



ANNUAL REPORT 2018

Citizen Advocacy Ottawa

Charitable Registration Number
13036 2817 RR0001

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PRESIDENT AND EXECUTIVE DIRECTOR REPORT

Citizen Advocacy Ottawa (CAO) continues to be a dynamic and leading-edge organization in Ottawa supporting the full community participation of people with disabilities and aiding their families. The Board and Staff of CAO has worked hard to ensure that programs and services are evidence-based and of the highest quality.

The past year has been a year of change for the Board and Staff. In October of 2018, long-time Executive Director, Brian Tardif retired from his position. The Board ensured a smooth leadership transition by contracting Brian to provide support to the new Executive Director, Heather Lacey, in the weeks before his official retirement. As well, Brian, demonstrating his commitment and passion for the organization, has remained a valued resource for the CAO staff and leadership.

One of the first tasks of Heather's leadership was the development of an operational plan to provide CAO with a direction for the remainder of 2018 and into 2019. In developing the plan, CAO utilized the organization's current strategic plan and input from the staff. The workplan highlights several key areas:

Services:

- ✓ Continuing evaluations of effectiveness of services;
- ✓ Ensuring service flexibility and adaptability based on community needs;
- ✓ Solidifying CAO's expertise in key service areas;

Finances;

- ✓ Stabilizing current funding;
- ✓ Looking for new funding opportunities;
- ✓ Building fundraising plan based on current trends;
- ✓ Building a donor relations program, expand the current donor base;

Communications and marketing;

- ✓ Raising CAO's public profile;

Infrastructure

- ✓ Reducing overall organizational risk;
- ✓ Building a Volunteer Program, expanding/broadening on the current volunteer base;
- ✓ Continuing to build staff capacity through provision of training opportunities, with an emphasis on coaching and mentoring;
- ✓ Revising existing policies to meet the changing needs of the staff and individuals and families we serve;

The work in these highlighted areas will continue into 2019 to be completed by the end of that year.

"The future for CAO is exciting and bright with many new opportunities on the horizon."

Throughout 2018, CAO continued to see a higher demand for its programs:

- The Matching Program continues to have a waitlist;
- Independent Facilitation was able to serve approximately 325 individuals living with disabilities;
- The Fetal Alcohol Resource Program expanded its services to families and has responded to an increased demand for training from many diverse areas;
- Sibling Groups experienced a higher demand resulting in the addition of a monthly teen group;
- Lifetime Networks continues to see an increase in families looking for help in creating supportive networks for their loved one;

During 2018, one of CAO's major focuses was to ensure funds were secured for the organization's operation. The organization continued to be supported by the Ministry of Children, Community and Social Services, the City of Ottawa and United Way. CAO secured several grants for specific projects including delivering workshops for individuals living with developmental disabilities and their families. In addition, we were able to run several successful events including Evening in The Maritimes, In the Spotlight and the Ottawa Race Weekend.

The year however ended on a difficult note; in December 2018 CAO was informed that the transition funding for the organization's Independent Facilitation program would be discontinued at the end of March 2019. At that point plans were put in place to close the program, informing individuals and their families and staff impacted by the closure. Individuals and their families impacted by the program closure began to engage in advocacy efforts writing letters and meeting with their local MPP.

In closing, we would like to extend our thanks to the funders, donors and supporters in the community. We would like to acknowledge all the volunteer advocates and other volunteers who have assisted the organization throughout the year. As well, we want to say thank-you to the staff, whose dedication and passion for their work contributes to the success of the CAO. Finally, we would like to thank the Board of Directors, a group of people who have a devotion and commitment to CAO that is reflected in their positive governance and stewardship of CAO.

The future for CAO is exciting and bright with many new opportunities on the horizon.

Kirk Boyd, President, Board of Directors

Heather Lacey, Executive Director

Board of Directors

Kirk Boyd	Simone Joannis	Neena Kushwaha	Nicholas Korhonen
Mike Giunta	Stacey Bielaski	Noëlle Caloren	Karen Jensen
Damon Lauder	Claire Leduc	Robert Meredith	Mike Murphy
Barb Sabourin	Jeff Snyder	Ron Warren	William Wells

MATCHING PROGRAMS



Fenel and Dickens have been matched for about six months. They get together every week. Sometimes they go out to restaurants, sometimes to the mall and other times they stay in and play board games. Their favourite game is Connect 4.

Dickens says the best things about the match are that he has someone who: spends time with him; plays games; and likes having conversations.

For Fenel he feels the impact of the match on him has been life changing. "It has taught me how to use skills like empathy, compassion and patience". He also feels he now has a better understanding of the challenges and joys of someone living with

a disability and how they can fully participate in life.

"Remember that little things make a difference."



When Cynthia joined Citizen Advocacy she was a newly qualified Registered Nurse who was interested in helping people living with disabilities manage their lives in the outside world. She and Nancy were matched 20 years ago. At first, they lived near each other and it was easier to get together. Now they live at opposite ends of the city but still get together, each travelling to a common spot such as Carlingwood Mall or Billings Bridge Mall.

They both acknowledge that things haven't always gone smoothly with their match, but they have worked with their social worker to get back on track. Both Nancy and Cynthia have tremendous trust in each other and have seen their relationship grow and flourish over the years. As for the future of their match, they are committed to each other and are planning an overnight trip soon.



FETAL ALCOHOL RESOURCE PROGRAM



Keaton Wilson is a young man with Fetal Alcohol Spectrum Disorder (FASD) who is involved with FARP in many ways. He has received support from a FASD Worker; his parents attend the local FASD Group; and this year Keaton took the major step of deciding to be an advocate for FASD, to share information about this permanent brain-based disability. Keaton volunteered at the September 9th Walk. He and his parents shared their stories with the provincial FASD Workers at our Knowledge Exchange. Most impressively, Keaton spoke to a room of 180 people at our 2018 Symposium and answered their questions with eloquence and humour.

Keaton says that he “struggles every day for people to understand that he really is trying, but things take longer for him and are harder. It’s not his fault and because his disability is invisible people don’t understand.” He believes that “one of the good things that have come out of having FASD is that I try to be patient and thoughtful to other people that I know are struggling too.”



INDEPENDENT FACILITATION & PERSON-DIRECTED PLANNING

Kate’s facilitator invested the time to get to know Kate and help Kate get to know herself. During these regularly scheduled meetings, they talked about what Kate is passionate about, her strengths and challenges and where Kate sees herself in the future. The facilitator helped Kate define her goals and connect them to real life.



SIBLINGS GROUP



"I really like going to Sibs Group for many reasons. It is a place where I feel comfortable to share my feelings or thoughts and to receive support when I need it. I feel I can relate to or get advice about issues since everyone there is going through some of the same things with their sibling(s). The group has been a really good, positive and fun thing in my life." Sophie Richardson

WALKING IN MY SHOES

"I am fairly new to WIMS, but this group already has provided me with so much information to help navigate a very difficult system for our children/adults living with a disability. More importantly, it has helped me to connect with other caregivers and family members enabling me to share my experiences and to learn from theirs. I look forward to these meetings as it really does remind me that I am not alone." (Erica Stillo, caregiver to 22-year-old Step-Daughter)



LIFETIME NETWORKS

In the summer of 2018, Kyrar ran a lemonade stand that raised money for his youth group and gave him a unique opportunity to connect with people in his home community. Many of the people passing by were curious and took the time to pause, stand next to him and ask questions. We hope that over time friendships will naturally grow and that Kyrar's network will expand from this kind of outreach to his community.



2018 NUMBERS

Matches	298
Facilitation & Planning Participants	346
Lifetime Network Participants	36
Walking in My Shoes Members	28
Sibling Group Members	41
FASD Worker Clients	27
Event Volunteers	222
Event Attendees	2,377
Event Sponsors	23
Local Business Supporters	207



Community Events
Celebration of People
Dovercourt Dances
Annual Picnic
Holiday Dinner & Dance
Volunteer Information Sessions
Annual General Meeting
Volunteer Recruitment Fairs
Safe & Secure Book Club
System Navigation
Me in My Community
The Keys to My Home
G1 Study Group



Fundraising Events
Evening in The Maritimes
In the Spotlight
Ottawa Race Weekend
Bottle Drive



FINANCIAL STATEMENTS

CITIZEN ADVOCACY

STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2018

	2018	2017
CURRENT ASSETS		
Cash	\$ 36,834	\$ 45,458
Short term investments (note 4)	100,658	238,028
Accounts receivable	45,910	182,485
Sales tax receivable	25,650	21,111
Prepaid expenses	35,208	4,907
	244,260	491,989
LONG TERM INVESTMENTS (note 4)	327,889	84,296
INVESTMENT IN 1 COMMUNITY PLACE (note 5)	285,815	282,358
CAPITAL ASSETS (note 6)	27,894	45,205
	641,598	411,859
	\$ 885,858	\$ 903,848
CURRENT LIABILITIES		
Accounts payable	\$ 53,056	\$ 128,233
Deferred revenue (note 7)	351,307	273,508
	404,363	401,741
DEFERRED FUNDING OF CAPITAL ASSETS (note 8)	28,687	46,163
NET ASSETS		
Invested in capital assets	282,717	286,009
Internally restricted for contingencies (note 9)	150,000	150,000
Unrestricted	20,091	19,935
	452,808	455,944
	\$ 885,858	\$ 903,848

Approved on behalf of the Board:


 _____ Treasurer

 _____ President

FINANCIAL STATEMENTS

CITIZEN ADVOCACY

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2018

	2018	2017
REVENUE		
United Way of Ottawa-Carleton	\$ 74,396	\$ 79,247
Ministry of Community and Social Services		
Core activity funding	339,525	389,755
Other projects	31,360	31,356
Independent Facilitation Demonstration Project (note 2)	2,707,700	2,754,677
Independent Facilitation and Planning	27,823	18,667
Lifetime Networks	93,785	34,435
City of Ottawa	136,057	109,764
Trillium Foundation	7,400	67,700
Fetal Alcohol Resource Program	274,390	133,176
Family Supports	20,285	21,590
Self generated	553,458	570,016
	4,266,179	4,210,383
EXPENDITURE		
Fund development	187,059	219,572
Community relations / marketing	46,928	73,495
Independent Facilitation and Planning	3,860	9,682
Independent Facilitation Demonstration Project (note 2)	2,707,700	2,754,677
Lifetime Networks	101,186	102,155
Community Partnerships	255,565	238,751
Fetal Alcohol Resource Program	252,864	133,174
Family Supports	57,809	58,380
Matching Program	656,344	682,469
	4,269,315	4,272,355
NET REVENUE (EXPENDITURE) FOR THE YEAR	\$ (3,136)	\$ (61,972)





Citizen Advocacy Ottawa

312 Parkdale Ave

Ottawa ON K1Y 4X5

www.citizenadvocacy.org

info@citizenadvocacy.org

Tel: 613-761-9522

TTY: 613-725-6175