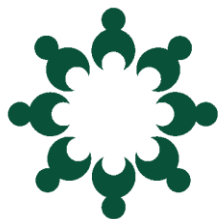


**The Council
on Aging
of Ottawa**



**Le Conseil sur
le vieillissement
d'Ottawa**

*A Community Voice
for Seniors*



The Council on Aging of Ottawa 38TH ANNUAL REPORT



www.coaottawa.ca

1975-2013

An Age-Friendly Society

Our Mission

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

Our Vision

“An Age-Friendly Society”

For more information about The Council on Aging of Ottawa including past Presidents, Executive Directors, COA patrons, Corporate members, Honourary members and Margaret Griffiths award recipients,
Please visit www.coaottawa.ca

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President's Report

Kathy Yach, COA Board of Directors



The Council on Aging of Ottawa is a bilingual, non-profit charitable voluntary organization dedicated to enhancing the quality of life of all seniors in Ottawa. The Council on Aging of Ottawa works with and for seniors in the community to voice issues and concerns to all levels of government and to the general public.

Following the Annual General Meeting in June 2012, a Joint Implementation Planning Work Group was established to develop an operational plan for 2012/2013 to identify the new strategic priorities.

The Operational Planning Work Group, comprised of a combination of Board and staff representatives, identified several underlying assumptions, as well as critical opportunities for Council to influence over the coming year including:

- a) Age-Friendly Ottawa Priorities for Action identified by Seniors
- b) Planning Cycle September 2012 – June 2013
- c) Critical opportunities for the coming year;
 - 1) Champlain LHIN Integrated Health Services Planning
 - 2) Ottawa Seniors Health Strategy
 - 3) City of Ottawa Older Adult Plan

The working group initially identified some 53 current and proposed activities being considered by Council committees for the coming year. After numerous evaluations and prioritisation exercises were conducted they were reduced to 18 activities that were recommended to the Board, which are included in the operational plan for 2012/2013, and approved by the Board in the fall.

- In September we created a Hiring Committee to search for a new Executive Director to replace Bernard Bouchard who left us at the beginning of September to take a position with the Winchester Hospital. A new bilingual Administrative Assistant, Laura Mullaly, was also hired at that time.
- On November 6, 2012 the COA hosted a roundtable with the Honourable Alice Wong, Minister of State for Seniors, and local seniors' organizations to discuss ways that seniors can stay informed, engaged and active.
- In January the Board was pleased to appoint Louis Plourde as the new Executive Director.
- In January a team from the New Horizons for Seniors Program gave a presentation about the grant application process in Ontario.
- On March 6th the Council on Aging hosted an event in co-ordination with the City of Ottawa with His Worship Jim Watson, Mayor of the City of Ottawa, to officially launch the Older Adult Plan, and announce that Ottawa had been granted international recognition as a member of the World Health Organization's Global Network of Age Friendly Cities and Communities.
- Presentations to outside groups about the COA were held over the past year by the President and other members of COA. We have also been responding to requests from newspapers and media for comments on topics that affect seniors.
- Applications for funding have been submitted to our funders over the past year.

At this point in time I would like to thank all the Members of the Executive, Board and Chairs of all COA Committees for your valuable contribution and support this year. I would also like to thank our Staff and Volunteers who have worked so hard to move us forward during this past year. Without your support and commitment to this organization we would not be where we are today. Thank you.

A handwritten signature in black ink that reads "Kathy Yach".

Executive Director's Report

Louis Plourde, COA Executive Director



I took on my new role in early January. Ironically, I began here the day after the celebration of my own father's passing. After 85 years of a happy, healthy, successful life, he got sick early last year and left us just after the holidays. My father's last days were spent surrounded by his 5 children, 13 grandchildren and the woman he'd shared a deep love with for over 55 years. We should all be so fortunate.

So I dedicate these words and the new path I've chosen to my father. His most important life lessons still drive me every day: "there's nothing you can't accomplish if you set your mind to it"; "care for others as you would want others to care for you"; "strive to become a better person every day"; "in everything you do, try to leave the world a better place".

The Council on Aging has a storied 38-year history of working towards improving the lives of older adults in Ottawa. I immediately developed a profound appreciation for the enormous dedication of our staff, our volunteer Board of Directors and numerous volunteers. What struck me is the extent of the Council's impact in the community over the years, in spite of severely limited operating budgets.

Economic realities are making it increasingly difficult for organizations such as ours to secure the funding required to fulfill our important mandates and have a lasting, positive social impact. This is becoming increasingly critical as we are on the cusp of a seismic demographic population shift. In the next 20 years, the 65 and over age group in the Ottawa/Gatineau region will grow from 156,000 to well over 320,000 citizens. Our current social and urban infrastructures already face pressures that will only grow dramatically from here. Issues such as healthcare spending, health services delivery, housing, transportation, proper urban and rural community planning and combating ageism, to name only these, require a collective impact approach – including all levels of government, the private sector and every one of us.

My goals for the Council are ambitious, but entirely reflective of the enormous challenges ahead. The "Age-Friendly Ottawa" initiative in partnership with the City of Ottawa is an important first step. Its aim is to embrace a philosophy that celebrates social inclusion, and in consultations with seniors themselves, to develop and deploy the programs and services they most require.

Ottawa is more than just our home. We are the national capital of a wealthy, socially progressive country, one that developing nations all over the world look to for guidance. As such, Ottawa should strive to become an internationally recognized model for an Age-Friendly community: a community that respects, recognizes and celebrates the contributions of our elders; one that taps into their collective wisdom, knowledge, experience and their ongoing desire to contribute our community.

The Council on Aging is the council of everyone. To all of you: students, young adults with aging parents, all seniors, their friends and families, I extend the same challenge. Join our movement, become members, donors and volunteers of the Council. Provide us with the tools and resources we need to affect lasting, impactful change. Bring your voices, energy and passions and help us build a society we can be proud of, and our own legacy to those who will follow.

Thank you,

A handwritten signature in black ink, appearing to read "Louis Plourde".

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



COA Committee Reports

Education and Events Committee

Evelyn Maloney, Chair

This has been another busy year in the life of this committee. Through the Strategic Planning Process, we have undergone "rebranding" and Members.com has "morphed" into the Education & Events Committee.

Our mandate remains the same: To contribute to raising the profile of COA within the community and to increase interest in and awareness of issues of concern to COA through the lens of Ottawa as an Age-Friendly City.

We hosted 5 Lunch & Learn events with topics ranging from

- 1) Seniors' Transportation : Choices and Challenges
- 2) An overview of the Geriatric Assessment Outreach Teams
- 3) Feeling Safe at Home
- 4) Importance of Physical Activity
- 5) Legal Issues between You and Your Children



In December we celebrated our volunteers and Members of the COA with music , good conversation and delicious refreshments. February saw the launch of our collaboration with Carleton University's Initiatives in Education. We offered a Memoir Writing short course which was enthusiastically received. This was followed by another one in April on the Integration of mind, body and spirit : the important role of sexuality and creativity in the integrative process.



This committee does much of the "heavy lifting" for the Annual Spring Luncheon. We were very pleased to have Dr. William B. Dalziel as our keynote speaker, on May 8, 2013 . His speech was titled "**Successful Aging: A Shared Responsibility**". It was an important opportunity to strengthen relationships within our community.

June saw us co- hosting the Interfaith Spirituality Workshop with the theme of Seniors, Spirituality and Community. This work could not have been accomplished without the immense contribution of volunteers and staff. For this, we are most grateful.

Members:

Evelyn Maloney (Chair), Sheila Pepper, Alina Kinastowski, Vera Maur, Eleanor Meier, Charles Bailey, Sharon Platts, Angela Davis, Joan Hardy, Claire Caron, Gordon Trueblood, Julie Lessard, Carl Raskin, Claudette Roy, Yolande Rheaume, Judy Wright

Staff: Lise-Michelle Bouchard

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

Ottawa Seniors Transportation Committee

Dianne Breton, Chair and Chris Bradshaw, Vice-Chair

OSTC is a Council on Aging Committee of partner agencies, organizations and seniors working together to find solutions to transportation issues affecting Ottawa seniors. The structure of the committee has changed this year to include seven sub-committees, focussed on key transportation areas. The work of OSTC is aligned to the COA's Age-Friendly Ottawa Project and the City of Ottawa's Older Adult Plan.

Sub-Committees:

- Community Information Events: Provides information on current transportation choices available to Ottawa seniors. In 2012: On Sept. 26th: Lunch & Learn at the COA: "Seniors Transportation Choices & Challenges". On Oct. 2nd: Information event for Francophone seniors at Centre Seraphin-Marion in Orléans: « Transport pour aînés: Choix et Défis ». Planned for 2013: Multicultural information event in partnership with Ottawa Community Immigrant Services Organization (OCISO), and Jewish Family Services (JFS) to be held at COA in October, as well as an event for seniors in the west-end of Ottawa (date to be determined).
- Hospital Parking: Advocates for accessible and affordable hospital parking in Ottawa. Developed a position paper with proposed practical solutions and used it to increase awareness of the need for change with The Ottawa Hospital and with the City of Ottawa.
- Ottawa Public Transit: Monitors accessibility and affordability of transit services for Ottawa seniors and responds to issues raised by OSTC. The committee updated the "Transportation CHOICES for Ottawa Seniors" document and OC Transpo's "Ride Guide for Seniors" and distributed it throughout the community. They continue to promote the "Seniors Travel Training program" to seniors who can benefit. The committee is also developing a new brochure on Rural Transportation, as well as a new Para Transpo application form and changes to booking system.
- Pedestrian Safety: Advocates for the improvements needed for senior pedestrian safety. A neighbourhood pedestrian assessment day is being planned with local partners, with evaluation and follow up advocacy action.
- Rural Transportation: Promotes an affordable and compassionate transportation system for seniors and disabled persons living in rural areas of Ottawa. They work to enhance rural Para Transpo services and monitor the CSS and Para partnership that is now providing needed medical transportation in rural areas.
- Senior Driving: Identified the major issues important to the safety of senior drivers in Ottawa. Participates in OSTC Community Information events.
- Volunteer Drivers & Hospital Navigation: Promotes the expansion of the successful volunteer drive/hospital navigation pilot project at the Civic Campus, to all Ottawa Hospitals. This program allows volunteer drivers to drop-off patients at the hospital entrance to be escorted by a volunteer to and from their appointment.

Thank you to all OSTC members who have worked cooperatively to make a positive difference in available transportation options to Ottawa seniors. A special thank you to Bonnie Murphy for coordinating our very active monthly meetings.

Core Members

South-East Ottawa Community Health Centre; Ottawa Community Support Coalition; OC Transpo; Para Transpo; Stroke Survivors Association of Ottawa; Ottawa Public Health; Ottawa Community Immigrant Services Organization; Canadian Paraplegic Association Ontario; MS Society of Canada (Ottawa Chapter); Rural Ottawa South Support Services; Seniors from urban and rural Ottawa; The Council on Aging of Ottawa

Supporting Members

Canadian Cancer Society (Ottawa Unit); HelpAge Canada; Western Ottawa Community Resource Centre; City of Ottawa - Strategic Community Initiatives; Champlain Dementia Network; Carefor/Champlain Community Transportation Collaboration; Safer Roads Ottawa; The Olde Forge Community Resource Centre; The Council on Aging of Ottawa – Board of Directors; Senior from suburban Ottawa; Senior with urban planning and transportation expertise

Staff: Bonnie Murphy



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 20 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. The research included data collection and assessment of relative affordability.

Based on this research, the Committee has drafted a report on successful models for affordable housing choices for seniors. The purpose 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.

Members:

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

Staff: Laura Mullaly

Health Issues Committee

Dr. Linda Garcia, Chair

Written by Cal Martell

The mandate of the Health Issues Committee is to advise The Council on how to enhance seniors' quality of life through sound public policy and program decisions that affect the health of older persons. As a result of the adoption of our new strategic plan, the Health Issues Committee was assigned several priorities for the past year.

1) **Vulnerable Older Persons:** Given the increasing recognition of the importance for our health system to respond to the needs of more vulnerable and isolated seniors, the committee was given the role of extending our advocacy efforts in this area. Many of the former 'Vulnerable and Isolated Seniors Working Group' members joined the Health Issues Committee to facilitate this task. We have begun to follow up on their efforts to promote system access and navigation on two fronts: A preliminary meeting was held with 211: Community Information Centre of Ottawa to begin discussing the potential to adapt this telephone referral service to better respond to the needs of older persons and their caregivers. Additionally, we continued to participate on a joint, community-wide communication strategy under the auspices of the United Way Successful Aging Strategic Council to ensure senior citizens are better informed about remaining independent and connected to their communities.

2) **Champlain LHIN Integrated Health Services Plan.** More than 600 older persons were consulted by the Council on Aging this year to develop priorities for the Age-Friendly Ottawa Project. Health Issues were identified as their highest priority. We completed two key initiatives in this regard:

a. A Submission to the Champlain LHIN: Our response reinforced the commitment of the LHIN to promote more integrated, neighbourhood-based models of support and re-affirmed the need for a comprehensive regional plan for seniors' health. Additionally, we highlighted the significant burden of dementia care for older caregivers and older persons alike, and included a strong recommendation for a coordinated regional dementia strategy. We also noted the need to develop more age-sensitive performance indicators to guide our regional health system in becoming more responsive to the changing needs of older persons. Some of these same issues were reinforced in our participation in regional consultations for the Ontario Seniors Health Strategy, "Living Longer, Living Well".

b. Age-Friendly Ottawa: We undertook preliminary research on behalf of the Steering Committee to propose further planning for a health literacy strategy to support older persons to become more actively engaged in managing their own health.

3) **Research:** Council, through the Health Issues Committee has remained an active partner in the international research project, Re-imaging in Long Term Care: An International Study of Promising Practices. Additionally, we were pleased to support a research grant application intended to examine ways to improve the accessibility and quality of primary care for older adults.

It is with great pride that we witnessed the release of Council's updated "In and Out of Hospital Guide" this past year, developed to help older persons prepare for hospitalisation and the return home.

We are also deeply grateful for the leadership and support of Diane Hupé in her role as Chairperson over the past several years who stepped down this fall.

Members:

Dr. Linda Garcia (Chair), Diane Hupé (Past Chair, 2012), Kathy Yach (COA President), Deborah Andrews, Lisa Cowley, Joanne Furletti, Cal Martell, Beverlee McIntosh, Eleanor Meier, Linda Meek, Kelly Milne, Susan Ogilvie, Sophie Parisien, Sheila Pepper, Nicole Robert, Jaqueline Roy

Staff: Laura Mullaly

Francophone Affairs Steering Committee

Nicole Robert, Chair

The Francophone Affairs Steering Committee has significantly increased the number of participants in French activities at The Council on Aging of Ottawa over the past year thanks to collaborations with new partners; “Retraite en action”, TV Rogers, the University of Ottawa and “le Centre Soleil d’Ottawa”. Through these new partnerships and the consistent support of existing partners over 145 francophone seniors and 20 service providers participated in International Seniors Day in West Ottawa; 75 seniors attended a French Lunch and Learn on “Ageism”, 130 francophones attended two continuing education sessions in partnership with the University of Ottawa, 108 participated in the Annual Francophone Forum and 115 francophone seniors were consulted in the public consultations for the development of the Age-Friendly Ottawa Project. The Francophone Steering Committee also acquired new sponsors, REVERA and Villa Orleans, whose donations have made francophone activities and publications possible over the past year.



The Francophone Affairs Steering Committee participated in the development of the COA Strategic Plan and the Age-Friendly Ottawa Community Framework. The initiatives emerging from these plans are aimed at ensuring good visibility, as well as encouraging networking and collaboration among francophone seniors, partners and sponsors. Furthermore, the Francophone Affairs Steering Committee facilitated eighteen television segments on Channel 23, TV Rogers, on topics that are informative and pertinent to seniors. Two full-length conferences were also televised featuring Professor Martine Lagacé on “ageism” and Mme. Gisèle Lalonde on “la francophonie”.

In collaboration with the francophone Elder Abuse working group, composed of nine community organizations and local seniors, the Francophone Affairs Steering Committee developed a French Elder Abuse Resource Guide for Ottawa seniors that was distributed at the annual francophone forum 2013. A special thanks to REVERA for sponsoring the publication of the French Elder Abuse Resource Guide that was distributed at this forum. The working group also advocated for hiring a bilingual elder abuse prevention coordinator at the Nepean, Rideau and Osgoode Community Resource Centre. A bilingual social worker was hired in November 2013 in response to this recommendation.

The Ontario Network for the Prevention of Elder Abuse was the main sponsor for the annual francophone forum that was held on May 22nd, 2013 on the theme “*Les murs ont des oreilles: Reconnaître et prévenir l’abus*”. The Francophone Affairs Steering Committee will complete their strategic plan 2011/2013 in December 2013. At this point a thorough review will be completed and future objectives will be established.

Thanks to The Council on Aging of Ottawa for its leadership and to all of our partners for your faithful collaboration.

Members :

Nicole Robert (Chair), Paulette Archambault, Maryse Bellavance, Hélène Carrière, Darline Charles Davilma, Mariette Chikuru, Violène Gabriel, Monique Gibbens, Mohammed Khalid, Cécile Paquette, Monique Lussier, Jean-François Pagé, Jocelyn Pion, Yvan Jaques, Annick Tanguay, Huguette Van Bergen

Staff: Lucie Chênevert

*The Council on Aging of Ottawa’s Board of Directors, staff and volunteers would like to recognize the work of **Mme. Lucie Chênevert** who is retiring after 6 dedicated years at the COA. Mme. Chênevert’s efforts have improved the lives of francophone seniors across the city of Ottawa. We wish her all the best in her retirement. She will be truly missed.*

Champlain Elder Abuse Response Coalition (CEARC)

Manon Thompson, ONPEA Regional Consultant & Chair

The Champlain Elder Abuse Response Coalition (CEARC) remains committed to the principle that all seniors have the right to live in a safe environment free of abuse and neglect. We do this through increased awareness, education, development of community strategies and programs designed to respond to this very real and growing problem.

This year we are pleased to report that all three regions of the Champlain LHIN (Renfrew County, Ottawa and Eastern Counties) have strong and active elder abuse response networks with representation on CEARC. As a result, the Champlain Elder Abuse Response Coalition will be reviewing its mission and developing an up-to-date Work Plan to reflect its new mandate, supporting and assisting the regional networks. In April 2013, CEARC agreed to become an issues committee of The Council on Aging of Ottawa. As a result, we are revising our Terms of Reference to describe our new and improved relationship with the COA, which has been generously facilitating our work for so many years.

An exciting and important initiative, currently underway, involves a three-month pilot project in partnership with the '211' Information Line. During this time, '211' staff have agreed to collect special information with respect to all elder abuse calls they receive from within the Champlain area and report these statistics to CEARC at the end of the pilot. In return, special training was provided to '211' staff to assist them in responding to the elder abuse calls they receive.

Recently, one of our key members and partners, Nepean, Rideau and Osgoode Community Resource Centre, received New Horizons funding to plan and implement a Champlain-wide elder abuse prevention conference, to be held in Ottawa this Fall. Members of CEARC will be busy helping with this event. CEARC continues to support the wonderful work of the Champlain Elder Abuse Consultation Team and thanks both the dedicated members of this Team for their on-going contributions, as well as the Eastern Ottawa Resource Centre for coordinating and facilitating their efforts.

On behalf of CEARC, the Coalition could not continue to exist without the outstanding support received from The Council on Aging of Ottawa and, in particular, staff support from Bonnie Murphy.

Members

Ontario Network for the Prevention of Elder Abuse; VHA Health and Home Support; Eastern Ottawa Resource Centre; Champlain Community Care Access Centre (CCAC); Carlington Community Health Centre; Carefor Health and Community Services (Eastern Counties Branch, Cornwall) / Community Network for the Prevention of Elder Abuse Eastern Counties; Nepean, Rideau & Osgoode Community Resource Centre (EARRS) / Ottawa Elder Abuse Response Committee; Champlain Elder Abuse Consultation Team; Ottawa Police Service; Renfrew Victoria Hospital – Regional Assault Care Program; The Council on Aging of Ottawa

Staff: Bonnie Murphy



Resource and Development Committee

Dr. Marjorie Hinds, Chair

In 2012 the organization encountered a number of challenges: a decrease in funding from traditional funders, the resignation of its Executive Director, and a downsizing in staff. To confront these challenges, the Resource Development Committee (RDC) developed a set of strategies that over a period of 3 years, should result in the COA having a mixed and balanced income stream, provide a more stable base from year-to-year and eventually lead to economic self-sufficiency. The following actions have been implemented or are being implemented to achieve RDCs goals:

- Recruit to RDC members with experience in fundraising and proposal writing
- Align RDC strategic plan with the WHO Age-Friendly framework
- Present Board of Directors with a toolkit to assist with securing new members
- Provide event opportunities for seniors and families to join COA; target 1000
- Communicate the value of COA membership to RTO, FSNA, ONA (ongoing)
- Publish bilingual documents: *Vulnerability and Isolation Bulletin*, April 2012; *Towards an Age-Friendly Ottawa: A Community Framework*, April 2013, and *Health Care-Let's Talk About It Bulletin*, June 2013
- Use software "Imagine-Grant Connect" to determine new sources of funding
- Coordinate grant applications to maximize efficiency and impact on the organization
- Strengthen partnerships through collaborations with the LHIN, City of Ottawa, Carleton and Ottawa universities, and Provincial and Federal governments.

This year the RDC decided to boost funding through an intensive individual and corporate membership drive, and through securing business banner ads for the COA website.

Congratulations to the Resources Development Committee and COA Bulletin Committee members for their time and efforts in planning the Council's future, and for their ability to secure better resources for seniors' programs, projects and activities.

Members:

Dr. Marjorie Hinds (Chair), Kathy Yach (COA President), Allan Fenske, Yvan Jacques, Allan Moscovitch, Phil Rocco, Maureen Sinden, Tessa Youngson-Larochelle

Staff: Lise-Michelle Bouchard, Laura Mullaly

Editorial Committee Members: Dr. Marjorie Hinds (Bulletin Editor), Claire Caron, Glenn Drover, Dagmar Horsman, Richard Mayer

Design and Layout:

Rick Strong, RN STRONG, Graphic Design

David Bromley, Coordinator/Professor Graphic Design, Algonquin College

Thank you to our Corporate Members and Banner Ads 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 2013-2014.

For election to a two-year term for 2013-2015:

Laurence Bry Claire Caron Kimberly Peterson Dr. Terri White-Lobsinger

For re-election to a two-year term for 2013-2015:

Dr. Marjorie Hinds Dianne Breton Inspector Tessa Youngson-Larochelle

Organizations which appoint a member by virtue of office:

The Senior Citizen's Council of Ottawa: Larry Doshen

La Fédération des aînés et des retraités francophones de l'Ontario : To be confirmed

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

Current members whose term continues:

Dr. Lise Chislett Yvan Jacques John Johnson Cal Martell
Allan Moscovitch Nicole Robert Trudy Sutton Kathy Yach

The following nominations of officers of the Board for 2013-2014 will be proposed to the Board of Directors at its first meeting following the annual election of directors:

President: Cal Martell **Past President:** Kathy Yach **1st Vice President:** John Johnson
2nd Vice-President: To be confirmed **Secretary:** Dianne Breton **Treasurer:** Yvan Jacques

Members of the Nominating Committee: Dr. Lise Chislett (Chair), Dianne Breton, Evelyn Maloney, Nicole Robert

Board of Directors 2012-2013

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

New COA Publications

Age-Friendly Ottawa Brochure

May 2012

The Council on Aging of Ottawa, Age-Friendly Ottawa

Age-Friendly Ottawa Newsletter

Summer 2012

The Council on Aging of Ottawa, Age-Friendly Ottawa

In and Out of Hospital Guide

February 2013

The Council on Aging of Ottawa

Francophone Resource Guide – Elder Abuse

May 2013

The Council on Aging of Ottawa, Francophone Steering Committee, Elder Abuse Working Group

Bulletin: Towards an Age-Friendly Ottawa: A Community Framework

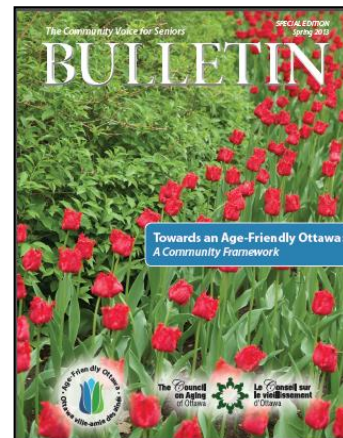
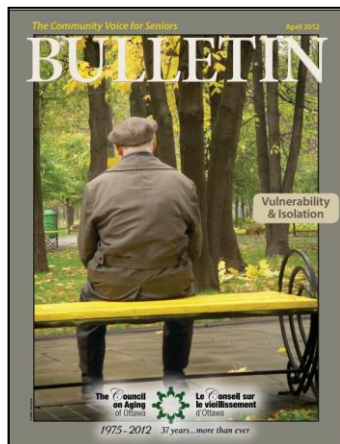
May 2013

The Council on Aging of Ottawa, Age-Friendly Ottawa and Bulletin Editorial Committee

Bulletin: Healthcare; Let's Talk about It

June 2013

The Council on Aging of Ottawa, Bulletin Editorial Committee



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

Age-Friendly Ottawa

Dr. Lise Chislett, Chair



In 2012-13, The Council on Aging of Ottawa (COA) continued to lead the **Age-Friendly Ottawa Community Project**. The work accomplished included part of the second year and the beginning of the third year plan of this three year funded project. This project began in 2009 at the Council on Aging under the guidance of a newly formed AFO Steering Committee composed of seniors, volunteers, community workers and experts on aging. A highly collaborative relationship was also developed with the City of Ottawa. The City of Ottawa worked on developing an *Older Adult Plan* to deal with the Municipal areas of responsibility while AFO concentrated on the Community areas of responsibility. The model followed is developed by the World Health Organization for Age Friendly Communities.

The goal was to actively engage seniors in working towards realizing the vision of Ottawa as an age-friendly and caring community that values the contributions of older adults and offers a broad range of opportunities for active living and healthy aging by providing supports that are responsive to the diverse needs and choices of older adults.

Following joint Age-Friendly Ottawa and City of Ottawa focus groups to discover the needs of seniors, followed by several separate feedback consultations to refine the information obtained, *Age-Friendly Ottawa* published the *AFO Community Framework Action Plan*, which proposes a number of strategies and solutions to address the priority issues of seniors that fall under the Community areas of responsibility. Furthermore, Age-Friendly Ottawa jointly with the COA Bulletin committee published a special edition of the Bulletin (Spring 2013) which features the consultation results and Age-Friendly recommendations. AFO is launching the *Age-Friendly Community Framework Action Plan* at the COA's Annual meeting in June 2013.

Concurrently, the City of Ottawa developed its *Older Adult Plan* to deal with the Municipal areas of responsibility and Mayor Jim Watson launched its plan in March 2013 at the Council on Aging. The event also featured a video message from the World Health Organization to congratulate Ottawa for being internationally recognized as a member of the WHO's Global Network of Age Friendly Cities. At the same time, *Age-Friendly Ottawa* received a letter of congratulations from Mario Sergio, Ontario Minister Responsible for Seniors on being recognized by the World Health Organization as an age-friendly city.



Photo features COA Executive Director Louis Plourde, Mayor Jim Watson, COA President Kathy Yach, Councillor Mark Taylor and Age-Friendly Ottawa Director Dominique Paris-MacKay, with the official plaque from the WHO

Other achievements of the past year include the following: an Implementation team was formed to move the project from the Planning Phase to the Action Phase. A working group was created and is currently involved in developing the *Building an Age-Friendly Business Community Action project* that will engage seniors in recognizing, acknowledging, highlighting and encouraging exemplary age-friendly business practices in Ottawa.

Furthermore AFO is engaging the COA committees to adopt and implement the Age-Friendly Actions from the Age-Friendly Community Framework Action Plan. Approximately 22 actions have been selected for implementation by COA committees. The goal is for the COA to respond to the needs expressed by seniors and to contribute to

increasing of the Age Friendliness of the Ottawa Community. In addition, the Council on Aging has fully embraced the Age-Friendly model by adopting it in its new strategic plan, its operational plan and its new motto: “An Age-Friendly Society”.

In addition, in close partnership with the city, AFO has developed a city-wide action plan with progress indicators that will be submitted to the WHO. The plan is to monitor and track the progress toward increasing our levels of age-friendliness. The City of Ottawa and AFO are continuing to seek ongoing recognition for Ottawa as a member of the Global Network of Age-Friendly Cities. We expect to attain full recognition at the end of the implementation phase which is currently ongoing. Furthermore, the City of Ottawa and AFO were involved in the pilot testing of the new proposed Age-Friendly Performance Indicators developed by the World Health Organization.

A very warm and deeply felt thank you to AFO funders (Trillium Foundation, Community Foundation of Ottawa and New Horizons), to the AFO Partners especially the City of Ottawa, to the AFO Steering Committee members, the AFO Implementation team, the AFO Business action workgroup, the COA committees (for selecting Age-Friendly Actions for implementation) and to the highly dedicated and capable staff of the AFO project.

Members:

(A) AFO Steering Committee Members: *Responsible for overall strategic direction of the project. Will be meeting quarterly (instead of monthly) in 2013, to allow for the formation of the implementation team.*

Dr. Lise Chislett, Committee Chair and Past President of the COA; Dianne Breton, Chair of the COA Transportation Committee and Board member; Cal Martell, Martell Consulting and COA Board Member; Caroline Andrew, University of Ottawa Centre for Governance; Hugh Nelson, Y's Owl Maclure Co-operative Centre; Jacqueline Roy, City of Ottawa, Ottawa Public Health; Nadine Jodoin, City of Ottawa, Strategic Community Initiatives; Karen Ann Blakely, Jewish Family Services of Ottawa, Seniors support services; Janet Gray, CARP Ottawa Chapter; Lisa Cowley, Ottawa Community Support Coalition; Matthew Beutel, United Way Ottawa; Maureen Donnelly, Odawa Native Friendship Centre, Life Long Care; Louise Plouffe, Canadian Gerontology Association; Barry Deepprose, Ottawa Senior Pride Network

(B) AFO Implementation Team 2013: *Formed in January 2013 to lead the implementation phase of the project – To consult and share the AFO Community Action Plan in the community and implement AFO Building an Age-Friendly Business Community Project - will report to the Steering Committee and meet on monthly in 2013*

Caroline Andrew, Dianne Breton, Lise Chislett, Diane Duffy, Ardyth Elliot, Martha Fair, Violène Gabriel, Janet Gray, Dagmar Horsman, Nadine Jodoin, Loreto Lamb, Caroline Midgley, Adele Muldoon, Hugh Nelson

(C) Building an Age-Friendly Business Community - Working Group: *Small work group reporting to implementation team, responsible to research and implement the AFO project – meets monthly, as required.*

Larry Doshen, Dagmar Horsman, Marie-France Lalonde, Jean-Serge Lauzon, Caroline Midgley, Gaye Moffett, Hugh Nelson

(D) Age-Friendly Ottawa Staff:

Dominique Paris-Mackay (Director, Age-Friendly Ottawa)

Laura Mullaly (Administrative Assistant)

Dagmar Horsman (Communications Consultant)

Thank you to the funders of Age-Friendly Ottawa 2011-2013



COA Strategic Plan

The Council on Aging of Ottawa began to work on developing a new strategic plan in 2011, in order to effectively focus priorities and resources on those issues that matter most to seniors in the community.

Following the Annual General Meeting in June 2012, a Joint Implementation Planning Work Group was established to develop an operational plan for 2012/13, to realize the new strategic priorities. This was supported by a review of governance structures and process to ensure alignment of accountability and reporting processes with the new directions adopted by the Board.

The Council on Aging committees have reviewed their terms of reference and aligned their work plans with the following strategic results;

Strategic results:

Strategic Result #1: Seniors better understand the issues related to aging, including the service system, and they participate more in bringing about an age-friendly society.

Intermediate Result 1 A) Outreach activities to engage seniors, in particular the most isolated and vulnerable, are increased.

Intermediate Result 1 B) Educational opportunities for seniors on issues related to aging and the service system are increased.

Intermediate Result 1 C) More than 1,000 seniors will have been involved in developing position statements.

Strategic Result # 2: Age-friendliness of the community is increased.

Intermediate Result 2 A) Involvement in and support of the community is increased in several areas of the age-friendly framework.

Intermediate Result 2 B) Collaboration is increased with key organizations and individuals to optimise combined expertise, resources, and influence.

Intermediate Result 2 C) The availability of evidence on priority issues is increased.

Strategic Result #3: Organizational Capabilities are increased.

Intermediate Result 3 A) Revised Governance Structures, practices and processes are implemented to optimise efficiency and effectiveness.

Intermediate Result 3 B) A stable, mixed funding stream is established.

Mission: "The Council on Aging of Ottawa 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*

Margaret Griffiths Award 2013

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: Jean-Louis Schryburt



Born in a large family from Lowertown, Ottawa, Mr. Schryburt has led his life based on lessons learned from a young age; to be proud of his language and culture, and to always value the welfare of others. These lessons were instilled upon him by his parents, school teachers and members of the Brotherhood of Christian schools. Both in his career as a primary teacher and a supervisory officer in Northern Ontario, Mr. Schryburt's personal and professional qualities have always encouraged others to flourish individually and within their community.

His *modus operandi* has remained constant. Effective change results from evaluating the state of affairs and identifying its main weaknesses. It is accomplished by responding to these weaknesses by bringing people together to determine what can be changed and how it can be achieved. Seniors, children and communities alike have all benefited from changes resulting from collaborations led by Mr. Schryburt.

His leadership in volunteering has spanned many areas. He has been involved in the French Language Consultative committee for the Ottawa School Board, the French Language Services Advisory Committee of the City of Ottawa and the Project Evaluation Committee for the New Horizons for Seniors fund. He is the founding president of the "Centre de santé du Témiscamingue" and has been very involved with ACFO (Association of Canadian Financial Officers), particularly in the services for francophone immigrants and as the seniors' representative for the development of the "Centre multiservice pour les francophones de l'Ouest de la ville". As president of FAFO's regional chapter, he works with fourteen different clubs and centres, is active in the Coalition to prevent homelessness within francophone communities and has been active in developing both a French radio and TV show for francophone seniors with TV Rogers.

Mr. Schryburt accepts this award hoping that others will prioritize the needs of ethno-cultural communities with French as an official language and hopes others will recognize the concern of the growing group of seniors whose income exceeds the notoriously low threshold for subsidized housing but are unable to afford proper lodging and care to meet their needs.

We are pleased and honoured to present the Margaret Griffiths Award for 2013 to Mr Jean-Louis Schryburt. His actions speak much louder than words ever can. For what he has done and continues to do, Mr. Schryburt is a most worthy recipient of this award of distinction.

Thank you, Mr. Jean-Louis Schryburt.

The Council on Aging of Ottawa / Le Conseil sur le vieillissement d'Ottawa, June 19, 2013

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

STATEMENTS OF FINANCIAL POSITION

AS AT DECEMBER 31, 2012 AND 2011

ASSETS		<u>2012</u>	<u>2011</u>
CURRENT			
Cash (note 5)	\$	138,389	\$ 90,554
Accounts receivable		1,298	4,569
Prepaid expenses		<u>6,066</u>	<u>5,135</u>
	\$	<u>145,753</u>	<u>100,258</u>
 LIABILITIES			
CURRENT			
Accounts payable and accrued liabilities	\$	14,838	\$ 26,639
Deferred revenue (note 6)		910	1,000
Deferred contributions (note 7)		<u>49,258</u>	<u>17,161</u>
		65,006	44,800
 NET ASSETS			
BALANCE - END OF YEAR		<u>80,747</u>	<u>55,458</u>
	\$	<u>145,753</u>	<u>100,258</u>

Commitment (note 9)

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**

STATEMENTS OF OPERATIONS AND CHANGES IN NET ASSETS

FOR THE YEARS ENDED DECEMBER 31, 2012 AND 2011

	<u>2012</u>	<u>2011</u>
REVENUE		
United Way of Ottawa	\$ 39,179	\$ 85,875
Province of Ontario	80,045	78,907
City of Ottawa	86,456	84,759
Eastern Counties Geriatric	2,806	5,000
Banner advertising	4,000	-
Other grants	164,336	46,283
Donations and fundraising	59,212	37,806
Sales of publications	86	70
Interest	2,429	3,299
Membership fees	<u>11,183</u>	<u>6,475</u>
	449,732	348,474
Deferred revenue and contributions - beginning of year (note 6 and 7)	18,161	55,558
Deferred revenue and contributions - end of year (note 6 and 7)	<u>(50,168)</u>	<u>(18,161)</u>
	417,725	385,871
EXPENSES		
Accounting	9,854	9,656
Administrative expenses	10,965	14,611
Audit	7,484	7,616
Equipment and furniture	1,498	7,785
Fundraising	19,912	20,232
Meetings	9,971	8,618
Occupancy (note 9)	28,202	28,182
Postage and shipping	1,698	2,168
Printing	5,906	12,452
Public relations	677	804
Salaries and benefits	168,569	188,644
Translation	4,414	8,032
Conference and Travel	302	-
Age-Friendly Ottawa (Schedule)	<u>122,984</u>	<u>75,862</u>
	<u>392,436</u>	<u>384,662</u>
NET REVENUE FOR THE YEAR	25,289	1,209
UNRESTRICTED NET ASSETS - BEGINNING OF YEAR	<u>55,458</u>	<u>54,249</u>
UNRESTRICTED NET ASSETS - END OF YEAR	<u><u>\$ 80,747</u></u>	<u><u>\$ 55,458</u></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:

211: Community Information Centre of Ottawa • Alzheimer Society of Ottawa and Renfrew County • At-Home Hospice • Archdiocese of Ottawa • Billings Bridge Dental Centre • Caisses Populaires Desjardins d'Ottawa • Carleton University • Centre de services Guigues • Centre Séraphin-Marion d'Orléans • Champlain Community Care Access Centre • Chevaliers de Colomb • City of Ottawa • Community Foundation of Ottawa • Crystal View Lodge • CVE • Dymon Healthcare Corporation • Extendicare – Starwood • HelpAge Canada • Homewatch Caregivers • Interfaith Network • Islam Care Centre • Jewish Family Services of Ottawa • Kelly Funeral Homes by Arbor Memorial • Kingsway Arms at Villa Orléans • La Nouvelle Scène • Living with Care Inc. • Montfort Hospital • Moving Along Your Way • National Association of Federal Retirees (FSNA) • National Association of Federal Retirees, Ottawa Branch • Nelligan O'Brien Payne LLP, John Johnson • Norton Rose Canada LLP • New Horizons for Seniors • OC Transpo • Office des affaires francophones de l'Ontario • Ontario Trillium Foundation • Ontario Network for the Prevention of Elder Abuse • Ottawa Public Health • Ottawa International Airport Authority • Premier Home Care Services • Racine, Robert & Gauthier Beauchamp • Regional Geriatric Assessment Program of Eastern Ontario • Retire-At-Home • Revera (Elmsmere Place, The Edinburgh, The Westwood) • Rideau Gardens Retirement Home • Rockliffe Retirement Residence • Rogers TV • Services communautaires géronto-psychiatrie d'Ottawa • Shoppers Drug Mart – Pharmaprix • Sicotte Guilbault LLP • Specialty Care- Granite Ridge • Tecogics Scientific Ltd.- ExN'Flex International • United Way/Centraide • University of Ottawa • Windsor Park Manor • Winchester District Memorial Hospital/Dundas Manor Ltd. • 1-800-GOT-JUNK

Spring Luncheon Supporters

Algonquin College Restaurant International • Bernd Rohde, Photography/Photographe • Biagio's Italian Restaurant • Canadian Museum of Civilization • Canadian War Museum • Cartier Place Suite Hotel • Claire Caron • Emerald Links Golf & Country Club • Frank Scheme, Photographer • Fraser Café • Hillary's Dry Cleaning • Hunt Club Volkswagen • Keith Yach, Artist • Kit & Kaboodles • Libra Seniors Services • Metro Inc. • National Arts Centre • Nelligan O'Brien Payne LLP & John Johnson Partners • Ottawa Convention Centre • Ottawa Little Theatre • Paul's Boat Lines Ltd. • Re/Max • Restaurant Courtyard • Retire-At-Home Services • Rideau Carleton Raceway • Robbie's Italian Restaurant • Saint Ô's Restaurant Français • Sheila Pepper • Shenkman Arts Centre • The Edinburgh Retirement Residence • Trudeau Corporation • Via Rail • ZaZaZa Pizza • Other Donors & Volunteers

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