Family Support/Advisory Group; Walter Baker Sportsplex day program for adults with a developmental disability; Coordinator, Clifford Bowey School evening dances; and, Department Coordinator (Bank of Canada) for the United Way. Ms. Kirwan was instrumental in the creation of the Ontario Ministry of Education's Post 21 Pilot Project initiative, which provided hundreds of Ontario students with a developmental disability a greater opportunity to continue to learn, by removing a mandatory 'age 21 exit' policy from the public education system. Ms. Kirwan is currently employed as a research assistant with the Bank of Canada.

Stephen Arbuckle

Education Committee Report

Eileen Cope, Chair

Members of the Education Committee: Eileen Cope, Chair; Bonnie Donovan, Debi Kirwan, Myra Laurenceson, Bob Morey and John Wayne Ross.

The Education Committee has maintained its representation on the two board coordinating committees for the Education of Pupils with Development Disabilities and the Special Education Advisory Committees of both the Ottawa-Carleton Catholic School Board and the Ottawa-Carleton District School Board. On these committees, we continue to represent the interest of students with developmental disabilities and lobby for a range of resources and services that will allow all students with development disabilities the opportunity to reach their full potential within the education system.

This year our areas of focus have been:

- i) Ensuring that the school-board summer learning program continued for July 2004. (Successful)
- ii) Lobbying for the allocation of an additional Educational Assistant to all Semi-Integrated classes for students with development disabilities in the Ottawa-Carleton District School Board. (Successful)
- iii) Participating in the Special Education Review being conducted by the Ottawa-Carleton District School Board. (On-going)
- iv) Lobbying for more comprehensive transition planning for students graduating from the school system. (On-going)

The Education Committee is also lobbying to ensure that education, especially of students with developmental disabilities, is a high priority within the new Provincial government.

French Services Committee Report

Charlotte Roy

On April 24th, 2004, Charlotte Roy, Member of the Board's French Language Services Committee, David Ferguson, Executive Director and some members of the management committee attended a ceremony where the Regional Director of MCSS presented OCAPDD with an accreditation certificate under the French Language Services Act, recognizing OCAPDD as an official provider of French-language services.

(Insert accreditation certification)

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 over 1000 individuals. Program areas include Residential Services, Respite Services, Day Options and Individual Supports (i.e., Community Support Services, Familyhome Program and Transportation).

Residential Services

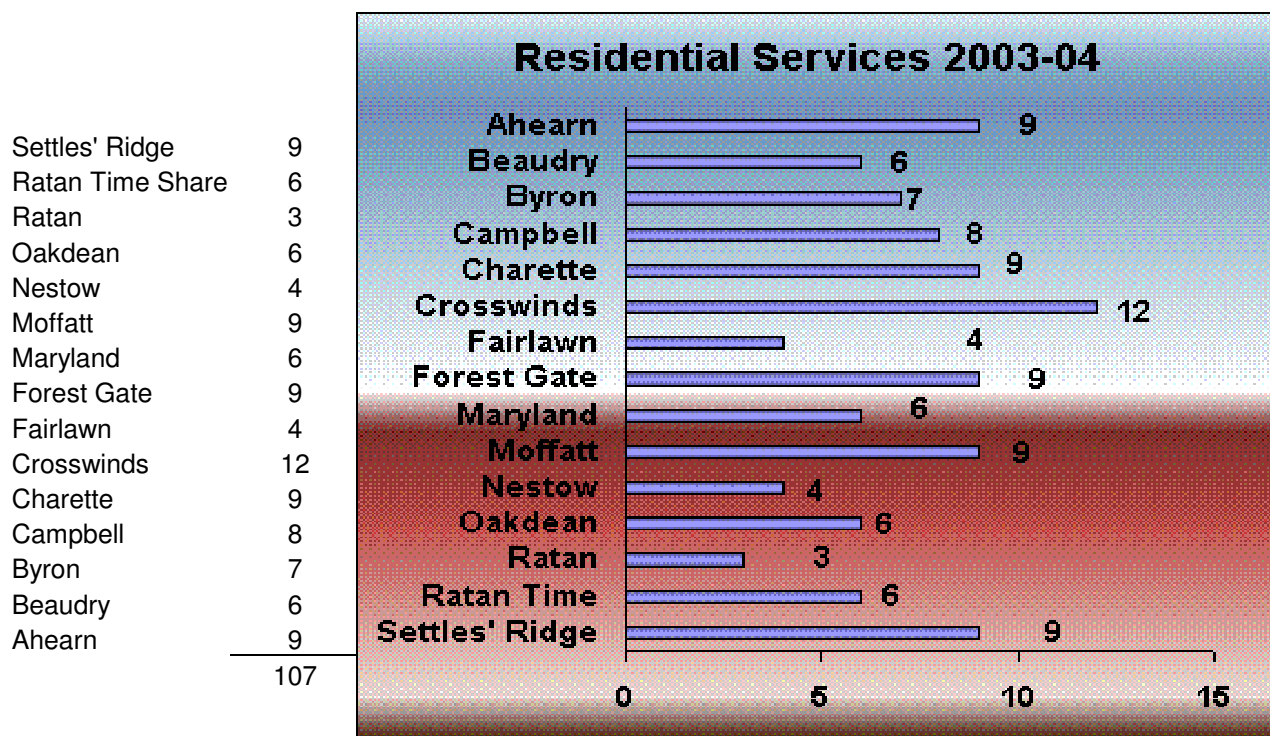
Residential Services is comprised of 13 residences and 6 apartments. Care and support in activities of daily living and accommodation is provided to more than 100 individuals of all ages.

Donations and fundraising activities have benefited residential sites. Thanks to the ongoing fundraising efforts of the Brown family and two significant donations by Rose Gagne, Ratan residence was able to purchase an Alenti lift with scale. The lift has already proven to significantly improve the efficiency, safety, and comfort of Ratan clients during lifts and transfers. A large donation was received from Mrs. McCarthy which was used to purchase new living room furniture, and have hardwood floors stripped and refinished at the Beaudry Residence. Clients and their guests have commented on "how nice the home is looking now".

Support from volunteers is numerous. During the 'Day of Caring' in October 2003, various groups painted and scrubbed homes from top to bottom. Sun Micro systems installed a wooden fence at the Ahearn Residence. The Knights of Pythias provided dinners for several of our group homes at Easter and Christmas, as well as food and entertainment at the Richmond Road Residences' annual BBQ. The Imperial Order of the Daughters of the Empire (I.O.D.E.) provided financial assistance to clients wishing to attend summer camp. The list of groups and individuals that volunteer is endless, however the joys and benefits that they provide are enormous.

Medico-Dental Pharmacy is now providing pharmaceutical supports for residential clients. Site tours of the residential programs are scheduled with Service Coordination and offered throughout the year.

In partnership with the Dual Diagnosis Outreach Team, L'Arche Ottawa, Ottawa Children's Treatment Centre, and the Brockville Assertive Community Treatment (ACT) Team, we hosted a conference entitled "Developmental Disability Meets Psychiatry". This conference, the first of its kind in the Ottawa area, addressed the significant and numerous challenges of supporting individuals with a dual diagnosis. The feedback was very positive. Other training opportunities provided to employees included Crisis Prevention Institute (CPI) - Nonviolent Crisis Intervention, Infection Control, Reducing the Risk, Professional Ethics for Human Services Workers, Medication Administration and Back Care Training.



Day Options

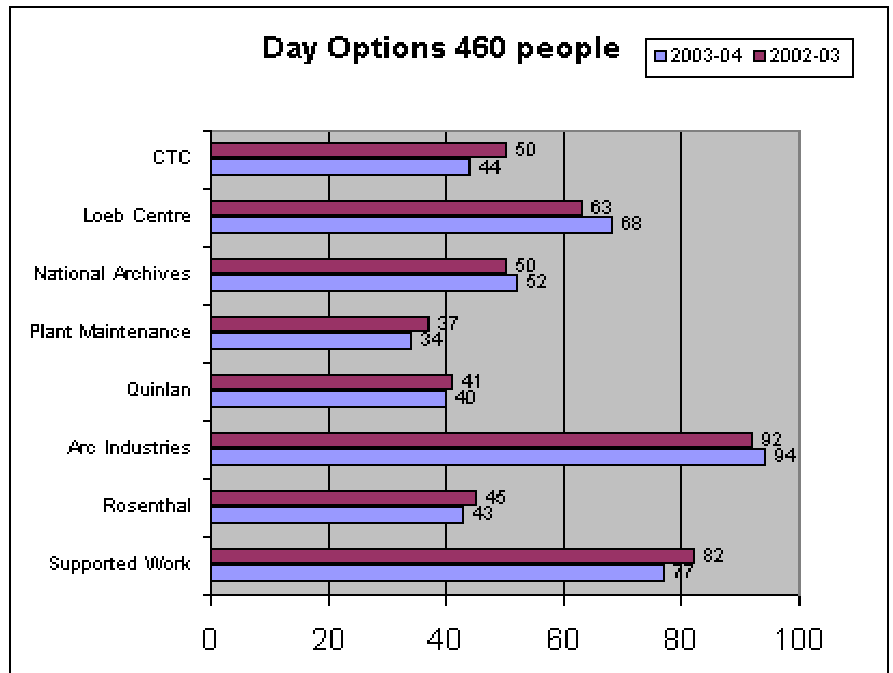
This year, due to the enormous efforts of our Volunteer Program, three of OCAPDD's Day Programs were able to benefit from a new Arts program WAMM (Watercolor, Arts, Music and Mixed Medium). Over 150 clients from our Rosenthal, Loeb and Quinlan Centres participated in the music program that was led by Ottawa's blueslady Maria Hawkins. Artisans led over seventy individuals in experiencing watercolor, arts and mixed medium. The results of this program have, and will continue to enhance our programs with these exceptional works of art on display.

Rosenthal Centre has started to expand their community experiences with individuals now participating in swimming activities. CTC, on the other hand, has created a newsletter this year that incorporated

highlights of some of their many activities. They have also reorganized the Centre and were able to open up a woodworking shop that produced a number of spectacular Christmas ornaments.

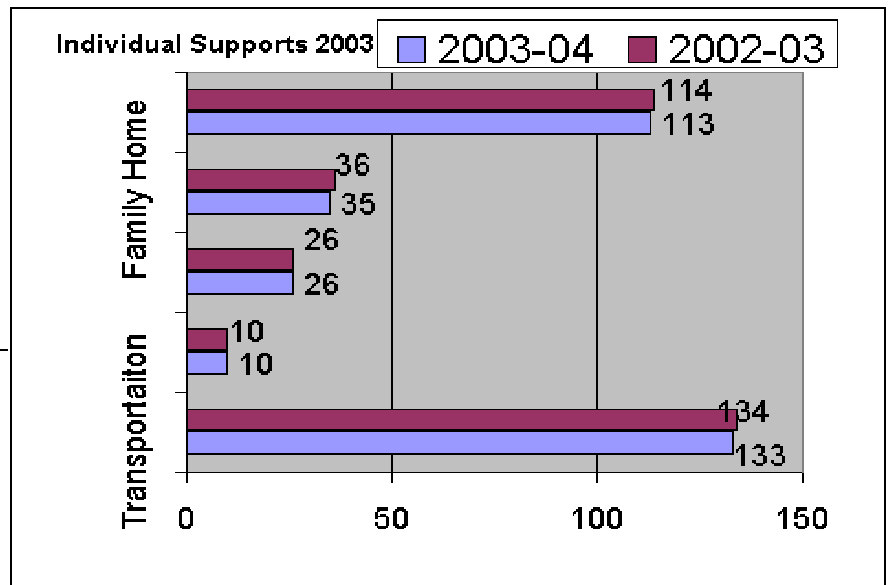
On a different note, OCAPDD was saddened with the loss of a cherished staff member Shan Merriman. Shan has spent the last four years working at the Loeb Centre as a Production, Life-skill and Campus Instructor. She was a woman with many passions. These passions will live on with the Learning and Health Fund that was created in her memory. The individuals from the Loeb Centre will benefit from both new fitness equipment, as well as a soon to be developed, hands on videotape for literacy while in the community.

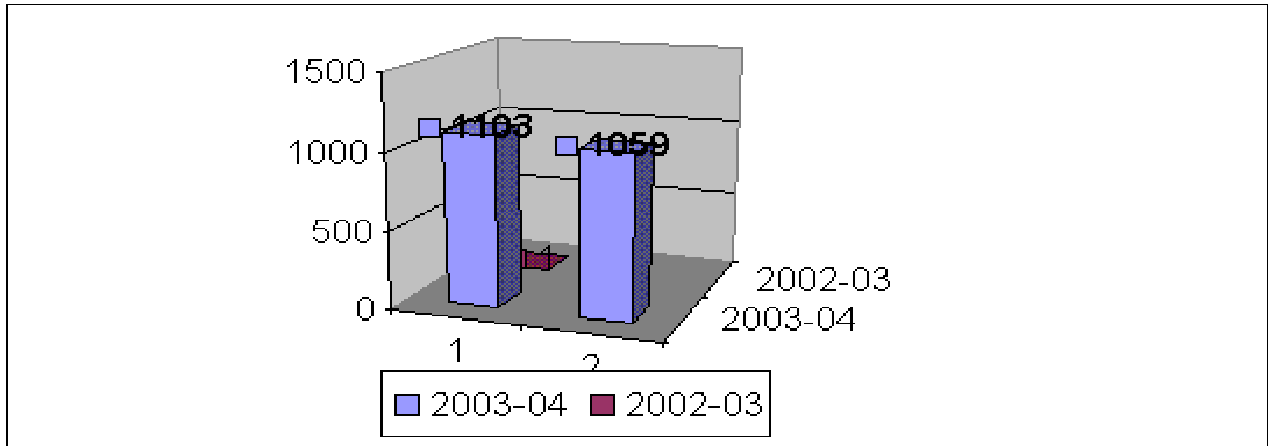
Supported Work	77	82
Rosenthal	43	45
Arc Industries	94	92
Quinlan	40	41
Plant Maintenance	34	37
National Archives	52	50
Loeb Centre	68	63
CTC	44	50
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	452	460



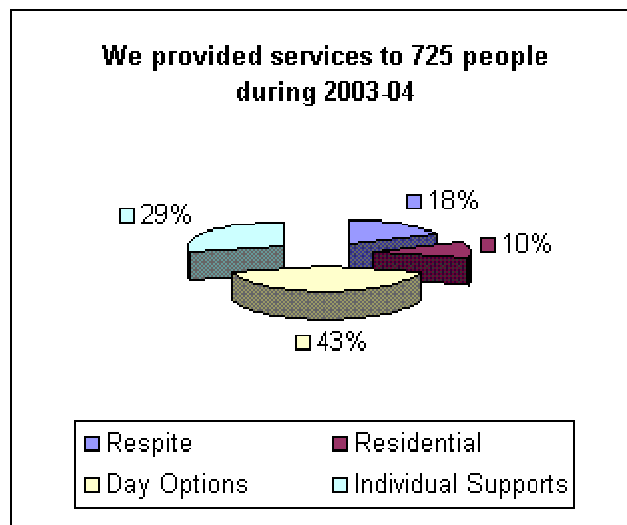
Individual Supports

Transportaiton	133	134
Senior Broker	10	10
In-Home Program	26	26
Family Home	35	36
Community Support Services	113	114
	<hr/>	
	184	186





Respite	18%
Residential	10%
Day Options	43%
Individual Supports	29%



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. Many thanks to all for your continued support.

Community Services Report

Jocelyne Parent Lewis

Fund Development

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

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

In 2003, we published ads for our "Leave a Legacy" campaign. Our profile in these magazines is important in promoting this type of donation.

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

The Christmas Gift Wrap project was again a success this year. It generated more than \$9,000.

In 2003, we partnered with 2 other agencies for a province-wide raffle of a "100th anniversary Harley Davidson". This was a new venture for OCAPDD. Final numbers are to still to come, however the experience was disappointing and will not be repeated.

Over \$7,800 was raised at our 3rd Annual Golf Tournament and Silent Auction in June of 2003 and we look forward to this year's event being even more successful. Thanks to all of the golf committee members, we achieved higher numbers than in the previous years. Our goal for the 4th Annual Golf Tournament, to be held on June 21st, is \$8,000.

OCAPDD also received over 250 tickets to Ottawa Senators hockey games, as well as tickets to different shows. All of our clients enjoyed these special outings.

A new initiative this year is having become a member of Big Online, a Foundation/grant directory. Our new focus will be to try and solicit more dollars for special projects from Foundations nation-wide, instead of relying on Special Events.

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 2003, OCAPDD received over \$124,400.00 in these types of donations.

Silver Spring Farm Agriculture Project

Great Cookbook!! Great Garlic!! Great Volunteers!!

Those six words sum up a most successful 2003-2004 year's activities at Silver Spring Farm.

The Silver Farm Cookbook- The Best of Garlic, Squash, Pumpkins and Onions has continued to be very well received in the community. We have had three printings, and over 2500 copies have been sold. It has been featured at the Herbfest in Almonte, the Garlic Festival in Carp, the Iroquois Garlic Festival, the Kanata Craft Fair, Cityview United Church's Bazaar, and of course, at Silver Spring Farm, OCAPDD's Head Office, and the Day programs Centres. Media coverage of the Cookbook and our produce included, The NewRO, CJOH and Global television, CBC and The CHUM group radio, the Ottawa Citizen and many of the weekly newspapers in the area. As well, Domus Housewares, Kardish Foods (Bells Corners), almost all of the Loeb stores in the "expanded" Ottawa, Your Independent Grocers in Manotick, Barrhaven and Kanata, and Thorne & Co. sold our 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.

During the past year our volunteers provided thousands of hours in planting, weeding, rototilling, transporting straw, harvesting, cleaning, grading, making braids, bunches and bouquets, and selling our delicious and high quality produce.

The public response at Silver Spring Farm and at the Garlic Festivals again was most encouraging and supportive! The net revenues from the garlic sales, together with generous donations to the Farm project and revenues from a reduced crop of red onions, squash, pumpkins and gourds has contributed significantly to our Gift Fund in spite of the significant damage done to our crops by groundhogs and deer.

In Late October and early November approximately 25,000 garlic cloves were planted during very rainy and cold weather, and the December placement of straw on the rows provided good winter protection. We are delighted that many of our clients and their supervisors from the Roger Lovatt Centre and the

Loeb Centre again this year were very much involved in carefully splitting the garlic bulbs into the approximately 25,000 cloves for planting. What a fine job they did!!!

The success of our Silver Spring Farm Agriculture Project and the Gift Fund is due to our many volunteers and supporters. We were delighted to have many of our former volunteers return again this past year, and as well, we were very pleased to welcome new volunteers to our Silver Spring Farm Project. 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 over 200 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, Burnside Sand and Gravel, and the many other supporters of the Silver Spring Farm Project whose have been so generous to us with their various resources.

Human Services Report

Jean Martel

The goal of the Human Resources Department is to contribute to the Association's growth through the development and implementation of procedures and services, consistent with legislation, the collective agreement and terms and conditions of employment, that promote positive employer/employee relations and enhance the quality of the working life of all OCAPDD employees.

The Human Resources Department provides services, support and advice to 475 employees working full-time, part-time or on a relief basis and is responsible for recruitment and selection, compensation, classification, pension and benefit plans, staff and labour relations, collective bargaining and employee training.

Employees are OCAPDD's most important asset. For this reason, Human Resources prides itself on developing and maintaining a harmonious working relationship with Union representatives and employees by keeping lines of communication open, providing timely responses, following up on issues, interpreting the collective agreement in a consistent manner and delivering on its promises. This philosophy allowed us to avoid costly grievances.

In April 2004, CUPE Local 1521 and Management reached a negotiated settlement. This is the first time since 1990 that the parties have 'freely' negotiated a collective agreement.

During the past year, all human resources and volunteer operational procedures were revised and their numbers were reduced from 12 to 6 and 10 to 1 respectively. Union buy-in was obtained on all human resources procedures.

A self-insurance program for extended health, vision and dental care for all employees was implemented in conjunction with the Director of Administration and Finance in an attempt to limit increasing costs.

Much time and effort was put into harmonizing meeting processes to render all committees under Human Resources' responsibility more effective and efficient.

The Relief Committee completed the implementation of a revised selection process and developed a general orientation program for new employees. From April 1, 2003 to March 31, 2004, four hundred and twenty-two applications were received, two hundred candidates were invited to a screening test, one

hundred and twenty were interviewed and fifty-five new relief employees were hired. Program Supervisors are very satisfied with the new process, which for the first time ever has allowed them to meet their program's relief requirements.

The Joint Health and Safety Committee (JHSC) met on 15 occasions since April 2003. Terms of Reference for the Committee were established. A number of forms and templates such as a semi-annual tour form, a monthly inspection form, a monthly accident report form, a physical demands analysis form and an annual JHSC evaluation form were developed to facilitate information gathering and ensure consistent reporting.

Ninety percent (90%) of the 61 recommendations on health and safety concerns prepared by the Health Care, Health and Safety Association of Ontario in September 2002 have been implemented.

JHSC members and Supervisors attended a session on Role and Responsibilities of Employees/Employers in the context of Health and Safety and all employees received Workplace Hazardous Materials Information System (WHMIS) training.

The Long-Term Disability Committee met three times during the year, and were able to reduce by four (4) the number of employees on long-term disability by working closely with representatives from Sun Life and Coughlin. The Pension Committee was reactivated after two years of inactivity.

The Labour Management Cooperation Committee (LMCC) met on a monthly basis to discuss operational activities, services to clients and cost effective measures. The Committee contributed to improving Employer/Employee relations by resolving a number of issues.

I wish to take this opportunity to express my appreciation to members of the various committees mentioned above as well as the Human Resources Administrative Assistant, for their continual support and efforts.

Honour Roll

OCAPDD's Staff Recognition Night a Resounding Success.

It was the "who's who of the entertainment world" as all the big names came out to celebrate the gala event of the year, the 2004 Staff Recognition Night. This year the event was held on June 16th at the Britannia Yacht Club. This year's theme was billed as "An Evening at The Oscars". Surgenor's Leasing provided transportation to the stars, celebrating their 25th anniversary. This was truly a night for all the stars to come together and honour their peers.

The evening ended with some great laughs as Red Skeleton (played by Tom Gillespie) roasted that lovable ogre, Shrek, (played by Geoff Murphy) making princess Fiona (played by Geoff's wife Thérèse) blush more than a few times. Pacino (played by Joe Silverman) did not disappoint. True to form he delivered a passionate and funny thank-you speech that will keep the CRTC censures working overtime. Finally the OCAPDD family said goodbye to one of its favourite sons. Hugh Nelson received a well-deserved lifetime achievement award as he heads off to conquer other challenges. Good luck Hugh!

"The audience laughed, they cried, two thumbs up," says Dave Ferguson, Executive Director.

"I've never had so much fun" said Charlotte Roy of the OCAPDD Board of Directors.

Special honours were presented to the following OCAPDD employees:

Persons hired in 1999 – 5 years

NAME	PROGRAM
Brian Anglesey	Beaudry
Simon Auriat	Arc Industries
Gloria Bergsma	Ahearn
Janine Bourgeois	Bathgate
Malcolm Brewster	Nestow
Angela Chan	RELIEF
Natasha Dingwall	Maryland
Kim Diorio	Lavonne
Bonnie Grant	Ratan
Wayne Hughes	Settlers
Julie Kirkham	Crosswinds
Lee-ann Marks	RELIEF
Sara Menzies	RELIEF
Sandi Newton	RELIEF
Lorna Robson	Charette
Erin Rundquist	Settlers
Pam Sawyer	Oakdean
Kristy Singleton	Crosswinds
Scott Towajj	Settlers
Brenda Trohon	RELIEF
Heather Williams	Oakdean
Kathleen Wood	RELIEF

Persons hired in 1994 – 10 years

NAME	PROGRAM
Victoria Burrill	Campbell
Todd Kellett	Charette
Michael Lawrence	Rosenthal
Lisa Lind	Oakdean
Judith Pelletier	Oakdean
Robert Pretty	Oakdean
Paul Rochon	CSS

Persons hired in 1989 – 15 years

Winsome Buchanan	RELIEF
April Dodge	Loeb
Tammy Finner	Ahearn
David Knox	CSS
Dino Langis	RELIEF
Tanya Leclair	Beaudry
Catharine Lonergan	Fairlawn
Kirsten MacKenzie	Settlers
Merwyn McCullough	Campbell
Wanda Nash	Maryland
Donald Poirier	CTC
Sarah Rado	Quinlan
Jennifer Rodgers	Rosenthal
Dan Roy (1179)	Fairlawn

Persons hired in 1984 – 20 years

Diane Belair	Loeb
Hal Cochrane	CSS
Tina Coyne	Nestow/Moffatt
Maureen Forrest-Cox	Supported Work
John McRae	Arc Industries
Steve Sanderson	Supported Work
Bev Szadkowski	RELIEF
Ellen Wilson	Maryland/Ahearn

Persons hired in 1979 – 25 years

Bob Graziano	Arc Industries
Geoff Murphy	Rosenthal
Joe Silverman	Loeb

Organizing Committee

Hugh Nelson
Tina Coyne
Kate de Lanux
Anne Marie Engelberts-Cousineau
Anne Shultz
Gilles Fontaine

Volunteer Report

Debbie Blasutti

The last twelve (12) months have been very busy for the Volunteer Program with many new volunteer friendships and community partnerships.

Sixty (60) new volunteers came on board and fifty-two (52) left the program. OCAPDD volunteers gave a generous gift of time of 13,135 hours in 2003.

Program Highlights

1. The WAMM (Watercolour, Arts, Music and Mixed Medium) program was developed with agency supervisors and partnered with Maria Hawkins and VACO (Visual Arts Centre Orleans). WAMM provides a variety of programs that enable the individuals OCAPDD serves to expand their capabilities and be linked to a greater part of their community at little or no cost.

Maria Hawkins sang the Blues for us on two occasions in the past year at the Rainbow Room. She raised \$3,000 for the program and Agere Systems, Kiwanis Aktion Club, Loeb Centre Training Committee, Sun Life and the RBC donated \$2,000 for a grand total of \$ 5,000. These monies allowed us to implement a twenty-week music program at Rosenthal, an eight-week mixed medium program at Rosenthal, two (2)- eight-week art classes for the Loeb and the Quinlan Centres as well as a monthly music program for both the Loeb and the Quinlan Centres. \$200 was allocated for the weekly art class at Centre de Transition Communautaire. In total, approximately 200 people have benefited from WAMM.

2. The OCAPDD Volunteer program participated in the development of the new Best Buddies Program offered through Algonquin College. This initiative provides ongoing support and mentorship to clients.
3. The membership of the Aktion Club grew to over eighty (80) members, with ninety (90) to one hundred (100) individuals attending meetings every two weeks. The Aktion Club was split into two groups called the Ottawa Carleton Aktion Club and the Bytown Aktion Club respectively.
4. Seven (7) volunteers raised \$400 for WAMM by participating in the First Annual Mayor's Walk-September 2003.
5. Twelve corporations and ninety-eight (98) volunteers who provided us with five hundred and eighty-eight (588) hours of time participated in the United Way Day of Caring event held October 9, 2003. Hats off to Nortel Networks, Rideau Carleton Racetrack, Borden Ladner Gervais, Export Development Canada, RBC Royal Bank, Solicitors General Office, CTV-CJOH Division and Alcatel.
6. A new Volunteer Training Manual, a Staff Manual for working with Volunteers and a new Volunteer Medication Policy were developed and implemented.
7. OCAPDD hosted a Volunteer Management Audit Workshop with funding obtained from CVI (Canada Volunteerism Initiative).

We continued to enjoy and develop our partnerships with MBNA, Nortel Networks, Sun Microsystems, Agere Systems, the TD Bank and The Church of the Latter Day Saints. The Church of the Latter Day Saints provided over three hundred (300) volunteers for the Christmas Gift Wrap program and over two hundred (200) volunteers for the Garlic and Squash program. On August 8, 2003 sixty-five (65) youths from the Church of the Latter Day Saints held a carnival day at four of our Day Programs. These youths and their leaders planned games, entertainment, supplied prizes and provided the manpower and food for a barbeque at each location.

Volunteers provide weekly art, yoga, dog therapy, and cooking classes at various locations. They also provide support and encouragement through 1-1 relationships. They provide transportation to events and activities, plan barbeques, gift-wraps, support groups, paint, clean and much more. Volunteers make the Residential Christmas party and the Annual Picnic happen each year.

Special Awards

The following individuals received special recognition from OCAPDD and were the recipients of the 2003-04 Ontario Volunteer Awards.

Five Years

Eleanor Jackson, Julie Farmer

Ten Years - Ann Marie Bloom, Francis Bloom, Kevin Lamont, Laura Mulligan

Volunteers are an integral part of the OCAPDD team. Their contributions complement staff activities and their support helps us meet our mandate. Thank you to staff and volunteers for your generous Gift of Time and support.