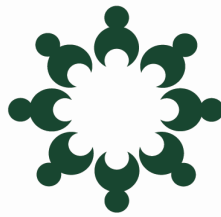


The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

Annual Report 2016



Mission & Vision

Our Mission The Council on Aging of Ottawa is a bilingual voluntary organisation 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”

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AGM Sponsor



Many thanks
to the sponsors
of our AGM



President's Report

John Johnson, President

This has been a very exciting 40th Anniversary year for the Council. Our newly elected Board of Directors got busy early and passed a resolution to enhance the ability of the Council to reach out to seniors by prompting diversity amongst its members and through representation on the Board of Directors. The Nominating Committee utilized Diversity OnBoard this year to increase the number of individuals with diverse cultural and linguistic background on both the Board and on committees.



The Board further passed a resolution to support all actions taken by the City Council of Ottawa to declare the City of Ottawa bilingual as part of Canada's 150 Anniversary in 2017. We also continued our support for a National Seniors Strategy to improve health care for seniors on a national level.

The Board members still found time for fun in support of the COA fundraising activities. The Golf Tournament at the Irish Hills Golf Course increased in both attendance and profit. We extend a heartfelt thank you to Phil Rocco, Allan Fenske and the hard working team of staff and volunteers. The Tim Hortons Smile Cookie Campaign raised \$64,222 for the Council on Aging. This was followed in November by a lovely Art Gala evening at the Rockcliffe Retirement Residence with many original art works for sale to the significant benefit of the Council. We applaud the contribution of Kathy Yach and Claire Caron and, of course, the generous donations from several talented artists. To top off our year of celebration, our Annual Spring Luncheon featured Senator Sharon Carstairs, an excellent keynote speaker whose presentation dealt with the need for Advance Care Planning.

A general election was held in the fall with Justin Trudeau being elected as Prime Minister. Our Income Security Committee swung into action to submit several briefs related to finance, income splitting and CPP, favourably received by the Ministers who represent areas which impact the lives of senior citizens. We continue to follow up and await action. Russ Robinson, the Chair of the committee sought advice from experts studying the consequences of an aging population where there are now more seniors than children. Dr. Robinson's efforts have brought nothing but compliments.

The Health Issues Committee, led by Terry White Lobsinger, worked with community partners to educate seniors about the health care system in Ottawa through the Health Literacy Project. The issue of vermin in community housing was also brought to this committee. This vexing and very real problem affects the residents of community housing and other tenant-based housing who are plagued by vermin including bed bugs, cockroaches and other pests. The President and the Executive Director attended a meeting with the Pest Control team where they extensively reviewed the problem, as well as the ongoing efforts to control it. The committee is satisfied with the expertise and equipment that are in place to control these infestations.

Departures from the Board of Directors this year included Brian Tardif, Nicole Robert, Larry Doshen, Claire Caron, and Maureen Sinden. We wish to thank those Board members for their tireless efforts on behalf of the COA.

One other honourable mention goes to Maureen Forsythe who led our Age Friendly Ottawa Program and worked with the City of Ottawa to maintain our status as an Age Friendly City. Maureen submitted her resignation in May and we wish her well.

Finally, we are in the midst of renewing our approach to membership. A membership survey was conducted and many members have been personally contacted by the Board to determine how to better serve our membership. If you have not renewed your membership or would like to become a new member, we encourage you to contact the office of the Council on Aging. We welcome you and all of your friends.

Executive Director's Report

Sarah Bercier, Executive Director

This has been a year of re-examining our foundations while moving forward at the same time. At a very basic level this year we have established a significant focus on membership and communication. Committees were struck in both of these areas with a desire to serve our membership and Ottawa's senior community better in ways that are helpful and meaningful to seniors as well as to families, caregivers and professionals. Membership interests have been examined through a survey which provided very interesting and helpful results. Membership benefits have been reviewed, improved and updated. A very user friendly database of our members and other community connections has been developed. Additionally, our new web site is anticipated to be launched in the coming months with features that respond to the expressed needs and interests of the members. The results of these committees will not be fully in place until the fall of 2016 so we thank you for your patience as we continue to respond to the significant feedback that we have received.



Financially, this has been an excellent year for the Council. We are grateful to the Tim Horton's owners in Ottawa for voting to allow the Council on Aging to be the humble recipient of one half of the 2015 Smile Cookie proceeds. This has been an amazing gift. We are also grateful to the Resources & Development Committee members who have worked hard to fundraise through the Golf Tournament and the Art Gala this past year. In an effort to be as financially responsible as possible, we are also in the process of re-examining all office expenditures such as phones, internet, photocopiers, postage and more which will result in significant savings in the monthly operating costs of the Council.

In my role as Executive Director, I have been making every effort to connect in the community and create strong linkages with both individuals and organizations. Last October I attended a meeting of the "Council on Aging Network of Ontario" with nine other Councils on Aging from various Ontario communities providing us all with the opportunity to learn from one another. I have also taken on the role of Chair of the Seniors Advisory Strategic Council at the United Way and we are working towards a number of collaborative efforts. Much time was spent in 2015 toward developing a collective impact plan on addressing the issue of "Seniors Social Isolation". This has been a very fruitful endeavor and announcements on this will be forthcoming in the fall. I have also been very involved with the Chair of the Education & Events Committee in the effort to develop additional educational events in the community in collaboration with other leading city, provincial and national membership-based organizations. Finally, we are continuing to align all of our committees with a very collaborative and purposeful Age-Friendly agenda which will continue to strengthen our impact for seniors throughout the community.

I am grateful for our dedicated Board and staff who have worked tremendously hard to move the Council forward in its mandate to be a leading community voice for seniors and I look forward to the coming year with great anticipation for what lies ahead.

A handwritten signature in purple ink that reads "SBerci".

Committee Reports

Education and Events Committee

Christine Forget, Chair

The Education and Events Committee contributes to raising the profile of COA within the community and increases interest in, and awareness of, issues of concern to COA through the lens of Ottawa as an Age-Friendly city. We organize educational and informative sessions for seniors and the general public. These sessions include lunch and learns, continuing education lectures, and other special events.

The Lunch and Learn Program hosted 6 sessions in the 2015/2016 season. These sessions included the following:

- October 2015, Estate Planning presented with John Johnson, COA President/Lawyer ;
- December 2015, Navigating Ottawa's Retirement Living Landscape with Robert Hannaberry, Visavie Housing Counsellors;
- January 2016, Community Programs that Support Seniors Mental Health with Susan Phypers, Ottawa Public Health, Rachel Sokolsky, Good Companions, and Jennifer Cavanagh, Geriatric Psychiatry;
- February 2016, How Do You Want To Be Remembered? Understanding Funeral Planning by John Laframboise & Meghan Murphy, Kelly's Funeral Homes by Arbor Memorial;
- March 2016, Four Legged Friends with Jessica O'Neil, Pet Intel and Allie Holloway, Ottawa Human Society; and
- May 2016, At the Wheel: Boomers and Beyond hosted by the COA Transportation Committee and presented by Dr. Frank Knoefel, Bruyère Continuing Care

As always, each session was well attended with positive evaluations .

An International Women's Day event was held on March 8. The theme was "Women in Transition" and we explored women who had embraced life changes or assisted seniors in making those changes. Our speakers were Pierrette Raymond, Moving Forward Matters, Catherine Thurlow, Eldercare, and Saeeda Akhter.

The Education and Events Committee also supported key events such as: the Annual Spring Luncheon, the Art Gala, the Golf Tournament, COA Committee events, and the Spirituality Conference.

This year was a transitional year for our committee as the volunteer coordination was moved into the role of the volunteer circle. This past year we also reviewed and revised the committee Terms of Reference and developed guidelines for guest speakers.

We would like to express our most sincere thanks to the committee members, the guest speakers, the attendees, the volunteer circle for supporting the logistics for all our events, and our sponsor for the Lunch & Learn series, Retire at Home.

Committee Members: Christine Forget (Chair), Helen Anderson, Louise Ashendon, Judy Bedell , Eileen Bond ,Lucie Bruck, Rolande Clément, Angela Davis, Gloria Goodine, Sharon Irvén, Cathy Kerr, Alina Kinastowski, Louise Leduc, Vera Maur, Eleanor Meier, Claire Moissan, Kathy Petit, Sharon Platts, Yolande Rhéaume, Kathy Wakeham, Claire Moissan, Sheila Pepper, Grace Welch, and Lise-Michelle Bouchard (staff).

Committee Reports

Volunteer Circle

Claire Caron, Coordinator

Bravo! Thank You! Work Well Done!

Though the volunteers have always existed at the Council on Aging of Ottawa (COA), it is only since September 2015, that an official bilingual group exists: The Volunteer Circle. Volunteers pledge to give their time, energy, skills and passion to the COA events. This Circle is a valuable addition to assure the COA's growth by making its profile known in the community, recruiting new members and meeting the needs of the COA.

The Volunteers of the Circle, also known as the Fabulous Ladies, are passionate and motivated by the desire to help and make change. They are 28 active volunteers who offer the organization an average of 125 hours per week. They manage the development and implementation of all COA events, represent the organization in the community, perform office tasks, and check database integrity.

The following events were supported by the volunteers this year.

1. Educational, Cultural and Social: Déjeuner-causerie, Lunch and Learn, Éducation continue, CaféNet, Séminaire, Forum, Conference, Age-Friendly Walkability Report, International Women's Day, Second Golf Tournament, and Third Gala A Taste of Arts
2. Communal: Capital Fair, AGM CARP Chapter 26, Kanata Expo 55+, MIFO and FARFO Fair, FSNA Infomart and AGM, Annual Spring Luncheon
3. Administrative: New COCOA database, Translation, Income tax receipts, Bookkeeping, Recruitment of new members

Throughout the year, the volunteers have been acknowledged for their contributions: social meetings, thank you notes, laughter yoga activity, group pictures, meals and COA T-shirts. Thank you to those essential ladies who create a pleasant atmosphere at the COA and enhance the attractiveness of the organization while living an exciting experience; being a volunteer is enjoyable: 'I can no other answer make, but, thanks, and thanks' William Shakespeare. Bravo! Merci!

Members: Helen Anderson, Louise Ashendon, Judi Bedell, Eileen Bond, Lucie Bruck, Claire Caron, Rolande Clément, Angela Davis, Adriana Galpin, Gloria Goodine, Jeanette Isabelle, Sharen Irlen, Catherine Kerr, Alina Kinastowski, Luce Kirkpatrick, Louise Leduc, Liliana Mascioli, Marcie McGarry, Donna McLeod, Eleanor Meier, Marcelle Mitchell, Claire Moissan, Joy Monuk, Anita Nevins, Kathie Pettit, Sharon Platts, Yolande Rhéaume, Kathy Wakeham, Grace Welch



Committee Reports

Ottawa Seniors Transportation Committee (OSTC)

Kimberly Peterson, Chair

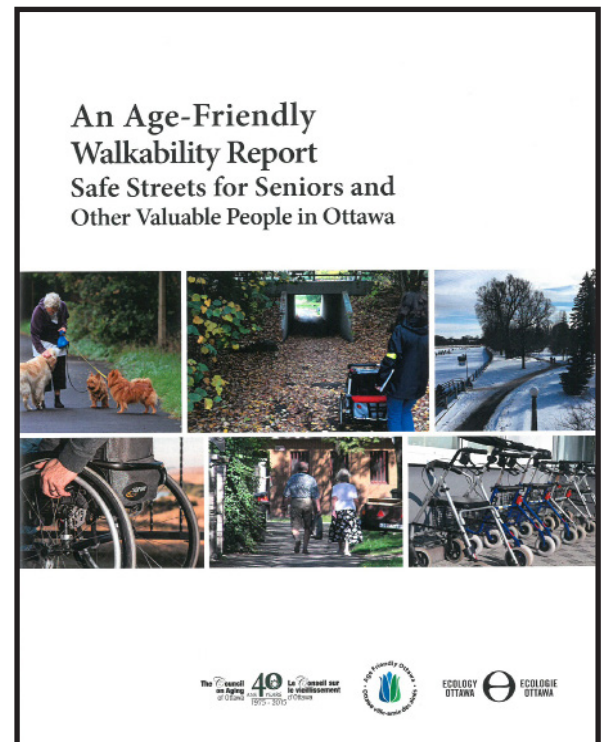
Annual Report: Ottawa Seniors Transportation Committee

The goal of the Ottawa Seniors Transportation Committee (OSTC) is to work in collaboration with representatives from public, private and volunteer transportation services, seniors' organizations, seniors, and interested community members to improve the transportation options for older adults and persons with disabilities in the City of Ottawa. In the last year, the committee moved forward on a number of objectives under this overarching goal including:

- Increasing awareness by the public and transportation providers of the current and upcoming transportation needs of older adults and person with disabilities;
- Advocating to increase the capacity, affordability and accessibility of transportation services in urban and rural Ottawa with a focus on filling identified gaps; and,
- Increasing the knowledge and use of available transportation options.

Again this year, the OSTC work plan is aligned with the Council on Aging's Age Friendly Ottawa Initiatives and the City of Ottawa's Older Adult Plan.

A highlight of this past year was the release and publication of "An Age-Friendly Walkability Report: Safe Streets for Seniors and other Valuable People" in partnership with Ecology Ottawa and the city's Public Works Department. The report summarizes a two-year project carried out by the OSTC- Pedestrian Safety Committee involving walkability and pedestrian safety audits conducted in three Ottawa communities during winter, spring and fall, and shares the tools developed to conduct the audits. This publication has received both local and national media attention and is available on the COA website.



In partnership with the COA's Education and Events, the OSTC co-hosted a very successful Lunch and Learn presented by Dr. Frank Knoefel on the impacts of aging on driving. More than 100 people attended the event and provided very positive reviews.

We delivered a successful pilot, "A New Approach to Older Driver Safety", which combines the classroom

setting educational session “55 Alive” and teaches seniors safe driving skills with practice on a driving simulator. The OSTC-Older Drivers Committee continues to search for partnerships and funding to continue this program.

OSTC continued advocating on a number of fronts including:

- Appearing at a pre-budget hearing of the Ottawa Transit Commission to advocate for holding the line on seniors’ bus fares;
- Appearing before the Ottawa Transportation Committee to support a motion that the city ask the province to run a pilot of photo radar to address speeding;
- Meeting annually with representatives from OC and Para Transpo;
- Participating in the City of Ottawa’s Community Conversations Forum; and
- Writing the Ministry of Transportation regarding concerns on the timeliness and availability of drivers’ testing for seniors over the age of 80.

The OSTC also works with a number of partners to update and distribute information about transportation options as well as safe driving with documents such as “CHOICES” with OC Transpo and “Drive Forever? No: Drive Longer? Yes.” Links to these and other documents are available on the COA website.



Aging and Spirituality Committee

Patricia Marsden-Dole, Chair



The sixth Conference held on June 3, 2015, had as its theme ‘Sharing the Last Journey with Peace and Comfort’. Our conference sponsor again this year was Kelly Funeral Homes represented by John Laframboise and Margaret Burnside. Our speakers were Dr. Louise Coulombe, community palliative care physician, and Dr. John Scott, hospital palliative care physician and professor. In addition, our panelists were Sue Taylor, retired United Church minister, Abdul Rashid, hospital spiritual care volunteer for the Muslim community, and Marjorie Milloy from Help Age Canada who provided some personal insight into her own journey of loss. A sell-out crowd of 125 participants attended the conference.

We have been meeting monthly this past year to plan for the seventh annual Aging and Spirituality Conference held on June 1, 2016 on the theme ‘Growing with Grief - Its Spiritual Dimensions’. We are an interfaith sub-committee of volunteers who have met on a monthly basis for the past several years to plan this annual conference.

Committee Reports

Income Security Committee

Dr. Russ Robinson, Chair

Last year's Annual Report promised a renewal of COA interest in, and activity on, income security issues relating to seniors, stimulated in part by a surge of provincial interest in pension reforms – notably in Ontario but in other provinces as well. There was also the possibility of renewed federal interest in changes to the Canada Pension Plan, depending on the outcome of the (then) upcoming federal election.

In September 2015, the COA convened a small group of experts who have deep and long-standing experience and expertise in income security issues and reforms, both in Canada and abroad. These experts agreed to develop ideas and provide advice on a full range of such issues, focussing on key policies confronting the new government as well as the research and analysis needed to support improved evidence-based decisions about those policies. It was envisaged that this work could be presented to governments and contribute positively to their deliberations.

Since September, our Advisory Panel of Experts has met monthly. In January 2016, the panel submitted letters to the Prime Minister, several ministers, the Chief Actuary of Canada and the Chief Statistician (Statistics Canada), accompanied by a Briefing Note setting out a range of concerns about the state of data, analytical tools, and research capacities, all relating to the system's capacity to develop high quality social policy options and analyses. These are particularly important when considering reforms to our retirement system generally, and pension reforms specifically.

Since January, we have corresponded and exchange views with officials at Statistics Canada about improving our statistical base and analyses, and that dialogue is still ongoing. More recently, the group has sought to discuss and review policy developments and plans with several departments, such as:

- Canada Pension Plan and tax provisions affecting seniors – Finance
- OAS/GIS programs, including indexing provisions; pension administration and eligibility issues, intergovernmental work to address seniors' poverty – Social Development
- Tax benefit entitlements and delivery, improved information and services – Canada Revenue Agency
- Reinforcement of Statistics Canada's independence and the quality of publicly available data, including models and tools for users outside as well as inside governments -- Innovation, Science and Economic Development, and Statistics Canada
- Central leadership and support for relevant policy work that cuts across departments and agencies, to ensure that policies and programs that interact (or are interdependent) are considered comprehensively and as a "system" – Privy Council Office. (e.g., tax provisions, low income benefits, pension schemes, and eligibility rules affecting overall income security for seniors)

In addition to offering advice and proposals to government, supported by the panel's analysis, the group will also: examine specific income security questions of interest to the Council, as they may arise from time to time; and share analyses and information with COA members and other organizations.

Committee Reports

Health Issues Committee

Terri White Lobsinger, Chair and Shelagh Tuddenham, Vice-Chair

The HIC supports the mandate of the Council on Aging (COA) of Ottawa by working with and for seniors to improve their quality of life on issues related to health. It is accountable to the Board of Directors of the COA and aligns its work with the COA's strategic implementation plan. It reaches out to and engages seniors in activities that will enhance their health while also collaborating with other Council on Aging committees to develop activities, programs and actions related to seniors' health. Most importantly, the committee's volunteers and community partners help to identify, prioritize and educate seniors and their families about health issues and the range of services available to seniors.

With thanks to the Health Literacy Working Group and hosts—CCAC, The United Way, Somerset West Community Health Centre, and Old Forge Community Resource Centre—the Take Charge of Your Health program took place in the fall of 2015. This program helps seniors learn how to obtain, read, understand, and use healthcare information when making important health decisions and following instructions for treatment. For five weeks, Peer Learning Facilitators guided the exploration of various topics—aging at home, talking with your doctor, preparing for a sudden health crisis, options when living at home is not viable, and staying healthy and socially connected—with the program participants. The HIC is now examining ways of expanding the program's reach to include a more diverse group of seniors in the city.

A sampling of other issues explored by the HIC over the past year include "Patients First", a first step being taken by the Ministry of Health and Long Term Care to improve health care in Ontario including long-term care wait times, falls prevention, bed bugs in seniors' housing, and seniors' mental health.

Core Members of the HIC include the Community Care Access Centre; South East Ottawa Community Health Centre; Ottawa Community Support Coalition; Ottawa Council of Women; Ottawa Public Health; Regional Geriatric Program of Eastern Ontario; seniors' representatives ; retirement residences; and the Ottawa Branch of the National Association of Federal Retirees.

Terri White Lobsinger, Chair

Shelagh Tuddenham, Vice-Chair Home Care and Community Supports

Mary Hearn Hendela, Vice-Chair Acute and Long Term Care.



Committee Reports

Francophone Affairs Steering Committee

Nicole Robert, Chair

What's new?

The Francophone Affairs Steering Committee offered new activities in the past year. The CaféNet project, spread over three sessions, enabled some forty Francophone seniors to become more computer literate. The project covered the use of the Google search engine for basic and advanced searches as well as advice on navigation, principles of computer security and confidentiality, social networking, and online transactions.



Dignity Memorial Funeral provided \$500 toward the cost of this project. In addition, on October 1st, International Day of Older Persons, more than 100 people gathered at the Patro d'Ottawa to discuss the Age-Friendly Ottawa project, in cooperation with Retraite en Action. Ms. Louise Plouffe was guest speaker. On October 15th, the Steering Committee welcomed eleven second-year students in the Master's of Social Work and Gerontology program at the University of Ottawa to discuss the role and impact of non-profit organizations in the community, as part of a seminar on Gerontology. A study was undertaken in cooperation with the Clinique juridique francophone d'Ottawa to identify legal service resources available to seniors in French. A report on this subject is to be published shortly. Lastly, a Rally-Vélo project is underway as part of Canada's 150th anniversary celebrations in Ottawa. Under the aegis of the Council on Aging of Ottawa, this event will bring together Francophones and Francophiles on June 24, 2017, with an inter-generational and community component to

celebrate the Francophonie in an active and inclusive manner.

Bilingualism Policy:

Internally, a sub-committee has examined the roles and responsibilities assigned to the Steering Committee in the Board of Directors Orientation Manual with regard to our bilingualism policy. Last April, committee members tabled a recommendation to the Board of Directors for the creation of an independent bilingualism committee that would be responsible for reviewing and enforcing the bilingualism policy within the Council on Aging. In this context, the Steering Committee reviewed its mandate and effected some changes. A review of its operations is currently underway.



CAO membership campaign:

We have actively participated in the Council on Aging membership renewal campaign by contacting and soliciting the entire list of Francophone members whose membership had expired. The results were very positive.



Educational and awareness activities:

In keeping with previous years, the Steering Committee carried out a number of other educational and awareness activities aimed at Francophone seniors, partners and service providers. Six activities took place, including one to celebrate International Women's Day, and the Annual Francophone Forum. Overall, more than 400 people took part in these activities. At each one, the Steering Committee received many encouraging and complimentary comments, which is helpful in recruiting new members and which confirm that our presentations are responsive to the needs of Francophone seniors,

whose average age continues to be 65/67.

Partners and sponsors:

Our partnership with Rogers TV continued over this past year, and with their help, we produced two more programs, one on the past and current achievements of the Council on Aging, and another on the resources available for Francophone seniors who are victims or witnesses of elder abuse. Moreover, most of our educational activities are covered by community television and broadcast on channel 23. Since September 2015, we've been joined by two new partners, the Centre de services Guigues and the Centre Séraphin-Marion, which consolidate the work and activities of the Steering Committee. Retraite en action also plays a critical role in the organization of our activities.

For the second consecutive year, Royal Garden Residence in Orléans provided the meal and health break snacks for our annual Forum. The Knights of Columbus of Orléans also provide us with financial support for this forum every year. As previously mentioned, Dignity Memorial Funeral Homes contributed \$500 to our CaféNet. We wish to warmly thank the leadership of the Council on Aging as well as all the community partners, sponsors and speakers who participated in our activities at no charge for their loyal support of the activities of the Francophone Affairs Steering Committee.

Members of the Francophone Affairs Steering Committee:

Paulette Archambault, Hélène Carrière (Public Health Ottawa), Charles Simard, Centre de services Guigues, Mélanie Gatt, Centre Séraphin-Marion, Gerry Lefebvre, Denise Cholette, Robert Millaire, Violène Gabriel (Regroupement affaires femmes), Francine Gougeon (Retraite en action), Monique Lussier, Claire Moissan, Cécile Paquette (FARFO région d'Ottawa), Nicole Robert (Member of the COA Board of Directors, University of Ottawa.)

COA Staff:

Lucie Chênevert, Coordinator of Francophone Affairs



Committee Reports

Membership Committee

Patrick McGarry, Chair

This ad-hoc committee was formed in October 2015, at the request of the Board of Directors, to evaluate membership as a whole. Participants in the committee were strategically selected to reflect the demographics of our current membership, thereby ensuring valuable insight and feedback based on real needs and experiences.

The goals of our committee were as follows:




1. Evaluate the benefits offered to members
2. Define the different levels of membership
3. Review the cost of membership
4. Solidify the membership process

Our committee held numerous meetings over a six-month period to accomplish the goals that had been set. Key recommendations and decisions submitted to, and approved by, the COA Board in February 2016 were as follows:

1. A benefits chart identifying different levels of membership and their key benefits (Individual, Supporting, Organization and Corporate)
2. No increase in membership costs for the current year
3. Member recruitment strategy
4. Content for a New Members Welcome Package
5. Single annual renewal date for membership (September 1st)
6. Member retention strategy
7. Completion of an online membership survey

It was an honour to Chair this important committee. I am grateful to those who agreed to participate, and who did so enthusiastically and productively. Very special thanks to the COA staff members who served on this committee and provided invaluable insight and administrative assistance.

Committee Members: Bob Cerniuk, Alina Kinastowski, Liliana Mascioli, Linda Meek, Patrick McGarry, Donna McLeod, Sharon Platts
COA Staff: Sarah Bercier, Lise-Michelle Bouchard, Pascale Lalonde

MEMBERSHIP BENEFITS CHART			
Our Members	Individual \$30	Organizational \$75	Corporate \$250
<p>Our members are people who believe in the need for strong leadership in addressing issues of concern to seniors in the Ottawa community.</p> <p>Join Now Get Involved Donate Now</p>	 <p>For older adults, professionals, family members, caregivers and advocates</p>	 <p>For organizations who want to receive the added organizational benefits of membership with the Council</p>	 <p>For businesses who want to contribute more significantly to the Council and receive maximum benefits from their membership</p>
INFORMATION			
Electronic Newsletter	✓	✓	✓
E-brochures on Information on Aging Issues	✓	✓	✓
Electronic Invitations to all COA Events	✓	✓	✓
TAX RECEIPTS			
	Tax Receipt for Donations over \$20 and designation as a Supporting Member	Opportunity to sponsor Council events	Primary Opportunity to sponsor Council events
EVENTS			
Free Entry to L&L	✓	✓	✓
Discount on all other COA educational events	✓	✓	✓
Discount on all COA fundraising events *	✓	✓	✓
Priority registration for events	✓	✓	✓
Opportunity for alternate individual to attend COA events at member rates	✓	✓	✓
Opportunity for up to 3 additional individual(s) to attend COA events at member rates	✓	✓	✓
ADVERTISING / PROMOTION			
Opportunity to list/promote events on COA website	✓	✓	✓
Opportunity to be a featured member on COA website	✓	✓	✓
Priority opportunity to advertise on COA website/publications	✓	✓	✓
Link to your corporate website on COA website	✓	✓	✓
Acknowledgement in COA Annual Report	✓	✓	✓
Acknowledgement at all COA events	✓	✓	✓
NETWORKING			
Invitation to an annual members only event *	✓	✓	✓
Networking opportunities with seniors **	✓	✓	✓
VOTING			
One vote at the COA's AGM	✓	✓	✓
INVOLVEMENT / IMPACT			
Opportunity to be a COA committee member	✓	✓	✓
Opportunity to be a COA Board member	✓	✓	✓
Support the work of the Council in addressing issues that affect seniors in the Ottawa community	✓	✓	✓
Support advocacy and government relations efforts	✓	✓	✓
* Beginning in 2018-17			

Committee Reports

Communications Committee

Laurie Hogan, Chair

As the Council on Aging of Ottawa (COA) is undergoing a redesign and redevelopment of all communications materials, print and electronic, it is imperative to ensure a unified voice and common look for all COA communications and materials. The Communications Committee has taken on the task of creating this unified voice and common look.

The work of the Communications Committee has mainly focussed on the new COA website to be launched in the early summer of 2016. The group designed the site, edited content, and developed the site map while keeping the needs of our users in mind.

In line with the changes made to the site we will develop our brochures and print material to reflect similar content and look, and ultimately drive people to the website for more information.

The Communications Committee was formed in the fall of 2015 and meets monthly. Members of the Communications Committee include: Chair, Laurie Hogan, COA Board Member; Linda Meek, COA Board Member; Sarah Bercier, COA Executive Director, Dagmar Horsman, COA Communications, Louise Lalonde, web developer as well as Tea Derakhshan and Roisin O'Reilley.

Many thanks to COA staff for their support to the Communications Committee and their assistance in implementing the changes to ensure a common look and common voice across the organization.



Committee Reports

Champlain Elder Abuse Response Coalition (CEARC)

Manon Thompson (Elder Abuse Ontario), and John Johnson (Council on Aging), Co-Chairs

CEARC has met four times since June of 2015. The meetings are held where OTN capacity is available so members can meet without travelling to Ottawa.

Finances: The struggle to finance elder abuse response and referral services remains the number one challenge for CEARC members. There is still a shortage of crisis beds due to a lack of funding across the Champlain network. The LHIN has been tasked to take over responsibility for home and community care as the CCAC winds down its role in that regard. The full impact of this transition is not yet known.

Outreach: The Elder Abuse Consultation Line was launched in April 2015. It is run by the staff of the OPS Victim Crisis Unit. The Ottawa number is 613-236-1222 ext. 2400. Elder Abuse Ontario is actively pursuing a partnership with an institutional funder to carry out the program of education regarding elder abuse in the context of the home and in relationships with banks and other financial stakeholders.

Diversity: The outreach of CEARC to other cultures has been very gratifying. Safia Nawaz has joined us. She works for OCISO-Jewish Family Services of Ottawa (Diverse Seniors Support Services), primarily with immigrant populations. Safia introduced Hasna Alami from Jewish Family Services who works with seniors at SEOCHC. She made a presentation at one of our meetings with the goal of ensuring access to all services available to others.

Community Contact: We await representation at CEARC from the francophone elder abuse network. They gave a French presentation at Rogers T.V. regarding the need for education on the subject of elder abuse. Joanne Dyson came to us in September to represent the Alzheimer Society at CEARC and agreed to provide useful statistics collected by the Society for use by CEARC members.

Ottawa Police Service Elder Abuse Team: The Team continues to operate with only one elder abuse investigator, Anne Menard. A second position has been filled but is presently off service.

Champlain Elder Abuse Consultation Team: Hillary Issenman is the new chair of the Consultation Team, and a capacity assessor and a new lawyer have also joined the Team. They are conducting an internal review this year and expect to have the results by early 2017.

NROCRC: Financial challenges have continued. Funding from the Ministry of Health and Long Term Care for francophone services terminated at the end of March, resulting in staff reductions. Elder abuse case manager Alison Timmons continues to work full-time with funding from the LHIN and NROCRC. She will not be able to continue with elder abuse presentations unless other funding arrives.

A fundraising event for the Ottawa Senior Crisis Bed Program is being held on June 15, World Elder Abuse Awareness Day, at the City View Curling Club. The cost is \$25.00 and the event follows our AGM.

Membership: Elder Abuse Ontario (co-chair); The Council on Aging of Ottawa (co-chair); Alzheimer Society of Ottawa and Renfrew County; Carefor Health and Community Services, Eastern Counties Branch, Cornwall/Elder Abuse Prevention Program; Champlain Community Care Access Centre; Eastern Ottawa Resource Centre/Champlain Elder Abuse Consultation Team; Nepean, Rideau & Osgoode Community Resource Centre (EARRS); North Lanark Community Health Centre/Primary Care Outreach to Seniors Program; Ottawa Community Immigrant Services Organization-Jewish Family Services; Ottawa Police Service; Renfrew Victoria Hospital/Regional Assault Care Program

Committee Reports

Resources and Development Committee

Kathy Yach, Chair

The Resource and Development Committee had another busy year in 2015. Its members worked hard to reach our goals of advancing COA's mission and objectives, raising money, and increasing our profile in the community.



We held our second golf tournament at the Irish Hills Golf Course on September 18, 2015, including a delicious meal following the tournament. It was very well attended and raised \$10,743. I would like to thank Phil Rocco and Alan Fenske for all their hard work in organizing this event. I would also like to thank the sponsors, staff and volunteers who donated and helped make the tournament a resounding success.



On November 19th, we held our third Art Gala at the Rockcliffe Retirement Home. Thanks to Linda Meek, Executive Director of the Home at the time, who allowed us use of their premises and donated the wine served at the gala. I would like to thank the Rockcliffe Retirement Home for all their support. The artwork donated by many local artists raised \$5,918. Thanks go to all the sponsors, staff and volunteers who helped with the gala.

This year, we also updated our Terms of Reference for the Resource and Development Committee.

I would like to take this opportunity to thank the members of the committee who were so supportive to me over the year. They were Claire Caron, Larry Doshen, John Johnson, Phil Rocco, and Allan Fenske.



I would also like to thank Sarah Bercier, Dagmar Horsman, and Lise-Michelle Bouchard for all their help and support throughout the year.



Committee Reports

Nominating Committee

Kathy Yach, Chair

The Nominating Committee is guided by the By-laws of The Council on Aging of Ottawa 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 2016-2017.

For election to a two-year term for 2016-2018:

Nikhil Chowdhary Alex Cullen Tea Derakhshan Nancy Garrard Robert Millaire

For re-election to a two-year term for 2016-2018:

John Johnson Dr. Patricia Marsden-Dole Linda Meek

Current members whose term continues to 2017:

*Christine Forget Mary Hearn Hendela Laurie Hogan Monique Lussier
Patrick McGarry Kimberly Peterson Dr. Louise Plouffe Dr. Russell Robinson
Dr. Terri White Lobsinger Kathy Yach*



Organisations which appoint a member by virtue of office:

*La Fédération des aînés et des retraités francophones de l'Ontario (FARFO) - régionale d'Ottawa:
Treva Coussineau*

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

The following nominations of officers of the Board for 2016-2017 will be proposed to the Board of Directors at its first meeting following the annual election of directors:

*President: John Johnson Past President: Kathy Yach 1st Vice President: Kimberly Peterson
Secretary: Mary Hearn Hendela Treasurer: Nikhil Chowdhary Francophone Rep: Monique Lussier*

Members of the Nominating Committee: *Kathy Yach, John Johnson, Louise Plouffe*

Board of Directors 2016-2017

Executive

*President: John Johnson Past President: Kathy Yach 1st Vice President: Kimberly Peterson
Secretary: Mary Hearn Hendela Treasurer: Nikhil Chowdhary Francophone Rep: Monique Lussier*

Directors

<i>Treva Coussineau</i>	<i>Alex Cullen</i>	<i>Tea Derakhshan</i>	<i>Christine Forget</i>
<i>Nancy Garrard</i>	<i>Laurie Hogan</i>	<i>Dr. Patricia Marsden-Dole</i>	<i>Patrick McGarry</i>
<i>Linda Meek</i>	<i>Robert Millaire</i>	<i>Dr. Louise Plouffe</i>	<i>Dr. Russell Robinson</i>
<i>Dr. Terri White Lobsinger</i>			

Age-Friendly Ottawa

Dr. Louise Plouffe, Chair



The overall goal of Age Friendly Ottawa is to contribute, in collaboration with the City of Ottawa and community partners, towards making Ottawa one of the most age-friendly cities in Canada. The program has realized achievements this past year on several fronts.

Community Action Plan. The Community Action Plan 2015-2016 was completed which aligns the actions of the Council and 51 other community partners along the areas of an age-friendly community as defined by the World Health Organization. Ms. Dianne Breton acted as AFO liaison with other committees of Council whose activities are part of the Action Plan.

Age friendly evaluation framework and report. Three public consultation meetings were held in September 2015 to engage community stakeholders in the evaluation and to obtain their views on priority areas for evaluation. With the assistance of a research analyst for 6 months, relevant indicators were identified, data for the Ottawa population age 65+ were collected and a draft technical evaluation report were completed. Completion of the report was delayed by the need to wait for data from a large national dataset, resulting in postponement of a community meeting in May 2016 to present the evaluation framework.

Age-friendly business recognition. This past year, the Council received 7 nominations of local businesses who subsequently were recognized to meet the criteria of an age-friendly business after a site visit from a Council staff member. A total of 22 businesses have been recognized since the program began.

Communication, Outreach and Engagement. The AFO website was updated, and the results of the 2012-2014 Community Action Plan were published in print and on-line in an attractive, one-page infographic. The Age-Friendly Business Recognition Program was presented at an annual event of the Business Improvement Associations. Presentations on Age-Friendly Ottawa were given to *Retraite en action* (October 2015) and to the Federation of Community Associations (FCA) (April 2016), and a working relationship was established with the FCA with a view to advancing a future age-friendly neighbourhood initiative. At the invitation of the Seniors Health Knowledge Network, a non-profit organization that supports the Government of Ontario's age-friendly planning efforts, AFO presented a province-wide webinar on the development of the community action plan (January 2016). In April 2016, AFO presented the preliminary community evaluation framework in a national webinar sponsored by the Public Health Agency of Canada. In addition, AFO met on separate occasions with representatives from the City of Sudbury and the City of Thunderbay to describe AFO and collaboration with the City's Older Adult Plan (OAP). Finally, just as the City has been a full partner in all of the activities reported above, AFO participated in the selection of projects by City departments that comprise the 2016 OAP and in 2 meetings of the Seniors' Roundtable, which oversees and advises on the OAP.

Warm thanks are extended to the former AFO Program Director, Maureen Forsythe, and to COA staff member Dagmar Horsman. AFO is also very grateful to the members of the AFO Steering Committee and its business recognition and evaluation working groups: Nadine Jodoin (City of Ottawa), Clara Freire (City of Ottawa), Hugh Nelson (Y's Owl Maclure Co-operative Centre), Caroline Midgley (Seniors on Site), Martha Fair (volunteer, formerly Statistics Canada), Caroline Andrew (U of Ottawa), Bonnie Murphy (COA Staff), Linda LeDuc (Alzheimer's Society of Ottawa and Renfrew County), Dianne Breton (AFO Liaison), Kathie Paddock (Public Health Agency of Canada), Elizabeth Kristjansson (U of Ottawa), Natalie Fraser (HelpAge Canada), Kelly Milne (Regional Geriatric Program of Ottawa), Kelly Mertl (United Way).

Margaret Griffiths Award 2016

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 organisations 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: Claire Caron

One could see right away when Claire joined the Education & Events committee as a member that she was an exceptional individual. This was more than proved when she became Chair of the Committee. During her two years as Chair, in addition to the established responsibilities of providing volunteers for the English events, Claire expanded her duties enormously, taking on the extra responsibility of providing volunteers for the Francophone events, as well as more than tripling the number of COA volunteers.

In addition, Claire introduced routines and work plans covering all volunteer duties both for the individual members on the committee and for their duties at COA events. The latter included Lunch & Learns, fund raising and educational events, the Spring Luncheon & silent auction and the AGM. Claire also established a protocol for new volunteers which included an interview and orientation, and developed special roles that a volunteer might take on, such as helping with translations, or choosing to work on the preparation for events or other duties. This past year found the role of the volunteers so expanded that Claire established a separate Volunteer Circle and became its first Chair. In addition, Claire served on the Spirituality Conference Committee and the Resources & Development Committee. She also volunteered numerous hours in the office assisting with various administrative responsibilities.

All this, of course, meant that Claire spent many more hours on the job than any previous Chair needed to. Over the past number of years, Claire has spent days on the job rather than hours. At times, it appeared to many of us that she was at the Council nearly every working day. It certainly was a case of going "above and beyond the call of duty", but Claire never complained. Her cheerful energy, effective leadership, and attention to detail inspired us all while her friendly personality made working as a volunteer at the Council both worthwhile and a lot of fun. She is most professional yet warm in working with everyone - presenters, sponsors, volunteers, board members and office staff. She has a wonderful sense of humour and is not rattled when challenges arise. She calmly makes the decision required and follows through. The Council on Aging of Ottawa has benefitted greatly over the past few years from Claire's support and her generous donation of her time, her talents and her resources. We wish you the best in your future endeavours. Thank you so much Claire!

COA Events 2015-2016

9 septembre	CaféNet... Introduction à l'internet : L'évolution du monde informatique, passé, présent et avenir
22 octobre	1er session : Google plus qu'un simple moteur de recherche;
25 novembre	2e session : Le Réseautage en ligne;
9 décembre	3e session : Acheter et vendre en ligne Conférencier : M. Haik Kazarian, Co-fondateur et tuteur en technologie – Tuteurs pour aînés
Sept 17 & 25	Age-Friendly Community Report Card Consultation
September 18	2nd Annual Council on Aging Golf Tournament - Irish Hills Golf & Country Club
1er octobre	Journée internationale des aînés – Ottawa ville-amie des aînés Dr Louise Plouffe, Présidente du Comité Ottawa ville-amie des aînés, CSV, Directrice du Centre international de recherche sur la longévité du Canada, Université d'Ottawa
October 14	All About Executors – Lunch and Learn Speaker: John Johnson, COA President; Lawyer, Nelligan O'Brien Payne LLP
4 novembre	Vieillir et conduire – Formation continue Dr Frank Knoefel, MD, Soins Continus Bruyère, Institut de recherche Bruyère Université d'Ottawa, Université Carleton
November 19	Taste of Art Gala - An Evening of in the Ambiance of Music, Art and Networking Rockcliffe Retirement Residence with Noel Dimar, Pianist
December 2	Understanding Your Housing Options: Navigating Ottawa's Retirement Living Landscape – Lunch & Learn - Speaker: Robert Hannaberry, Regional Director, VISAVIE
21 janvier	Les préparatifs avant et après un décès, sans oublier les procurations - Déjeuner et causerie - Conférenciers : M. Daniel Laflamme et Me Patrick O'Rourke
January 27	Community Programs that Support Seniors Mental Health - Panel Presentation - Lunch and Learn - Speakers: Jennifer Cavanagh, Geriatric Psychiatry; Susan Phypers, Ottawa Public Health; Rachel Sokolsky, Good Companions
18 février	Hérédité sans gènes - Conférence Mme Nathalie Le Marec, conférencière neurosciences, santé mentale et vie saine
February 24	How do you want to be remembered? Understanding Funeral Planning - Lunch & Learn Speakers: John Laframboise & Meghan Murphy, Kelly Funeral Homes by Arbor Memorial
February 25	An Age-Friendly Walkability Report: Safe Streets for Seniors & Other Valuable People in Ottawa - Ottawa Seniors Transportation Committee & Pedestrian Safety Committee With panelists representing: Age-Friendly Ottawa, Ecology Ottawa, MS Society, City of Ottawa - Public Works Department
8 mars	Journée internationale des femmes - Thème: Femmes d'ici, Femmes d'ailleurs Conférencières : Ann Denis, professeure émérite U.O, chercheure ICREFT; Mila Younes, Condition féminine du Canada

COA Events 2015-2016

March 8	International Women`s Day - Theme: Women in Transition Speakers: Pierrette Raymond, Moving Forward Matters; Catherine Thurlow, Eldercare; Saeeda Ahkter
March 30	My Four Legged Friend - Lunch & Learn Speakers: Allie Holloway, Ottawa Humane Society; Jessica O`Neil, Owner/Director, Pet Intel. Behaviour Center
April 20	Annual Spring Luncheon at the Shaw Centre Guest Speaker: The Honorable Sharon Carstairs Topic: Advanced Care Planning: Choices About Your Future Personal Care
May 4	Seniors Transportation At the Wheel: Boomers and Beyond, Age-Related Changes and the Impact on Driving - Lunch & Learn Speaker: Dr. Frank Knoefel, Bruyère Continuing Care
11 mai	Forum annuel francophone - La spiritualité : un art de vivre
June 1	7th Annual Conference on Spirituality and Aging - Growing Through Grief Speakers: Rita Myres, MSW, RSW; Dr. John Flood; Dr. Zijad Delic
June 15	Annual General Meeting Speaker: Marc Sougavinski, CEO, Champlain Community Care Access Centre Topic: Maintaining Increasingly Complex Patients at Home

Educational Event Sponsors

Spirituality Conference



Lunch & Learn



Déjeuner et causerie
CaféNet



International Women`s Day
Journée internationale des femmes



Francophone Forum



Annual General Meeting
Assemblée générale annuelle



Financial Reports 2015



MCCAY DUFF LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

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INDEPENDENT AUDITORS' REPORT

To the Members of
The Council on Aging of Ottawa

Report on the Financial Statements

We have audited the accompanying financial statements of The Council on Aging of Ottawa, which comprise the statement of financial position as at December 31, 2015, and the statements of operations, changes in net assets and cash flows for the year then ended and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditors consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

.../2



États financiers 2015



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RAPPORT DE L'AUDITEUR INDÉPENDANT

Nous estimons que les éléments probants que nous avons obtenus sont suffisants et appropriés pour fonder notre opinion d'audit.

Opinion

À notre avis, les états financiers donnent, dans tous leurs aspects significatifs, une image fidèle de la situation financière de le conseil sur le vieillissement d'Ottawa au 31 décembre 2015, ainsi que de ses résultats d'exploitation et de ses flux de trésorerie pour l'exercice terminé le à cette date, conformément aux normes comptables canadiennes pour les organismes sans but lucratif.

Rapport relatif à d'autres obligations légales et réglementaires

Tel que requis par la *Loi sur les personnes morales*, nous rapportons que, à notre avis, les méthodes comptables ont été appliquées conformément à celles de l'année précédente.

McCay Duff LLP,
Experts-comptables autorisés.

Ottawa (Ontario),
18 mai 2016.

Financial Reports 2015

THE COUNCIL ON AGING OF OTTAWA

STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2015

	ASSETS	
	<u>2015</u>	<u>2014</u>
CURRENT		
Cash	\$ 159,451	\$ 115,994
Accounts receivable	3,446	2,452
Prepaid expenses	<u>6,438</u>	<u>4,715</u>
	<u>\$ 169,335</u>	<u>\$ 123,181</u>
	LIABILITIES	
CURRENT		
Accounts payable and accrued liabilities	\$ 26,995	\$ 20,338
Deferred revenue (note 5)	4,462	10,830
Deferred contributions (note 6)	<u>35,296</u>	<u>62,889</u>
	66,753	94,057
	NET ASSETS	
Operating Fund	93,347	29,124
Contingency Fund	<u>9,235</u>	<u>-</u>
	<u>102,582</u>	<u>29,124</u>
	<u>\$ 169,335</u>	<u>\$ 123,181</u>

Approved on behalf of the Board:


Director


Director

Financial Reports 2015

THE COUNCIL ON AGING OF OTTAWA

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2015

	<u>2015</u>	<u>2014</u>
REVENUE		
Administration cost recovery	\$ 11,413	\$ 9,855
City of Ottawa	90,849	89,506
Donations and fundraising	94,039	77,433
Interest	2,106	2,023
Membership fees	8,825	10,540
MOHLTC	23,092	-
Ontario Trillium Foundation	70,800	70,800
Opening doors	15,403	26,337
Other grants	4,977	27,707
Province of Ontario	86,938	86,664
Tim Horton's Smile Cookie Campaign	<u>64,223</u>	<u>-</u>
	472,665	400,865
Deferred revenue and contributions - beginning of year (note 5 and 6)	73,720	25,585
Deferred revenue and contributions - end of year (note 5 and 6)	<u>(39,758)</u>	<u>(73,720)</u>
	506,627	352,730
EXPENSES		
Accounting	11,085	10,041
Administrative expenses	24,811	22,526
Age-Friendly Ottawa (Schedule)	100,087	67,448
Audit	7,600	8,299
Conference and travel	-	1,462
Community grant	2,260	-
Equipment and furniture	-	4,669
Fundraising	31,392	33,859
Meetings	6,448	8,958
Occupancy	28,782	28,751
Opening Doors (Schedule)	41,178	11,939
Postage and shipping	886	1,273
Printing	10,997	8,312
Public relations	2,639	1,923
Salaries and benefits	140,266	150,380
Special grant expenses	18,345	-
Translation	<u>6,393</u>	<u>6,622</u>
	<u>433,169</u>	<u>366,462</u>
NET REVENUE (EXPENSES) FOR THE YEAR	<u>\$ 73,458</u>	<u>\$ (13,732)</u>

McCAY DUFF LLP, CHARTERED PROFESSIONAL ACCOUNTANTS

Acknowledgements

Thank You
to the core funders of
The Council on Aging of Ottawa



A Special Thanks to the
Tim Hortons owners
for their generosity to Ottawa's
senior community in 2015



Thank You to the funders of
Age-Friendly Ottawa



Thank You to the funders of
Opening Doors



2nd Annual Golf Tournament

Platinum Sponsor

Carefor Health & Community Services



Hole Sponsors

Amica At Westboro Park • Best Roofing • Canada Retirement Information Centre •
Canadian Dermatology Association • Carfor Health & Community Services • Kellco Car Care •
Kelly Funeral Homes By Arbor Memorial • Nelligan O'Brien Payne LLP • Tim Hortons •
Visavie Housing Counsellors For Seniors • The Westwood Retirement Living By Revera

Donors

Jaguar Ottawa and St. Laurent Volvo • Copiexpert • Irish Hills Golf Course (Mementos Award) •
Canadian Dermatology Association

Prizes

Banks Printing • Sport Experts • Briother Wu Restaurant • Retire-At-Home Services • Capital Hair
Company • The Prescott Hotel • Chartwell Rideau Place • Canadian Snowbirds Association •
Coughlins Association • Carefor Health & Community Services • Hulse, Playfair & McGarry • Shop-
pers Drug Mart – Hunt Club • Hyundai - Hunt Club • The Rockcliffe Retirement By Signature •
Nelligan O'Brien Payne LLP • Westwood Retirement Living By Revera • Sam Group Embroiderin •
Kelly Funeral Homes By Arbor Memorial • Maureen McBride • Irish Hills Golf Course • Mountain
Creek Golf Course • Phil Rocco • Allan Fenske On Behalf Of The Knights Tipplar • Bob Burns •
Tom Nicholas • Kathy Thompson • Doreen Moore

Acknowledgements

Annual Spring Luncheon - Sponsors



Annual Spring Luncheon - Silent Auction Donors

National Arts Centre • Gloucester Pottery School • Delta Hotels Ottawa City Centre • Family of Max Keeping • Bridlewood Trails Retirement Community by Riverstone • Chartwell Rockcliffe Retirement Residence • Mayor Jim Watson • Symphony Senior Living • VIA Rail Canada • Riverstone Retirement Communities • Kevin Dodds Gallery and Studio • Farm Boy • Revera Alta Vista Retirement Community • Nouvelle Scène • Woodway Holistic Estherics Ltd • Volare Travel Agency • Orchardview on the Rideau • Rinaldo's on George • Konica Minolta • Hillary's Dry Cleaners • Bridgehead • Cartier Place Suite Hotel • Moulin Wakefield Mill Inn • Retire-At-Home • 1-800-GOT-JUNK • Richmond Nursery • Capital Hair Company • Books on Beechwood • Holiday Inn Express & Suites • The Loft Urban Salon • The Transformation Centre • Bernd Robde Photography • Cafe Mezzaluna • Frazer Cafe • Green Door Restaurant • The Keg • Lapointe Restaurant • Rose Bowl Chophouse & Lounge • Trattoria Caffè Italia • Vittoria Trattoria • Cora Breakfast and Lunch • Pelee Island Winery • Wilson's Independent • Farm Boy • President's Choice • Metro/Food Basics • Canadian Museum of History • Canadian War Museum

Taste of Art Gala

A special thanks to the Rockcliffe Retirement Residence for hosting this event.
Many thanks as well to Noel Dimar, Pianist, who provided the musical entertainment.
Thank you to Pelee Island Winery for supplying the wine for the evening.
Finally, thank you to Hulse, Playfair & McGarry Funeral Homes for their door prize donation.

Thank You to the Artists

Susan Ashbrook • Donna Baspaly • Margo Blackell • Donna Bowen-Willer
Dianne Breton • Nancy Garrard • Dagmar Horsman • John Jarrett
Family of Max Keeping • Joan Kellett • Ruth Koch-Schulte • Loretta Kucic
Marg Lee • Diana Macintosh • Susan Reid • Ross Rheume • Russ Robinson • Bernd Rohde • R. MacArthur Shields • Beth Stikeman • Martha Nixon • Maria Leticia Sim Fideles • Herb Van Der Staay • Shirley Van Dusen • Keith Yach

Corporate Members

Amica Mature Lifestyles
Carefor Health & Community Services
Kelly Funeral Homes by Arbor Memorial
National Association of Federal Retirees (FSNA) - Ottawa Branch

Racine, Robert & Gauthier
Seniors for Seniors
Visavie
Waterford Senior Living Group

COA Staff

Executive Director

Sarah Bercier

Executive Assistant

Lise-Michèle Bouchard

Program Director, Age-Friendly Ottawa

Maureen Forsythe (until May 2016)

Director, Francophone Projects

Lucie Chênevert

Director, Community Partnerships

Bonnie Murphy

Opening Doors

Trudy Medcalf

Communications Coordinator

Dagmar Horsman

Membership Coordinator

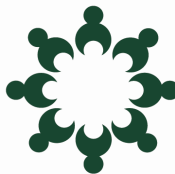
Pascale Lalonde

Summer Student

Kate Legault



**The Council
on Aging
of Ottawa**



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

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