

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

Annual Report 2017



Age
Friendly
Ottawa



Ottawa
ville - amie
des aînés

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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AGM Sponsor

Many thanks
to the sponsor
of our AGM



President's Report

John Johnson, President

This has been a very active year for the Council on Aging of Ottawa. With significant participation from our Board, we have completed a thorough review of our organizational directions, resulting in a new Strategic Plan for the years 2017-2020. I would like to thank Nancy Garrard for her strong leadership on this initiative.



Early in the year, a Bilingualism Committee was struck to review our by-laws both for accuracy and policy recommendations to ensure that we have policies that adequately reflect our designation as a bilingual organization and our desire to respond to the needs of seniors in both official languages. A slate of recommendations has been made and will be thoroughly reviewed by the Board this fall.

Our committees have continued to do great work in the past year. We found time for fun at the COA fundraising events. Thanks to Phil Rocco and Allan Fenske, our 3rd Annual Golf Tournament raised over \$9000. The Murder Mystery Dinner Theatre was a fun evening of laughter and networking and I particularly enjoyed being stabbed in the back as the victim! Our Annual Spring Luncheon featured Professor Martine Lagacé, who provided a stimulating presentation on the issue of ageism. This year we also enjoyed a surprise visit from Premier Kathleen Wynne. Our Income Security Committee continues to have great success in presenting policy recommendations to senior government officials on pension issues. Our Health Issues Committee has continued to lead the way in advocating for the importance of Health Literacy with over 300 seniors having now participated in these important sessions. Our Pedestrian Safety Committee launched an impressive 2017 update to their Walkability Report. Our Age-Friendly Ottawa initiatives this year resulted in the March launch of the "How Age-Friendly is Ottawa?" report. The Francophone committee continues to hold excellent educational sessions including the Francophone Forum which I attended and found to be a most edifying experience.

Of particular note this year was the unique contribution of Nikhil Chowdhary. Nikhil joined our Board as Treasurer in June, but upon learning from our Executive Director of the need to review our entire IT structure, Nikhil has put his professional skills to good use, resulting in new and improved systems and a savings of close to \$10,000 annually.

Departures from the Board of Directors this year included Christine Forget, Kathy Yach, Nikhil Chowdhary, and Robert Millaire. We thank them for their excellent work. We also want to acknowledge the departure of Bonnie Murphy who retired in December after many years with the COA.

My term as President ends with the AGM in June. Kim Peterson will take over and I will assume the role of Past-President. I would like to thank Sarah Bercier and the staff for their hard work and devotion which made my job that much easier. Finally, I wish to thank my fellow Board members who have provided such able leadership.

Executive Director's Report

Sarah Bercier, Executive Director

This past year has been focussed on communicating and engaging with both our members and our wider network within the community. Putting the appropriate tools in place to do this was key. We established our new database in November, launched our new website in January and broadcasted the first issue of our new e-newsletter "Info-Flash" in February. All three of these foundational initiatives have provided significant benefits to the COA and its wider network including: consistent, effective and timely communications; opportunity to regularly feature seniors issues; increased visibility of the incredible work of the COA in addressing these issues; effective vehicles to feature the work of our partners; improved staff efficiency; and increased membership. We look forward to even further engagement with our members going forward as we all invest in the future of Ottawa seniors.



Additionally this year, we have focussed on the establishment of a new vision, a new mission and a new Strategic Plan. This new plan will allow us to move forward with a focus on key priorities, greater alignment amongst the Board, staff and committees as well as strategic use of our resources in the areas that we feel maximize our assets and opportunities. Our four goals in the coming three years are:

1. To strengthen the Council's role and voice as an Age-Friendly Ottawa (AFO) Community champion.
2. To improve the data, research and analysis required to evaluate changes in the age-friendliness of Ottawa
3. To increase the membership of the COA to 1500 members.
4. To develop and deliver educational programs and resources on health, financial, transportation and other issues that prepare individuals for their senior years

In May of 2016, we were approved for a three-year project, funded by the Government of Canada, to address the issue of social isolation in collaboration with 6 community partners. We have also received funding to produce a series of videos on social isolation.

This year has also produced some impressive publications. AFO produced and launched "How Age-Friendly is Ottawa?" Our Pedestrian Safety Committee has produced an updated "Age-Friendly Walkability Progress Report 2017". During the summer of 2016 our summer students prepared an incredibly thorough 110-page summary report of seniors housing in Ottawa. This report will provide an excellent foundation for the work of the Housing Committee moving forward.

We have been fortunate to have three new staff members join us this year. Dawna Ramsay is Director of Community Partnerships, Bonnie Schroeder is Director of Age-Friendly Ottawa, and Donna McLeod is our Membership Coordinator.

I am so thankful for the leadership that the Board, committee members and staff provide continually to move the Council forward to fulfill its vision of respected, informed and engaged seniors living in an age-friendly society. I look forward to the coming year and all that it will bring.

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 seniors 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, lifelong learning lectures, and other special events.

This year, a series of 11 CafeNet sessions were held between September and March providing sessions on computers, smartphones, email, social media, and anything else involving modern technology. Instructor Haik Kazarian, of Students-for-Seniors empowers and informs, allowing registrants to become more comfortable using all kinds of technologies. Sessions this year included Organization and Backup of Files, Facebook and Twitter, Games and Puzzles, Online Banking and more.

The Education Committee hosted 6 educational sessions in the 2016/2017 season.

These sessions included the following:

- September 2016 (Lunch & Learn), “Fall Prevention - Better Strength, Better Balance” with Dianne Rossy, Regional Geriatric Assessment Program of Eastern Ontario
- September 2016 (Special Education Session), “Men’s Shed Project – Research on Men’s Isolation” with University of Manitoba researcher, Dr. Cory MacKenzie; and Doug Mackie of Men’s Sheds
- October 2016 (Lifelong Learning), “Psychology and Aging”, in collaboration with the Centre for Initiatives in Education at Carleton University, Dr. Anne Bowker and Dr. Bruce Tsuji
- November 2016 (Lunch & Learn), “Income Security for Seniors, Canada’s Present & Future Retirement Incomes: Developments, Issues, Challenges” with Bob Baldwin and Richard Shillington
- February 2017 (Lunch & Learn), “Elder Abuse: What It Is and What You Can Do About It” with John Johnson, COA President / Lawyer / Chair of the Champlain Elder Abuse Response Coalition
- May 2017 (Lunch & Learn), “Senior Friendly Hospital Strategy” with Kelly Milne, Director of the Regional Geriatric Program

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

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 Ashenden, Judy Bedell, Eileen Bond, Lucie Bruck, Rolande Clément, Angela Davis, Gloria Goodine, Sharon Irvén, Louise Leduc, Eleanor Meier, Claire Moissan, Sheila Pepper, Kathie Petit, Sharon Platts, Kathy Wakeham, Grace Welch and Lise-Michelle Bouchard (staff).

Committee Reports

Social Inclusion Committee

Social isolation is a growing problem in Canada's senior population. Recognizing the need to address the problem, Employment and Social Development Canada allocated funding under the New Horizons for Seniors Program to address social isolation over three years among targeted populations of Canada's elderly. Nine cities across Canada received funding (kosc.ca/project-partners/pan-canadian-projects).



The pan-Canadian plan aims to improve the lives of isolated seniors by increasing their participation in regular activities, increasing the availability of help and support needed, and fostering a greater sense of connectedness within their communities.

In Ottawa, seven community partners received close to \$3 million in funding over the next three years (June 2016 – May 2019) to help execute activities, measure results, leverage resources and implement improvements throughout the duration of the projects (kosc.ca/project-partners).

The Council on Aging of Ottawa serves as the backbone organization to the project, *Keeping Ottawa Seniors Connected* (KOSC). The three main functions of the backbone are administration, communication and evaluation. The COA has established linkages with all of the partnering organizations and is well positioned with its city-wide reach and connection with seniors.

COA key achievements in year one:

- Developed a website (kosc.ca) and social media account (twitter.com/KOSConnected).
- Held monthly meetings of the project partners' leadership team.
- Conducted extensive outreach and capacity building in the community; creating linkages within community and raising awareness of the project within the community.
- Developed a working relationship with HelpAge Canada (helpagecanada.ca) in order to maximize efforts with the national organization who is responsible for RISE (Reach Isolated Seniors Everywhere).
- Developed a COA Social Inclusion Committee, comprised of key community stakeholders to ensure adequate representation in order to have collective impact and sustainability.
- Received a \$25,000 grant from the Retired Teachers of Ontario for a project to assist isolated seniors with their storytelling and create videos of their stories.

To date, three meetings of the COA Social Inclusion Committee have been held. We have developed a Terms of Reference, a Chair has been selected and we are in the process of strategic planning to best utilize this large group of stakeholders. Year one evaluation insights and reflection of *Keeping Ottawa Seniors Connected* was presented at the last meeting, followed by a discussion of the potential role for the Committee to expand the number of vulnerable populations included in KOSC beyond the focus of the funded projects. This could happen by bringing the voice of some populations to inform the work of the funded partners, and of the Social Inclusion Committee, or it could take the form of bringing a senior social isolation lens and the knowledge being generated by the funded partners and the evaluation process to inform the work that Committee member are involved in. A work plan for the Committee will be developed in May.

Committee Reports

Ottawa Seniors Transportation Committee (OSTC)

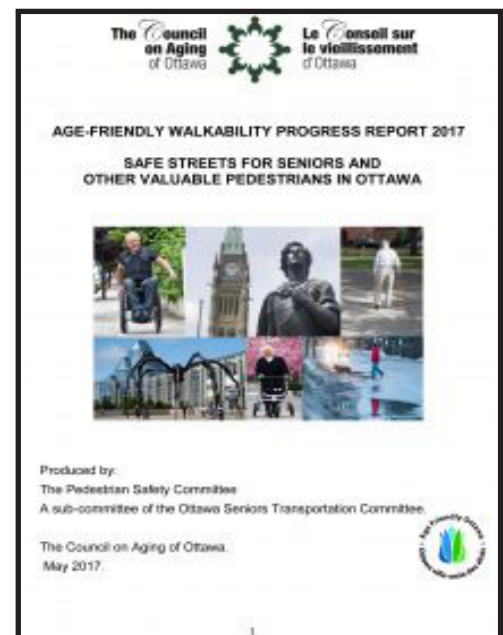
Kimberly Peterson, Chair

The Ottawa Seniors Transportation Committee offers education about the options and challenges faced by older adults and persons with disability as well as working for improvement in those options. The Pedestrian Safety sub-committee launched a “Age-Friendly Walkability Progress Report 2017” at a community event “Feet First: Pedestrian Safety Stakeholders Meeting” held on May 2, 2017. The report, which is available on the COA website, includes recommendations to the City of Ottawa, the COA, the community and the private sector as well as reporting on community winter walking audits carried out in Blackburn Hamlet with the Community Association and the primary school. The results of winter walking “Snow Mole” audits completed in several Ottawa communities are also reported.

The Community Information Events sub-committee plans and delivers events related to seniors’ transportation issues. “Fitness to Drive as We Age” was the topic on March 22, 2017 for Abbotsford Seniors Centre’s Wednesday Learning Series, where more than 24 seniors attended. The speakers were from the Older Drivers Sub-Committee, Safer Roads Ottawa and the Ontario Ministry of Transportation. The topic is so important that the sub-committee intends to connect with other local seniors’ agencies to deliver the presentation again in the coming months. The sub-committee is always interested to explore opportunities to include seniors’ transportation information and educational materials at community events around Ottawa.

The Older Drivers sub-committee continues to search for sustainable funding for the “New Approaches to Older Drivers Safety” project, which combined the 55 Alive educational program with the use of a simulator for immediate practice of older driver tips. This group also tracks distribution of “Drive Forever? No - Drive Longer? Yes” – a brochure on age-related changes and their impact on driving, how to compensate and alternatives to driving. Other presentations included: “Helping Older Drivers Make Appropriate Adjustments to Their Car”, “Behind the Wheel with Arthritis” at the Good Companion Seniors Centre and “Fitness to Drive as We Age” at the Sandy Hill Seniors Network Lunch.

The Rural Transportation sub-committee continues to distribute information on rural transportation options. The Hospital Parking sub-committee is currently working with the Ottawa Hospital to audit the accessibility of hospital parking at all its sites in response to a number of concerns brought to the COA by seniors.



Committee Reports

Aging and Spirituality Committee

Patricia Marsden-Dole, Chair



The annual COA Aging and Spirituality Conference is designed to attract seniors and caregivers of seniors representative of all abilities, cultures and faiths. Our conference committee, made up of representatives of many faith communities in



Ottawa, meets monthly with the support of Lise-Michelle Bouchard to organize an annual conference on dimensions of spirituality in human aging.

The 2016 conference took place on June 1 and engaged a sell out crowd on the topic of 'Growing Through Grief... Its Spiritual Dimensions' with speakers Rita Myers, Dr. John Flood, and Dr. Zijad Delic. Dr. Carol Kuzmochka from St Paul University facilitated the engagement of the participants.



The 2017 conference took place on June 7 on the topic '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.



We are thankful and fortunate for the continued support of Kelly Funeral Homes by Arbor Memorial who continue to see this conference as an opportunity to build membership in the COA in addition to ensuring with their generous support that our participants enjoy a worthwhile experience of reflection and fellowship.

Housing Committee

Alex Cullen, Chair

The COA Housing Committee was re-established in October 2016 with new membership, and developed a brief on seniors housing needs as input to the federal government's National Housing Strategy, with emphasis on supporting seniors aging in place, affordability, and new forms of seniors housing. It is expected that this brief will be used to inform stakeholders in the National Housing Strategy – federal, provincial & municipal governments plus housing sector groups – as well as Ottawa-area decision-makers.

Committee Reports

Champlain Elder Abuse Response Coalition (CEARC)

Chair: John Johnson

For a number of years, the Council on Aging has been facilitating and supporting the work of the CEARC which has brought together front-line service providers from Ottawa, Renfrew County, and Eastern Counties who protect the elderly from abuse, with the understanding that the LHIN viewed and partially funded these services as a Champlain-wide program. Ideas were exchanged at our quarterly meetings, usually regarding on-going issues, such as: increased funding for intervention and crisis beds for victims of elder abuse; the gathering and sharing of elder abuse statistics, and; exploration of opportunities to standardize protocols and practices across the three regions.

Over time, the Eastern and Renfrew Counties have become well positioned to look after their own funding requirements directly with the LHIN. However, the service provider in Ottawa, NROCRC (Nepean, Rideau, Osgoode Community Resource Centre), has been particularly challenged and has struggled throughout, as it is not a health-care agency.

CEARC members agreed that going forward NROCRC would be best positioned to continue seeking additional avenues of funding and working with the Ottawa Elder Abuse Response Committee (OEARC) with a more local focus. Therefore, at a meeting in January of 2017, it was agreed that CEARC had served its current purpose to the best of its ability and decided to wind up this coalition, leaving open the opportunity for ad hoc conversations with the COA and one another as in the past. The involvement and support of the COA has been greatly appreciated, including their efforts to influence the LHIN with respect to increased funding for NROCRC in Ottawa.

It is anticipated that the service providers will find ways to continue collaborating and consulting on issues of common concern. From the point of view of public relations, Elder Abuse Ontario (EAO) has stepped up its education and marketing programs in both official languages so that information on elder abuse is always available to anyone who asks for it. The COA maintains representation on OEARC, advocating for the right of every senior to live in a safe and secure environment.

Committee Reports

Health Issues Committee

Terri White Lobsinger, Chair

The HIC supports the mandate of the Council on Aging of Ottawa by working with and for seniors to improve their quality of life on issues related to health. It is accountable to the COA's Board of Directors and aligns its work with the COA's strategic plan.

Since late 2013, an important focus of the HIC has been COA's 'Take Charge of Your Health' (TCYH) program. Its goal is to empower seniors to make more appropriate health/life decisions by improving their health literacy skills and by fostering their social and economic engagement. Seniors are trained as peer-learning facilitator (PLF) volunteers to deliver the five-week program at locations across Ottawa. Discussions cover the following 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.

In preparation for a fall 2016 rollout of TCYH, the health literacy working group met to revise content, obtain up-to-date participant handouts and secure additional sites for the program's delivery. In September, 37 people attended PLF training workshops at the COA and Ottawa Community Immigrant Services Organization (OCISO). As the number of sites providing sessions has grown to 11 since 2013, TCYH is a model of community partnership. Twelve sessions were provided at: Odawa Native Friendship Centre, Bruyère Village (one in French and one in English), Council on Aging (French), Good Companions Seniors Centre, Ottawa Community Housing, (OCISO) with translation, Hunt Club-Riverside Community Services Centre (Arabic), South Nepean Muslim Centre, Somali Centre for Family Services, Old Forge Community Resource Centre, and Wabano Aboriginal Health Centre. About 227 seniors attended these sessions. Survey forms from both participants and session PLFs were analyzed and a meeting was held in February 2017 to garner additional input from PLFs and Working Group members. In May, a meeting was convened of representatives from agencies that have either been involved in TCYH over the past few years or whose purpose is to address, among other things, seniors' isolation. The main goal of the meeting was securing endorsement that TCYH is a viable means to address the health literacy needs of seniors and seniors' isolation. To date, approximately 500 seniors have worked to develop and/or deliver the program as PLFs, or have been program participants.

Other key issues being monitored on an ongoing basis by the HIC are: wait times related to long term care, bed bugs in Ottawa Community Housing, seniors mental health, issues arising from the Champlain Regional Geriatric Advisory Committee (e.g., Fall Prevention, and changes to the delivery of health services proposed in late 2016 by the Ministry of Health and Long Term Care through its 'Patients First' document). The latter may impact seniors care.

Terri White Lobsinger, Chair; Shelagh Tuddenham, Vice-Chair Home Care and Community Supports; and Mary Hearn Hendela, Vice-Chair Acute and Long Term Care. Members include: 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; Senior representatives; and the Ottawa Branch of the National Association of Federal Retirees.

Committee Reports

Francophone Affairs Steering Committee

Monique Lussier, Chair

The Francophone Issues Steering Committee continued to review issues relevant to its mandate and its action plan, such as: the creation of a Bilingualism Committee in order to clarify its role within the Board of Directors; the revision of the mandate of the Comité francophone contre la maltraitance des aînés; the research on the access to legal services for Francophones; the evaluation of new ways to attract young retirees to our activities and to expand the COA's membership; and the organization of an event to highlight Canada's 150th birthday.

This year's theme was "Passeport Santé". September 15: a presentation on aging and the integration of seniors' experiences in their retirement homes; October 1st: International Seniors' Day, focused on physical activity; November 17: midlife spirituality; January 19: insomnia; February 2nd: psychological health among retirees; March 8: International Women's Day, "Femmes et santé", with the Honourable Monique Bégin as our keynote speaker; March 23, "Briser le silence!", an interview with seniors on abuse; May 25, a day to raise awareness on the transformation of Ontario health system and community-level health services to Francophones; June 24: Canada 150 – Des générations qui bougent!



The Steering Committee has been busy recruiting new members through its conferences and its workshops on computer science and health literacy in order to expand membership, as well as by offering quality events for French-speaking seniors. Both initiatives had a positive impact in terms of both the expansion of our Francophone membership and activity engagement. We're currently working on our 2017-2018 work plan, which will be aligned on the COA's 2017-2020 strategic planning.



The Steering Committee members and its partners, who insure its proper functioning, include: Mélanie Gatt (MIFO); Hélène Carrière (Ottawa Public Health), Annick Myette (Centre de Service Guigues); Cécile Paquette (FARFO); Huguette Van Bergen (Retraite en action), Violène Gabriel, Paulette Archambault, Nicole Robert, Robert Millaire (vice-president), Claire Moissan (administrative assistant) and myself. Lucie Chênevert, our director, Francophone Projects, coordinates our program and activities with enthusiasm and energy.

Committee Reports

Bilingualism Committee

Robert Millaire, Chair

Mandate

The first task of the Committee on Bilingualism at the COA was to determine its mandate since this is a new committee.

Designated Organisation

Since the COA is an organization designated under the French Language Services Act of Ontario the committee felt it important to review our present practices.

Bilingualism Policy

Therefore, the first order of business for the committee was to analyse the Bilingualism Policy of the COA which is an integral part of the Orientation Manual of the COA.

In order to meet the expectations of a Designated Organisation, the committee made a significant number of changes to the policy wording. A major focus was on the importance of the use of both languages either in regular communications or in daily operations.

The proposed changes clarify the responsibilities of the COA management team on these issues. These recommendations replace in part the responsibilities of the Francophone Affairs Steering Committee in this matter.

Orientation Manual

The Committee has also covered changes that should be made to the Orientation Manual of the COA in concordance with the responsibilities of a designated organization.

The committee also made an overview of the complaint procedure to make sure it integrated certain elements of the bilingual policy.

Summary Report

The Bilingualism Committee forwarded its recommendations to the Executive of the COA. The Committee has also asked for copies of any previous reports that the COA has submitted to the Ministry of Francophone Affairs. This information is a vital element for the continuing work of the Committee on Bilingualism.

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. Committee members were strategically selected to reflect the demographics of our current membership, thereby ensuring valuable insight and feedback based on real needs and experiences. We set goals and forwarded recommendations to the COA Board in February 2016, which were fully endorsed.

The 2016-17 year focused on implementation of the work of our ad-hoc committee. Both Individual and Corporate Membership number goals were exceeded for 2016 and are well on their way to being surpassed for 2017. Ottawa area seniors and businesses are recognizing the excellent return and value of a COA Membership. As we move forward next year we will continue to focus not only on recruiting new members but also on retaining and engaging current members.

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

- Automatic renewals via new software system
- Communications to all members via fully bilingual letters, acknowledgements and newsletters
- Personalized welcome and follow up calls to new members
- Promotional membership information booklet and brochure for Individuals and Corporations
- Additional improved communications strategies to stay actively connected with members is being implemented throughout remainder of 2017

Of course, we are all Ambassadors for COA, so please share information about COA with your friends, colleagues, neighbours, business contacts, and family or when enjoying others company at social engagements, service clubs, etc. The greater the membership number the more impact COA can have for Ottawa seniors.

It has been an honour to Chair this important committee over the past two years. I remain grateful to those that agreed to participate and who did so in an engaged and prepared manner. 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, Sharon Platts

COA Staff: Sarah Bercier, Lise-Michelle Bouchard, Pascale Lalonde, Donna McLeod



Committee Reports

Communications Committee

Tea Derakhshan, Chair

This year, with the help of Patrick Villemaire at Blue Eclipse, the Council on Aging of Ottawa (COA) completed the redesign and redevelopment of its website, while also finalizing the setup and integration of Neon, its newly acquired CRM software. Integrating Neon has allowed us to build and customize forms on our website, and automatically direct and manage membership records without the manual labour of data entry.

Interestingly, the new website allowed us to increase sponsorship opportunity value by giving our sponsors corporate visibility and the chance to promote their events. This next year, we hope to increase revenue by offering sponsors the opportunity to advertise with banners on our website.

Earlier this year, our committee decided that it would be a benefit to the COA and its members to launch a regular newsletter to those subscribed to our mailing list. Since then, we have successfully launched our *Info-Flash* and *Info-Flash Plus* newsletters. *Info-Flash* is a bi-weekly update of COA events, while *Info-Flash Plus* provides a COA update, project updates, COA and community events listing as well as a small “Did You Know?” section. These newsletters alternate on a bi-weekly basis, allowing us to reach out to our distribution list on a weekly basis. The *Info-Flash Plus* events section has also increased value for our sponsors.

So far, we’ve launched 8 editions of *Info-Flash* and *Info-Flash Plus* combined, and have seen an average open rate of 29.6% (compared to 24.98%, the industry average for non-profit email campaigns on Mail Chimp¹) and an average click rate of 5.11% (compared to 2.76%, the industry average for non-profit email clicks in campaigns on MailChimp¹).

While definitely active on social media, the Communications Committee is dedicated to increasing engagement on our various platforms. We’ve taken initial steps by building our first draft of a content calendar. Next steps will include gaining a better understanding of what our target demographic deems valuable, in terms of posts, as well as rolling out a strong strategy focused on increasing engagement.

On a final note, we’re currently in the process of creating templates for event posters and power point decks, in the hope that we can be consistent in the way we represent our brand.

Members of the Communications Committee include: Tea Derakhshan, Chair; Linda Meek, COA Board Member; Sarah Bercier, COA Executive Director; Dagmar Horsman, COA Communications; Roisin O’Reilly, volunteer; and Bonnie Schroeder, COA Director of Age-Friendly Ottawa

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. Special thanks to Dagmar Horsman for the incredible work she’s done.



Committee Reports

Income Security Committee

Dr. Russ Robinson, Chair

This Report summarizes the activities of The Council on Aging of Ottawa's Experts Panel on Income Security, which met at least monthly over the period June 2016 through May 2017. The Panel's eight 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.

The overall focus of attention over the past year has been the quality of research and analysis (including data, analytical methods and tools) that underlies policy advice to government, with concerns and proposals for improvement being expressed to relevant federal government departments and agencies. This conforms to the federal government's declared commitment to evidence-based decision making, and with the Panel's concerns that the policy system has significant weaknesses, especially respecting work on seniors' issues (poverty, pensions, population aging, inter-generational equity, likely future financial challenges, etc.)

Discussions and exchange of correspondence with senior staff at Statistics Canada and the Department of Social Development have been ongoing, enhanced by meetings with both organizations and with the Social Development Minister, The Honourable Jean-Yves Duclos. These interactions will continue.

In August 2016 the Panel made a pre-Budget Submission to the Parliamentary Standing Committee on Finance, urging support for improvements in the mandate, authority and resources of Statistics Canada, in order to strengthen – and in some cases recover – their critical contributions to policy research and analysis.

A September meeting with Statistics Canada reviewed their draft Framework for Statistics on Population Aging, with a commitment to follow-up exchanges.

Panel members presented material on retirement income policies and challenges, including issues for lower income Canadians, at a well-attended Lunch-and-Learn session at the COA in November (2016).

A diagnostic paper "Better Analysis in Support of Policy Making" was prepared by the Panel, as background for our advocacy efforts with the federal government. This provided support, for example, for our December meeting with Minister Duclos, where one result was an invitation to draft a proposal for a symposium of senior officials and research leaders, to assess needs and priorities for improved policy advice looking ahead over several years. A proposal, in the form of a Note "Toward Next Generation Socio-Economic Policy Research and Analysis: Proposal for a Roundtable/Symposium" was prepared and submitted in March 2017.

The Panel is proposing 6 or more educational/information sessions in Ottawa neighbourhoods over the coming 6-8 months, focussing on issues, challenges and decisions for those likely heading for retirement on lower incomes. The workshops will not be just for lower income people, but family members, neighbours or friends wanting to help, advise or be more informed, or anyone concerned about "adequate" retirement planning.

Looking ahead, the Panel will continue its engagement on government policy development, collaborate with other policy-oriented research and advocacy organizations, provide information and conduct workshops, all oriented to improving policies and programs, including their accessibility, affecting the income security of both current and future seniors in the National Capital Region and across Canada.

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

Committee Reports

Resources and Development Committee

Tea Derakhshan, Chair

The Resources and Development Committee held two events in 2016. Both events were successful in raising both funds and awareness in the community.



We held our third Golf Tournament at the Irish Hills Golf Course on September 23, including a delicious meal following the tournament. We had 75 people in attendance and raised over \$9000. I would like to thank our Platinum sponsor, Carefor, as well as all hole sponsors, prize donors, attendees, COA staff and volunteers and the staff of Irish Hills who helped make last year's tournament another success. I would particularly like to thank Phil Rocco and Allan Fenske for all their invaluable efforts and leadership in organizing this event.

On November 7, we held our very first Murder Mystery Dinner at the Prescott. Big thanks to Dagmar Horsman for coming up with the idea and for doing the leg work. We had 61 people attend and, considering that we only started promoting the event and selling tickets three weeks out, the event was extremely well received and an overall success. Many thanks to John Johnson for being a great victim!



Big thanks to those who worked hard to make last year's events a success. Specifically, a big thank, once again, to Phil Rocco and Allan Fenske for their work with the Golf Tournament and to Sarah Bercier, Dagmar Horsman, Kathy Yach and Lise-Michelle Bouchard for their help with the Murder Mystery. I would also like to take a moment to thank our members who always make an effort to support our events.

The Resources and Development Committee is looking to rebuild in the next year and we welcome your interest in joining the committee.



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 2017-2018.

For election to a two-year term for 2017-2019:

Miriam Fry Adele Furrie Nicole Robert Alex Roussakis

For re-election to a two-year term for 2017-2019:

*Mary Hearn Hendela Monique Lussier Patrick McGarry Kimberly Peterson
Dr. Louise Plouffe Dr. Russell Robinson Dr. Terri White Lobsinger*



Current members whose term continues to 2018:

Alex Cullen Tea Derakhshan Nancy Garrard John Johnson Dr. Patricia Marsden-Dole Linda Meek

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 2016-2017 - Thank you for your service.

Nikhil Chowdhary Christine Forget Laurie Hogan Robert Millaire Kathy Yach

The following nominations of officers of the Board for 2017-2018 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 Lussier*

Members of the Nominating Committee: *Kathy Yach, John Johnson, Kim Peterson*

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 Lussier*

Directors

<i>Alex Cullen</i>	<i>Tea Derakhshan</i>	<i>Miriam Fry</i>	<i>Adele Furrie</i>
<i>Nancy Garrard</i>	<i>Dr. Patricia Marsden-Dole</i>	<i>Patrick McGarry</i>	<i>Linda Meek</i>
<i>Dr. Louise Plouffe</i>	<i>Dr. Russell Robinson</i>	<i>Alex Roussakis</i>	<i>Dr. Terri White Lobsinger</i>

Age-Friendly Ottawa

Dr. Louise Plouffe, Chair

Bonnie Schroeder assumed the responsibilities of Age-Friendly Ottawa Program Director in August 2016, and with her dedicated and capable efforts supported by the Trillium Foundation of Ontario, the Steering Committee focussed on completing the Age-Friendly Ottawa evaluation project

Age
Friendly
Ottawa



Ottawa
ville - amie
des aînés

and planning to extend the COA's age-friendly community initiatives. Upon the completion of the evaluation technical report, a community stakeholder meeting was held on September 13, 2016 to gather feedback on its strengths, limitations and gaps and to identify core indicators to highlight in the public report. The consultation guided the preparation of the public report, entitled: How Age-Friendly is Ottawa? as well as a poster for wide distribution. How Age-Friendly is Ottawa? was released in both English and French at a public launch event on March 21, 2017, and is available on the COA's website. The COA gratefully acknowledges funding from the Ontario Planning Grants for this project. To further our capacity to gather data to monitor progress towards greater age-friendliness in Ottawa, the committee partnered with Dr. Elizabeth Kristjansson, University of Ottawa, in a Canadian Institutes for Health Research (CIHR) grant application for data from the Canadian Longitudinal Study of Aging. The proposal received funding, and will allow us to obtain information on many measures of an age-friendly community in Ottawa, and will be able to compare them with those in 6 other partner cities.

To continue and expand age-friendly community development, a 3-year grow grant application was submitted to the Trillium Foundation to apply the Age-Friendly Neighbourhood model in three local neighbourhoods. A 3-year proposal also was submitted to the Community Foundation to enhance and sustain the Age-Friendly Business program. Neither application was successful, but the feedback from the granting agencies will guide the re-applications.

As well, to align with the vision of an Age-Friendly Ottawa, the COA's issues committees decided to identify at least one of their activities as an age-friendly community initiative.

I sincerely thank the members of the Steering Committee who provided valuable guidance during the 9 monthly meetings, and on many other occasions as well:

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 (uOttawa), Lucie Chênevert (COA Staff), Dagmar Horsman (COA Staff), Roger Bouchard (volunteer), Paddy Bowen (Alzheimer's Society of Ottawa and Renfrew County), Elizabeth Kristjansson (uOttawa), Dianne Breton (volunteer, AFO Liaison), Kelly Milne (Regional Geriatric Program of Eastern Ontario), Natalie Salguero (student), Kelly Mertl (United Way), and Lauren Brooks-Cleator (volunteer).

Opening Doors Project

Opening Doors:

Elder Circles as a Tool To Combat Social Isolation Among Seniors

Trudy Medcalf, Project Coordinator

This pilot project (June 9, 2014 to June 3, 2016) was funded by ESDC New Horizons for Seniors with support from COA. Our non-financial partners were Ottawa Community Housing (OCH) and the Aging-in-Place program of Ottawa West Community Support.

Elder circle participation encourages older adults (6-10 per group) in their understanding of a personal meaning of later life. The content is participant-driven. Meeting weekly for 60-90 minutes, elder circles provide a learning opportunity in a safe and inclusive environment. The elder circle process engages older adults in collaborative, while at the same time personal, exploration that fosters purposeful social connection with their peers.

The project's objectives included the following:

1. To deliver a training program for volunteer elder circle facilitators that results in their active contribution to the issue of social isolation among older adults;
2. To positively impact both volunteers and elder circle participants (i.e., OCH tenants) at risk of social isolation by providing opportunities for social interaction with peers in a facilitated environment;
3. To investigate ways to secure the sustainability of the project.

The project targeted two distinct populations: a cohort of older adult volunteers and a larger group of older adult OCH tenants. Ten trained older adult volunteer elder circle facilitators and 109 participants took part in the project, in ten OCH communities, with a total of 516 individual instances of participation in at least one full elder circle session.

Volunteers' responses to the question, "Comment on the benefit of the program for you," included the following:

- It compensates for and enriches the space left empty after my career ended;
- In life, whenever you're doing something that you think helps others, it always helps you, too. Especially if you've reached an age where you no longer feel needed;
- The discussions helped all of us.

Responses from OCH tenant participants included the following:

- For me, a safe haven where I felt I could share without repercussion;
- I enjoyed meeting new people;
- It's a chance to talk about and celebrate our lives;
- It makes you aware you're not alone which is a big thing. Learn about how others deal with life;
- The ideas of others can help you think in a more positive attitude;
- I enjoyed meeting others who are on a similar journey. Although sometimes we think we are alone, it's good to know that we're not;
- It's a refreshing exercise to be able to have a voice and to be heard. And to speak very private thoughts aloud;
- I feel good helping;
- It gives me a good reason to come out of my apartment;
- It's an exchange.

Although there was significant benefit both to OCH participants and volunteer facilitators, the project did not achieve longer-term sustainability and ceased at the end of the funding period.

Margaret Griffiths Award 2017

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: Kathy Yach

"Let me tell you a little story" about a senior volunteer who, like Ms. Griffiths, has contributed substantially to the improving the quality of life of seniors in Ottawa. Her professional career was dedicated to early life. She was Director of the City View Centre for Child and Family Services, Chair of the Members Council of the Canadian Child Care Federation, Trustee of the Ottawa Board of Education for thirteen years and Chair of the Board of Education for two years. We are thankful her retirement from City View Centre for Child and Family Services in 2005 allowed her more time to volunteer.

Kathy has a long list of community organizations and committees where she has been actively engaged as a volunteer. Since she retired they include:

- Twenty-three years as President of the Copeland Park Community Alliance (CPCA),
- Past-President of Unitarian Church and presently chair of the Personnel committee at the church. She is also a Governor on the Board of Unitarian House and chairs their Fundraising Committee.
- President and Fundraising Chair for Victoria Quilts Canada.
- Member of the May Court Club of Ottawa and presently the chair of the "Munch and Learn Program"
- Also has been responsible for one of the "Homes for the Holidays" tours in November to raise money for Hospice Care Ottawa.

Kathy has always played a key role in connecting people, committees and organizations with similar aspirations of improving the community for seniors and, as a result, all members of the community.

Kathy's experience and dedication have benefited the Council on Aging of Ottawa in numerous ways. She started on the Board of the COA in 2006 and served as President from 2011 to 2013. From 2008 to 2016, she served as the Chair of the COA's Resources and Development Committee, which is responsible for many fundraising successes. One excellent example is the Art Gala held at the Irish Embassy, which in its first year brought in over \$27,000 from paintings donated by Kathy's husband Keith Yach and his good friend Eric Martin and in two subsequent years brought in close to \$20,000 more. In her role as past president, Kathy has recruited many members that now sit on the COA Board. Kathy simply seems to know everyone in the city and has very persuasive powers in soliciting their support on anything she does. We would not be the excellent organization we are today without Kathy's contributions.

Most of all, she was generous in sharing her wisdom and experience. For those who know her well, you listened carefully when Kathy started by saying, "Let me tell you a little story." She was about to share a pearl of wisdom. We hope to continue to receive many more pearls of wisdom in the future. Thank you Kathy for everything!

COA Events 2016-2017

13 septembre	CAFÉNET: *Cerveau-alerte* Pratiquez votre muscle cérébral avec des jeux d'ordinateurs, de tablettes, et de téléphones intelligents
September 13	CAFÉNET: Organise your files, folders, and photos. Learn to backup sensitive data
September 13	Age Friendly Ottawa - Evaluation Framework Stakeholder Meeting
15 septembre	Déjeuner-Causerie: Revivre! Recherche sur le Vieillissement et l'Intégration du Vécu en Résidence - Speaker: Linda Garcia, PhD, conférencière,
September 20	Professional Education: Men's Sheds Project - Speakers: Doug Mackie, Men's Sheds Manitoba, Dr. Cory MacKenzie, University of Manitoba
23 septembre	3e Tournoi annuel de golf - Parcours de golf Irish Hills
September 23	3rd Annual Golf Tournament - Irish Hills Golf Course.
September 28	Lunch & Learn: Fall Prevention "Better Strength, Better Balance" - Speaker: Dianne Rossy, Advanced Practice Nurse, Regional Geriatric Assessment Program of Eastern Ontario, Ottawa Hospital, Civic Campus
Sept - Jan	Health Literacy Program – Series of sessions in 12 locations throughout Ottawa
sept - janv	Programme de littératie sur la santé, en français – 2 locations
4 octobre	Journée internationale des aînés: Passeport Santé: Les aînés en mouvement. Marc Laflamme, Institut de cardiologie d'Ottawa, Ginette Asselin, Santé publique Ottawa, France Thériault, professeure Yoga, Gatineau
October 5	Continuing Education: Psychology and Aging - Speakers: Dr. Anne Bowker, Associate Professor, Dept. of Psychology, Carleton University and Dr. Bruce Tsuji, Instructor, Dept. of Psychology and Human-Computer Interaction, Carleton University
October 7	Special Event: Seniors & Caregivers/Mental Health First Aid
October 11	CAFÉNET: Get the most out of your iPad or iPhone, Learn how to download and use applications that are useful to you
11 octobre	CAFÉNET : Windows 10
18 octobre	CAFÉNET : Maximisez l'utilité de votre iPad ou iPhone
October 18	CAFÉNET: Create your own Facebook or Twitter page with maximum security and confidentiality
November 7	Murder Mystery Dinner Theatre, Silence of the Hams, Prescott Hotel
17 novembre	Conférence: La spiritualité au mitan de la vie, Pierrette Daviau, Théologienne, Filles de la Sagesse, professeure, Université St Paul
November 23	Lunch & Learn: Expert Panel on Income Security Canada's Present & Future Retirement Incomes: Developments, Issues, Challenges – Speakers: Bob Baldwin and Richard Shillington
29 novembre	CAFÉNET: Médias sociaux: Créez et personnalisez votre propre page Facebook ou Twitter avec le maximum de sécurité et de confidentialité.
November 29	CAFÉNET: *Brain Alert!* Practice your brain muscle with computer games and puzzles on tablets, smartphones, and computers
6 décembre	CAFÉNET: Organisez vos dossiers, vos fichiers, et vos photos. Apprenez à sauvegarder vos données importantes
December 6	CAFÉNET: Discover Windows 10, Microsoft's newest operating system: Navigation and Organization basics
19 janvier	Conférence: Sommes-nous appelés à devenir des insomniaques? Conférencière: Nathalie LeMarec, conférencière Neurones en Action et professeure Université d'Ottawa
January 30	CAFÉNET: Using iPhones/iPads/iPods More Efficiently - Workshop level: Intermediate

COA Events 2016-2017

1e février	Déjeuner-Causerie : Santé psychologique à la retraite - Gerry Lefebvre, M.Ed., M.A. Conseiller, orientation de carrière et retraite
February 6	CAFÉNET: Shopping, Couponing & Banking Online - Workshop level: Beginner/Intermediate
February 9	CAFÉNET: Using Android Devices More Efficiently - Workshop level: Intermediate
February 22	Lunch & Learn: 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 2	CAFÉNET: Getting to the Bottom of Social Media - Workshop level: Beginner/Intermediate
8 mars	Journée Internationale 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 - Workshop level: Intermediate
March 16	CAFÉNET: Let's Get Organised - Workshop level: Beginner/Intermediate
March 21	How Age-Friendly is Ottawa? / Ottawa: Ville-amie des aînés? Presentation and Panel Discussion with Louise Plouffe, Trudy Medcalf, Adele Furrie, Monique Gibbens, and Dianne Breton
March 22	Déjeuner-Causerie : Briser le silence: Entretiens avec des aînés sur l'abus - Marie-Louise Boudreau, Centre Catholique Familial
March 30	CAFÉNET: A Deeper Look at Email - Workshop level: Intermediate
April 19	Spring Luncheon: Martine Lagacé PhD, Aging Together: The Strength of Intergenerational Bonding to Combat Ageism / Vieillir ensemble: La force des liens intergénérationnels pour surmonter l'agisme
May 2	Launching of the Walkability Progress Report - Community Partners. Age-Friendly Walkability & Safe Streets for Seniors & Other Valuable Pedestrians
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	Lunch & Learn: 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.
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 7	8th Annual Conference on Spirituality and Aging: "Loneliness and the Renewal of Hope" - Speakers: Dr. Indu Gambhir and Rebecca Hackbusch. Carol Kuzmochka facilitator
June 14	AGM Keynote presentation, The Threat of a Canadian Grey Tsunami: Fact or Myth? – Dr. Russ Robinson
24 juin	Canada 150 - Des générations qui bougent! / Generations in Motion - Stéphan Ouimette, Kinésiologue et animateur, Ville d'Ottawa, Ville-amie des aînés, Hôtel de Ville d'Ottawa ou en cas de pluie à la Salle Jean Piggot

Financial Reports 2016



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, 2016, 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, 2016, 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,
May 9, 2017.

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Financial Reports 2016

THE COUNCIL ON AGING OF OTTAWA

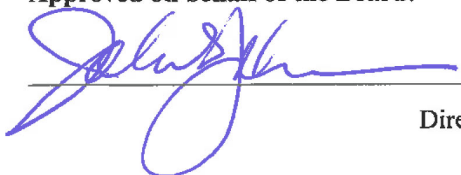
STATEMENT OF FINANCIAL POSITION

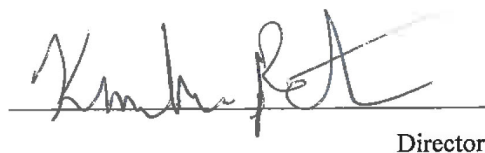
AS AT DECEMBER 31, 2016

ASSETS		2016	2015
CURRENT			
Cash	\$	169,259	\$ 159,451
Accounts receivable		5,793	3,446
Prepaid expenses		<u>12,346</u>	<u>6,438</u>
	\$	<u>187,398</u>	<u>169,335</u>
LIABILITIES			
CURRENT			
Accounts payable and accrued liabilities	\$	33,865	\$ 26,995
Deferred revenue (note 5)		6,502	4,462
Deferred contributions (note 6)		<u>73,555</u>	<u>35,296</u>
		113,922	66,753
NET ASSETS			
Operating Fund		64,241	93,347
Contingency Fund		<u>9,235</u>	<u>9,235</u>
		<u>73,476</u>	<u>102,582</u>
	\$	<u>187,398</u>	<u>169,335</u>

Commitment (note 9)

Approved on behalf of the Board:


Director


Director

Financial Reports 2016

THE COUNCIL ON AGING OF OTTAWA

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2016

	<u>2016</u>	<u>2015</u>
REVENUE		
Administration cost recovery	\$ 9,825	\$ 11,413
City of Ottawa	115,726	90,849
Donations and fundraising	68,155	94,039
Interest	2,186	2,106
Membership fees	12,434	8,825
MOHLTC	17,822	23,092
Ontario Trillium Foundation	70,800	70,800
Opening Doors	28,195	15,403
Isolation grant	50,465	-
Other grants	2,020	1,564
Summer student funding	9,994	3,413
United Way of Ottawa	3,000	-
Province of Ontario	87,564	86,938
Tim Horton's Smile Cookie Campaign	<u>-</u>	<u>64,223</u>
	478,186	472,665
Deferred revenue and contributions - beginning of year (note 5 and 6)	39,758	73,720
Deferred revenue and contributions - end of year (note 5 and 6)	<u>(80,056)</u>	<u>(39,758)</u>
	437,888	506,627
EXPENSES		
Accounting	9,085	11,085
Administrative expenses	34,624	24,811
Age-Friendly Ottawa (Schedule)	70,679	100,087
Audit	8,523	7,600
Community grant	234	2,260
Fundraising	25,878	31,392
Meetings	7,501	6,448
Occupancy	28,793	28,782
Opening Doors (Schedule)	31,361	41,178
Isolation Grant (Schedule)	48,005	-
Postage and shipping	712	886
Printing	9,444	10,997
Public relations	1,242	2,639
Salaries and benefits	176,170	140,266
Special grant expenses	12,989	18,345
Translation	<u>1,754</u>	<u>6,393</u>
	466,994	433,169
NET REVENUE (EXPENSE) FOR THE YEAR	<u><u>\$ (29,106)</u></u>	<u><u>\$ 73,458</u></u>

McCAY DUFF LLP, CHARTERED PROFESSIONAL ACCOUNTANTS

Acknowledgements

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



Thank You to the funders of
Age-Friendly Ottawa

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LA FONDATION
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Thank You to the funders of
Keeping Ottawa
Seniors Connected



Educational Event Sponsors

Spirituality Conference



Lunch & Learn



International Women's Day
Journée internationale des femmes



Francophone Forum



Annual General Meeting
Assemblée générale annuelle



Canada 150: Generations in Motion
Canada 150: des générations qui bougent



Corporate Members

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Golden Years Handyman Services
Helix Hearing Care
Kelly Funeral Homes

McGarry Funeral Homes
National Association of Federal Retirees
Orchard View on the Rideau
Maisons funéraires Racine, Robert, Gauthier
Seniors for Seniors
Waterford Seniors Living Group
Wellings of Stittsville

Acknowledgements

Annual Spring Luncheon - Sponsors



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jaidemesparents.ca

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

3rd Annual Golf Tournament

Platinum Sponsor

Carefor Health & Community Services



Hole Sponsors

Bayshore Home Health • Canada Retirement Information Centre • Carefor Health & Community Services
• Kellco Car Care • Orchard View on the Rideau - Manotick

Donors

Jaguar Ottawa and St. Laurent Volvo • Copiexpert - Keith Press • Irish Hills Golf Course (Mementos Award)

Prizes

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Information Services • Canada Snowbird Association • Carefor Health & Community Services •
Help for Mom • Hillary's Dry Cleaners • Hulse, Playfair & McGarry • Irish Hills Golf Course •
John Landry Financial • Mementos United Inc • Orchard View on the Rideau • Retire-at-Home Services
• Tea & Toast • The SAM Group • Sarah Bercier • Raymond Dubois • Allan Fenske •
Doug & Eileen Gallant • Marjorie Hinds • Monique Lussier • Linda Meek • Gino Milito • Tom Nicholas
• Kimberly Peterson • Dawna Ramsay • Russ Robinson • Phil Rocco • Allan Ryan • Bob Slack

Thank You to the Irish Hills Golf Course

Maureen McBride, Owner • Ryan Hale, Director of Golf • Tricia McBride, General Manager •
Chris Johnson, Assistant of Golf • Pro Shop • Kitchen Staff

COA Staff

Executive Director

Sarah Bercier

Executive Assistant

Lise-Michèle Bouchard

Program Director, Age-Friendly Ottawa

Bonnie Schroeder (as of August 2016)

Director, Francophone Projects

Lucie Chênevert

Director, Community Partnerships

Bonnie Murphy (until December 2016)

Dawna Ramsay (as of July 2016)

Communications Coordinator

Dagmar Horsman

Membership Coordinator

Pascale Lalonde (until May 2016)

Donna McLeod (as of June 2016)

Summer Students

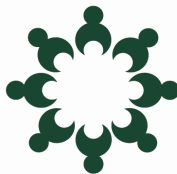
Lauren Brooks-Cleator

Kate Legault

Zahra Meganeh

Joy Munroe

**The Council
on Aging
of Ottawa**



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

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