



Lunch n' Learns



International Women's Day



Annual Francophone Forum



Conference on Aging & Spirituality

COA Activities, just to name a few...

CALENDAR YEAR 2011

Date	Event
July	COA Report, <i>A New Paradigm to solve the Alternative Level of Care Crisis: A Way Forward</i> , was released.
September 21	Lunch n' Learn: "Healthy Sexuality and Aging"
September 27	Déjeuner et causerie: «Mythes et réalités au sujet de la dépression et le TAS (troubles affectifs saisonniers)»
October 3	Age-Friendly Ottawa presented at the Mayor's Senior Summit 2011
October 13	Déjeuner et causerie: « Le bonheur à la tombée du jour : Kiosques d'information sur les services disponibles en français pour les aînés de l'Ouest de la ville.»
October 26	Research Project : "Re-Imagining Long-Term Care: An International Study of Promising Practices"
November 9	Special Presentation for National Seniors Safety Week on Neighbourhood Walkability for Seniors
November 22	Education Session: "Caring for the Caregiver"
November 23	Lunch n' Learn: "Vulnerable and Isolated Seniors: Keeping Connected"
December 1	Volunteers and Members Appreciation

CALENDAR YEAR 2012

Date	Event
January 25	Lunch n' Learn: "Emerging Trends in Housing for Seniors"
February 23	3 rd Annual Conference on Aging and Spirituality: "Caring for our Aging"
February 28	Déjeuner et causerie: «Comment vivre avec un proche atteint de démence»
March 6	Journée internationale des femmes aînées : «Cultiver ses talents et ses passions à la retraite» (AM) International Women's Day : "A Day in the Life:"
March 28	Lunch n' Learn: "Income Security: Will it be there for us?"
April 12	Education Session: "Demystifying Legal and Financial Issues."
April 16	Continuing Education Workshop in partnership with Ottawa University: "La faculté d'oublier: ode à la mémoire et à l'oubli" (French only)
April 25	COA Annual Spring Luncheon
May 8	Forum annuel francophone « Bouger de la tête aux pieds! Prenons notre santé en mains!»
May 23	Lunch n' Learn : Age Friendly Ottawa Focus Group Results
June 5	Age Friendly Ottawa Community Forum, French AM and English PM
June 20	COA Annual General Meeting

Annual Spring Luncheon & Silent Auction



Educational Sessions



Age Friendly Ottawa Forum



Our Mission

The Council on Aging is a bilingual voluntary organization that works with and for seniors to enhance their quality of life through sound public policy and program decisions.

*Visit www.coaottawa.ca to view our Past Presidents,
Executive Directors, COA Patrons, Honourary Members,
Margaret Griffiths Award Recipients, & Corporate Members*

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President's Report

Kathy Yach, COA Board of Directors



For thirty-seven (37) years, The Council on Aging has been committed to improving the well-being of older persons in the Ottawa area. Over this period there have been broad changes in our operating environment including regionalization, evolving relationships with funders and successive government policy initiatives.

In 2010/11 we faced significant fiscal and operating challenges. These were dealt with successfully and in 2011/12 we undertook a strategic review to effectively focus priorities and resources on those issues that matter to seniors in the community.

The result is our new Strategic Plan 2012 – 2015.

Our mission statement is:

"The Council on Aging is a bilingual voluntary organization that works with and for seniors to enhance their quality of life through sound public policy and program decisions."

We feel this mission statement captures our 37 years of history to date and will stand the test of time going forward.

Our vision is: "An age-friendly society."

This short, succinct statement picks up the theme of our current Age-Friendly Ottawa initiative - which is happening within the framework developed by the World Health Organization - and naturally extends the age-friendly theme to become our mobilizing statement.

An age-friendly society sees seniors as active, engaged and contributing members of their community. We see seniors living in a city that:

- Recognizes the great diversity among older persons;
- Promotes their inclusion and contribution in all areas of community life;
- Respects their decisions and lifestyle choices; and,
- Anticipates and responds flexibly to aging-related needs and preferences.

"An Age-friendly city is an inclusive and accessible urban environment that promotes active ageing."(World Health Organization, 2009)

You will read more on the strategic plan later in this annual report, both from Executive Director Bernard Bouchard and from the chair of the Strategic Plan committee, Diane Hupé.

The Council does a lot of outstanding work. Please allow me to thank the following for their efforts and dedication: Our Executive Director Bernard Bouchard and the members of the Executive Committee – Lise Chislett, Past-President; Yvan Jacques, 1st Vice-President; Cal Martell, 2nd Vice-President; Trudy Sutton, Treasurer; Dianne Breton, Secretary; the Chairs of Council committees; our committee members; our volunteers; our students; and our staff.

The history of The Council on Aging has been very inspirational, active and productive on many fronts. The future of The Council on Aging will be shaped by new realities and a rapidly expanding senior population. Going forward The Council will build on a strong foundation of partnerships and relationships developed with the seniors, volunteers, professionals and organizations working in collaboration.

Executive Director's Report

Bernard Bouchard, BA, MA, MSW, RSW, COA Executive Director

"I took the road less traveled by, and that has made all the difference." - Robert Frost (American poet, 1874-1963)



What an exciting year this has been at The Council. We have: consulted with hundreds of seniors as part of the Age-Friendly Ottawa initiative; hosted a workshop in collaboration with the University of Ottawa; supported research on *Re-imagining Long Term Care*; staged numerous *Lunch n' Learn* events in both English and French; and had successes on many seniors' issues through the work of our committees.

The Council is very credible in the eyes of seniors and organizations working with seniors. As part of our commitment to take "the road less travelled" we undertook an extensive strategic review. There are areas of improvement as well as important work that needs to be done.

Our President Kathy Yach has outlined our mission, vision and values. My role as Executive Director is to implement and operationalize our strategic plan in the near future within our new vision, mission and value framework. This is both a daunting and inspiring task at the same time. I am confident with The Council on Aging's Board of Directors, our Patrons, our dedicated employees, our funding partners and our growing public community of interest we will be successful. In the immediate future the COA strategic direction will include, within our resources the following:

- Engagement of seniors.
- Influence on sound policy and program decisions.
- Organizational capacity and performance.

The activities we undertake, the day to day operations of all involved in The Council, and our organizational structure and governance may undergo some change in order to properly align ourselves to effectively pursue these three directions.

Back down at the operational level what happened behind the scenes? Our website content now generates up to 80,000 hits and close to 5000 visits per month. The operational budget is balanced. Staff retention has improved. More students did placements with us this year. Some of these students were hired seasonally. A new sound system was installed in our presentation room. Board members have appeared in all four broadcast media: TV, radio, newspaper and internet.

And as a final note, both individual and corporate membership is up and we welcome the National Association of Federal Retirees (FSNA) who has 32,000 members in Ottawa and 175,000 members across Canada. As we continue to work and promote an Age Friendly Society we are committed to working with and for seniors through collaboration and partnerships so that we can together make all the difference.

Thank you to the main funders of The Council on Aging of Ottawa



COA Committee Reports

Members.com Committee

Evelyn Maloney, Chair

In the 2011/12 year, Members.com organized and hosted:

- Five (5) *Lunch n' Learns* with wide ranging topics;
- A High Tea Volunteer Appreciation event;
- Celebrated International Women's Day for the first time;
- The *Conference on Aging and Spirituality* at St. Paul's University with the Interfaith Network; and
- Two (2) educational workshops in partnership with the Alzheimer's Society of Ottawa and Renfrew County.



Please see the list of COA events and/or visit our website, www.coaottawa.ca, for further detailed information

Our Annual Spring Luncheon and Silent Auction were very successful, with Mr. Michel Bilodeau, interim CEO at Bruyère Continuing Care, delivering a thought provoking speech, highlighting international comparisons around health care and the potential future for our health care system.

Thanks to the efforts and support of many volunteers, Board members, staff and students, Members.com continues to be proud of its efforts to promote, enlighten and improve the quality of life for seniors in the Ottawa area. These achievements would not have been possible without strong leadership from our Board, Committee Members, and COA Staff.

Members

Evelyn Maloney (Chair), Sheila Pepper, Alina Kinastowski, Eleanor Meier, Charles Bailey, Sharon Platts, Angela Davis, Joan Hardy, Claire Caron, Gordon Trueblood, Dale King, Julie Lessard

Staff

Lise-Michèle Bouchard

Housing Committee

Trudy Sutton, Chair

The goal of the Housing Committee is to promote housing choice and advocate for high quality housing for seniors in the City of Ottawa. As we know, the next 10 to 15 years will see a huge increase in the need for appropriate seniors' housing.

The Committee's work this year has focused on identifying and researching models of affordable housing for seniors by looking at local, provincial, and national research on affordable housing solutions for seniors of modest means, with a focus on upstream solutions. This was accomplished through data collection, assessment of relative affordability.

The Committee is currently drafting a report on successful models for affordable housing choices for seniors in Ottawa based on this research. The goal of the report is to provide the foundation for a discussion with the community, leading to a plan to develop and promote strategies for increasing the supply of appropriate and affordable housing in Ottawa.

In addition, we have also developed partnerships with Unitarian House, Abbotsford House, Abbeyfield House, and Domiciliary Hostels.

Members

Trudy Sutton (Chair), Rod Manchee, Glenn Drover, Marilyn Mills, Nick Greco, Eric Cosgrove, Sheila Pepper

Staff

Daniel Paitich

Health Issues Committee

Diane Hupé, Chair



The goal of the Health Issues Committee is to identify health care issues of concern to seniors and to develop collaborative actions to advocate on their behalf.

Following is a summary of the key areas of involvement and accomplishments of the committee in the last year:

1. On going monitoring on the progress of implementation of the recommendations from the forum and subsequent report *A New Paradigm to Solve the ALC Crisis: A Way Forward*. Presentations and discussions with numerous partners on the progress of various strategies including Home First, Assisted Living, Senior Friendly Hospital, Adult Day Programs, Champlain Hospice Palliative Care and Health Literacy for seniors.
2. Initiated discussion with the Ontario Residential Care Association (ORCA) to explore the possibility of using a certain percentage of vacant units in retirement homes as designated rent-geared-to-income units. Discussions are on-going.
3. Continued representation on Community Advisory Committee of The Ottawa Hospital, Queensway Carleton Hospital and Champlain Community Care Access Centre.
4. Through the partnership of COA in the international research *Re-imagining Long-term Residential Care: An International Study of Promising Practices*; a discussion session was organized with two of the researchers, Dr. Susan Braedley and Dr. Hugh Armstrong. A local group of seniors, clinicians, researchers, policy makers, funders and COA board members and staff learned more about the study and gave valuable feedback to the researchers on the study.
 - In May, Diane Hupé participated in the annual international meeting of the research group in Toronto and was part of a panel of partners.
5. Continued collaboration with other key partners in the development of a joint communication strategy for Successful Aging to help seniors remain independent and connected to their communities.

Members

Diane Hupé (Chair), Deborah Andrews, Sheila Bauer, Bernard Bouchard, Lise Chislett, Lisa Cowley, Abebe Endasgow, Joanne Furletti, Marion Hopkinson, Kathryn Logsdail-Downer, Cal Martell, Beverlee McIntosh, Eleanor Meier, Kelly Milne, Susan Ogilvie, Sophie Parisien, Sheila Pepper, Jaqueline Roy, Kathy Yach

Staff

Daniel Paitich

Vulnerable and Isolated Seniors Committee

Bernard Bouchard, Chair

This recent headline was no surprise to the members of the Vulnerable and Isolated Senior's Committee. In early 2012 Committee members highlighted this issue as a priority item. While our health system responds well for patients needing acute or short-term care, it has challenges and gaps from the perspective of a senior looking for longer-term support with health issues.

It is estimated that 10% of Ottawa seniors are vulnerable or isolated.

- These are the people least likely to look to "the system" for help, and if they do they are quite likely to give up in the face of a confusing array of options.

- The committee believes that all vulnerable and isolated seniors would benefit from a “system navigator” - a person who helps them navigate the system to the best initial starting point, and then follows up to ensure continued proper support.
- To this end the committee is working on a “system navigation by a single point of entry” initiative.

The committee is also exploring the possibility of subsidized units in retirement homes.

- Vulnerable but independent seniors of modest means could benefit from moving to the modest support environment of a retirement home.
- This is an “upstream solution” that supports a senior before they become frail.
- Academic studies and common sense both indicate that supporting a senior early allows a senior to stay active, healthy and functionally independent for many years.

Members

Bernard Bouchard (Chair), Matt Beutel, Helen Smith, Sharen Bowen, Marjorie Milloy, Myriam Jamault, Louise Macdonald, Jean-François Pagé, Ann McSweeney, Valerie Bishop-de Young, Karen Milligan, Sophie Parisien, Deborah Andrews, Sulaiman A. Khan, Lisa Cowley

Staff

Daniel Paitich, Megan Davey, Meaghan Zerebecki (Student)

Francophone Affairs Steering Committee

Nicole Robert, Chair

Following the 2011-2013 Strategic Plan, the members of the Francophone Affairs Steering Committee have concentrated on three priorities this past year:

1) Age Friendly Ottawa Project

Activities:

- Consultations with 50 Francophone seniors and stakeholders; the consultation process was led by the Ottawa and COA's Age Friendly Ottawa.
- Consultations with students from the University of Ottawa and La Cité Collégiale.
- Participated in the Age Friendly Ottawa Forum on June 5th.



2) Planning and implementation of special education pilot project for seniors done in partnership with the University of Ottawa Centre for Continued Education.

Activities:

- The first workshop, which focused on memory, took place on April 16th with over 100 participants.
- Negotiations are ongoing between COA and Centre of Continuing Education to work towards establishing a sustainable partnership.

3) The formation of a working group on Elder Abuse to develop an intervention model which would be able to provide concrete solutions for Francophone seniors who are victims of abuse.

Members

Nicole Robert (Chair), Paulette Archambault, Maryse Bellavance, Hélène Carrière, Darline Charles Davilma, Mariette Chikuru, Jean-Guy Daigle, Violène Gabriel, Monique Gibbens, Mohammed Khalid, Solange Lefèvre, Monique Lussier, Diane Martin, Jocelyn Pion, Yvan Jaques, Annick Tanguay

Staff

Lucie Chênevert

Resources Development Committee

Dr. Marjorie Hinds, Chair

The Resources Development Committee, formerly known as the Fundraising Committee, in order to contend with the current economic climate, advance the Council on Aging of Ottawa's (COA) mission and objectives, and to raise its profile in the community, broadened its mandate in 2012.

To augment COA's capacity for self-generated revenue, we established a three-year multi-step plan. The goals set for year-one implementation were as follows:

- Educate Board Members on resources development opportunities
- Suggest courses of action, targets and timelines
- Increase individual and corporate membership
- Acquire event sponsorship donations
- Interest sponsors in COA advocacy, education, collaboration and research
- Attract businesses and organizations to place their banner on COA's web page
- Secure commitment from community leaders to serve as COA patrons
- Report monthly to COA Board of Directors on progress and next steps
- Ensure recognition of donors, sponsors, members, and volunteers

Progress was made on all goals, such as increased individual, corporate and organizational memberships, as well as general/event sponsorships and web banner ads. The Committee consulted with the Board of Directors on a monthly basis to obtain their input and to seek direction.

For future capacity building opportunities that Resources Development has identified include: Lunch n' Learn series, COA Bulletin, Age Friendly Ottawa Project Activities, and COA Gala at the Irish Embassy. In addition, we are ready to launch a public fund raising campaign with a CFRA phone- in program this coming fall.

To assist COA achieve its long-term objectives, the next step is to integrate the Resources Development Plan with the newly adopted Strategic Plan. Future steps include:

1. Estimate revenue and expenses
2. Conduct a contribution analysis to determine if our strategies contribute to the bottom line
3. Combine all our numbers in a one-year and three-year financial projection

Many thanks to the Resources Development Committee Members for their leadership efforts in obtaining better resources for senior programs, projects and activities:

Members:

Dr. Marjorie Hinds (Chair), Yvan Jacques, Maureen Sinden, Kathy Yach, Bernard Bouchard

Staff:

Lise-Michèle Bouchard, Daniel Paitich, Brittany Martell

*Thank you to our Corporate Members and Website Sponsors for their continued support!
To learn more, please visit www.coaottawa.ca.*

Nominating Committee

Dr. Lise Chislett, Chair

The Nominating Committee is guided by the By-laws of the Council on Aging which state that at least 50% of the Directors shall be seniors (55+) and at least 20% shall be francophone. Directors are eligible to serve a maximum of three consecutive two year terms.

We are pleased to present the slate for the Board of Directors for 2012-2014.

For election to a two-year term for 2012-2014:

Tariq Bhatti Allan Moscovitch

For re-election to a two-year term for 2012-2014:

Lise Chislett	Yvan Jacques	Evelyn Maloney	Trudy Sutton
Dianne Hupé	John Johnson	Nicole Robert	Kathy Yach

Organizations which appoint a member by virtue of office:

The Senior Citizen's Council of Ottawa: Carolyn Rannie
La Fédération des aînés et des retraités francophones de l'Ontario : Richard Mayer

The Executive Director of The Council on Aging of Ottawa is an ex-officio member of the Board of Directors: Bernard Bouchard

Current members whose term continues:

Dianne Breton	Linda Garcia	Cal Martell	Tessa Youngson-Larochelle
Allan Fenske	Marjorie Hinds	Maureen Sinden	

The following nominations of officers of the Board for 2012-2013 will be proposed to the Board of Directors at its first meeting following the annual election of directors:

President: Kathy Yach	1st Vice-President: Yvan Jacques	2nd Vice-President: Cal Martell
Secretary: Dianne Breton	Treasurer: Yvan Jacques	

Members:

Lise Chislett (Chair), Dianne Breton, Evelyn Maloney, Nicole Robert

Board of Directors 2011-2012

Ms. Kathy Yach	President	Mr. John Johnson	Director
M. Bernard Bouchard	Executive Director	Ms. Evelyn Maloney	Director
Dr. Lise Chislett	Past President	Mr. Cal Martell	Director
Ms. Dianne Breton	Director	M. Richard Mayer	Director
Mr. Eric Cosgrove	Director	Ms. Carolyn Rannie	Director
Colonel (Retired) Allan Fenske	Director	Mme Nicole Robert	Director
Dr. Linda J. Garcia	Director	Ms. Maureen Sinden	Director
Dr. Marjorie Hinds	Director	Mr. Dick Stewart	Director
Ms. Diane Hupé	Director	Ms. Trudy Sutton	Director
M. Yvan Jaques	Director	Inspector Tessa Youngson-Larochelle	Director

COA Partnership Committee Reports

Ottawa Seniors Transportation Committee

Dianne Breton, Chair and Chris Bradshaw, Vice-Chair

The Ottawa Seniors Transportation Committee (OSTC) continues to work on solutions to seniors' transportation issues in both urban and rural Ottawa, and to provide current information on transportation choices available to Ottawa seniors.

Highlights from 2011-2012 include:

- Proactive support for City-approved reduced seniors' bus fares and continuation of Ride-Free Wednesday program for seniors 65+ in 2012.
- Promoting the Seniors Travel Training initiative to assist vulnerable seniors new to public transit with transit navigation and the new PRESTO card.
- Developing pedestrian safety guidelines.
- Working towards solutions to reduce hospital parking rates.
- Updating "Transportation CHOICES" package for seniors, with OC Transpo.
- Planning community information events: Lunch & Learn presentation at The Council on Aging on Sept. 26th, 2012; and an information event for Francophone seniors at Centre Seraphin-Marion in Orléans on October 2nd, 2012.
- Advocating for service improvements to Para Transpo in rural Ottawa, as well as increasing transportation options.

Thanks to the collaborative, proactive and creative approach of committee members, OSTC has had successful results in developing and implementing innovative ideas to solve existing transportation gaps and problems. Thank you to COA staff Bonnie Murphy for coordinating monthly meetings.

Members

Canadian Cancer Society (Ottawa Unit); Canadian Paraplegic Association Ontario; Champlain Dementia Network; Champlain Local Health Integration Network (LHIN); City of Ottawa (Policy Planning and Development); City of Ottawa Seniors Advisory Committee; Council on Aging of Ottawa; HelpAge Canada; OC Transpo; Ottawa Community Immigrant Services Organization (OCISO); Ottawa Community Support Coalition; Ottawa Public Health (Rural/Ottawa East); Ottawa Seniors Action Network (OSAN); Para Transpo; Rural Ottawa South Support Services; Seniors from urban and rural Ottawa; South East Ottawa Community Health Centre; Stroke Survivors Association of Ottawa.

Staff

Bonnie Murphy

Champlain Elder Abuse Response Coalition (CEARC)

Manon Thompson, ONPEA Regional Consultant & Chair

This past year, the Champlain Elder Abuse Response Coalition (CEARC) was successful in the creation of a new Ottawa Elder Response Abuse Committee, comprised of local representatives from Ottawa agencies dealing strictly with elder abuse issues. Although this committee is in its preliminary stages, much has been accomplished in the last 6 months, with many thanks to Brad Spooner and the Nepean, Rideau & Osgoode Community Resource Centre (NROCRC) for taking the lead.

We are proud to say that Coalition member representation includes volunteers from health, social work, law enforcement, and government agencies serving seniors.

In addition, the Coalition provides and supports the wonderful work of the Champlain Elder Abuse Consultation Team, comprised of selected Ottawa professionals from a variety of disciplines and backgrounds, who meet monthly to discuss and provide options for specific cases of elder abuse in the Champlain region.

On behalf of the CEARC committee, the Coalition could not continue to exist without the outstanding support received from The Council on Aging of Ottawa. Future work includes, but is not limited to, the Coalition gaining further recognition and acknowledgement at higher levels among service providers, funders and policy forums.

Members

Manon Thompson (Chair; ONPEA), Eleanor Foran (VHA Health and Home Support), Myriam Jamault (Public Health, City of Ottawa), Mary Kratzer (Steppingstone Counselling and Consultation), Nathalie Lafrenière (Eastern Ottawa Resource Centre), Anne MacDonald (Champlain CCAC), Bill Sullivan (Ottawa Police Service), Debbie Palmer (Ottawa Police Service), Nathalie Mehrer (Carlington Community Health Centre), Denise Paquette (Carefor Health and Community Health Services, Eastern Counties), Sheila Robertson (Citizen Advocacy of Ottawa), Jennifer Valiquette (Regional Assault Care Program, Renfrew Victoria Hospital), Dallas Smith (LESA Program, Centertown Community Health Centre), Brad Spooner (NROCRC), Chantal Vachon (Eastern Ottawa Resource Centre)

Staff

Bonnie Murphy

COA Publications

A New Paradigm to Solve the Alternative Level of Care Crisis: A Way Forward

July 2011

The Council on Aging of Ottawa, Health Issues Committee

Bulletin: Spirituality and Aging

September 2011

The Council on Aging of Ottawa, Bulletin Editorial Committee

Bulletin: Vulnerability and Isolation

April 2012

The Council on Aging of Ottawa, Bulletin Editorial Committee

*Thank you to Dr. Marjorie Hinds, Rick Strong, Dr. Glenn Drover, Richard Mayer, and Claire Caron
for their dedicated work on the Bulletin!*

Annual Francophone Forum Report

May 2012

The Council on Aging, Francophone Affairs Committee

Age Friendly Ottawa Brochure

May 2012

The Council on Aging of Ottawa, Age Friendly Ottawa

Age Friendly Ottawa Newsletter

Pending Publication – Summer 2012

The Council on Aging of Ottawa, Age Friendly Ottawa

****All publications are available at The Council on Aging or online at www.coaottawa.ca****

Age Friendly Ottawa

Dr. Lise Chislett, Chair

The goal of the Age-Friendly Ottawa initiative is to make Ottawa a city where the physical, social and service environments are responsive to the needs of older adults thereby maximizing healthy and active aging.

AFO pursued this vision for seniors through the following activities:

- Conducted the meetings of the Age Friendly Ottawa Steering Committee, the AFO Reference Group and several ad-hoc planning group meetings.
- Developed a strong collaboration with the City of Ottawa
 - Supported the City of Ottawa Older Adult Plan as well as helped and participated in the Mayor's Senior Summit in October 2011
 - Helped Ottawa and AFO join the World Health Organization's (WHO) Global Network of Age Friendly Cities.
 - Participated in the OAP Advisory committee.
- Conducted an assessment of the Age Friendliness of Ottawa:
 - Hosted 15 focus groups with seniors in October and November, as part of a city-wide consultation with the City of Ottawa, based on the WHO 8 age-friendly areas
 - Analysed focus group data obtained from over 600 older adults who identified the positive and challenging aspects of aging in Ottawa, and also contributed ideas for improvements
 - Returned to targeted consultation groups to validate results, share findings from the report, obtain input to identify priorities for community action, and ensure continued engagement from the "bottom up"
 - Conducted two community fora to share findings from the report and obtain further input to select priorities for community action out of the 8 age-friendly areas.
- Communications:
 - Attended a large number of community events to present the Age Friendly Ottawa Initiative and develop partnerships
 - Delivered a joint presentation by AFO and the City at a Council on Aging *Lunch n' Learn* event on May 23;
 - Developed AFO Web pages; created and circulated a pamphlet on Age Friendly Ottawa; Released the first AFO newsletter.



Based on input from the community of seniors, AFO will release an action plan in September that will align with and support the Municipal Older Adult action plan. Next steps will include the selection and implementation of one or two community projects to be undertaken by older adults.

Members

Dr. Lise Chislett (Chair), Past President, Council on Aging of Ottawa; Dr. Caroline Andrew, Director & Professor, Centre on Governance, University of Ottawa; Matt Beutel, United Way; Karen Ann Blakely, Jewish Family Services; Dianne Breton, Member of the City of Ottawa Seniors Advisory Committee & the Board of Directors of the Council on Aging of Ottawa; Maureen Donnelly, Odawa Native Friendship Centre, Monique Gibbens, Cité Collégiale, Janet Gray, representative from Ottawa Chapter of CARP; Cal Martell, Martell Consulting; Hugh Nelson, Y's Owl Maclure Cooperative Centre Inc; Dr. Louise Plouffe; Clara Freire, City of Ottawa; Nadine Jodoin, City of Ottawa; Jacqueline Roy, City of Ottawa

Staff

Dominique Paris-MacKay (Director), Daniel Paitich, Brittany Martell, Shannon Walls (Student)

Thank you to the funders of Age Friendly Ottawa 2011-2012

COA Strategic Plan

In early 2011, The Council on Aging Strategic Planning Committee began to work on developing a new strategic plan in response to fiscal and operational pressures, in order to effectively focus priorities and resources on those issues that matter most to seniors in the community.

The Council engaged in a comprehensive consultation process that involved the review of the strategic plans from 17 partner organizations, interviewed 14 partner organizations, consulted with 7 internal committees and the staff, as well as reviewing the City of Ottawa *Older Adult Plan*.

The following information represents the core findings from the 2012-2015 COA Strategic Plan:

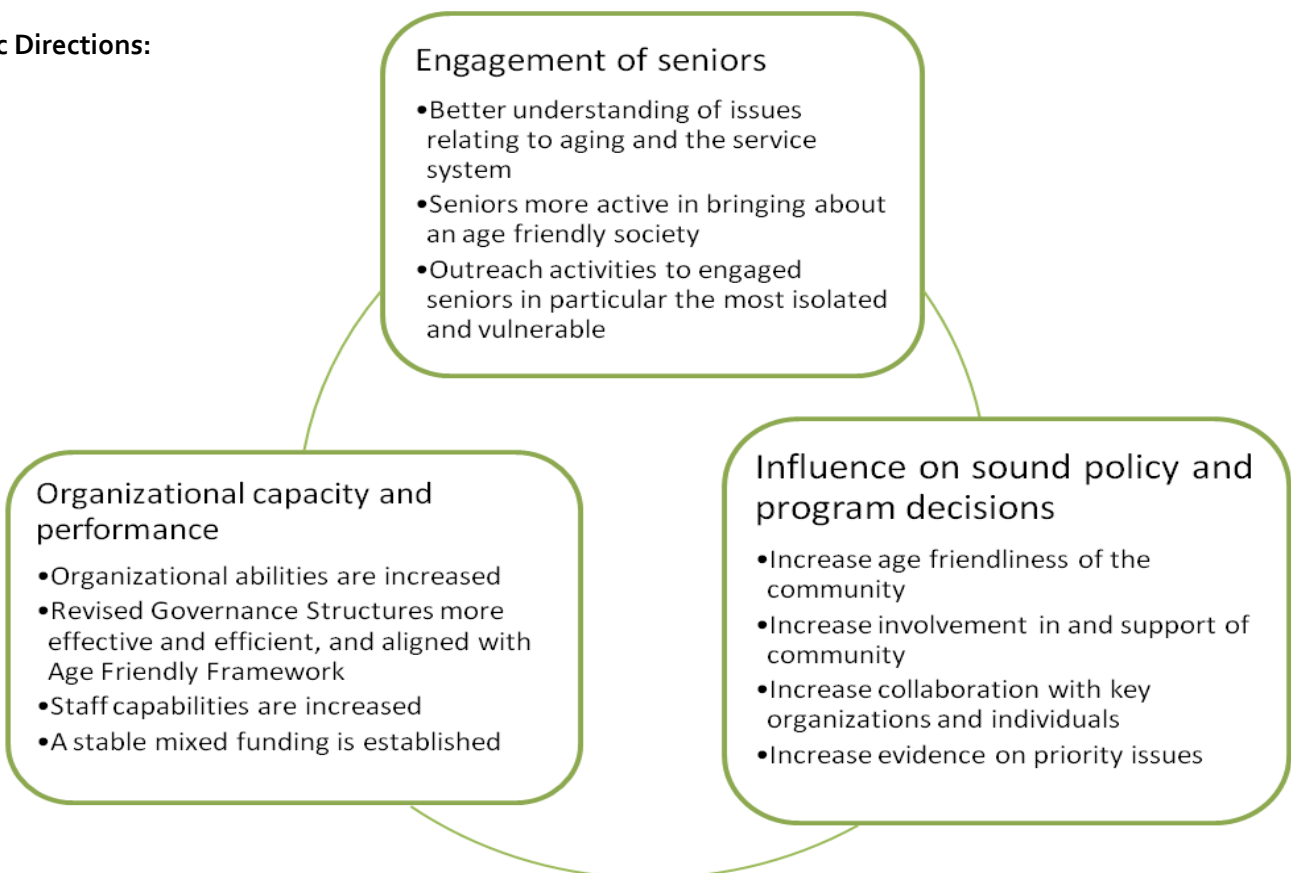
Mission: "The Council on Aging is a bilingual voluntary organization that works with and for seniors to enhance their quality of life through sound public policy and program decisions."

Vision: "An age-friendly society"

Values:

- Social justice: *recognition and respect of the rights and values of everyone and openness to diversity of ideas and cultures*
- Integrity: *consistency and ethical responsibility*
- Transparency: *sharing of information and knowledge*
- Evidence- informed: *attention to all available data and information to guide decisions*
- Responsiveness: *consistent and informed follow-through of client and partner requests; empathic listening*
- Collaboration: *working with seniors and other organizations to create synergies*
- Effectiveness: *judicial use of our resources and focus on results*

Strategic Directions:



A detailed presentation of the 2012-2015 Strategic Plan will take place at the COA Annual General Meeting. The report will also be available online at www.coaottawa.ca.

Margaret Griffiths Award 2012

Margaret Griffiths taught for 25 years at the McGill School of Social Work. In a second career, after her retirement, Ms. Griffiths became actively involved in many organizations concerned with the health and welfare of seniors in Ottawa. These included the Good Companions Seniors Centre, the Glebe Centre, the District Health Council and the Council on Aging of Ottawa.

It was in recognition of her outstanding contribution in the volunteer field that the Margaret Griffiths Award was established. The award is presented annually to a senior volunteer who, like Ms Griffiths, has contributed substantially to the betterment of the quality of life of seniors in Ottawa.

This year's recipient



Dr. Louise Plouffe

Dr. Plouffe has had a very distinguished career in policy development, research, teaching and volunteering in the area of aging with the Public Health Agency of Canada, the National Advisory Council on Aging, the World Health Organization and the Université du Québec en Outaouais. Through her work, she has contributed very significantly and demonstrated a sustained commitment to the development of policies whose goal was to improve the lives of seniors.

Dr. Plouffe has provided very significant and recognized leadership in the development of the Age Friendly framework initially worldwide through her work with the World Health Organization and subsequently in Canada through her work with the Public Health Agency of Canada. With the WHO, her achievements include the WHO *Age Friendly Cities Guide* (2007) and *Older Persons in Emergencies: An Active Ageing Perspective* (2007). Afterwards at the Public Agency of Canada she helped to create connections between researchers on aging supportive environments, to foster knowledge development and transfer within the Age Friendly Community initiative and to develop the Age Friendly Community initiative evaluation framework. At the same time she published in peer reviewed journals, among which is the following article:

Plouffe, L & Kalache, A. (2010) Towards global age-friendly cities: Determining urban features that promote active aging, *Journal of Urban Health*, 87(5), 733-9.

During the past decade, she has also been particularly active in the following organizations and committees as a professional and community volunteer:

- 2010- present: Member Age Friendly Ottawa Steering Committee
- 2007-present: Board member, National Initiative on Care of the Elderly
- 2008-2011: Member, Scientific Advisory Committee, Translating, Research on Elder Care (TREC) research program.
- 2000-2006, Member, Institute on Aging Advisory Board, Canadian Institutes of Health Research

Dr. Plouffe obtained a doctoral degree in Psychology from the University of Ottawa. Her doctoral thesis focused on memory changes in older adult life. Early in her career, she taught gerontology at the University of Quebec in the Outaouais at both the graduate and undergraduate levels. This was followed by work with the National Advisory Council on Aging of Health Canada, first as a research analyst and then as a manager of knowledge development where she researched and wrote or managed and coordinated the production of reports, position papers, prepared recommendations to be made to the Government of Canada on issues related to the wellbeing of seniors. Among these achievements are the *NACA Report Card on Seniors* (2001), *1999 and Beyond: Challenges of an Aging Canadian Society* (1999), *Gerontology Education* (1991), and many others.

Clearly Dr. Plouffe has contributed substantially to the betterment of the lives of seniors in Canada and worldwide as a policy developer, researcher, professional and community volunteer work. She has also provided highly valued consultation to the Age Friendly Ottawa initiative. She is truly deserving of this award. It is with great pleasure that we present her with the Margaret Griffiths Award. Congratulations.

**THE COUNCIL ON AGING OF OTTAWA/
LE CONSEIL SUR LE VIEILLISSEMENT D'OTTAWA**

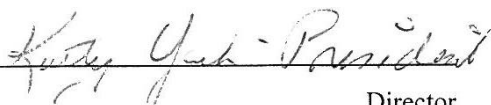
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2011

ASSETS		<u>2011</u>	<u>2010</u>
CURRENT			
Cash (note 5)	\$	90,554	\$ 64,459
Investments (note 6)		-	53,763
Accounts receivable		4,569	9,479
Prepaid expenses		<u>5,135</u>	<u>5,274</u>
	\$	<u><u>100,258</u></u>	<u><u>132,975</u></u>
LIABILITIES			
CURRENT			
Accounts payable and accrued liabilities	\$	26,639	\$ 23,168
Deferred revenue (note 7)		<u>18,161</u>	<u>55,558</u>
		44,800	78,726
NET ASSETS			
BALANCE - END OF YEAR		<u>55,458</u>	<u>54,249</u>
	\$	<u><u>100,258</u></u>	<u><u>132,975</u></u>

Commitment (note 10)

Approved on behalf of the Board:


Director


Director

McCAY DUFF LLP, CHARTERED ACCOUNTANTS

**THE COUNCIL ON AGING OF OTTAWA/
LE CONSEIL SUR LE VIEILLISSEMENT D'OTTAWA**

STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2011

	<u>2011</u>	<u>2010</u>
REVENUE		
United Way of Ottawa	\$ 85,875	\$ 85,318
Province of Ontario	78,907	76,001
City of Ottawa	84,759	82,693
Eastern Counties Geriatric	5,000	-
Education sessions	-	3,000
Elder abuse	-	1,000
Fact book grant	-	5,000
Fall forum grant	125	5,000
Other grants	46,158	54,091
Donations and fundraising	37,806	52,999
Sales of publications	70	1,138
Interest	3,299	3,760
Membership fees	<u>6,475</u>	<u>6,350</u>
	348,474	376,350
Deferred revenue - beginning of year (note 7)	(55,558)	-
Deferred revenue - end of year (note 7)	<u>18,161</u>	<u>55,558</u>
	385,871	320,792
EXPENDITURES		
Accounting	9,656	9,483
Administrative expenses	14,611	35,727
Audit	7,616	5,600
Equipment and furniture (note 8)	7,785	730
Fundraising	20,232	19,167
Meetings	8,618	6,209
Occupancy (note 10)	28,182	27,813
Postage and shipping	2,168	1,776
Printing	12,452	16,233
Public relations	804	6,420
Salaries and benefits	188,644	177,290
Translation	8,032	4,035
Age-Friendly Ottawa (Schedule)	<u>75,862</u>	<u>-</u>
	<u>384,662</u>	<u>310,483</u>
NET REVENUE FOR THE YEAR	1,209	10,309
UNRESTRICTED NET ASSETS - BEGINNING OF YEAR	<u>54,249</u>	<u>43,940</u>
UNRESTRICTED NET ASSETS - END OF YEAR	<u>\$ 55,458</u>	<u>\$ 54,249</u>

McCAY DUFF LLP, CHARTERED ACCOUNTANTS

Acknowledgements

The Council on Aging of Ottawa would like to thank the following people and organizations for their support and encouragement throughout the year:

Alzheimer Society of Ottawa and Renfrew County • Archdiocese of Ottawa • Caisses Populaires Desjardins d'Ottawa • Carleton University • Centre de services Guigues • Champlain Community Care Access Centre • Chevaliers de Colomb • City of Ottawa • Community Foundation of Ottawa • Crystal View Lodge • Kingsway Arms Management • La Nouvelle Scène • Montfort Hospital • New Horizons for Seniors • Office des affaires francophones de l'Ontario • Ontario Trillium Foundation • Ottawa Public Health • Ottawa University • Premier Home Care Services • Racine, Robert & Gauthier • Regional Geriatric Assessment Program of Eastern Ontario • Retire-At-Home • Revera (Hunt Club Manor, Landmark Court, & Colonel By Retirement Residence) • Rideau Gardens Retirement Home • Rockliffe Retirement Residence • Rogers TV • Services communautaires géronto-psychiatrie d'Ottawa • United Way/Centraide • Windsor Park Manor

Spring Luncheon Supporters

Algonquin College Restaurant International • Anderson Links • Astanga Yoga Ottawa • Biagio's Italian Kitchen • Birks • Canadian Museum of Civilization • Canadian War Museum • Cartier Place Suite Hotel • Carolyn Rannie • Casino du Lac-Leamy • Chapters Indigo Coles • Chartwell Classic Rideau Place on-the-River • Chef's Paradise • City of Ottawa • Closson Chase Vineyard • Cloverdale Links Golf Course • Cora's Breakfast and Lunch • Cots Consulting Inc. • Courtyard Restaurant • Diane Hupé • Dominique Paris-MacKay • École secondaire publique De La Salle • El Meson Restaurant • Emerald Links Golf & Country Club • Farm Boy • Fraser Café • Gary Hesketh • Kelly's Clearance • Keith Yach • Kit & Kaboodles • Hunt Club Volkswagen • Lapointe's Restaurant • Librairie du Centre • Mamma Grazzi's • Michael Rachlis, M.D. • National Arts Centre • Ottawa Little Theatre • Ottawa Golf Academy • Ottawa Police Service • Paul's Boat Lines Ltd. • Retire-At-Home • Rideau Carleton Raceway • Sheila Pepper • Sue McGarvie • VIA Rail Canada • The Westin Ottawa • White Cross Better Living •

Thank you to all the speakers who participated in and supported our events!
We greatly value your time and the ideas that you shared.

COA Staff

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