

Citizen Advocacy of Ottawa-Carleton

2003 Annual Report

Our Vision

A community that welcomes and values the participation and contribution of all of its citizens, including those who live with disabilities.

Our mission

To enhance personal choice and community participation for persons living with disabilities through advocacy support.

Our guiding principle

To focus our resources on individuals who may be vulnerable because they lack a support network or who may have difficulty accessing needed services.

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The four key goals:

- ✓ *To match individuals (protégés) in supportive relationships with volunteers (advocates).*
- ✓ *To encourage self-advocacy and self-reliance while recognizing the interdependence of everyone in our community.*
- ✓ *To advocate for the needs and rights of people living with disabilities.*
- ✓ *To maintain an efficient, effective and healthy organization to fulfill our mission.*

Our report to you provides information on the activities of the Board of Directors and Staff of Citizen Advocacy during 2003 as they relate to each of these four goals.

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***Goal 1* - Creating advocacy *relationships* by matching volunteer advocates from the community to people with disabilities continues to be the number one goal of Citizen Advocacy.**

During 2003

- ✓ advocate enquiries increased by 50%, generating 261 expressions of interest.
- ✓ applications increased by 91%, resulting in 202 applications.
- ✓ the number of new match relationships rose by 98%.
- ✓ the total number of matches increased from 133 to 169, an increase of 27%.
- ✓ the number of protégés supported in a match at the end of the year increased from 141 to 183, an increase of 30%.
- ✓ the average length of match was 4.5 years.

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- ✓ the number of group homes with a volunteer advocate rose from four to six.
- ✓ the number of vulnerable older adults matched in the Chance for Choice program at the end of the year increased from six to nine.
- ✓ three people accessed the short-term advocacy program.
- ✓ the total number of people supported in an advocacy relationship was 219.
- ✓ the average waiting period to be matched with an advocate decreased by eight months.
- ✓ the number of people seeking the support of an advocate has decreased slightly but remains strong at 155 for all programs.
- ✓ Citizen Advocacy met or surpassed strategic plan goals related to increasing the number of match relationships and people supported.

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The key activities of Citizen Advocacy continue to be:

Screening and matching - getting to know people who want to become a volunteer advocate and those who want to have a volunteer advocate is a key activity of the Citizen Advocacy program. Our process is an investment of time, skill and resources and is designed to create successful long-term advocacy relationships. It is the outstanding efforts of our social work staff: Jackie McKenna, Robert Adolfson, Sheila Robertson and Andrea Podruski whose achievement in creating a total of 85 matches across all programs has surpassed all other achievements in our 30 year history.

Support and follow-up with advocates and protégés through individual contact contributes to sustaining matches. Through program social events (such as the Annual Picnic and Christmas Party) or gatherings for advocates to share their experience with one another, these activities all form part of the strategy to enhance the potential for a successful match experience. Along with the social work team, it is the contributions of all staff that contribute to the success of these events.

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Recruiting people to become volunteer advocates is critical to the work of Citizen Advocacy. Our capacity in this key function has been significantly strengthened through the efforts, skill and energy of Heather Badenoch, Community Relations and Resource Development Officer, with the support and creative contributions of Michele Casey, Community Relations and Resource Development Assistant. Building on traditional approaches to public awareness and recruitment, Heather developed and implemented new strategies during 2003. The overwhelming results of their work provided the foundation for meeting or exceeding several strategic goals in the organizations 2003 - 2005 plan.

To support our marketing and communications initiatives during 2003, we have been very fortunate to have the contribution and support of McMillan (www.thinkup.com). In an effort to build on the success of the past and further increase the visibility and understanding of Citizen Advocacy, we began a branding project in 2003. The results of this project will be implemented in 2004 as we roll out a name for the Citizen Advocacy core program, Everyday Champions. This new brand reflects what we already know, that advocates and protégés are all everyday champions.

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Goal 2 - Encourage self-advocacy and self-reliance.

Protégés who have the support of a volunteer advocate have overwhelmingly reported they are happy to have this support. They have indicated their lives are better because of the presence of an advocate, have experienced an increase in self-esteem and have benefited through improved social skills. They have reported being helped with self-advocacy. Developing and strengthening interpersonal skills and other personal strengths contributes to greater confidence and greater feelings of self-worth. Feeling confident and good about one's self strengthens one's capacity for self-reliance and self-advocacy.

Consumers of Citizen Advocacy participate in the governance of the organization through the Consumers Advisory Committee of the Board and as members of the Board. Through the Advisory Committee, consumers participate in matters of individual and collective interest related to persons living with disabilities. Through developing a greater understanding of governance and decision-making, or implementing strategies to communicate their perspective to the Board of Directors or others in the community, this committee continues to play a vital role in advising the Board of Citizen Advocacy and developing the skills of its members for self-advocacy and enhancing self-reliance.

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December 3rd is the International Day of Disabled Persons as proclaimed by the United Nations in 1992. The day aims to promote greater understanding about disability issues and increased awareness of gains to be realized through full and effective integration of persons with disabilities. It provides an opportunity not only for governments and organizations of disabled persons but also for all persons within society to focus on the freedoms and potentials of persons with disabilities.

Citizen Advocacy's leadership in creating and implementing the 2nd annual Celebration of People to mark this important day contributes to achieving aims of this important day. It provides an opportunity for people with disabilities to demonstrate their achievements and capacity as examples of self-advocacy and self-reliance. For more information please visit the web site at www.celebrationofpeople.com.

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Goal 3 - Advocate for the needs and rights of people living with disabilities.

As one of the region's few cross-disability organizations, we are often requested to assist with efforts to promote or engage in matters of a systemic advocacy nature as well as an individual advocacy nature. As a cross-disability organization, our consumers are often confronted with issues within one or more of the mental health, long-term care or developmental service systems. With the assistance of our Consumers Advisory Committee, we are in a unique position to bring forward the perspective of consumers from across these systems.

During the past year, Citizen Advocacy has been involved in a series of initiatives aimed at defending or promoting the interests of people with disabilities. The involvement of the Executive Director as a member of the **Interim Board for Ottawa Valley Autistic Homes** is one such initiative. While there may have been significant controversy over the decision to close this organization, of paramount importance was ensuring that a solid planning process was developed and implemented for the clients of this organization to facilitate as smooth a transition as possible to new and improved supports and services while supporting families through this change.

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Citizen Advocacy engaged in a partnership with the HOPE Volleyball BeachFest and created the first ever Wheelchair Division. While the event itself was previously accessible to people with disabilities, the participation of people with disabilities was limited. This new partnership resulted in the addition of four wheelchair teams, promoted the concept of inclusion and showcased the capacity of people with disabilities.

Citizen Advocacy continued to put forward its unique perspective on behalf of people with significant disabilities in a key leadership role with the development of the **Ottawa Resolution Service**. As a new feature in the developmental service sector, this service will be implemented in early 2004.

Citizen Advocacy has a solid history of engaging in collaborations and partnerships that promote or defend the interests of people with disabilities. During 2003, we participated in the **People with disABILITIES - a Community Coalition**, and once again Citizen Advocacy led the implementation of annual **Celebration of People** event. The **Celebration of People Awards Dinner** saw a 15% increase in attendees from 400 in 2002 to 460 in 2003. Other community partnerships and collaborative initiatives included participation in the **Community Enhancement** and the **Capacity Building** work groups for developmental services.

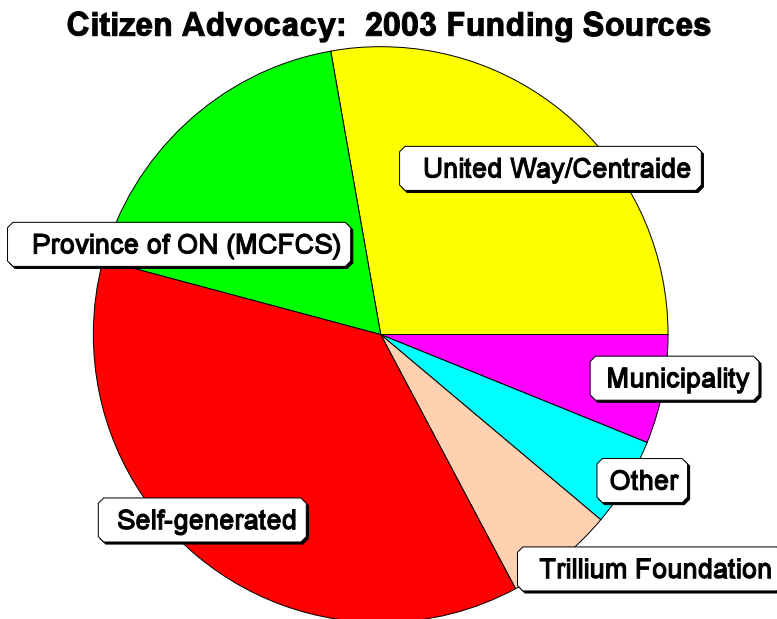
Goal 4 - Maintain an efficient, effective and healthy organization.

Effective governance is critical to maintaining a healthy organization. During the past year, the Board of Directors and Staff were involved in a number of activities directed at effective governance and management. Strategic planning, financial stewardship, fund development, and sustaining and building our human resource capacity were matters on the policy agenda during the past year.

Following on the completion of a program evaluation and Board/Staff retreat in the fall of 2002, completing another multi-year plan for 2003 - 2005 was the first order of business for the Board at the start of 2003. This plan identifies goals for the coming three year period and sets out strategies to achieve these goals.

The Financial Stewardship and Fund Development Committee was busy during the year exploring how the organization will meet the financial commitments to support the goals and strategies outlined in the multi-year plan. As Citizen Advocacy pursues the goals and builds its capacity, matters of financial stewardship and fund development will require a more prominent position on the Board of Directors' agenda.

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Fund raising and fund development have also become matters of strategic importance. Complimenting the support we received from our funders United Way/Centraide Ottawa (28%), the Ministry of Community, Family and Children's Services (18%), and the City of Ottawa (6%), the proportion of our revenues which are self-generated (37%) has become the largest source of revenue, as evidenced by the chart on this page.

Note: This chart does not reflect "other funding" identified in our audited statement.

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Sources of self-generated revenues include our signature fund raiser an *Evening in the Maritimes* as well as a weekly bingo, memberships, donations and interest. A new special event was added to the calender in 2003, the **National Capital Scavenger Hunt in support of Citizen Advocacy**. A third-party fund raising event for Citizen Advocacy, this first-time event contributed \$1,600 to Citizen Advocacy revenues.

Applications to become one of the recipient charities were made to both the HOPE Volleyball BeachFest tournament and the Nortel Networks Dragon Boat Festival. We ended the year with the good news that Citizen Advocacy was successful in being selected as a recipient of the HOPE Volleyball BeachFest tournament fund raiser for 2004.

As we ended the year, plans were well underway to engage in a fund raising On-site Analysis in January 2004. Engaging in this intensive process involves a critical examination of Citizen Advocacy's last five years of revenues and expenditures with a particular focus on self-generated revenues. The process leads to an identification of trends, implications for future strategies and the development of a plan for success.

During 2003, there were changes and growth in the staffing component of Citizen Advocacy to respond to the unprecedented growth in volunteer advocate recruitment, sustain our significant growth in advocacy relationships, and enhance our fund development capacity. The scope of responsibility for the Community Relations Officer was broadened to include aspects of fund development, creating a new position of Community Relations and Resource Development Officer. In addition, a third Social Worker and a Community Relations and Resource Development Assistant was added to the staff roster.

Effective management of an organization's human resources is an important governance function. The Board of Directors was actively engaged in this work from a policy perspective during the past year with the creation of two important task-groups S one to review and update the organization's human resource policies, and the other to develop a succession plan for the position of Executive Director. The work of these two task-groups will be concluded during 2004.

We trust you will agree that the report of the activities of the past year has demonstrated another busy and productive year building the capacity of Citizen Advocacy for the challenges of the future.

Our position would not be one of strength were it not for the contributions of many.

- ✓ Bringing the strengths and assets of an advocate into a relationship with a person who has a disability and who has been marginalised in community life is community building at its most micro level S the individual. Our advocates represent some of our community’s most outstanding volunteers.
- ✓ The activity and commitment of members of the Board of Directors provides support and direction to staff.
- ✓ Consumers of Citizen Advocacy invariably teach all of us about strength and courage. Committee volunteers strengthen our capacity for action.
- ✓ Funders and donors not only provide financial support, but the moral support and validation of the value of the citizen advocacy approach to enhancing the quality of life for persons with disabilities. This validation is further strengthened with a base of support from members of the broader community for one or more of our many special events and fund raising ventures.
- ✓ And lastly, we cannot underestimate the importance of the dedication and commitment of staff to the vision and mission of Citizen Advocacy who, on a daily basis, make Citizen Advocacy a reality for many.

Board of Directors and Staff:

Executive Officers

Diane Cloutier	President
Gillian Brouse	Vice President**
Pat Parker	Vice President*
Dave Lackey	Secretary
Trudy Grealis-Sturton	Treasurer
Allan Dolenko	Past President

Directors:

Kathy Banville	Cheryl Bourgeois
Ted Cohen	Isabelle DesChênes
Kevin d’Entremont	Dick Lee
Claude Leost	Ruth Mellor
Luc Perron	Dianne Pritchard
Frank Reid	Daria Strachan**
Fred Trebilcock**	

Staff:

Brian Tardif	Executive Director
Sheila Robertson	Coordinator of Programs
Pat Wilson***	Coordinator of Programs
Jacqueline McKenna	Social Worker
Andrea Podruski*	Social Worker
Robert Adolfson	Social Worker
Dan Fortin**	Social Worker
Heather Badenoch	Community Relations and Resource Development Officer
Susan Brown	Administrative Assistant
Michele Casey	Community Relations and Resource Development Assistant
Madeleine Ilunga*	Secretary/Receptionist

- * appointed during the year
- ** resigned during the year
- *** contract position during the year

2003 *Evening in the Maritimes* Honorary Co-Chairs – Penny Collenette & Vince Bevan

The Board of Directors expresses its appreciation and gratitude to the following corporations, businesses and individuals for their support and assistance in 2003.

Thank you to those who showed their support for the **International Day of Disabled Persons, Annual Picnic**, and the **Christmas Dinner and Dance**.

Aaron Hagerman
Agnes Wee
Akbar Katawazy
Arnie's Food Service
Bashir Surani
Bayshore Shopping Centre
Blossom Farm Products
Brian's Food Basics
Bronson Bakery
Bytowne Cinema
Café-Coffee Connoisseur
Canada Aviation Museum
Canada Agriculture Museum
Canadian War Museum

Canadian Museum of Civilization
Canadian Museum of Nature
Carlingwood Shopping Centre
Celebration of People
Charles F. Lalonde, Heritage Prints
Chief Vince Bevan
Christel Kurz, Macrotel Inc.
City of Ottawa
Connie Ridout
Côté Poultry
Curtis Baum, Phillipson & Baum Photography
Dave Stephens, The New RO
David Froom
Elizabeth Kwong, 3rd Wave Communication

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Famous Players Coliseum
Farmers Pick Fruits & Vegetables
Gary Cardiff
Gary's Food Basics
Giant Tiger, 1085 Wellington St.
Giovanni's Fine Italian Dining
Glebe Meat Market
Gloucester Lions Club
Great Canadian Theatre Company
Gus Kennedy
H.K. EyeCan
Harvey's Restaurant
Hellenic Banquet Centre
Hershey Canada
James St. John
Jackie Holtzman
Joan Brown
Joe Diamond
John Kelly
Cainito AMC Entertainment
Timothy Walker

Kirill Popov, Synergyconcept Solutions
Kiwaniis Southenders Club
Langelier Family
L'Arche Arnprior
Laurie's Originals
Line 1000
Loblaws, 1460 Merivale Rd.
Low, Murchison LLP
Marika Smart
MBNA Canada
McDonald's Restaurants of Canada
McKale's Service Centre
Mini Golf Gardens
Moe & Heather Turner
Mr. & Mrs. Walter Gelowsky
Mr. & Mrs. Ron Gervais
National Arts Centre
National Life
National Capital Region YMCA-YWCA
National Gallery of Canada
Neilson Dairy

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The New RO
Ontario Government
OPTX Commerce
Ottawa Senators Foundation
Ottawa Tourism and Convention Authority
Ottawa Citizen
P & H Foods
Paul Ting, Vertex Media
Paul's Boat Lines
Peggy Feltmate
Peloso Cleaners
Place d'Orleans Shopping Centre

Power Press
The Rehabilitation Centre
Robert Wee
Sarah MacLean
Shirley Potvin
The Side Door Bingo
St. John's Ambulance
St. Laurent Shopping Centre
Stittsville Glass
Stuntman Stu
Subway, 1068 Wellington St.
Taipei Economic and Cultural Office, Canada
Timothy Andradé, The Rehabilitation Centre
Trudy Grealis-Sturton, CPA
Veronica Anderson
Veronica's Euchre Club
Virtronics DJ Service

In addition, 2003 marked the first year Citizen Advocacy was a recipient charity of the **National Scavenger Hunt in support of Citizen Advocacy**, organized by Murray Wright and Michel Perreault.

***E**vening in the Maritimes*

Thank you to those who support Citizen Advocacy's signature fund raiser.

Corporate Supporters

AT & T Canada
Bell Globemedia Inc.
Bell (as Bell Nexxia)
Blake Cassels & Graydon
Borden Ladner Gervais
Bridges AGT Consulting
C. Ross Hammond
Canada Post
Canadian Cable Television
Cisco Systems
Canada Mortgage and Housing Corporation
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Majic 100
McMillan
Mosaïd
The New RO
NexInnovations Inc.
Nordx/CDT
Nortel Networks
Olands Specialty Beer Company
Ottawa Citizen
Ottawa Congress Centre
Ottawa Police Services

Ottawa Senators Hockey Club
Ouseley Hanvey Clipsham Deep
PCL Constructors Canada Inc.
Penny Collette
Perley-Robertson, Hill & McDougall
Power Corporation (Joliet Energy)
RBC Financial Group

Silent Auction Donors

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Airco Quémar
Arteeno Entertainment Company Ltd.
Austin Thorne and The Hon. Sheila Copps
Big Daddy's Crab Shack & Oyster Bar Restaurant
Bija Bijoux Jewellery
Blue Cactus Bar and Grill
Bob Garrow
Breakwater Books
Breneck Technical Services Inc.
The Brewing Station

Reid Eddison
Rogers Communications
Sobeys
TD Waterhouse Investment Services
Tempest Management
Versatel

The Broken Cue
The Book Coach
Bytowne Cinema
Canadian Tourism Commission
Canadian Tulip Festival
Canadian Museum of Civilization
CBC Radio
CD Warehouse
Cisco Systems Bluesfest
City of Ottawa
CKCU Ottawa Folk Festival
Classico Unisex Hair Studio

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Clear Channel Entertainment
Clothes by Muriel Dombret
David Pigott
Davidson's Glebe Jewellers Ltd.
Deborah Mirsky-Cosman
Delta Ottawa Hotel & Suites
Department of Heritage
Diplomat's Choice
Douvris Westboro
Edwina MacDonald
Elegant Gifts
Empire Grill
Fabutan Suntan Studios
Federicos Gondolas
Flanker Press Ltd.
Framed! By Us or By You
Frescociello
Gervais Towing
Glebe Emporium
Goldform Manufacturing Jewellers Ltd.
Grace O'Malley's Pub

Great Canadian Theatre Company
Greco Fitness School
Harley-Davidson of Ottawa
Holt Renfrew
Hull, Chelsea & Wakefield Steam Train
Just Imagine Home & Garden Décor
Keenan Clinic
Keltic Lodge
Kevin Haime Golf Centre
Le Moulin Wakefield Mill Inn
Le Cordon Bleu Paris Ottawa Culinary Arts Institute
Lila Nathans
Lizette Hardy
Lost Marbles/Mrs. Tiggy Winkles
Maggie Fietz
Magic Reproductions
Manse Bed & Breakfast
Mastermark Pewter
Mastron Mechanical Contracting Ltd.
Max Keeping, CJOH TV
Merivale Fish Market & Seafood Grill

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Michael Cowpland
Minto Skating Centre
Mr. BigFellow
National Arts Centre
National Library of Canada
Northern Fan
Odyssey Theatre
Office of the Prime Minister
OGGI Ristorante
Oland's Specialty Beer Company
Ottawa Congress Centre
Ottawa Senators Foundation
Ottawa Chamber Music Society
Ottawa International Jazz Festival
Ottawa Citizen
Ottawa 67's Hockey Club

Ottawa Renegades
Ottawa Police Service
PCL Constructors Canada Inc.
Potvin Rowland & Associates
Prince Edward Island Preserve Company
Reach
Rodd Brudenell River
Ron Eade, The Ottawa Citizen
Roz Tabachnik
Russell Yuristy
Sharon Stewart
Shoreline Surf Shop
Stars On Ice, IMG
Stu Art Illustrations
Sue McGarvie
SYCOM Power Distribution
Trailhead
West End Hyundai
Westboro Sports
Wilderness Tours

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Raffle Prize Donors

Majic 100
Prince George Hotel, Halifax

Via Rail Canada
WestJet

Other *Evening in the Maritimes* Donors and Supporters

Air Canada
Baldwin Audio Visual
Colonnade Pizza
Event Design
Ivana Baldelli
James & Doreen Whitney
Jamilah Taib-Murray

Kevin d'Entremont
Linda George
Newport Restaurant
Omer Melanson
PSL
Ron & Wendy Duross
Yellow Dog Ventures

Support for Citizen Advocacy's programs and matches takes many guises. Thank you to everyone who showed their support by way of a monetary donation.

Allan Dolenko
Anna Bilsky
Barbara Barrie
Christine Pratt
Corel Corporation
D. Virginia Arnold

Diane Madden
Diane Cloutier
Doug Arnold
Elizabeth Young
Francoise Plourde
Janice Kramer

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John Barrie
Kathleen Stephenson
Margaret Fietz
MBNA Canada

Nellcor Puritan Bennett (Melville) Ltd.
Owen Griffiths
Penny Collenette
Susan Van Iterson
Virginia Beshara

And our heartfelt gratitude to those businesses and individuals who support our matches by offering seats to some of Ottawa's finest entertainment.

Alcatel
Lions Club of Cumberland
Optimist Club of Nepean

Ottawa Senators' "I'm Going Too" Program
Savoy Society of Ottawa
Sixth Chord Productions Inc.

And last but by no means least, thank you to the many people who offer support to one of Citizen Advocacy's committees.

Veronica Anderson
Timothy Andradé
Eileen Belisle
Janet Billingham
Elaine Birchall
Melody Boomhour
Barbara Burns

Joan Cunningham
Margie Cunningham
Mireille Desmarais
Beverly Donovan
Lynn Fleming
Marsha Gilchrist
Tom Gillepsie

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Linda Gray
Maurice Groulx
Mary Johnson
Jeremy Kantor
Ron Kerr
Cathy Kerr
Bob Killens
Réjeanne Lalonde
Priscilla Lanois
Carol Lee
Steve Liberty
Cathy Lough
Philip MacAdam
Barry McKenna

Jean McKibbon
Shannon Mitton
Janet Nolan
Stacey Norris
Elizabeth Norris
Linda Osmond
Katie Paialunga
Donna Perrault
Pennie Richard-Chin
René Rivard
Kay Ryan
Donald Shultz
Pam Smart
Jill Smith
David Walls
Donna Watson-Elliott
Jeff Willbond
Jessica Wolters

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CITIZEN ADVOCACY OF OTTAWA-CARLETON

AUDITED FINANCIAL STATEMENTS
DECEMBER 31, 2003

AUDITORS' REPORT

To the Board of Directors,
Citizen Advocacy of Ottawa-Carleton:

We have audited the statement of financial position of Citizen Advocacy of Ottawa-Carleton as at December 31, 2003 and the statements of changes in net assets, revenue and expenditure and cash flows for the year then ended. These financial statements are the responsibility of the Agency's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with similar organizations, the Agency derives revenues from donations and other fund raising activities, the completeness of which is not susceptible to satisfactory audit verification. Accordingly, our verification of this revenue was limited to the amounts recorded in the records of the Agency and we were not able to determine whether any adjustments might be necessary to revenue, net revenue for the year, assets and net assets.

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the revenue referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of Citizen Advocacy of Ottawa-Carleton as at December 31, 2003 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Ottawa, Ontario
February 14, 2004

OUSELEY HANVEY CLIPSHAM DEEP LLP
Chartered Accountants

CITIZEN ADVOCACY OF OTTAWA-CARLETON

STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2003

	2003	2002
CURRENT ASSETS		
Cash	\$ 95,184	\$ 17,786
Short term investments (note 2)	27,254	110,720
Accounts receivable	21,324	30,266
Prepaid expenses	6,667	3,522
	150,429	162,294
INVESTMENT IN ONE COMMUNITY PLACE (note 3)		
	45,710	41,295
PROPERTY AND EQUIPMENT (note 4)		
	4,036	5,265
	49,746	46,560
	\$ 200,175	\$ 208,854
CURRENT LIABILITIES		
Accounts payable	\$ 21,573	\$ 14,711
Deferred revenue (note 5)	52,702	82,308
	74,275	97,019
NET ASSETS		
Invested in property and equipment	49,746	46,560
Unrestricted	76,154	65,275
	125,900	111,835
	\$ 200,175	\$ 208,854

Approved on behalf of the Board:

Director

Director

CITIZEN ADVOCACY OF OTTAWA-CARLETON

STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED DECEMBER 31, 2003

	2003	2002
NET ASSETS INVESTED IN PROPERTY AND EQUIPMENT		
Balance beginning of year	\$ 46,560	\$ 41,020
Property and equipment acquired	1,901	6,624
Investment in 1 Community Place	1,269	-
Proportionate share of operations in 1 Community Place	3,146	1,951
Depreciation	(3,130)	(3,035)
BALANCE END OF YEAR	\$ 49,746	\$ 46,560
UNRESTRICTED NET ASSETS		
Balance beginning of year	\$ 65,275	\$ 55,049
Net revenue for the year	14,065	15,766
Property and equipment acquired	(1,901)	(6,624)
Increased investment in 1 Community Place	(4,415)	(1,951)
Depreciation	3,130	3,035
BALANCE END OF YEAR	\$ 76,154	\$ 65,275

CITIZEN ADVOCACY OF OTTAWA-CARLETON

STATEMENT OF REVENUE AND EXPENDITURE FOR THE YEAR ENDED DECEMBER 31, 2003

	2003	2002
REVENUE		
United Way of Ottawa-Carleton	\$ 155,663	\$ 154,383
Ministry of Community, Family and Children's Services		
Core activity funding	103,813	69,157
Project administration	21,674	5,500
Other funding	471,077	45,946
City of Ottawa	32,930	32,930
Other grants	2,738	2,681
Fundraising	152,435	141,686
IDDP event	42,550	64,083
Interest	1,409	3,165
Donations	6,306	13,067
Other	9,402	1,606
Memberships	2,265	933
Projects	35,874	31,552
	1,038,136	566,689
EXPENDITURE		
Bank and card charges	561	716
Depreciation	3,130	3,035
Equipment maintenance	3,228	5,160
Fundraising	67,609	61,956
IDDP event	26,709	50,786
Insurance	1,212	1,102
Miscellaneous	741	765
Parking and mileage	5,556	3,051
Postage	2,706	3,163
Printing	3,741	3,909
Professional fees	7,823	8,197
Program	2,494	1,619
Public relations	5,998	12,279
Occupancy costs	28,644	35,562
Salaries and benefits	290,312	226,326
Staff development	3,565	4,297
Supplies	3,584	3,845
Recruitment salaries and benefits	54,410	41,851
Telephone	5,185	5,350
A Chance for Choice project	35,668	31,552
Other MCFCS projects	471,195	46,402
	1,024,071	550,923
NET REVENUE FOR THE YEAR	\$ 14,065	\$ 15,766

CITIZEN ADVOCACY OF OTTAWA-CARLETON

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED DECEMBER 31, 2003

	2003	2002
CASH PROVIDED BY (USED FOR)		
OPERATING ACTIVITIES		
Net revenue for the year	\$ 14,065	\$ 15,766
Items not requiring cash:		
- depreciation	3,130	3,035
	17,195	18,801
Accounts receivable	8,942	(18,675)
Prepaid expenses	(3,144)	1,424
Deferred revenue	(29,606)	(33,958)
Accounts payable	6,862	860
FUNDS PROVIDED BY (USED FOR) OPERATING ACTIVITIES	249	(31,548)
INVESTING ACTIVITIES		
Decrease in deposit certificates	83,466	50,526
Acquisition of capital assets	(1,901)	-
Investment in 1 Community Place	(4,415)	(8,575)
FUNDS PROVIDED BY INVESTING ACTIVITIES	77,150	41,951
INCREASE IN CASH	77,398	10,403
Cash beginning of year	17,786	7,383
CASH END OF YEAR	\$ 95,184	\$ 17,786

CITIZEN ADVOCACY OF OTTAWA-CARLETON

NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2003

1. SIGNIFICANT ACCOUNTING POLICIES

Organization

Citizen Advocacy of Ottawa-Carleton was incorporated, without share capital, on July 2, 1976 as Ottawa-Carleton Citizen Advocacy and has a mandate to provide not for profit community services. Citizen Advocacy assists people living with a disability who need help in enhancing the quality of their lives by overcoming barriers to personal choice and community participation. As a registered charitable organization, the Agency is not subject to income tax.

2. SHORT TERM INVESTMENTS

Short term investments consist of investment certificates and units of a money market fund. They are recorded at cost, which approximates market value.

3. INVESTMENT IN 1 COMMUNITY PLACE

The Agency entered into a co-tenancy agreement with two other social service agencies and acquired a property known as 1 Community Place. Citizen Advocacy has a 9.92% equity interest in the property and is liable for the same percentage of debt financing.

The Agency follows the equity method of accounting for its interest in 1 Community Place so that the proportionate share of operating profits or losses is reflected. The 1 Community Place co-tenancy has a year end at March 31. It's financial position and results of operations to March 31, 2003 and Citizen Advocacy's proportionate share are summarized on the following page.

CITIZEN ADVOCACY OF OTTAWA-CARLETON

NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2003

3. INVESTMENT IN 1 COMMUNITY PLACE

1 COMMUNITY PLACE / 1 CENTRE POUR TOUS

BALANCE SHEET AS AT MARCH 31, 2003	100% 2003	Citizen Advocacy 9.92% 2003
ASSETS		
Cash	\$ 39,774	\$ 3,946
Accounts receivable	16,246	6,156
Prepaid expenses	7,803	774
Property and equipment	2,892,005	286,887
	<hr/>	<hr/>
	2,955,828	297,762
LIABILITIES		
Accounts payable	37,438	3,714
Rent received in advance	10,538	1,045
Loans payable	436,000	41,507
Mortgage payable	1,775,926	169,068
Deferred funding of property and equipment	370,133	36,717
	<hr/>	<hr/>
	2,630,035	252,052
NET ASSETS	<hr/> \$ 325,793	<hr/> \$ 45,710
REVENUE AND EXPENDITURE		
Revenue	\$ 411,789	\$ 40,849
Expenditure	242,082	24,015
	<hr/>	<hr/>
Income before interest	169,707	16,835
Interest	143,795	13,689
	<hr/>	<hr/>
EXCESS OF REVENUE OVER EXPENDITURE	<hr/> \$ 25,912	<hr/> \$ 3,146

CITIZEN ADVOCACY OF OTTAWA-CARLETON

NOTES TO FINANCIAL STATEMENTS
DECEMBER 31, 2003

4. PROPERTY AND EQUIPMENT

Depreciation of office equipment is calculated at the rate of 20% per year.

	2003		2002	
	Cost	Accumulated Depreciation	Net	Net
Office equipment	\$ 17,077	\$ 13,041	\$ 4,036	\$ 5,265

5. DEFERRED REVENUE

Deferred funding relates primarily to MCFCS sponsored projects as follows:

	Brokerage Service Project	Special Projects
Balance beginning of year	\$ -	\$ 70,003
Funds received	84,400	372,487
Funds disbursed	(54,731)	(411,644)
Administration fee charged	(3,050)	(18,624)
Balance end of year	26,619	12,222
Total MCFCS deferred revenue		38,841
Project funds on hand - Chance for Choice		9,361
Evening in the Maritimes 2004 advance receipts		4,500
Deferred revenue balance		\$ 52,702