

2023-2024

Annual Report

SUPPORT, RESPECT, CHOICES



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Chair's Message

On behalf of the Board of Directors, I would like to acknowledge the dedication of all the staff and managers who continue to make Ongwanada a respected leader in Developmental Services. The expertise at Ongwanada is recognized in Eastern Ontario, other areas of the province, and beyond.

This past year, probably more than ever, Ongwanada has adjusted to significant changes.

We said goodbye to former CEO Alastair Lamb, who started a well-earned retirement after a significant career in Health Care, many years of it spent in various roles at Ongwanada. We are indebted to Alastair for his significant guidance of the organization through the pandemic and all the challenges that presented.

We welcomed a new CEO, Dr. Lak Chinta, who assumed the important leadership role in February. Lak has been working hard to get to know the organization and has already used his significant experience to implement initiatives that will lead Ongwanada into the future. Lak was also instrumental in recruiting a new senior management team with finance, administration, and direct care expertise. All these professionals bring their diverse backgrounds and experiences to Ongwanada, and we look forward to them being part of our team.

In collaboration with our funding ministry, MCCSS (Ministry of Children, Community, and Social Services), the Board is undertaking a detailed review of our processes and programs. The change in management presented an optimal time to undertake this initiative. This has involved a lot of hard work for our staff in all areas of the organization, and we thank them for their efforts.

We look forward to the information and ideas that this review will provide.

We have also completed the revision of the original Ongwanada by-laws to comply with the new ONCA (Ontario Not-For-Profit Corporations Act) regulations. This intense process took more than two years to complete, and the revised by-laws have been submitted for Government review and approval. These amended by-laws reflect the evolution of Ongwanada and the services the organization provides.

We are also welcoming the return to in-person events to celebrate the dedication and successes of our staff and support groups. A celebration to recognize long-term staff and one to thank our volunteers are examples of events that have returned to acknowledge our successes and connections to the community we serve.

One of the positive initiatives worth mentioning is Ongwanada's New Beginnings Furniture Program. This has been very successful and involves the individuals we support refurbishing donated furnishings into upcycled treasures which are sold to the highest bidders. The proceeds are then returned into the community. This is a wonderful opportunity for the individuals we support to develop new skills.

New promotional videos have been prepared to highlight Ongwanada and the expertise we can contribute to the Developmental Services sector. This will keep the community well-informed about Ongwanada as we navigate the ever-changing challenges of doing more with the funding available.



Our well-established and dedicated Board members continue to contribute their varied backgrounds to provide guidance, oversight, and support to Ongwanada. We have been fortunate to have many contributions from new board members, and we appreciate the energies and ideas they are contributing to our governance model.

We celebrate and thank Jack Thompson, a Board member and past chair, who has contributed 35 years to the Board and Ongwanada. We will miss Jack's solid and thoughtful approach and wish him well.

We appreciate all the work our CEO, Management, staff, families, community partners, and Board members continue to provide. We are excited about the future and continuing Ongwanada's role as a leader in Developmental Services.

David Ariss
CHAIR, ONGWANADA BOARD OF DIRECTORS



CEO's Message

Dear All,

As we reflect on the past year, it is clear that it has been a period of significant transition for Ongwanada. We have bid farewell to several esteemed members of our senior leadership, management, and staff who retired after years of dedicated service. I would like to extend a special acknowledgment to Alastair Lamb, our past CEO, who retired in February 2024. Their contributions have been invaluable, and their legacy continues to inspire us.

Transition and New Leadership

In the last four months, I have had the privilege of stepping into the role of CEO. During this time, we have successfully onboarded a new senior leadership team. This team has immersed itself in our operations, visiting our homes and centers in Nappanee, Kingston, and Gananoque. The interactions with our staff have been crucial in shaping our priorities and fostering a deeper understanding of our mission.

Leadership Presence and Engagement with Staff

I am a firm believer in the importance of leadership and management presence within our homes. This presence supports our staff, creates a fun and safe environment, and cultivates healthy working relationships. To this end, I have encouraged our leadership and management to spend more time at our supported individual homes, seeking direct feedback and engagement from our staff.

Voice of Supported Individuals and Community Engagement

We have made strides in ensuring the voices of our supported individuals are heard. I was honored to be invited to the supported individual advisory panel, and we are in the process of establishing a family advisory panel. Additionally, we have had several community engagement events, including a "Grease" play at Crescent and Ongwanada Resource Centre (ORC), bake-sales and our first post-COVID potluck at ORC.

Community Impact and Collaborations

Ongwanada is committed to making a broader community impact. Starting July 2024, Dr. Liz Grier's medical clinic and other family physicians will be moving into ORC. We have also leased our kitchen to Lionhearts at ORC, furthering our community involvement.

Research and Academic Partnerships

As an academic-affiliated organization with Queen's University, Ongwanada plays a critical role in advancing research in our sector. We have several research projects underway, including clinical trials for the Ontario Brain Institute and collaborations with Providence Care.

Diversity and Growth

The equity, diversity and inclusion of our new hires, students, and interns is a critical component of our growth. We attract talent from across the country, enriching our organization with fresh perspectives and skills.

Communications and Fundraising

In May 2024, we launched our “Bringing our Stories to Life” campaign, led by our communications and fundraising division. We are also investing in technology-based services to better serve our supported individuals in the future.

Acknowledgements

I would like to take this opportunity to acknowledge the contributions of our donors, the Ministry of Children, Community and Social Services (MCCSS), our staff, families, volunteers, partners, the City of Kingston, Honorable MPP Ted Hsu, Honorable Mark Gerretsen, Honorable Mayor Bryan Paterson, our esteemed board of directors, and all members of our organization. Your support is the foundation of our success.

Conclusion

I am humbled by the opportunity to serve and make a difference in the lives of our staff and supported individuals. Together, we will continue to build on our achievements and face the future with optimism and determination.

Sincerely,

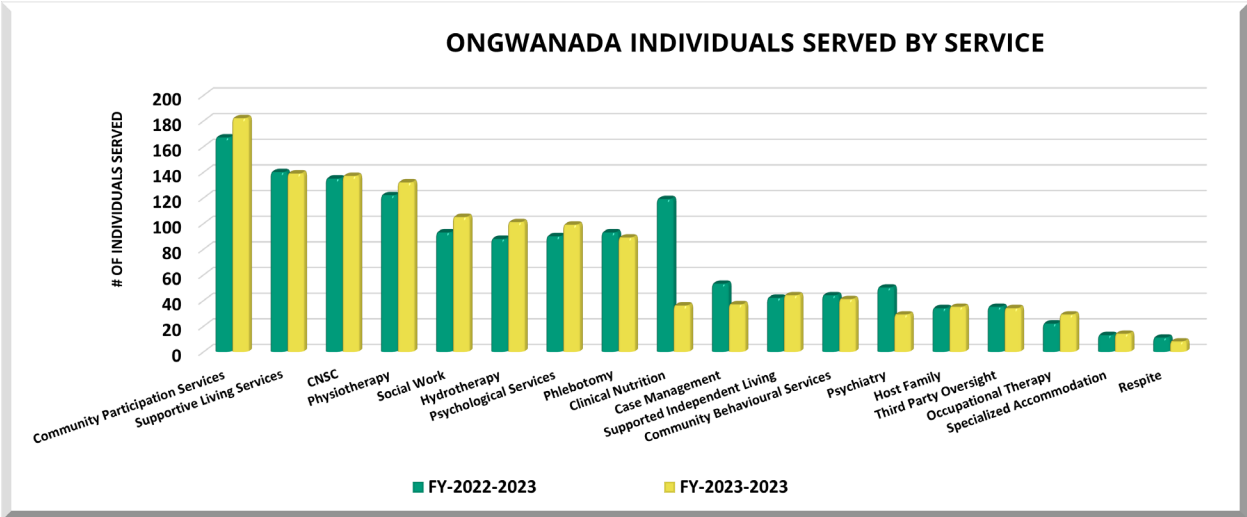
Dr. Lak Chinta
CEO, ONGWANADA



The Breakdown

ONGWANADA SUPPORTED PEOPLE

Welcome to the Clinical Information Services Team section of our annual report. Our dedicated staff is committed to overseeing the accurate collection, use, and security of information, ensuring it is accessible and available to the right people in a timely manner. Our electronic Information Management System enables the collation of data and statistics to assist in organizational operations and support decision-making processes for the individuals we serve. Here are some highlights from Fiscal Year 2023/2024:

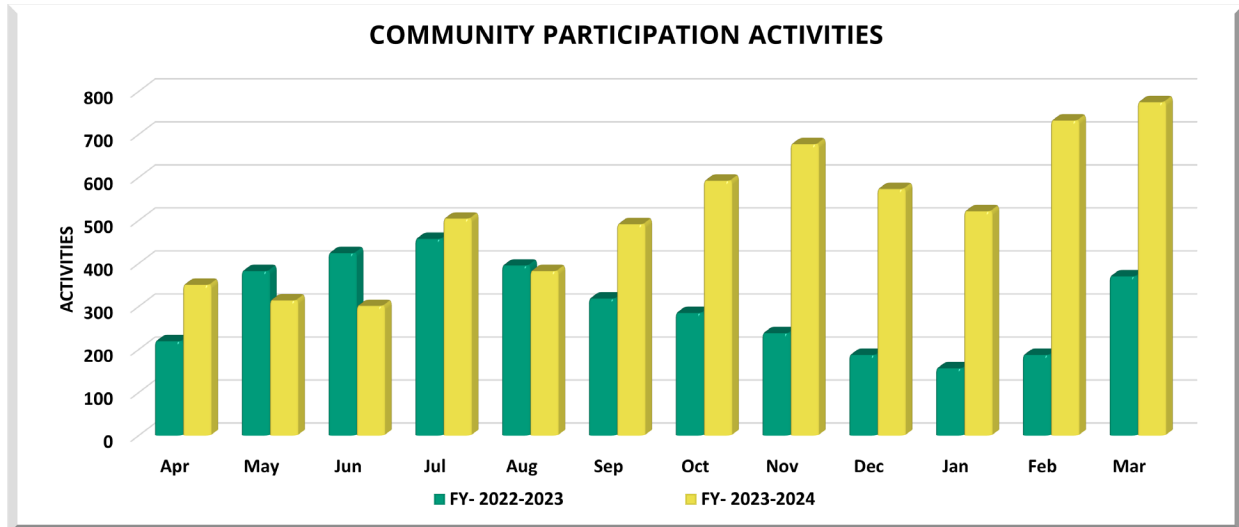


We serve individuals of all ages with a wide range of services through a multidisciplinary, collaborative team approach. Our professionals address physical and mental health needs, while dedicated staff provide daily living necessities and social interaction. Most individuals live in supported settings and participate in community activities. Ongwanada is unique in offering specialized services for highly complex individuals in our Community Network of Specialized Care, Specialized Accommodation, and Medically Complex Settings.

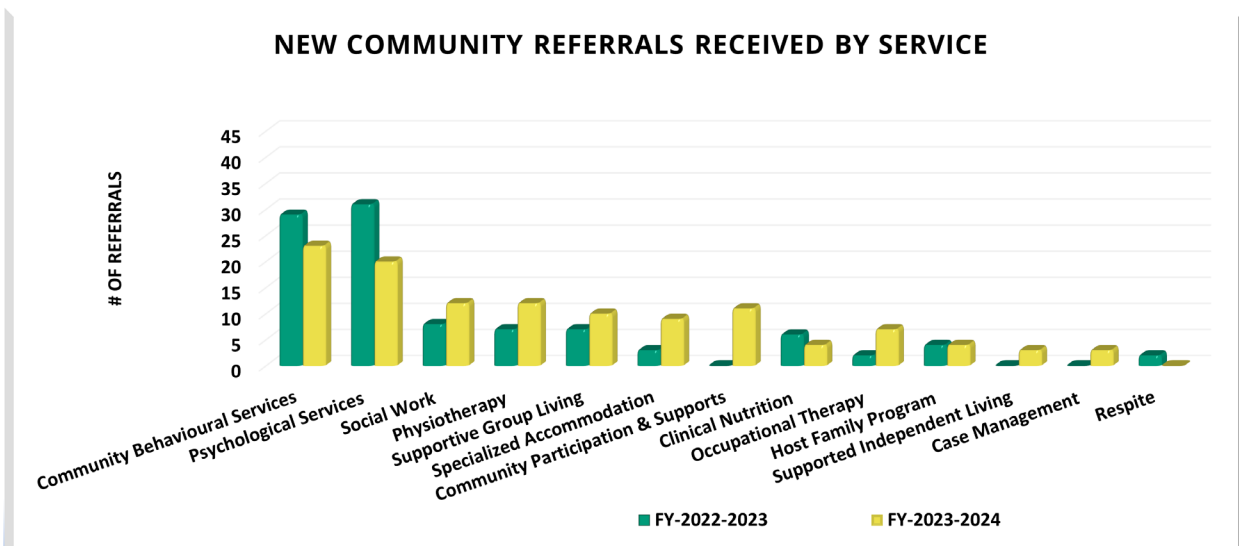


The Breakdown Continued

ONGWANADA SUPPORTED PEOPLE



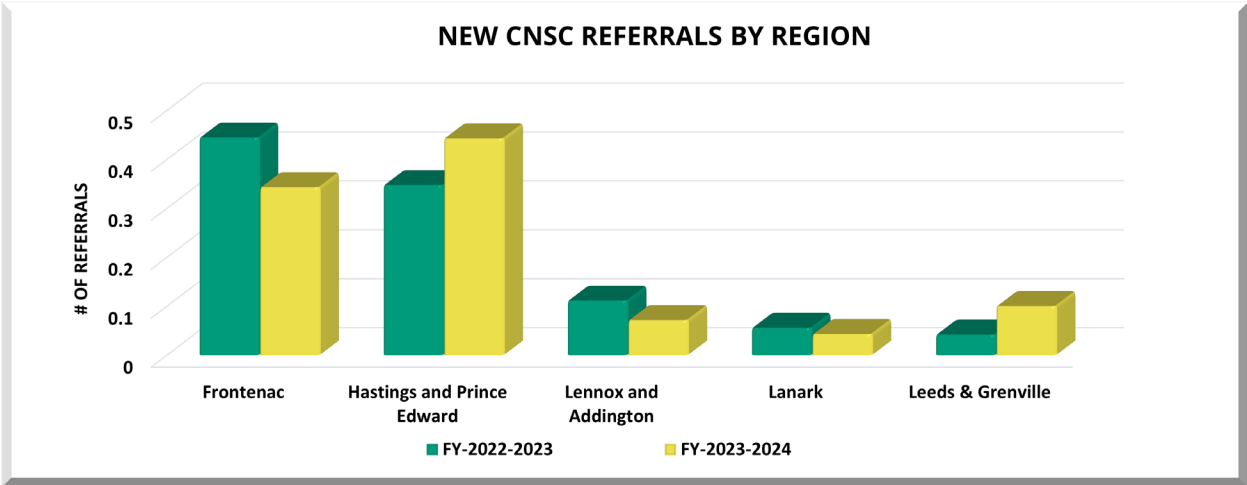
Recent changes in developmental services have been shaped by a focus on citizenship and individuals’ rights to feel included in their communities. Supportive Living Services and Community Participation Services offer individuals of all abilities opportunities to interact with peers, volunteer, and engage in community-inclusive activities. Over the past year, 227 individuals participated in 6,212 community-inclusive activities.



Ongwanada’s integrated services model and collaborative team approach enable the organization to provide essential clinical services to the community. This approach helps alleviate pressures on families, the healthcare system, and community-based programs. The demand for these clinical services is significant, as evidenced by the fact that 66% of community referrals received during the fiscal year were for clinical services.

The Breakdown Continued

COMMUNITY NETWORK OF SPECIALIZED CARE



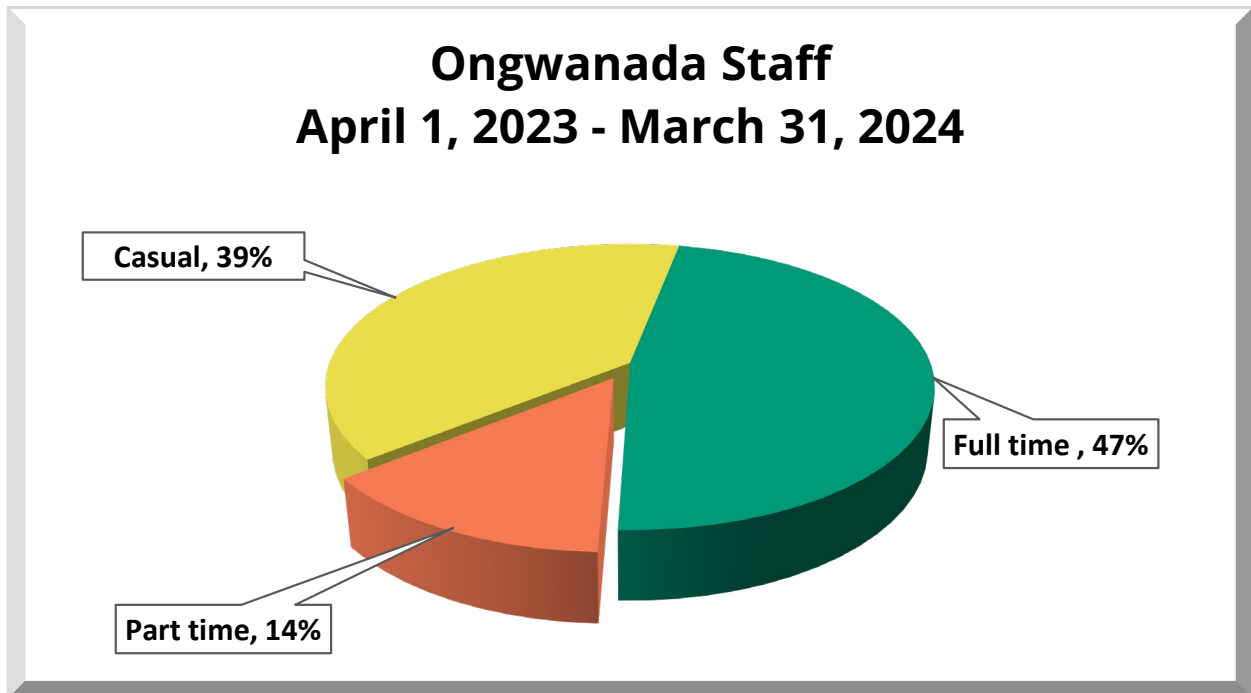
This fiscal year, a total of 70 referrals were approved by Community Networks of Specialized Care to receive service under Dual Diagnosis Justice Case Management, Health Care Facilitation or Complex Support Coordination Ongwanada



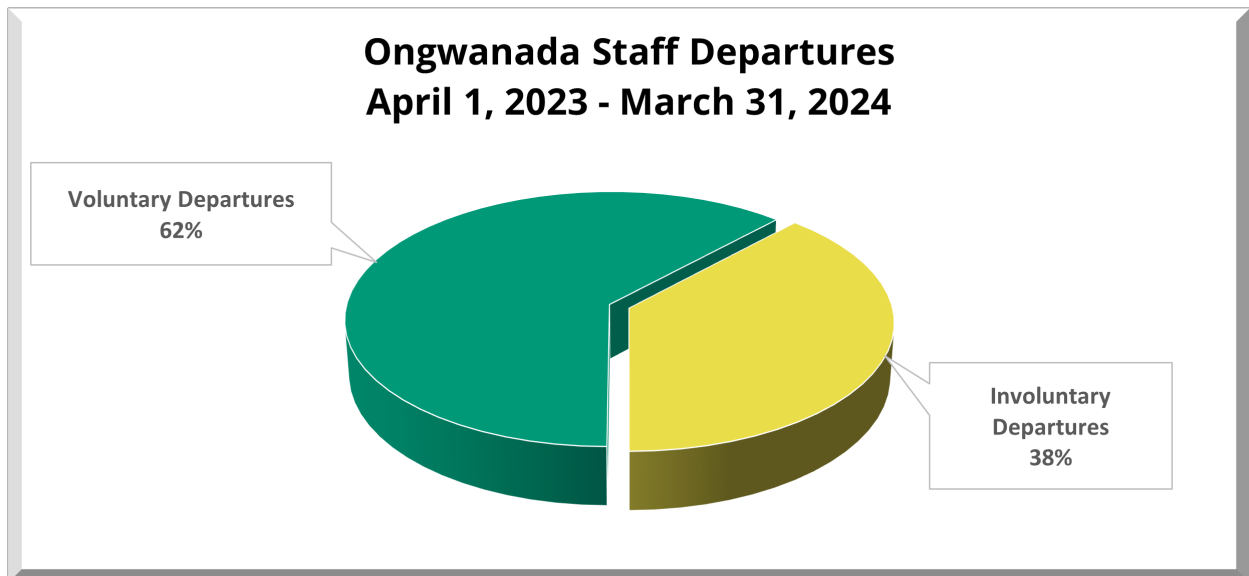
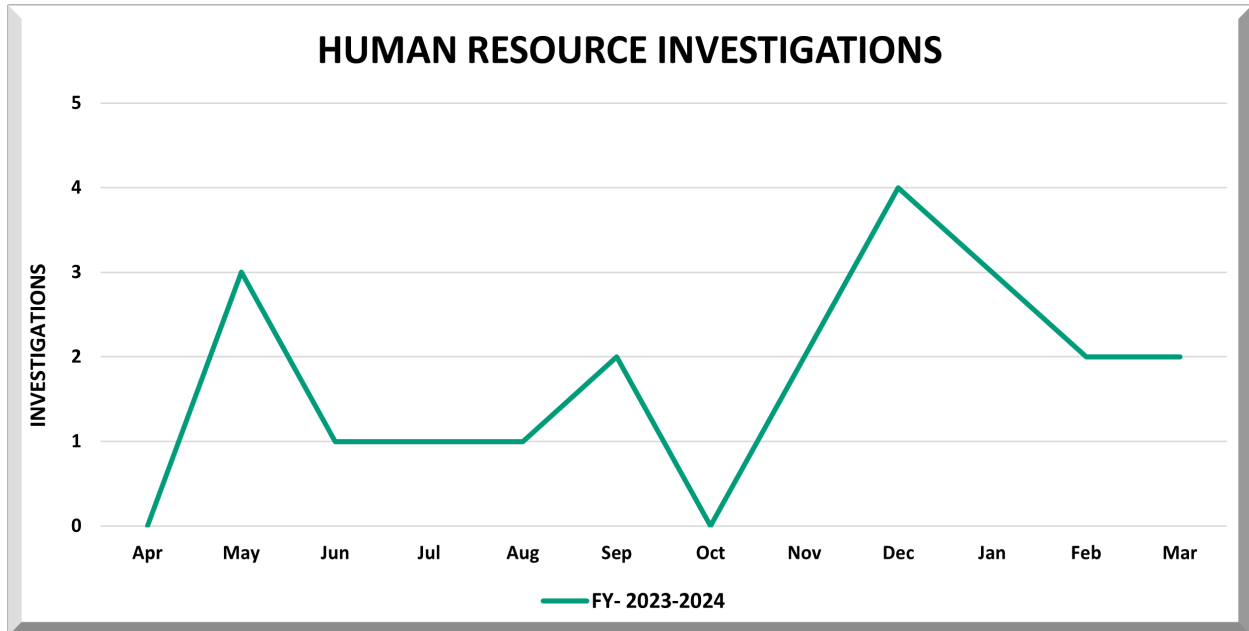
Human Resources Highlights

Human Resources diligently completed 21 workplace investigations April 2023 – March 2024. Our full time staffing was slightly higher than the previous fiscal year, Part time staffing was slightly lower than the previous fiscal year and our Casual staffing was higher than the previous fiscal year. While our total new staff hired is less than the previous year, our staff turn over rate has decreased as there were not as many departures.

Our voluntary departures were due to resignations and retirements. Our involuntary departures were terminations based on unsuccessful probation periods, a cleanup of our system/staff who would not respond and terminations with cause.



Human Resources Highlights Continued

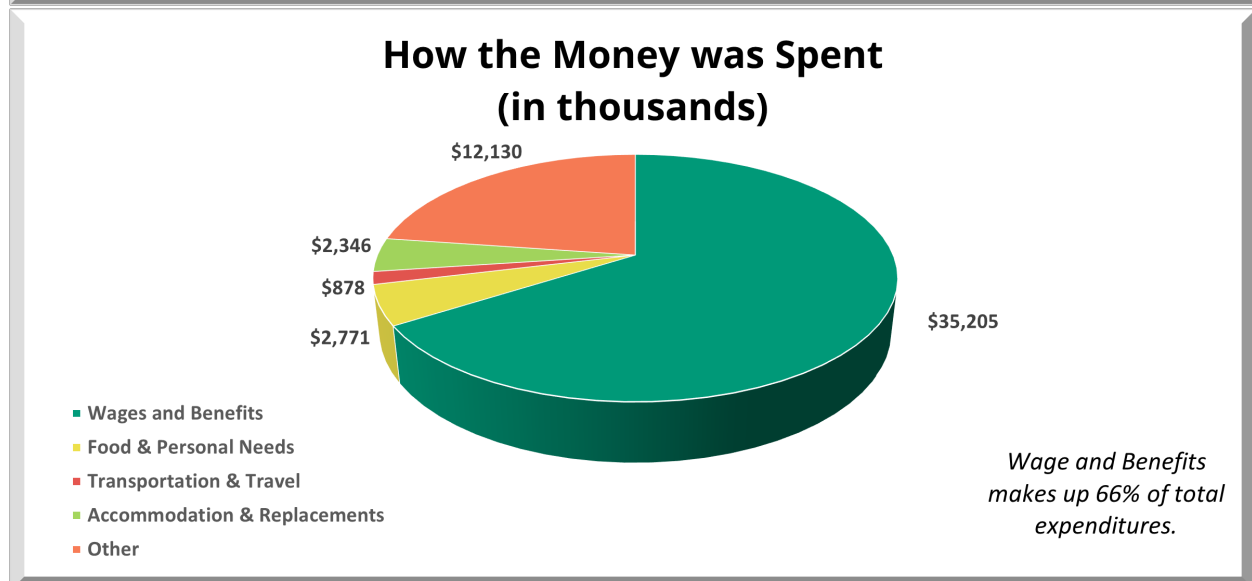
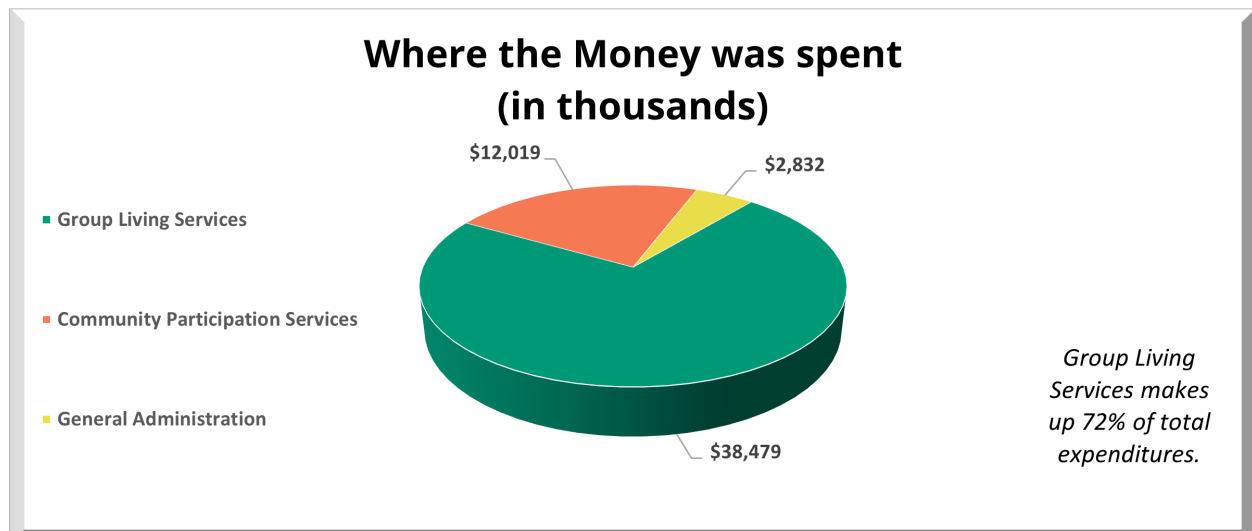


Financial Highlights

UNAUDITED 2023-2024

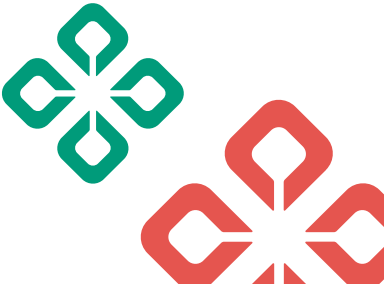
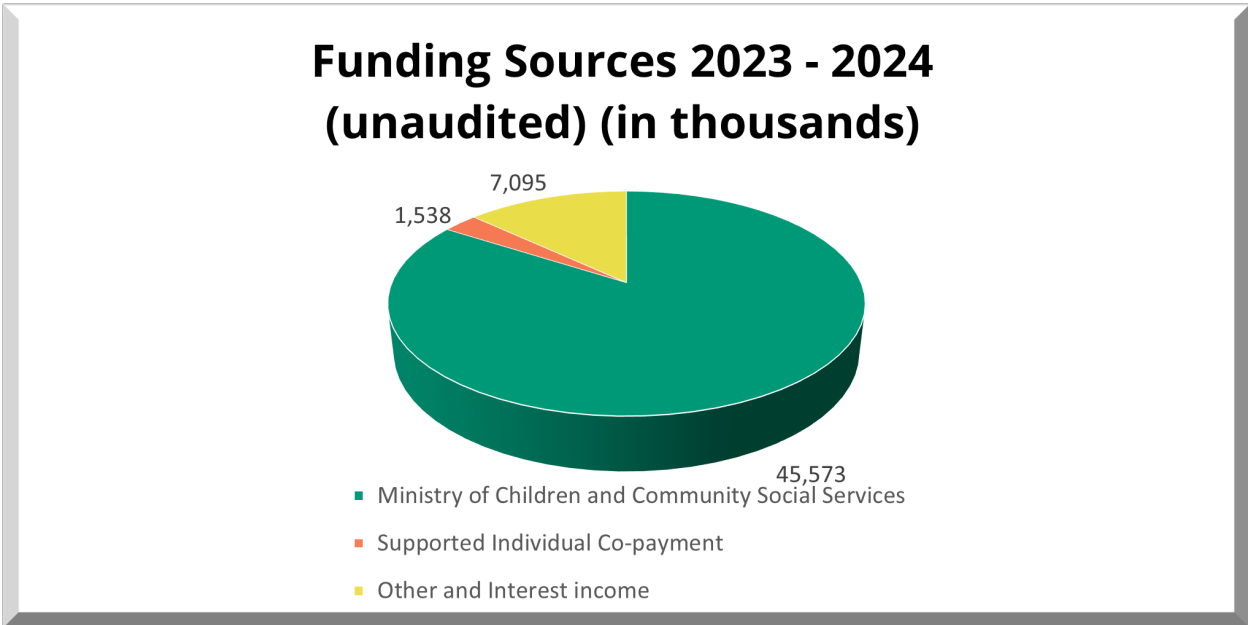
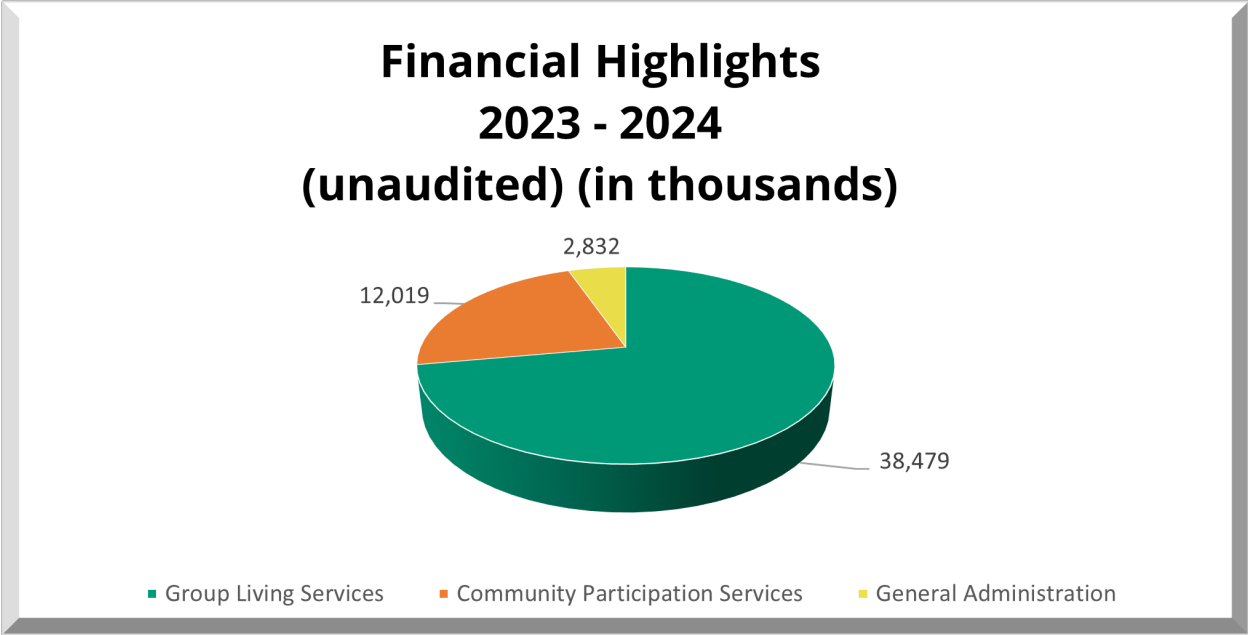
Ongwanada’s focus remains on offering high quality, individualized, and community-based supports and services, while responsibly managing public and donated funds. Financial results for Ongwanada are prepared by our Finance department staff, which are presented in accordance with the Chartered Professional Accounting Handbook. These financial results will be audited by our external auditors at KPMG. Audited financial statements, the Auditor’s Report and notes pertaining to our financial statements are available upon request through the Ongwanada Executive Office or on our website.

Total revenue increased by 3% (1.56 million) for a total of 54 million. Fiscal funding from MCCSS increased by 2% (800k) due to individualized budgets. Total gross expenditure was up by 3.5% (1.8million) for a total of 54 million, resulting in a balanced budget for fiscal year 2023/2024. At this time 2024/25 funding levels from MCCSS are anticipated to remain at the same funding levels as in 2023-24.



Financial Highlights Continued

UNAUDITED 2023-2024



Acknowledgments

BOARD OF DIRECTOS

David Ariss, Chair
Michael Dominik, Vice Chair
Jack Thompson, Past Chair
Glen Cavanagh, Treasurer
Dwight Boyce
Carol Cartier
Dr. Elizabeth Grier, Medical Director (non-voting)
Geoff McMullen
Kathy Pringle
Allan Twohey
Sandra Vellone
Jennifer Gilmour
Jill McCreary
Trevor Fray
Dr. Lak Chinta, CEO, Secretary (non-voting)

SENIOR LEADERSHIP TEAM

Dr. Lak Chinta, Chief Executive Officer
Dina Eleslambouly, Senior Director of Operations
Neil Baker, Senior Director of Finance
Lorrie Heffernan, Senior Director of Administration

DONORS

Ongwanada wishes to extend heartfelt gratitude to the remarkable individuals who have supported the organization over the past year through financial contributions or by generously donating their time.

BRINGING OUR STORIES TO LIFE

A special thank you goes out to Courtney Murphy, Communications and Fundraising Coordinator and Aaron, and Dylan, our marketing assistants, for their dedicated work on our stories this spring.

Link: <https://youtu.be/uFtSzi1CWkU>

