

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa



43rd Annual Report

1975-2018

**Respected, informed
and engaged seniors...**



**...living in an
age-friendly city**

Mission & Vision

Mission The Council on Aging of Ottawa serves as a leading community voice in both official languages for Ottawa’s seniors. Our aim is to help Ottawa become more Age-Friendly by identifying and addressing issues and services that impact the lives of seniors.

Vision Respected, informed and engaged seniors living in an age-friendly city

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Age
Friendly
Ottawa



Ottawa
ville - amie
des aînés



COA by the Numbers (for 2017)

43 years of service



376 members
(↑ 22% since
2016)

3261 INFO-FLASH
subscribers



183 volunteers



14 Management and
Action Committees

41 workshops,
forums, and
special events



1589 attendees



10 publications
and reports

8 funded projects



6 part-time staff



303


3 media interviews

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This year, thanks to the generosity of funders, sponsors, donors, members, and our tireless volunteers, the COA has accomplished a very ambitious agenda for a small organization.

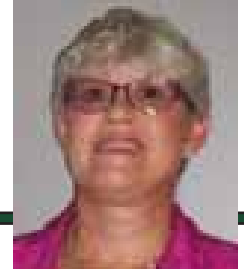
Thank you for your continued and vital support.

Kim Peterson, President and Sarah Bercier, Executive Director

Leadership Report

Kim Peterson, President

Sarah Bercier, Executive Director



This forty-third year of operation of the Council on Aging of Ottawa (COA) has been a productive one. If you receive our bi-weekly “Info-Flash News/Nouvelles” email, you already know about the range of activities, events, and publications provided by the COA in pursuit of our new vision, namely, “Respected, informed and engaged seniors living in an Age-Friendly city.” Below are just a few examples.

To demonstrate our respect for seniors, the COA hosted its first Celebrating Seniors Awards Luncheon which acknowledged the special contributions of forty-four Ottawa residents over the age of sixty. For many of these seniors, it was the first time that anyone thanked them for years or even decades of volunteer efforts. Another initiative is Seniors in Focus. This project is bringing together teens, who have creative talent in producing videos, with seniors who have life experience. What better way to respect seniors than to ask them to share their life stories.

In the past year we have worked to inform seniors on such popular topics as: Matters of the Brain, Palliative Care and Advanced Care Planning, Social Isolation, Grandparenting and more. Our issues committees have also been providing education in the community on key issues within their topic areas such as: Retiring on a Low Income and Fitness to Drive as We Age. Our special events such as our Spirituality Conference, our Francophone Forum and our Forum on Social Isolation have been highlights as well.

In order to engage seniors, the COA has asked for feedback on proposed changes to OC Transpo’s Ride Free Wednesdays, a program which was introduced because of our advocacy. We have also surveyed seniors about which issues are of greatest importance to them, so we can survey candidates regarding their positions on these issues in advance of the upcoming provincial election.

As we have continued to work toward an age-friendly city we have continued to advocate and monitor key issues that affect Ottawa’s seniors. This past year we have provided input to the Canadian Poverty Reduction Strategy, responded to the National Housing Strategy, published an Age-Friendly Walkability Progress Report and a Senior-Friendly Hospital Parking Audit, and have formed an ad-hoc committee on Long Term Care which has urged action on Bill 33, the Time to Care Act, amongst other activities. We have additionally responded to over a dozen media and speaking requests on various topics throughout the year from Long Term Care to snow plowing of residential streets.

We have an ambitious agenda for a small organization. We accomplish so much because of the generosity of our funders, sponsors, donors, members, volunteers and staff. This past year, for the first time, we embarked on a year-end email fundraising campaign which highlighted the work that is accomplished through the Council on Aging. We were delighted with the response to this appeal and are grateful for those who gave generously. We plan to do this again in the fall of 2018. Thank you for your continued and vital support.

On a final note, we would like to thank a few people for their contributions this past year. First, we would like to thank our departing Board Members: Monique Lussier, Patrick McGarry, Tea Logan and Louise Plouffe for their unique contributions. Secondly, we would like to thank Lise-Michelle Bouchard for her 28 years of service and Lucie Chenevert for her 10 years of service. Both of these women have contributed significantly to the Council on Aging during their time here. We wish them both all the very best in their retirements, whatever they may bring.

Committee Reports

Education Committee

Alex Roussakis, Chair

The Education Committee as its mandate, organizes educational and informative sessions for Ottawa seniors and the general public, that help them to be aware and be active in their community.

The Lunch and Learn Education Sessions address issues of fundamental importance to Ottawa seniors. In an informal setting, attendees have the opportunity to hear presentations by community partners and other expert speakers on topics that impact seniors and help them gain a greater awareness for their own wellbeing. The sessions are interactive and informative.

This year our committee hosted eight Lunch and Learn sessions. The sessions were the following:

- September 2017, *Contemporary Grandparenting*, with Peggy Edwards and Mary Jane Sterne;
- October 2017, *Social Isolation and Aging*, with Marjorie Milloy, Stephanie Piovesan and Judy Bedell;
- November 2017, *Falls, Slips, Trips, Tumbles and Crumples: Risks and Options*, with Dianne Rossy and Mary Haller;
- December 2017, *Thriving Through the Holidays*, with Judy Bedell and Alex Roussakis;
- January 2018, *Towards a Person-Centered Health Care System*, with Lise Racicot – Champlain LHIN;
- February 2018, *Put a Twinkle in Your Wrinkle*, with Sue McGarvie;
- March 2018, *Matters of The Brain: Current Stroke Treatments and 7 Rules to Reduce Your Risk of Dementia*, with Dr. Antoine Hakim
- May 2018, *Active Aging Through Gardening*, with Jordan Bouchard, Pat Beechy, Margaret Tourond-Townson.

We would like to give our sincere thanks to the committee members, the wonderful speakers, the attendees, the volunteers and our sponsor, Retire at Home. The success of this year could not have happened without your support.



Committee Members: Alex Roussakis (Chair), Judy Bedell, Eileen Bond, Lucie Bruck, Putul Das, Angela Davis, Gloria and Isaac Goodine, Sharon Irven, Louise Leduc, Eleanor Meier and Christine O’Grady

Committee Reports

Social Inclusion Committee

Adele Furrie, Chair

In 2017, the COA established a new committee, the Social Inclusion Committee to support the Keeping Seniors Connected Project (KOSC) and to establish a process to act on the project outcomes to reduce social isolation among seniors in Ottawa.



The KOSC project is a three-year project (2016-2019) funded by Employment and Social Development Canada. The COA is the backbone support agency with this collective impact project providing administration, communication, and evaluation support to the six other demonstration projects at the Catholic Centre for Immigrants-Ottawa, the Nepean, Rideau and Osgoode Community Resource Centre, the Ottawa West Community Support, the Social Planning Council of Ottawa, the South-East Ottawa Community Health Centre, and the Western Ottawa Community Resource Centre. Projects are focused on demonstrating the effectiveness of interventions to reduce barriers for socially isolated seniors living on a low income, living in a rural community, those who have poor official language skills, have a disability, or have experienced abuse. In the first year (June 2016 – May 2017), the collective impact of the project saw 3,046 seniors engaged, 1,212 activities organized, and 988 volunteers engaged, of which 743 were seniors and pre-seniors.

As part of the COA project activities, we hosted a series of education events on related social isolation topics in both official languages including Elder Abuse (February /March), Contemporary Grandparenting (September / October), and Social Isolation and Aging (October). In November, we hosted a very successful Community Forum on Social Isolation with over 90 participants to discuss the small acts that we can all do to reach out and connect with seniors in our community.



As part of the process, we have also engaged with over 40 partners interested in taking action to reduce social isolation among seniors in Ottawa. This group has been named the Seniors Social Isolation Community Action Forum. We have met as a committee and with the wider community group six times over the year. We are looking forward to establishing our priorities through the Community Action Forum to shape the activities of the Social Inclusion Committee in 2018.

Committee Reports

Ottawa Seniors Transportation Committee

Alex Cullen, Chair

The goal of the Ottawa Seniors Transportation Committee (OSTC) is to improve the transportation options for older adults and persons with disabilities in urban, suburban and rural Ottawa, and to offer education about the transportation challenges and options for older adults and persons with disabilities. The OSTC membership includes seniors, disabled persons, service providers, and representatives from both the City of Ottawa and OC Transpo. The OSTC has five active subcommittees dealing with community information events, rural transportation, age-friendly pedestrian safety and walkability, older drivers, and senior-friendly hospital parking. The OSTC receives regular updates on OC Transpo and Para Transpo policies as they affect seniors and the disabled.

This year the OSTC provided input into the City of Ottawa's 2019 budget process in two ways. They appeared before the OC Transpo Commission to advocate for more resources for Para Transpo to increase capacity for better service for seniors and the disabled. Secondly, they presented at BudgetSpeak, a session focused on moving resident-identified priorities forward. They also appeared before the City's Transportation Committee to advocate for better winter sidewalk maintenance so that seniors could more safely use city streets in winter. Other noteworthy endeavors included supporting the Healthy Transportation Coalition in its effort to implement a reduced bus pass for low-income residents (the *EquiPass*) and, providing input to OC Transpo on its review of Para Transpo's booking system for its clients. The OSTC is currently developing a proposal for a more flexible approach for seniors to ride free on OC Transpo buses during the week than the current Seniors Ride Free Wednesdays, to be submitted to OC Transpo Commission.



The OSTC continued to sponsor *Fitness to Drive* clinics across the City, working collaboratively with Ottawa Public Health. The Age-Friendly Pedestrian Safety & Walkability subcommittee conducted walkability audits in several communities across the city. The Senior Friendly Hospital Parking subcommittee, which had conducted a senior-friendly parking audit for the Ottawa Hospital Civic Campus and the Ottawa Heart Institute last year, is planning similar initiatives at other hospital locations. The Rural Transportation subcommittee continued to monitor the delivery of transportation services to isolated seniors in rural communities (which has been improving).

Committee Reports

Spirituality and Aging Committee

Patricia Marsden-Dole, Chair

The annual COA Aging and Spirituality Conference is designed to attract seniors and caregivers of seniors who are representative of all abilities, cultures and faiths in our community. Our conference committee, made up of representatives of many faith communities in Ottawa, meets monthly to organize an annual conference on dimensions of spirituality in human aging.

The 2017 conference took place on June 7 and engaged a sell-out crowd on the topic of **‘Loneliness and the Renewal of Hope’** with speakers Dr. Indu Gambhir, MD, and Rebekah Hackbusch from Bruyere Continuing Care. Dr. Carol Kuzmochka from St. Paul University again facilitated the engagement of the participants in a lively discussion of the key elements of the presentations. We were thankful and fortunate for the continued support of Kelly Funeral Homes by Arbor Memorial who saw this eighth annual conference as an opportunity to provide our participants with a worthwhile experience of reflection and fellowship.



The ninth annual conference will take place on May 30, 2018 on the topic of **‘The Spiritual Journey of Life’** with speakers Louise Profeit-Leblanc and Sr.

Anne Taylor with discussion facilitation by Dr. Lee McCoy.



Committee Reports

Housing Committee

Miriam Fry, Chair and Peggy Edwards, Co-Chair

The Age-Friendly Housing Committee was reborn this past fall with a clear work plan and a team of volunteers prepared to ensure that it became reality. The overall purpose of the committee is to explore and advocate for appropriate, affordable, accessible, quality housing and living accommodations for older people in the Ottawa region.

Our main areas of focus this year were to ensure that the committee was well informed about the changing environment in community approaches to housing for older adults, especially those of lower and moderate incomes. This, we felt, would allow us to provide well-thought-out responses to government housing strategies at several levels. It would also allow us to launch the first of a series of panel discussions on community options for housing and supports for seniors. In addition, it would also allow us to engage with other organizations to plan further events that will benefit the growing community of seniors for whom housing in community is a vital concern.



Activities in 2017/18

- Prepared and sent a response on behalf of the COA on the National Housing Strategy
- Prepared and sent a response to the City of Ottawa on the Ottawa Housing Plan
- Participated in discussions with the City of Ottawa regarding housing in the Older Adult Plan
- Hosted a learning session on innovative options for housing for seniors in the community (Part 1)
- Began work on a document called "Housing and Older People in Ottawa: The Basic Facts" which is designed to capture current data and facts about the living arrangements of seniors in Ottawa



Thanks so much to our hard-working committee: John Anderson, Jennifer Brooks, Eric Dewhirst, Selma Hassan, Sharon Irvén, Rod Manchee, Evan Mundy, Heather Rothman, Sheila Pepper and Grace Welch. Thank you for the staff support we have received from Dawna Ramsay and Bonnie Schroeder.

Committee Reports

Health Issues Committee

Terri White Lobsinger, Chair

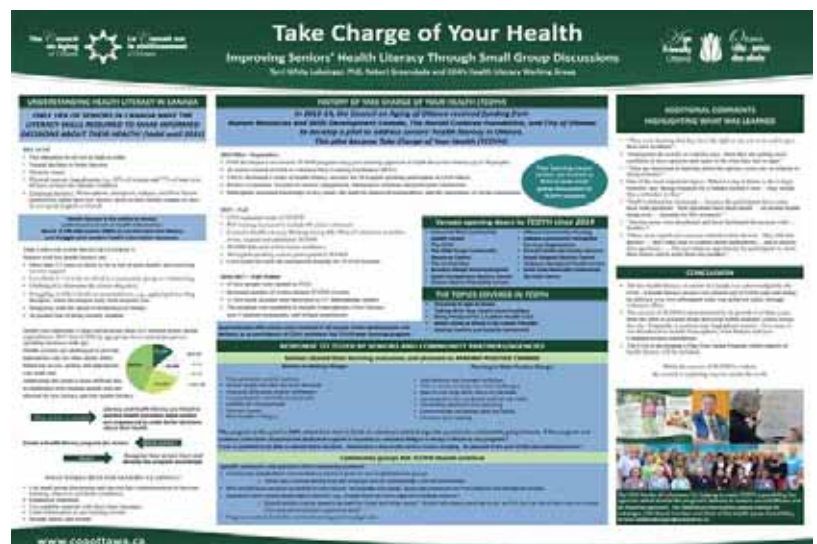
The Health Issues Committee (HIC) was pleased when, in July 2017, the Regional Geriatric Program (RGP) accepted the COA's application to present a poster on the program 'Take Charge of Your Health' ('TCOYH') during its October Annual General Meeting. A small group of volunteers met in August and September to develop its story line. The key message was, the success of 'TCOYH' is demonstrated by its growth over three years from the pilot to being delivered within multiple venues across Ottawa. Initially, it reached only Anglophone seniors. Over time, it broadened to include Francophones, First Nations, and new-Canadian/refugee populations. About 500 seniors were involved either in its development and delivery, or as peer learning participants. Since then, the HIC has been examining a number of possible options for the program as the COA is looking for ways to sustain this work. One strong possibility is for 'TCOYH' to become one of several pillars of a COA program currently in a development phase which would focus on planning to age well.

After last summer's media stories about abuse in Ottawa long term care (LTC) homes, the COA in collaboration with the Ottawa Council of Women (OCW) made a representation to the City on how these problems could be addressed. Following this, with support from the Board, a LTC Ad Hoc Sub-Committee of the HIC was created to research and prepare a COA position that could be presented at LTC hearings. Early in 2018, the Committee was working in earnest to draft a letter addressed to the Minister of Health and Long-Term Care requesting help to pass Bill 33, the 'Time to Care Act'. This private member's bill sought to raise the minimum standard of daily care to an average of four hours of hands-on nursing and personal support for LTC care residents. Unfortunately, soon after the letter's release, prior to the third reading the legislature was prorogued. Despite this set-back, the Committee continues its mandate by focusing on preparing position(s) for COA's use when advocating on improving LTC care.

To support COA's work, a short paper summarizing Canada Revenue Agency rules regarding advocacy undertaken by charities like COA was prepared and shared with COA's Board.

While participating in COA's Strategic Planning Process, the HIC is reexamining the health issues which will become its focus in the next years of its work. A work plan is in progress.

HIC members are: Terri White Lobsinger Chair, Champlain Community Care Access Centre, Community Health Centres, Family Medicine, Pharmacy, National Association of Federal Retirees, Ottawa Community Support Coalition, Ottawa Public Health, RGP, OCW and Senior representatives.



Committee Reports

Francophone Affairs Steering Committee

Monique Lussier, Chair



This past year at the COA was one of reorganization. The departure of our Director of Francophone Affairs, Lucie Chênevert, at the end of 2017, after ten years of dynamic facilitation and administration, was a significant milestone. The retirement of Lise-Michelle Bouchard was another marked change. The creation of the bilingual position of Director, Education Programs, points to a transition towards parallel English and French activities going forward.

Our 2017-2018 programming was prepared at the end of last year, as a follow-up to the Spring Forum about the changes made to the Health Services Act.

This year's theme for our educational sessions, "Aging: A Continuous Challenge", fits within the COA's Strategic Plan. Through a total of eight talks, successive challenges were presented, and seniors were invited to anticipate the various changes inherent in aging, to accept them and, most importantly, to stay active in order to address them in a timely manner. A first challenge, decluttering, precedes the eventual choice of a new living environment, in order to be comfortable as well as affordable. Another significant challenge is striving every day to stay healthy. However, circumstances may require that we call upon the resources of the health system and those of community services and volunteer-based organizations responsible for insuring people's well-being. The numerous changes that have occurred in the health care system were explained during interactive workshops that provided valuable information to those individuals facing health problems. Navigating through the health care system, which is now computerized, involves the risk of becoming overwhelmed! It is crucial that seniors are well guided and supported before they make certain decisions affecting the last stages of their lives. Over the last year, our participants were 70 years old on average. The relationship between aging parents and their children evolves through life, and this implies a transformation of their respective roles to which they must all adapt. This is the last challenge on which the annual forum will conclude this year.

Several members of the Francophone Steering Committee, including some representatives of long-standing partner organizations, have moved on over the last year, leaving gaps to be filled. The Committee must preserve its relationship with the Francophone community, which is increasingly present in Ottawa and with which Lucie Chênevert had established valuable ties. These should be re-established and reinforced. I will leave my functions as Chair at the end of this year, and I hope my successor will have as much pleasure and satisfaction as I did working with Lucie and with an experienced team of individuals that are receptive to change.



Committee Reports

Bilingualism Committee

Trèva Coussineau, Chair

The Bilingualism Committee was mandated by the Council on Aging (COA) in November 2016 to:

- Review the roles and responsibilities of the Board of Directors, the Executive Director and the Comité directeur sur les Affaires francophones and to propose recommendations pertaining to their assignments regarding the bilingualism policies of the organization;
- Examine, as a whole, the applications of the Bilingualism Policy within the Council on Aging;
- Propose internal actions aimed at promoting the Bilingualism Policy in accordance with the requirements of an agency designated under the French Language Services Act of Ontario.

The Committee first requested that it be made a permanent committee of the Board to ensure that the COA always acts in accordance with the requirements of the French Language Services Act of Ontario and its own mission statement with respect to both official languages.

The Committee also recommended that the Comité directeur des Affaires francophones be reclassified as the Comité des Affaires francophones to respect fully its mandate which would eliminate its responsibility for overseeing the Bilingualism Policy.

In accordance with the Bilingualism Policy, the Committee undertook a review of the Orientation Manual for Members of the Board of Directors of the COA. Its recommendations were presented to the Board and were approved at the October meeting.

The Bilingualism Committee recommends that the following by-laws be amended to reflect the recommendations approved by the Board in October 2017: Articles 1.04, 2.01, 4.01, 4.10.01, 4.11, and 5.02.

Committee members: Trèva Cousineau, Chair, Robert Millaire, Nancy Garrard, Nicole Robert, John Johnson



Committee Reports

Membership Committee

Patrick McGarry, Chair

The 2017-18 year saw this ad-hoc committee's continued focus on implementing the Board approved membership plan started in 2015-16. I am pleased to report that Individual, Organizational and Corporate Membership numbers continue to be strong. Ottawa area seniors and businesses are recognizing the excellent return on and value of a COA Membership.

Highlights of this past year's implementation plan for membership growth, engagement, recruitment and retention included:

- Increased utilization of the COA's software system for member renewals, administration and website updates
- Continued communications to all members via fully bilingual letters, acknowledgements and newsletters
- Wide distribution by print and electronic means of COA's promotional membership information brochure
- Engagement with the Ottawa business community to educate them on the COA's "Capital Aging" Initiative. This initiative provides businesses with the information they require to stay ahead of the needs of older customers to serve them better

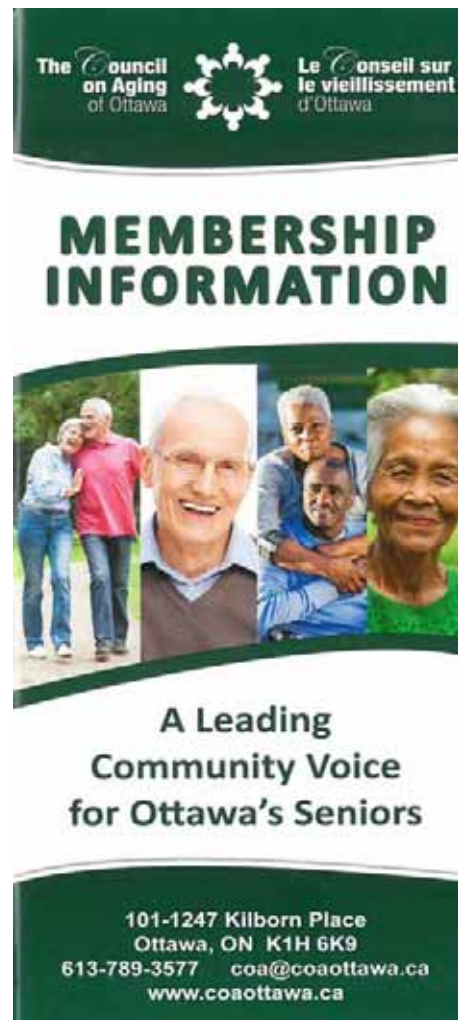
Once again, I encourage our members to assist in promoting the COA. We are all Ambassadors for the COA, so please ask your friends, colleagues, neighbours, business contacts, and family to

consider joining.

The greater the membership

number the greater the impact the COA can have for all members.

In closing, a sincere thank you to the COA staff for their ongoing extraordinary efforts on behalf of the committee and to my fellow Board Members. It continues to be a privilege to serve alongside such a truly dedicated group of volunteers and professionals.



Committee Reports

Communications Committee

Tea Logan, Chair

The Council's e-newsletter, INFO-FLASH is still well received by its audience and is proving to be an effective way of promoting Council events and news. We're averaging an open rate of 36 % (compared to 20%, the industry average for non-profit email campaigns on Mail Chimp and have an average click rate of 5% (compared to 2%, the industry average for non-profit email clicks in campaigns on MailChimp.

In an effort to increase engagement on our various social media platforms, the COA has taken an active step in tagging its partners and responding to posts in which the COA is tagged. We've boosted a various posts to increase awareness and we've become more strategic in what we're posting and who we're tagging. As a result of these steps, we've seen a significant increase in Facebook Page likes (currently at 303 page likes) and an increase in tags by our partners. The Communications Committee would like to reach 500 Page in the next year.

As promised, the committee created templates to ensure consistency in our event posters, banners, and social posts. These templates have helped to consistently and accurately represent the COA's brand.

To improve both internal and external communications, the committee has established process for the Issues committees to follow around campaign and press release requests. The hope here is that issues committees will engage with the Communications Committee to promote awareness for their issues and/or events rather than taking it on themselves and risking inconsistency in how the COA and its brand is represented. The committee has also agreed upon a process to sell advertising space in an effort to raise funds for the COA.

Members of the Communications Committee include:

- Tea Derakhshan, Chair
- Sarah Bercier, COA Executive Director
- Dagmar Horsman, COA Communications Coordinator
- Bonnie Schroeder, COA Director of Age-Friendly Ottawa
- Roisin O'Reilly, volunteer

The Communications Committee would like to recognize a few people for their outstanding contribution to the committee's efforts. Thank you so much to Dagmar Horsman for the countless hours she puts into INFO-FLASH, our website and all of our Social Media. Thank you to Donna McLeod for her contributions in developing a plan to deal with CASL. Thank you to Roisin O'Reilly for developing the initial concepts of our templates. Thank you to Bonnie Schroeder for working as a communications ambassador with all of the issues committees. Thank you to Sarah Bercier for taking on so much more than you should. And, while I'm thanking Sarah, it should be noted that she was responsible for taking the initiative to draft and send out the 2017 Solicitation letter that raised over \$5000.

Committee Reports

Expert Panel on Income Security

Dr. Russ Robinson, Chair

This report summarizes the activities of the COA's Experts Panel on Income Security over the period June 2017 through May 2018. The Panel's nine members have decades of experience with the full range of issues and elements involved in social policy development and administration, including policies, programs and practices affecting Canada's seniors.

Following on advocacy efforts in 2016/17 urging improvements in the quality of the social policy research and analysis that underlies advice to government departments and agencies, the Panel prepared a major paper, *"Upgrading Social Policy Research and Advice: Modernizing our Data, Tools and Practices to Meet Evolving and New Challenges."* This was shared with several federal departments and agencies, including Employment and Social Development Canada, Statistics Canada and Finance Canada, urging actions to invest in improvements needed to meet the future needs of government as our economic, demographic and social conditions continue to change.

Our work on retirement income issues continued, leading to another major paper: *"The Grey Tsunami Threat: A Failure of Evidence to Drive Policy"*, which demonstrated that a familiar – and much publicized – notion, that the postwar baby boom generation would all retire at age 65 creating a huge burden for both the economy and for government budgets, was badly out of date and misleading. Other labour market, savings and pension system issues are at least as important for policy challenges and future retirement security. A presentation on this was made to the COA's Annual General Meeting, June 2017. Relatedly, a paper by two Panel members, *"Unfinished Business: Pension Reform in Canada"* was published by the Institute for Research on Public Policy (IRPP, June 2017)

In 2017 the Federal Minister of Social Development created an advisory committee to provide ideas and advice toward a comprehensive anti-poverty strategy. To contribute to this work, the Panel produced and submitted a paper *"Input to the Canadian Poverty Reduction Strategy,"* which addressed issues of substance, process, and time horizons to reduce poverty in Canada over time, including among Canadian seniors. A major issue is the definition and measurement of poverty itself, and the panel undertook to develop proposals for updating and improving this system. Meanwhile, one of our members put together a paper *"Measuring Poverty: Let's Get Empirical,"* published by the IRPP's Policy Options journal (January 2018). This work will continue.

As forecast in last year's Panel report, six workshops were held in Ottawa neighbourhoods on *"Planning for Retirement on a Low Income,"* which reviewed with participants (open enrolment) the goals, challenges, and choices confronting those seniors in or heading for retirement on lower incomes – current affecting one-third of all Canadian seniors – including the various pension and other income support programs available to them and how to ensure they receive full program benefits. More workshops are planned for the coming year.

Meetings and discussions with senior government officials are continuing, just as Panel members actively engage in relevant research work and in the social policy community.

Members: Russell Robinson (Chair), Bob Baldwin, Bernard Dussault, Peter Hicks, Andrew Jackson, Jennifer Robson, Richard Shillington, John Stapleton, Michael Wolfson

Committee Reports

Age-Friendly Ottawa Steering Committee

Dr. Louise Plouffe, Chair

The Steering Committee successfully completed the three-year Age-Friendly Ottawa Evaluation Framework project with a final report to the Ontario Trillium Foundation and an event to showcase community-based age-friendly initiatives in November 2017. We also have given a number of presentations of the report *How Age-Friendly is Ottawa?* throughout the year. The research for the report gave rise this year to: i) the organization of a meeting with other organizations and groups interested in filling gaps in data and conducting research concerning local aging and seniors in December 2017; and ii) preparation of a second grant proposal to develop an age-friendly neighbourhood program. To support alignment of COA committees within an age-friendly vision, Dianne Breton coordinated meetings of committee chairs. In January 2018, the Steering Committee disbanded after drafting Terms of Reference for a forum of community leaders to commence in September 2018 to periodically advise the COA in relation to its strategic age-friendly objectives.



Significant efforts have been underway this past year to transform the Age-Friendly Business recognition program into a social enterprise aimed at providing training, networking opportunities and market intelligence to support local businesses to become more age-friendly. The Capital Aging/Entreprises amies-des-aînés Working Group has worked with staff to conduct a feasibility study and business plan with the guidance of the Centre for Social Enterprise Development; forge partnerships with the business community; prepare a business case based on demographic trends; and host networking breakfast events for entrepreneurs.



Sincere thanks are extended to the members of the Age-Friendly Ottawa Steering Committee who served the Council for three years: Jephthée Élysée (City of Ottawa); Kelly Mertl (United Way of Ottawa); Kelly Milne (Regional Geriatric Program); Paddy Bowen (Dementia Society of Ottawa and Renfrew County); Caroline Midgley (Seniors on Site); Hugh Nelson (Y's Owl McClure); Martha Fair (volunteer); Lauren Brooks-Cleator (volunteer); Caroline Andrew (University of Ottawa); Bonnie McCutcheon (Carlington Community Health Centre) and Dianne Breton (Age-Friendly Ottawa liaison). The Capital Aging working group members who met regularly this past year also receive heartfelt appreciation: High Nelson, Caroline Midgley and Martha Fair. Special thanks to Council staff: Bonnie Schroeder, Dagmar Horsman and Sarah Bercier for their always excellent operational management and communication of Age-Friendly Ottawa initiatives.

Committee Reports

Nominating Committee

John Johnson, 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 2017-2018.

For election to a two-year term for 2018-2020:

Chantale Cousineau-Mahoney Monique Gibbens Richard McCoy



For re-election to a two-year term for 2018-2020:

Alex Cullen Nancy Garrard Dr. Patricia Marsden-Dole Linda Meek

Current members whose term continues to 2019:

*Miriam Fry Adele Furrie Nicole Robert Alex Roussakis Dr. Russell Robinson Dr. John Russell
Mary Hearn Hendela Kimberly Peterson John Johnson Dr. Terri White Lobsinger*

Organisations which appoint a member by virtue of office:

La Fédération des aînés et des retraités francophones de l'Ontario (FARFO) : *Trèva Cousineau*

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

Sarah Bercier

Members whose term has ended in 2017-2018 - Thank you for your service.

Tea Logan Patrick McGarry Dr. Monique Lussier Dr. Louise Plouffe

The following nominations of officers of the Board for 2018-2019 will be proposed to the Board of Directors at its first meeting following the annual election of directors:

*President: Kimberly Peterson Past President: John Johnson Vice President: Nicole Robert
Secretary: Mary Hearn Hendela Treasurer: Trèva Cousineau Francophone Rep: Monique Gibbens*

Members of the Nominating Committee: *John Johnson, Kim Peterson, Nicole Robert*

Board of Directors 2017-2018

Executive

*President: Kimberly Peterson Past President: John Johnson Vice President: Nicole Robert
Secretary: Mary Hearn Hendela Treasurer: Trèva Cousineau Francophone Rep: Monique Gibbens*

Directors

<i>Alex Cullen</i>	<i>Chantale Coussineau-Mahoney</i>	<i>Miriam Fry</i>	<i>Adele Furrie</i>
<i>Nancy Garrard</i>	<i>Dr. Patricia Marsden-Dole</i>	<i>Richard McCoy</i>	<i>Linda Meek</i>
<i>Dr. Russell Robinson</i>	<i>Dr. Terri White Lobsinger</i>	<i>Alex Roussakis</i>	<i>Dr. John Russell</i>

Events 2017

JANUARY

- 19 janvier Conférence: Sommes-nous des insomniaques à devenir? Conférencière: Nathalie LeMarec, conférencière Neurones en Action et professeure Université d'Ottawa
- January 30 CAFÉNET: Using iPhones/iPads/iPods More Efficiently

FEBRUARY

- 1e février Déjeuner-Causerie : Les besoins psychologiques à la retraite
Gerry Lefebvre, M.Ed., M.A. Conseiller, orientation de carrière et retraite
- February 6 CAFÉNET: Shopping, Couponing & Banking Online
- February 9 CAFÉNET: Using Android Devices More Efficiently
- February 22 Elder Abuse - What Is It and What Can You Do About It?
Speaker: John Johnson, President, Council on Aging of Ottawa & Co-Chair, Champlain Elder Abuse Response Coalition

MARCH

- March 2 CAFÉNET: Getting to the Bottom of Social Media
- 8 mars Journée International de la femme: "Femme et santé"
L'Honorable Monique Bégin, ancienne ministre de la Santé et du Bien-être social
- 9 mars CAFÉNET: Atelier sur l'alphabétisation informatique
- March 9 CAFÉNET: Do more with Windows 10
- March 16 CAFÉNET: Let's Get Organised
- March 21 How Age-Friendly is Ottawa? / Ottawa: Ville-amie des aînés?
Presentation and Panel Discussion: Louise Plouffe, Trudy Medcalf, Adele Furrie, Monique Gibbens, and Dianne Breton
- 23 mars Déjeuner-Causerie : Briser le silence! Entretien sur l'abus envers les aînés - Marie-Louise Boudreau, Centre Catholique Familial
- March 30 CAFÉNET: A Deeper Look at Email

APRIL

- April 19 Spring Luncheon: Martine Lagacé PhD, Aging Together: The Strength of Intergenerational Bonding to Combat Ageism

MAY

- May 2 Walkability Progress Report - Community Partners. Age-Friendly Walkability & Safe Streets for Seniors & Other Vulnerable Pedestrians in Ottawa
- May 4 Presentation: Take Charge of Your Health (TCYH) Initiative, Meeting with Community Partners. What is the Potential Impact of TCYH to a Broader Audience of Seniors
- May 24 Senior Friendly Hospital Strategy... A First Step Towards a Senior Friendly Care Framework
Speaker: Kelly Milne, Director of the Regional Geriatric Program of Eastern Ontario; Vice Chair of Champlain Senior Friendly Hospital Steering Committee; Member of the Expert Panel for the Ontario Senior Friendly Care Framework

Events 2017

25 mai Forum annuel francophone : “La personne au coeur du changement du système de santé”. Le Conseil sur le vieillissement d’Ottawa et l’Assemblée générale annuelle du Réseau des services de santé en français de l’Est de l’Ontario
Invitées d’honneur : Mme Christine Elliott, Ombudsman des patients de l’Ontario; Mme Marie-Claire Muamba , Enquêtrice principale, bureau de l’Ombudsman des patients; Jacinthe Désaulniers, directrice du Réseau des services de santé en français de l’Est de l’Ontario, Centres de services communautaires

JUNE

June 7 8th Annual Conference on Spirituality and Aging: “Loneliness and the Renewal of Hope”
Speakers: Dr. Indu Gambhir and Rebecca Hackbusch
June 14 AGM Keynote, The Threat of a Canadian Grey Tsunami: Fact or Myth?
Speaker: Dr. Russ Robinson
June 24 Des générations qui bougent / Generations in Motion - Canada 150

SEPTEMBER

September 13 Contemporary Grandparenting
27 septembre Déjeuner-Causerie - Les 7 secrets du désencombrement

OCTOBER

October 4 Fitness to Drive Presentation
4 octobre Le rôle et l’importance des grands-parents auprès des petits-enfants
October 11 Social Isolation & Aging - What It Is & Why It Matters
October 21,24,25 Retiring on a Low Income (in partnership with the Ottawa Public Library)
25 octobre Atelier-Santé #1 : Des efforts communs pour la qualité des soins (RLISS)

NOVEMBER

November 2 Crossword Puzzles & Excessive Alcohol Use - Ottawa Public Health Feedback Session /
Aimez-vous les mots croisés? Si oui, venez nous aider!
8 novembre Ateliers – Logement #2 : Vivre en résidence : pour faire le bon choix
November 9 Spotlight - Innovative Age-Friendly Initiatives in Ottawa
November 21 Community Forum - Fostering Social Inclusion
22 novembre Atelier - Santé #2 : Soins et le processus de placement dans les foyers de soins de
longue durée
November 22 Falls: Slips, Trips, Tumbles & Crumples: Risks & Options
November 29 Picture This! Open House Member Orientation

DECEMBER

6 décembre Ateliers – Logement #3 - Quitter ma maison : quels sont mes choix ?
December 7 Capital Aging - Breakfast Series
December 12 Seniors and Aging Research and Data Meeting / Réunion des partenaires en recherche
et en production
December 13 Holiday Café - Thriving Through the Holidays

Margaret Griffiths Award

Dr. Terri White Lobsinger

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: Dr. Terri White Lobsinger

If you read Terri’s biography on the COA website, you will note that she has earned a doctorate in public policy and has many years of work experience internationally, which helped her to develop a variety of methodological design and leadership skills. The biography does not tell you how much of a difference Terri White Lobsinger has made in the lives of seniors.

Terri and her husband, John, spent many years working overseas. Her family, including their three children, benefitted from the exposure to various cultures and local traditions in Kenya, Tanzania, and Bangladesh.

Once back in Ottawa, and after the children “flew the nest”, Terri joined the COA as a volunteer. Driven by her desire to help seniors in the community, Terri joined the COA Board of Directors and accepted the challenge of chairing the Health Issues Committee (HIC). The committee consists of representatives from municipal and provincial health care and social service agencies as well as private enterprises. Terri’s background in health policy and research as well as her leadership skills have proven to be a natural fit for the mandate of this committee.

One of Terri’s first tasks was to oversee the development and launch of a new project, “*Take Charge of Your Health*” (TCOYH). Terri quickly saw that such a project, driven by a peer-learning approach, could help improve health literacy among seniors. An interactive group of seniors, led by a volunteer facilitator, discussed various aspects of the aging process. Through Terri’s commitment, TCOYH was successfully delivered over a three-year period and involved over 500 volunteers and senior participants. She ensured that the workshops were located in city-wide venues accessible to seniors from all socio-economic and cultural backgrounds. While the funding for TCOYH workshops wrapped up in 2017, Terri continues to promote TCOYH and seniors’ health literacy at every opportunity. Terri continues to provide value advice to the COA Board on health policy and other issues.

Terri continues to lead the important work of the HIC focused on other important senior health issues, notably those related to long-term care. She has established an ad hoc committee to consider how the COA can lend its voice to advocate for our vulnerable senior population as they transition to long-term care homes.

With her commitment and energy, Terri has succeeded in making a real difference in the lives of seniors.

Financial Reports 2017



MCCAY DUFF LLP
CHARTERED PROFESSIONAL ACCOUNTANTS

141 LAURIER AVE., WEST, 6TH FLOOR
OTTAWA, ON, K1P 5J3
TEL: 1 (613) 236-2367
1 (800) 267-6551
FAX: 1 (613) 236-5041
EMAIL: INFO@MCCAYDUFF.COM
WEB: WWW.MCCAYDUFF.COM

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, 2017, 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.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Council on Aging of Ottawa as at December 31, 2017, and the results of its operations and its cash flows for the year then ended in accordance with accounting standards for not-for-profit organizations.

Report on Other Legal and Regulatory Requirements

As required by the Ontario Corporations Act, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

McCay Duff LLP

McCay Duff LLP,
Licensed Public Accountants.

Ottawa, Ontario,
April 19, 2018.

ASSOCIATED WORLD-WIDE WITH 



Financial Reports 2017

THE COUNCIL ON AGING OF OTTAWA

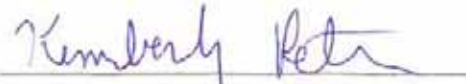
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2017

	<u>2017</u>	<u>2016</u>
ASSETS		
CURRENT		
Cash	\$ 160,455	\$ 169,259
Investments	9,234	-
Accounts receivable	10,767	5,793
Prepaid expenses	<u>8,738</u>	<u>12,346</u>
	<u>\$ 189,194</u>	<u>\$ 187,398</u>
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	\$ 28,284	\$ 33,865
Deferred revenue (note 5)	7,576	6,502
Deferred contributions (note 6)	<u>116,978</u>	<u>73,555</u>
	152,838	113,922
NET ASSETS		
Operating Fund	27,121	64,241
Contingency Fund	<u>9,235</u>	<u>9,235</u>
	<u>36,356</u>	<u>73,476</u>
	<u>\$ 189,194</u>	<u>\$ 187,398</u>

Commitment (note 9)

Approved on behalf of the Board:



Director



Director

Financial Reports 2017

THE COUNCIL ON AGING OF OTTAWA

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2017

	<u>2017</u>	<u>2016</u>
REVENUE		
ESDC Isolation	\$ 169,773	\$ 50,465
Province of Ontario	86,400	87,564
City of Ottawa	75,590	115,726
Donations and fundraising	48,499	68,155
Province - special grants	30,000	17,822
Regional Geriatric Program of Eastern Ontario	28,375	-
Retired Teachers of Ontario Foundation	25,000	-
Membership fees	15,815	12,434
Community Foundation	10,000	-
United Way of Ottawa	9,500	3,000
Summer student funding	7,862	9,994
Innoweave	6,000	-
Administration cost recovery	2,500	9,825
Interest	2,277	2,186
Other grants	1,909	2,020
Ontario Trillium Foundation	-	70,800
Opening Doors	-	28,195
	<u>519,500</u>	<u>478,186</u>
Deferred revenue and contributions - beginning of year (note 5 and 6)	80,056	39,758
Deferred revenue and contributions - end of year (note 5 and 6)	(124,554)	(80,056)
	475,002	437,888
EXPENSES		
Salaries and benefits	179,215	176,170
ESDC Isolation program (Schedule)	118,290	48,005
Age-Friendly Ottawa (Schedule)	68,627	70,679
Occupancy	31,091	28,793
Fundraising	22,333	25,878
Administrative expenses	21,541	34,624
MOHLTC program	18,514	12,989
Accounting	13,000	9,085
Community Foundation program	9,962	-
Audit	7,967	8,523
Printing	6,911	9,444
Meetings	6,411	7,501
Translation	4,429	1,754
Province of Ontario Community program	2,547	234
Postage and shipping	648	712
Public relations	636	1,242
Opening Doors	-	31,361
	<u>512,122</u>	<u>466,994</u>
NET REVENUE (EXPENSES) FOR THE YEAR	<u><u>\$ (37,120)</u></u>	<u><u>\$ (29,106)</u></u>

Funders

Core Funders of
The Council on Aging of Ottawa



Keeping Ottawa
Seniors Connected



Age-Friendly Ottawa



Canada 150:
Generations in Motion



Corporate Members



Spring Luncheon

2017 Annual Spring Luncheon - Sponsors



2017 Annual Spring Luncheon - Silent Auction Donors

- National Arts Centre / Le Centre national des Arts
Gloucester Pottery School / École de Poterie de Gloucester
Delta Hotels Ottawa City Centre / Hôtel Delta Ottawa centre-ville
Aviation and Space Museum / Musée de l'aviation et de l'espace
Canada Agriculture Museum / Musée de l'Agriculture du Canada
Bridlewood Trails Retirement Community by Riverstone
- Books on Beechwood
 - Emerald Links Golf & Country Club
 - Canadian Dermatology Association
 - Capital Hair Company
 - Chartwell Bridlewood Retirement Home
 - Denis Office Supplies
 - Farm Boy
 - Chartwell Rockcliffe Retirement Residence
 - Councillor/Conseiller Jean Cloutier
 - Fraser Cafe
 - Councillor/Conseillère Diane Deans
 - The Green Door Restaurant
 - Hillary's Dry Cleaners
 - Great Canadian Theatre Company
 - Holiday Inn Express & Suites
 - Hunt Club Volkswagen
 - Keith Yach
 - Kevin Dodds Gallery and Studio
 - Les Suites Hotel
 - Lord Elgin Hotel
 - Mayor / Le Maire Jim Watson
 - Metro/Food Basics
 - Mr. B's Restaurant
 - La Nouvelle Scène
 - OC Transpo
 - Retire-At-Home
 - Orchard View on the Rideau
 - Richmond Nursery
 - Sheraton Ottawa
 - Starbucks
 - The Transformation Centre
 - The Works
 - Tim Hortons
 - TJX - Winners, HomeSense, Marshalls
 - Tucker's Marketplace
 - VIA Rail Canada
 - Vincent Women's Boutique
 - Yasir Naqvi, MPP

Educational Event Sponsors 2017

Spirituality Conference



Lunch & Learn



Journée internationale des femmes
International Women's Day



Francophone Forum



COA Staff

Executive Director

Sarah Bercier

Executive Assistant

Lise-Michèle Bouchard (retired December 2017)

Director, Age-Friendly Ottawa

Bonnie Schroeder

Director, Francophone Projects

Lucie Chênevert (retired December 2017)

Director, Community Partnerships

Dawna Ramsay

Communications Coordinator

Dagmar Horsman

Membership Coordinator

Donna McLeod

Summer Students

Joy Munroe

Muhammed Qureshi

Nathalie Salguero



The Council on Aging of Ottawa
101-1247 Kilborn Place, Ottawa, ON K1H 6K9
Tel: 613-789-3577 - Fax: 613-789-4406
coa@coaottawa.ca
www.coaottawa.ca

Office Hours:
Monday to Thursday
8:30 a.m. to 4:30 p.m.