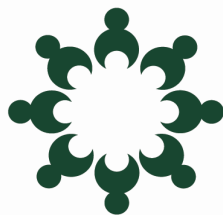


The Council  
on Aging  
of Ottawa



Le Conseil sur  
le vieillissement  
d'Ottawa

# Annual Report 2015



40  
ANS YEARS  
1975 - 2015



Age Friendly Ottawa  
Ottawa ville-amie des aînés



# Mission & Vision

## Our Mission

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

## Our Vision

“An Age-Friendly Society”

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# AGM Sponsor



Many thanks  
to the sponsors  
of our AGM



# President's Report

## *John Johnson, President*

Welcome to our 40th anniversary. This year we celebrate 40 years as a leading voice for seniors in the Ottawa community. We celebrate 40 years as an advocate for seniors' concerns at every level of government. We celebrate 40 years planning and initiating programs for seniors and promoting the participation of seniors in the decisions affecting them to better help them understand their own issues brought on by the aging process. So, Happy Birthday Council on Aging!



We have a lot to celebrate this year. We continue to enjoy our status as an age-friendly city as designated by the World Health Organization in accordance with their criteria. The Council on Aging has helped integrate the Age-Friendly Ottawa program with the City of Ottawa's Older Adult Plan. Every committee of the Council on Aging has been tasked with developing initiatives that enhance the ability of our seniors to understand and access information and services and to contribute their valuable skills to important community initiatives. Our initiatives have been developed within the framework of the age-friendly city criteria. As you can see in our committee reports, our committees have been very active. However, there are still challenges to confront and to conquer so our work continues.

As of the end of the 2014 calendar year, we have rejuvenated our finances through the support of our funders and with the cooperation of a very astute and energetic Board of Directors. We are grateful to both the City of Ottawa for extending funding to us for 3 more years and to the Ontario Ministry of Health and Long-Term Care who likewise continues to be a core funder. We are grateful as well to projects funders this past year which have included the New Horizons for Seniors Program, the Ontario Trillium Foundation, and the Crabtree Foundation. In the last year, we have additionally raised funds privately to carry on our good work and with judicious cost cutting, we have retooled, reorganized and reshaped our future as a voice for seniors in the Ottawa community. At this moment, we are at least \$20,000 in the black as a result of our Spring Luncheon and we have many more fundraising ideas to pursue to decrease our reliance on government funding. We have new friends in the community and this year will hopefully be very financially restorative for us as we still need funds for more improvements to our infrastructure including our website, and to reach out to more and more seniors with the services that we provide.

I would be remiss if I did not thank Cal Martell, our former President, who left us last November to accept an important position with the Champlain LHIN. I will always be grateful to him for his personal guidance in explaining to me the intricacies of our organization as I took over for him from the position of Vice President. Cal Martell also pitched in when we could no longer afford the salary of Executive Director to perform many of the tasks himself on a volunteer basis.

We are pleased to have found a new Executive Director in Sarah Bercier who has the time and the energy to perform all of the duties of the Executive Director and has agreed to do so at a reduced income until we can get back on our feet. We also have new members on our Board of Directors, with fresh ideas and new zeal for our cause. We are a working Board of Directors and I am grateful to all of the directors, staff and volunteers who have contributed their time and effort this year. I look forward to the days ahead with much optimism.

A handwritten signature in black ink, appearing to read "John Johnson".



# Executive Director's Report

## *Sarah Bercier, Executive Director*



As we celebrate the 40th Anniversary of The Council on Aging of Ottawa, this is an exciting time to recognize and reflect on all of the accomplishments of the past 40 years – the educational events, workshops, forums, committees, projects, collaborations, key successes, publications and more. It is also a time to look forward to the accomplishments that still lie ahead of us. The areas of concern remain constant... health, housing, economics, transportation, francophone issues, vulnerability, isolation, information and more. As we conquer specific issues within each of these domains, new issues arise and we continue on to address the new challenges.

Experience has shown that the Council's pattern of identifying issues and working collaboratively with others toward the development of solutions to those issues is a successful pattern which has led to many achievements. The Council has a long history of strong relationships in the community, and we continue to build on those relationships as this is a key pillar of the success of the Council. It is important therefore that we take this opportunity to thank everyone who has been a part of these collaborations – the staff, Board members, committee members, volunteers, organizations, community partners and most importantly the seniors who take action and make their voices known.

We also owe a special thanks to the many funders, both current and past, who have helped us arrive at our 40th Anniversary. We are thankful to those who have provided core funding during the past 40 years including the City of Ottawa, the Ontario Seniors Secretariat, and the United Way, those who have provided project funding including the New Horizons for Seniors Program, Ontario Trillium Foundation, The Crabtree Foundation, and the Ottawa Community Foundation, as well as many private companies and organizations who have believed in the work that we do such that they have repeatedly sponsored events and provided assistance when needed. Throughout the coming year we will be recognizing the accomplishments of the past 40 years and the people and funders who have helped to make it all possible.

Lastly, I would like to mention a few of the new additions to the Council this year. We have added a new two-year project to our endeavours entitled Opening Doors which addresses issues of senior's isolation and is funded by New Horizons. We also enjoyed our first Annual Golf Tournament. And finally, we developed a new Award this year. The Service to Seniors Award was developed to recognize individuals who have volunteered their time to make a difference in the lives of seniors in the Ottawa community in a variety of ways. Eleanor Ryan was a most deserving recipient of the first annual award which was presented at our Annual Spring Luncheon.

We look forward to many more firsts and many more successes as we move into this special anniversary year.

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

# Committee Reports

## Education and Events Committee

*Claire Caron, Chair*

The Education and Events Committee organizes educational and informative sessions for seniors and the general public, manages the development and delivery of the Spirituality Conference, provides support to all Council on Aging (COA) events, represents the organization in the community, updates COA materials and leads a core group of volunteers.

### INITIATIVES AND ACCOMPLISHMENTS:

Lunch and Learn program hosted over 350 people and exceptional guest speakers: Dr. Graham Beaton, Cholesterol, Blood Pressure and Neuropathic Medicine; Dr. Sue Johnson, Importance and Ability of Building Long-Lasting Relationship all through Life; Dawn Morewood and Lesley Bédard, Planning for Retirement Home Living: Shifting from Savings to Spending and Dr. Andrew Frank, What is Normal, and What is Alzheimer's?



Continuing Education program, two lectures on challenging topics: Professor Peter Fried Ph.D., The Medical and Legal Aspects of Marijuana and Professor Maureen Korp, Ph. D., The Language of Art: How to Understand and Interpret Artwork.

International Women's Day event held on March 4th, We have come a long way... celebrated the accomplishments and contribution of women past and current, guest speakers: Clare Beckton, We have come a long way and the journey continues; Sarah Bercier, This is Not Your Mother's Retirement; Bernice Kwakyewa Aye, Change, Experiences from Ghana, Dr. Safaa Fouda, Living in Canada the Land of Diversity, John Johnson was the MC at that event.



The Sub-committee on Spirituality, in partnership with the event sponsor, Kelly Funeral Homes, assembled some 140 people for its 6th Annual Conference on Spirituality and Aging on June 3th. Sharing the Last Journey with Peace and Comfort. A panel of two main speakers: Dr. Louise Coulombe and Dr. John Scott spoke with the participants with their professional knowledge and personal experience and three panel members, Sue Taylor, Abdul Rashid, and Marjorie Milloy talked about their experience in the journey of accompaniment at the end of life.

The Education and Events Committee supported fund raising events: Golf

Tournament, Art Gala, and Annual Spring Luncheon including Silent Auction. It assisted the Comité directeur with les Déjeuners-causeries, the Formation continue and the Francophone Forum. The EEC represented the COA in the community: Kanata 55+, National Association of Federal Retirees (FSNA) InfoMart, COA Ottawa Seniors Transportation Committee in Manotick and Vars, and at the Zoomer Show.

EEC updated the calendar of events, wrote new procedures for the Annual Spring Luncheon, the Silent Auction and the action plan for the Spirituality Day.

#### SUB-COMMITTEE on SPIRITUALITY

Members: Claire Caron, Anne Marie Bazinet-Miller, Khadija Haffajee, Sulaiman Khan, Patricia Marsden-Dole, Eleanor Meier, Marjorie Milloy, Helen Smith.

Staff: Lise-Michèle Bouchard

SPECIAL THANKS to our designated staff, speakers, participants, and sponsors who committed generously their time and expertise to the success of those events and to the volunteers of the Education and Events Committee who worked an average of 300 hours per month to make every event a success.



Members of Education and Events Committee (from left to right): Claire Caron (Chair), Eleanor Meier, Sarah Bercier (Executive Director), Gloria Goodine, Helen Anderson, Angela Davis, Yolande Rhéaume, Louise Leduc, Lucie Bruck, Louise Ashendon, Judi Wright, Lise-Michelle Bouchard, Claire Moissan, Sharon Irven, Sheila Pepper

Absent: Sharon Platts, Alina Kinastowski, Eileen Bond, Kathy Wakeham, Grace Welch.

In Memorium : Charles Bailey who passed away in March.



# Committee Reports

## Ottawa Seniors Transportation Committee (OSTC)

*Dianne Breton, Chair*

The mandate of OSTC is to identify barriers to accessibility and gaps in transportation options relating to Ottawa seniors and those with disabilities, and to bring information about transportation options to Ottawa seniors. The 2014-2015 work plan is aligned to the COA's Age Friendly Ottawa initiatives and the City of Ottawa's Older Adult Plan.

Thanks to all OSTC committee members as well as sub-committee members who have made this an interesting and successful year. Special thanks to Bonnie Murphy, COA Staff, who has coordinated our meetings so well.

Activities in six key areas of transportation are carried out by OSTC subcommittees, chaired by members of OSTC. This year, Community Information Events organized successful events in three rural Ottawa areas. The events were made possible by partnerships with the local community support service and include: Western Ottawa Community Resource Centre; Eastern Ottawa Resource Centre and Rural Ottawa South Support Services, as well as by support from OC Transpo, Ottawa Public Health and Safer Roads Ottawa. A questionnaire was completed by participants and included in a Rural Transportation Report sent to event partners.

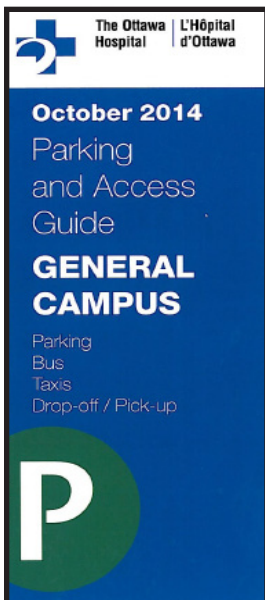
Rural Transportation collaborated in the rural events as well as continuing to advocate for accessibility and equity for rural seniors and Para Transpo registered rural clients. A pre-budget presentation was made to the City's Transit Commission in February.

Ottawa Public Transit monitored the accessibility and affordability of transit services. The widely distributed Seniors

Choices information booklet was expanded and updated. Special power point presentations were developed for the Rural Information events as well as a new Getting Around – Rural Transportation Options brochure. The Seniors Travel Training program got a boost with a partnership grant with The Olde Forge to carry out a series of special events. OC Transpo senior managers accepted OSTC invitations to attend meetings in January and June to discuss areas of mutual interest.

Pedestrian Safety carried out all-seasons Pedestrian Safety Walkability audits in three Ottawa communities. Fall, winter and spring audits have been completed in Kanata-Beaverbrook in





partnership with the Kanata-Beaverbrook Community Association, in Hintonburg with The Good Companions Seniors Centre and the Hintonburg Community Association, and in the Glebe with Abbotsford Senior Centre. Collected data will be analysed with the help of Ecology Ottawa and a report distributed.

Older Drivers once again partnered with Safer Roads Ottawa and CAA in a Shifting Gears Seminar at Ben Franklin Place in the fall of 2014. They collaborated with CAOT in a public CarFit program held at the Rehab Centre in September. A bilingual information and tips for Older Drivers brochure was developed and printed in partnership with Safer Roads Ottawa. Interest in the use of driving simulators has continued with an information session held at La Cité collégiale simulator lab.

Hospital Parking worked with The Ottawa Hospital to develop a Parking and Access Guide for the General Campus and continues to advocate for accessible and affordable hospital parking at Ottawa hospitals, as well as improved wayfinding and navigation aids.

OSTC Core Members: Seniors from urban and rural Ottawa, OC Transpo, Para Transpo, South-East Ottawa Community Health Centre, Ottawa Community Support Coalition, Stroke Survivors Association of Ottawa, Ottawa Public Health, Ottawa Community Immigrant Services Organization, Eastern Ottawa Resource Centre, an Occupational Therapist, The Olde Forge Community Resource Centre, MS Society of Canada (Ottawa Chapter), Walk Ottawa, The Council on Aging of Ottawa

OSTC Supporting Members: Seniors from suburban and rural Ottawa, Canadian Cancer Society (Ottawa Unit), HelpAge Canada, City of Ottawa's Strategic Community Initiatives, Western Ottawa Community Resource Centre, Champlain Dementia Network, Carefor/Champlain Community Transportation Coalition, Safer Roads Ottawa, Wabano Centre for Aboriginal Health





# Committee Reports

## Income Security Committee

*Submitted by Patricia Marsden-Dole*

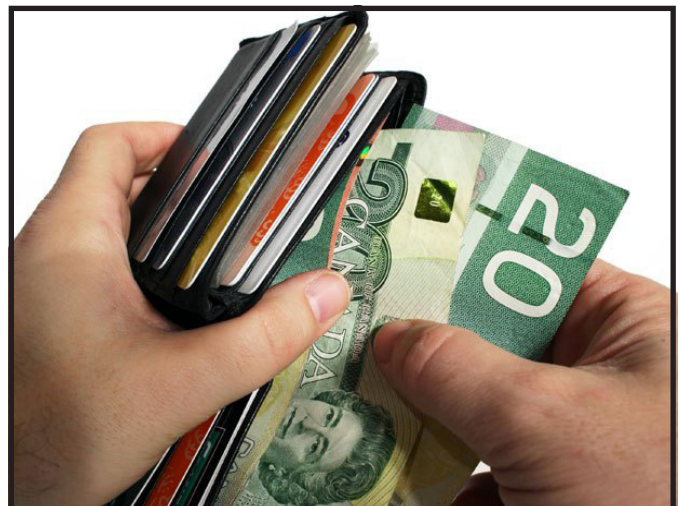
Although there has not been a fully and formally functioning Income Security Committee this past year, the Board has been staying abreast of issues related to this important topic.

The pension issue attracted attention when the federal government in an earlier budget had extended the eligibility for the Old Age Security (OAS) to 67 years of age from 65, and had also indicated that Targeted Benefit Pension plans are under consideration for employees of Crown Corporations. The provincial government of New Brunswick had earlier legislated that New Brunswick civil servants and retirees of the provincial civil service can expect to have their Defined Benefit Pension plans converted retroactively to Targeted Benefit Pensions. There is now a court case underway to challenge the authority of the provincial government in this legislation.

Premier Wynne announced in her 2014 budget that consultations would be undertaken across the province to design an enhanced public pension plan given that the federal government had earlier declined a preferred option to expand the CPP. The Ontario Associate Minister of Finance, Mitzie Hunter, held consultations across the province in the lead up to the budget decision of 2015 that an Ontario Retirement Pension Plan (ORPP) would be created. Members of the Council have attended these important consultations.

Beyond the pension questions, in this federal election year budget proposals from all parties are already including tax initiatives and proposals some of which will affect both current and future seniors (e.g., changes to the Tax Free Savings Account limits; rules affecting withdrawal requirements for Registered Retirement Investment Funds (RRIFs), etc.). These and other income security issues will be part of the election discussions, and some measures will become either active or retracted depending on the election outcome. The Council will monitor these developments and assess whether and how (and when) to express views on them, while continuing to inform members of relevant issues.

In order to better monitor and take a more active role in income security issues of relevance and interest to seniors, including the development of an Ontario Retirement Pension Plan and other changes to pension funds as well as defined and targeted benefit plans, The Council on Aging of Ottawa will formally renew the Income Security Committee in the new operating year.



# Committee Reports

## Health Issues Committee

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

The Health Issues Committee (HIC) supports the mandate of The Council on Aging (COA) of Ottawa by working with and for seniors to improve their quality of life on issues related to health. It is accountable to the Board of Directors of the COA, aligning its work with the COA's strategic implementation plan. Its key activities include reaching out to and engaging seniors in activities that will enhance their health; collaborating with other Council on Aging committees to develop activities, programs and actions related to seniors' health; working with community partners to educate seniors and their families about issues related to health and the regional health care system; and identifying, prioritizing and responding to issues of concern in health for seniors.

The Health Issues Committee has chosen to focus their work this past year on the support of Age-Friendly Ottawa's Health Literacy Pilot Project. In the fall of 2014, the HIC saw the completion of Phase I of the Health Literacy (HL) Pilot Project. The sessions that were introduced were Staying Healthy, Talking with your Doctor, Dealing with the Unexpected, Dealing with Major Illness & Hospitalization, Choosing to Age at Home, and Staying Socially Connected. Earlier this year, an external evaluator, was recruited to assess Phase I. The findings are that while the project was somewhat ambitious in scale and scope given the small budget and short time frame, which negatively impacted recruitment, overall the pilot was a huge success. It was well received by all participants and deemed an important tool to enhance health. The evaluation recommendations are being applied to Phase II HL, now in progress. These include refining the program content and branding; targeting the project to locations with larger populations of older adults, including those of diverse backgrounds; securing more stable funding and funding to support a more rigorous evaluation with pre- and post-evaluation processes; and capitalizing on the energy demonstrated by the older adults who benefited through their engagement in Phase I.

In addition to building on the momentum of Phase I, the HIC is exploring ways to collect and tabulate stories about the experiences of seniors, informal caregivers and family members on the problems that seniors experience when accessing health services. The goal is to use stories to advocate for improvements through, for example, communication with the appropriate health authorities. The HIC hopes to link this exercise with the Phase II, HL Project. As well, the HIC will remain focused on community / preventive health and home care options, e.g., those provided by the CCAC and other community support service providers. This need was rated by seniors as their first priority.

Core Members of the HIC include the Champlain Community Care Access Centre; South East Ottawa Community Health Centre; the Ottawa Community Support Coalition; the Ottawa Council of Women; Ottawa Public Health; the Regional Geriatric Program of Eastern Ontario; Senior representatives; the Ottawa Branch of the National Association of Federal Retirees; and Retirement residences. As needed, ad hoc members may be consulted on specific projects to represent the full diversity of seniors.

# Committee Reports

## Francophone Affairs Steering Committee

*Nicole Robert, Chair*

The year 2014-2015 was marked first and foremost by a period of transition following the departure of Renée Chartier, who left her position as Coordinator, Francophone Projects, in September 2014. Lucie Chênevert agreed to take on the position in an acting capacity. She began on October 7th and is still part of the team. Together with the Steering Committee, Lucie ensured the implementation of the Activity Plan which had largely been set in place the previous June.



In keeping with previous years, the Steering Committee carried out a number of successful educational and outreach activities aimed primarily at seniors and service providers. This included three Lunch & Learn events, a day dedicated to International Women's Day, and the Annual Francophone Forum. In total, these activities attracted 250 participants.

The monthly activities of the Pilot Committee, a sub-committee of the Steering Committee, were focused, among other things, on identifying topics of interest for Lunch & Learn events, speaking engagements and the Forum, based largely on comments received from activity participants. Thus, this

year, we explored such topics as physical activity: an anti-aging ally for the brain; gaining a better understanding of the aging brain to maximize quality of life; access to justice for Francophone seniors; the impact of women on the evolution of society, and lastly, a leading-edge topic for the forum, the use of technology in daily life: challenges and triumphs. The evaluations received after each event contained very favourable and laudatory comments about the topics chosen as well as about the organization of the activity. We can therefore surmise that the talks we present respond to a pressing need among Francophone seniors, who average between 65 and 67 years of age.



We are fortunate to be able to take advantage of the partnership we established many years ago with Rogers TV, which provides us with excellent television promotion for our Lunch & Learn events, our talks and the Forum, through their programs *Entre Nous*, *Podium* and *Encore Jeune*. Moreover, we benefited from sponsors such as REVERA, Jardin Royal, the Knights of Columbus, Montfort Renaissance, Portobello Manor and the management of the Council on Aging for financial support for



Francophone activities. A fundraising campaign was launched in January, seeking financial or in-kind support from various Francophone partners in order to enable us to offer healthy refreshments at our events. We thank the sponsors who responded to our appeal.



The Groupe de travail francophone sur l'abus, a multi-organization task force, produced a work plan for the coming year, 2015-2016. It consists in raising awareness of the Elder Abuse Response and Referral Service in Ottawa, either through community programs on Rogers TV or Unique FM; making presentations in the community; finalizing and printing the Francophone Elder Abuse Resource Guide; and targeting places in the community to maximize effective dissemination of the Guide: centres and clubs, hospital emergency rooms, Francophone community centres, social workers, home-care agencies and financial institutions. The

committee is considering the possibility of adding another part to the Guide about the various legal resources available to seniors in French, organizing a meeting of stakeholders to find out more about the main issues surrounding elder abuse, and having them use the Guide in their workplaces.

In addition, the Steering Committee designed an Action Plan for 2015/2017 based on the four fundamental pillars of the Council on Aging, namely education, awareness, representation and research. The proposed work plan seeks to maintain the regular educational and outreach activities, to consider the creation of a portal on legal services so as to recruit partners who can leverage our action, and to broaden our network in the community.

In support of the Age-Friendly Ottawa program, the Steering Committee participated in the training of a dozen facilitators as part of the Take Charge of Your Health initiative, which includes six health-related events that will take place next fall.

We wish to extend our warmest thanks to the management of the Council on Aging, as well as to all our community and financial partners for their loyal support of the activities of the Francophone Affairs Steering Committee.

Members: Paulette Archambault, Marise Bellavance (Regal, Portobello Retirement Community), H  l  ne Carri  re (Ottawa Public Health), Darline Charles Davilma (Bruy  re Continuing Care), Viol  ne Gabriel (Regroupement affaires femmes), Monique Gibbens (La Cit  ), Francine Gougeon (Retraite en action), Monique Lussier, Claire Moissan, C  cile Paquette (FARFO - Ottawa Region), Nicole Robert (Member of the COA Board of Directors, Geriatric Psychiatry Community Services of Ottawa) and Annick Tanguay, University of Ottawa.

COA Staff: Lucie Ch  nevert



# Committee Reports

## Champlain Elder Abuse Response Coalition (CEARC)

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

The Champlain Elder Abuse Response Coalition (CEARC) met four times since June 2014. CEARC benefits by meeting at venues with OTN capacity, so members from various parts of the Champlain region can attend with little or no travel involved.

CEARC developed a 2014-2015 Work Plan which was reviewed at each meeting. The Coalition is pleased that its membership is growing and several additional new members are expected in the Fall. This year we welcomed a representative of the Primary Care Outreach to Seniors Program from North Lanark Community Health Centre and, in order to better address elder abuse within the multicultural community, a representative from OCISO now attends our meetings and brings along colleagues who work with seniors from different ethnocultural communities.

The three regional elder abuse response and referral services continue to struggle for financial resources, as does the Champlain Senior Crisis Bed Program. We are sad to report that seniors referred for a crisis bed are sometimes turned away due to lack of funding. Consequently, CEARC is advocating to the Champlain LHIN for enhanced funding for the Champlain Elder Abuse Prevention Program, and we hope to have better news on that front next year.

Our close relationship with '211' continues, with interested members receiving coaching on the use of their extensive database. '211' collects elder abuse statistics which are shared with CEARC on a semi-annual basis. The Elder Abuse Section of the Ottawa Police Service is now fully staffed and their Victim Crisis Unit launched an Elder Abuse Consultation Line this Spring.

With funding from the federal Department of Justice for National Victims of Crime Awareness Week 2015, the COA was pleased to partner with the Graduate Victimology Program at Algonquin College, the Ottawa Police Service Victim Crisis Unit, Nepean Rideau & Osgoode Community Resource Centre and Rogers T.V. on the project "Respect and Dignity: Strengthening Community Responses to Elder Abuse", resulting in two very successful educational events on elder abuse for seniors, service providers and students, held in April.

Many thanks to all those who contribute to CEARC's work and are committed to preventing and combatting elder abuse in our community.

CEARC Members: Elder Abuse Ontario; Champlain Community Care Access Centre; Eastern Counties Branch (Cornwall) of Carefor Health and Community Services; Nepean, Rideau and Osgoode Community Resource Centre; Ottawa Police Service; Regional Assault Care Program of Renfrew Victoria Hospital; Champlain Elder Abuse Consultation Team, Primary Care Outreach to Seniors Program of North Lanark Community Health Centre; Ottawa Community Immigrant Services Organization; The Council on Aging of Ottawa



# Committee Reports

## Resources and Development Committee

*Kathy Yach, Chair*

This has been another busy year for the Resources and Development Committee. All Members of our committee worked very hard to reach our goals of advancing COA's mission and objectives, raise money and increase our profile in the community.



We held our first Golf Tournament at the Irish Hills on September 12, 2014. Thanks to Phil

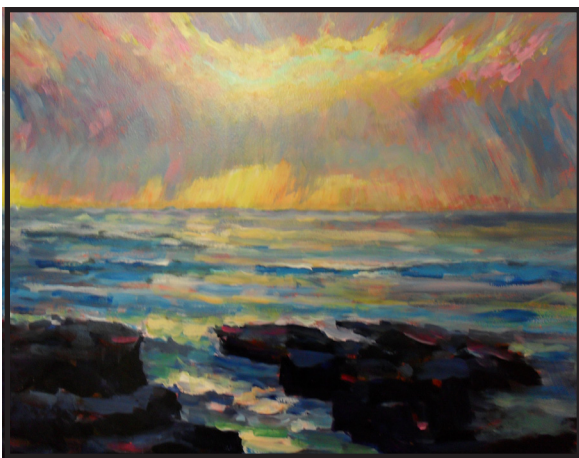
Rocco and Alan Feneske it was a great success. Everyone enjoyed the golfing and the delicious dinner afterwards. We are planning to host our second golf tournament on Friday, September 18, 2015.



On November 20, 2014 we held our second "Taste of Art Gala" at the Irish Embassy. The Honourable John Raymond Bassett, kindly hosted the event with his wife. This year we had Tony Turner's band perform. A Silent Auction featuring all different artists from around Ottawa contributed greatly to a successful evening. We are planning to hold a third Gala in November 2015 at the Rockcliffe Retirement Home.

I would like to take this opportunity to thank the members of the committee who were so supportive to me over the year. They were Laurence Bry, Yvan Jacques, Cal Martell, Phil Rocco, Allan Fenske, Claire Caron, John Johnson, Tea Derakhshan, Doris Myles, and Wayne Adams.

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





# 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 2015-2016.**

**For election to a two-year term for 2015-2017:**

*Maureen Sinden Dr. Louise Plouffe Dr. Russell Robinson Mary Hearn Hendela  
Monique Lortie Lussier Patrick McGarry Laurie Hogan Evelyn Maloney*

**For re-election to a two-year term for 2015-2017:**

*Claire Caron Kimberly Peterson Dr. Terri White Lobsinger Kathy Yach*

**Current members whose term continues:**

*Larry Doshen Dr. Patricia Marsden-Dole John Johnson Nicole Robert  
Linda Meek Brian Tardif*



**Organisations which appoint a member by virtue of office:**

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

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

**The following nominations of officers of the Board for 2014-2015 will be proposed to the Board of Directors at its first meeting following the annual election of directors:**

*President: John Johnson Past President: Kathy Yach 1st Vice President: Kimberly Peterson  
Secretary: Evelyn Maloney Treasurer: Larry Doshen Francophone Representative: Nicole Robert*

Members of the Nominating Committee: *Kathy Yach, Dianne Breton, Yvan Jacques*

## Board of Directors 2015-2016

### Executive

*President: John Johnson Past President: Kathy Yach 1st Vice President: Kimberly Peterson  
Secretary: Evelyn Maloney Treasurer: Larry Doshen Francophone Representative: Nicole Robert*

### Directors

<i>Claire Caron</i>	<i>Mary Hearn Hendela</i>	<i>Laurie Hogan</i>
<i>Monique Lortie Lussier</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>Maureen Sinden</i>	<i>Brian Tardif</i>	<i>Dr. Terri White Lobsinger</i>

# Age-Friendly Ottawa

## *Larry Doshen, Chair*

The Council on Aging, City of Ottawa and community partners continued to implement the Age-Friendly Action Plan 2012-2014 during 2014. Highlights included the following: the development of an Age-Friendly Evaluation Framework through the AFO Evaluation Working Group; the development and implementation of the Take Charge of Your Health health literacy pilot project involving the training of 16 health ambassadors (small group facilitators) and 29 participants in the health literacy sessions; and the ongoing implementation of the Building an Age-Friendly Business Community Project through the AFO Business Engagement Working Group; an additional seven local businesses were recognized as age-friendly in 2014 and early 2015. A draft Age-Friendly Community Action Plan 2015-2017 was prepared in early 2015 based on internal and external consultations with key partners.

In early 2015 an external consultant, Bonnie Schroeder, carried out an independent program evaluation for the Take Charge of Your Health pilot project and the results, which were positive, were presented to the AFO Steering Committee and COA Health Issues Committee in March 2015. In March and April 2015 an additional 70 volunteer seniors participated in the health ambassador training; a working group comprising ten of these volunteer health ambassadors was formed in May to review the content of the program and prepare for the rollout of the program in late 2015. The creation of this working group, chaired by one of the volunteers, is an important step toward ensuring the medium-term sustainability of the health literacy program.

During the period January-May 2015 the content for the AFO webpages was re-designed and updated in collaboration with a web professional contracted for this purpose. The new website is expected to go live in June 2015. Importantly, the design of the new AFO website reflects the focus on measuring age-friendly results and shows how the work of the various COA Issues Committees supports the achievement of age-friendly results.

During the reporting period the Chair of the AFO Steering Committee and the AFO Program Director participated regularly in the meetings of the City of Ottawa Seniors' Roundtable and special events related to the implementation of the City's Older Adult Plan. The City of Ottawa, in turn, is represented on the AFO Phase II Steering Committee and the AFO Evaluation Working Group.

We wish to acknowledge and thank those who gave their time and expertise by participating in the AFO Phase II Steering Committee. They are Clara Freire and Nadine Jodoin (City of Ottawa), Mitulika Chawla (Public Health Agency of Canada), Dr. Elizabeth Kristjansson (University of Ottawa), Kelly Milne (Regional Geriatric Program of Eastern Ontario), Caroline Andrew (University of Ottawa Centre on Governance), Kelly Mertl (United Way), Barry Deeptose (Ottawa Pride), Caroline Midgley (Seniors on Site), Hugh Nelson (Y's Owl Maclure Co-operative Centre), Martha Fair (Statistics Canada retired), Natalie Fraser (HelpAge Canada), Bonnie McCutcheon (Seniors Health Promotion Coalition), and Bonnie Murphy (COA Community Partnership Committees).

We also acknowledge the leadership of the Age-Friendly Ottawa Program Director, Maureen Forsythe, and her role in guiding and supporting the implementation phase of the project. To her and to other COA staff, in particular Dagmar Horsman, go our sincere appreciation.

Finally, we acknowledge with gratitude the ongoing financial support of the Ontario Trillium Foundation for the Age-Friendly Ottawa initiative. We further acknowledge the support of the New Horizons for Seniors Program and The Crabtree Foundation for the health literacy pilot project.



# Margaret Griffiths Award 2015

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.

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## **This Year's Recipient: Dianne Breton**

Dianne Breton is an active and exceptional volunteer, committed to improving the quality of life for seniors in our community. She is a remarkable team leader, and a dedicated and responsible person. Her unfailing attention to detail and commitment to finishing a task have benefitted and inspired everyone who has come in contact with her over the years.

Since joining the COA Board in 2002 Dianne has held numerous positions including Vice-President, Secretary, and Chair of the Members.com Committee (now the Education and Events Committee). She has also been involved on the hiring and nominating committees for staff and Board.

Dianne has been the first and only Chair of the COA Transportation Committee (OSTC), a position she has held for 10 years. She has provided dynamic and dedicated leadership in all areas of the committee's work and was especially active in many seniors' transportation information events offered at the Council and in the urban and rural Ottawa community. Dianne is Chair of the OSTC's Pedestrian Safety Sub-Committee where she led and participated in many All-Seasons Walkability Audits. She worked with The Ottawa Hospital in developing a Parking and Access Guide and advocating for improved navigation and wayfinding as well as reduced hospital parking fares. She also was a strong advocate for "Ride Free Wednesday" and reduced bus fare for seniors.

Dianne has also been very involved in maintaining the history of the Council. She played a significant role in the Records Management Working Group whose mandate was to review and re-organize the Council's record documents and publications in a more effective and accessible way; to identify and index records of archival value and to recommend ongoing records management procedures prior to the Council's summer move of 2003. A final report was presented to the Board on Oct. 9, 2003. The Motion brought to the Board was to send all archival documents to the City Archives. Dianne also co-wrote, along with Eleanor Meier, the 35 year history of the Council in the publication "35 Years of Service to the Community 1975-2010" (Second Volume 2001- 2010).

In recognition of her dedication she was awarded the Governor General's Caring Canadian Award on October 22, 2007. She has also served as a Board Member of the Glebe Centre, Chair of the Abbotsford Senior's Centre Committee and President of the Causeway Foundation.



# COA Events 2014-2015

- |                              |   |
|------------------------------|---|
| September 12<br>12 septembre | First Annual Council on Aging Golf Tournament<br>1er Tournoi annuel de golf du Conseil sur le vieillissement<br>Hosted at: Irish Hills Golf & Country Club  |
| September 24                 | Cholesterol, Blood Pressure & Naturopathic medicine – Lunch and Learn<br>Speaker: Graham Beaton BHSC, ND, Doctor of Naturopathic Medicine   |
| October 22                   | The Medical and Legal Aspects of Marijuana – Continuing Education<br>Speaker: Peter Fried, Professor Emeritus, Distinguished Research Professor<br>Department of Psychology, Carleton University  |
| 12 novembre                  | Mieux comprendre le vieillissement cérébral pour maximiser sa qualité de vie -<br>Déjeuner causerie<br>Conférencière: Angèle Lavallé, Infirmière- Services communautaires de géronto-<br>psychiatrie d'Ottawa   |
| November 20<br>20 novembre   | Taste of Art Gala - An Evening of in the Ambiance of Music, Art and Networking<br>Speaker / Conférencière : Julie Van Dusen, Journalist(e), Nouvelles CBC News<br>Gala - L'Expérience des arts - Une soirée Gala avec concert, encaissement silencieux d'oeuvres<br>d'art et réseautage |
| 26 novembre                  | Connaître les psychotropes (médicaments) pour le cerveau pour en faire bon usage -<br>Formation continue<br>Conférencière : Nathalie Le Marec (Université d'Ottawa)   |
| December 3                   | Importance and Ability of Building Long-Lasting Relationships All Through Life – Lunch<br>and Learn<br>Speaker: Dr. Sue Johnson, a renowned clinical psychologist, researcher, professor,<br>author, popular presenter and speaker  |
| January 14                   | The Language of Art: How to Understand and Interpret Artwork – Continuing Education<br>Speaker: Professor Maureen Korp (Carleton University)  |
| February 11                  | Planning for Retirement Home Living: Shifting from Savings to Spending – Lunch and Learn<br>Speakers: Dawn Morewood & Clementine Van Veen (RBC Dominion Securities) and<br>Lesley Bédard (RBC Royal Bank)   |
| March 4                      | International Women's Day<br>Speakers: Clare Beckton, Sarah Bercier, Bernice Kwakyewa Aye, Dr. Safaa Fouda  |
| 4 mars                       | Journée Internationale des femmes<br>Conférencières: Mariette Fraser, Monique Lussier, Annick Tanguay   |

# COA Events 2014-2015

March 25	What is Normal and What is Alzheimer's? – Lunch and Learn Speaker: Dr. Andrew Frank, Medical Director Bruyère Memory Program
April 29 29 avril	Annual Spring Luncheon - Longevity and its Seven Sins Déjeuner annuel du printemps - Longévité : Sept vérités Speaker / Conférencier : Dr. Guy Proulx
27 mai	Forum annuel francophone - L'usage de la technologie au quotidien : conquêtes et défis! Houssein Charmakeh PhD, chercheur postdoctoral au Département de communication, Université d'Ottawa
June 3	6th Annual Conference on Spirituality and Aging - Sharing the Last Journey with Peace and Comfort Speakers: Dr. Louise Coulombe, Community Based Palliative Care Specialist and Dr. John Scott, The Ottawa Hospital, (Civic Campus), Palliative Care Consultant Panelists: Sue Taylor, Retired Minister, United Church & Volunteer, The Ottawa Mission, Abdul Rashid, Spiritual Care Volunteer, Muslim Community, and Marjorie Milloy, Program Manager, HelpAge Canada & her husband's caregiver
June 17 17 juin	Annual General Meeting / Assemblée générale annuelle Speaker: Margaret Gillis, President of the International Longevity Centre

## Educational Event Sponsors

Lunch & Learn	Retire-at-Home
Déjeuner et causerie	Revera/Montfort Renaissance
International Women's Day	Home Instead Senior Care
Journée internationale des femmes	Portobello Manor Retirement Residence - Manoir Portobello
Francophone Forum	Jardin Royal Garden/Chevaliers de Colomb d'Orléans
Spirituality Conference	Kelly Funeral Homes by Arbor Memorial

# Financial Reports 2014-2015


## LE CONSEIL SUR LE VIEILLISSEMENT D'OTTAWA

### ÉTAT DE LA SITUATION FINANCIÈRE

AU 31 DÉCEMBRE 2014

	ACTIF	
	<u>2014</u>	<u>2013</u>
<b>ACTIF À COURT TERME</b>		
Encaisse	115 994 \$	70 407 \$
Débiteurs	2 452	11 192
Charges payées d'avance	<u>4 735</u>	<u>4 890</u>
	<u><u>123 181</u></u> \$	<u><u>86 489</u></u> \$
	PASSIF	
<b>PASSIF À COURT TERME</b>		
Créditeurs et charges à payer	20 338 \$	18 048 \$
Produits reportés (note 5)	10 830	5 265
Apports reportés (note 6)	<u>62 889</u>	<u>20 320</u>
	94 057	43 633
	ACTIF NET	
<b>SOLDE À LA FIN DE L'EXERCICE</b>	<u>29 124</u>	<u>42 856</u>
	<u><u>123 181</u></u> \$	<u><u>86 489</u></u> \$

Approuvé au nom du Conseil d'administration

  
\_\_\_\_\_  
Directeur

  
\_\_\_\_\_  
Directeur



# Financial Reports 2014-2015

## THE COUNCIL ON AGING OF OTTAWA

### STATEMENT OF OPERATIONS AND CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2014

	<u>2014</u>	<u>2013</u>
<b>REVENUE</b>		
Administration cost recovery	\$ 9,855	\$ 10,551
City of Ottawa	89,506	88,184
Donations and fundraising	75,787	85,390
Interest	2,023	2,226
Membership fees	10,540	10,441
Other grants	124,844	107,265
Province of Ontario	86,664	80,003
United Way of Ottawa	<u>1,646</u>	<u>3,059</u>
	400,865	387,119
Deferred contributions - beginning of year (note 6)	25,585	50,168
Deferred revenue and contributions - end of year (note 5 and 6)	( <u>73,720</u> )	( <u>25,585</u> )
	352,730	411,702
<b>EXPENSES</b>		
Accounting	10,041	10,041
Administrative expenses	22,526	35,862
Age-Friendly Ottawa (Schedule)	67,448	118,989
Audit	8,299	8,889
Conference and travel	1,462	2,224
Equipment and furniture	4,669	325
Fundraising	33,859	25,826
Meetings	8,958	11,208
Occupancy	28,751	28,709
Opening Doors (Schedule)	11,939	-
Postage and shipping	1,273	1,892
Printing	8,312	11,014
Public relations	1,923	2,420
Salaries and benefits	150,380	186,459
Translation	<u>6,622</u>	<u>5,736</u>
	<u>366,462</u>	<u>449,594</u>
<b>NET EXPENSES FOR THE YEAR</b>	( 13,732 )	( 37,892 )
<b>UNRESTRICTED NET ASSETS - BEGINNING OF YEAR</b>	<u>42,856</u>	<u>80,748</u>
<b>UNRESTRICTED NET ASSETS - END OF YEAR</b>	<u><u>\$ 29,124</u></u>	<u><u>\$ 42,856</u></u>

McCAY DUFF LLP, CHARTERED ACCOUNTANTS

# Acknowledgements

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



Thank You to the funders of  
Age-Friendly Ottawa



The Crabtree  
Foundation

Thank You to the funders of  
Opening Doors



----- Many thanks to our Corporate Members -----

## First Annual Golf Tournament

### Hole Sponsors

Canadian Retirement Information Centre • Canadian Dermatology Association • Kellco Car Care • Kelly Funeral Homes by Arbor Memorial • Carefor Health & Community Services • Nelligan O'Brien Payne LLP • The Rockcliffe Retirement by Signature • The Westwood Retirement Living by Revera • Best Roofing

### Donors

Carefor Health & Community Services • Jaguar Ottawa and St. Laurent Volvo • Copiexpert • A Vrai Dire Inc. (Translation Services)

### Prizes

Hunt Club Volkswagon • Canadian Snowbirds Association • Investors Group Financial Services • Irish Hills Golf Course • The Westwood Retirement Living by Revera • The Rockcliffe Retirement Residence • Elder Abuse Ontario • Canadian Dermatological Association • Regal Portobello Retirement Community • Carefor Health & Community Services • Nelligan O'Brien Payne LLP • Hulse, Playfair & McGarry Funeral Homes • Hunt Club Manor Retirement Living by Revera • Bruyère Continuing Care • Mementos Unlimited Inc. • Highlands Golf Club • Independent Grocers Alta Vista • Chartwell Heritage Retirement Residence • Cora • First Choice Haircutters • Hair Tech & Spa

# Acknowledgements

## Annual Spring Luncheon - Sponsors



## Annual Spring Luncheon - Silent Auction Donors

VIA Rail Canada • Amanda Sterczyk • Angelucci's Restaurant • Ann Hiney • Bea MacDonald • Bella's Bistro Italiano • Black Dog Bistro • Books on Beechwood • Bridgehead • Byblos Hair Salon • Café Mezzaluna • Canada Aviation and Space Museum • Canadian Golf & Country Club • Canadian Museum of History • Canadian War Museum • Capital Hair Company • Cartier Place Suite Hotel • Chartwell • Coliseum Ottawa • City of Ottawa • Claire Caron • Cora's Restaurant • Courtyard Marriot • Crabtree & Evelyn • Delta Ottawa City Centre • Denis Office Supplies • Denny's • Farm Boy • Fraser Café • Glebe Indian Cuisine • Holiday Inn Express & Suites • Hunt Club Volkswagen • Jacqueline Thibodeau • Keith Yach • Lapointe's Restaurant • Leon's • Les Suites Hotel Ottawa • Louise Lalonde-Morin • Louise Leduc • Medical Pharmacy • Metcalfe Golf Club • Metro • Moose McGuire's Pub & Grill • Music and Beyond • National Art Centre • Nicole Robert • Patricia Marsden-Dole • Polly Lockhead • Red Cross • Retire-at-Home • Riverside Mall Hair Design • Robbie's Italian Restaurant • Seniors Tour Canada Inc • Shoppers Drug Mart • Susan Hall • Terry White-Lobsinger • The Green Door Restaurant • The Keg Steakhouse & Bar • The Rockcliffe Retirement Residence • The Rose Bowl Steak & Seafood • The Scottish & Irish Store • The Westin Hotel • Trattoria Café • Vittoria Trattoria Restaurant

## Taste of Art Gala

A special thanks to His Excellency Ambassador Raymond Bassett and his wife Patricia as well as Michael Hurley, Deputy Head of Mission and the staff of the Irish Embassy. Many thanks as well to Julie Van Dusen for her role as MC and Tony Turner who provided the musical entertainment. Finally, thank you to the Rockcliffe Retirement Residence, Epicuria Catering, the Irish Hills Golf & Country Club and Chartwell Rideau Place Retirement Residence for their door prize donations.

## Thank You to the Artists

John Archer • Susan Ashbrook Anne Barkley • Margo Blackell Susan Clement-Beveridge • Donna Bowen-Willer • Dianne Breton • Lise Butters • Margaret Dunsmore • Patsy Fyfe • Doreen Harper • Gary Hesketh • John Jarrett • Sheena Kalmakova • Joan Kellett • Ruth Koch-Schulte • Polly Lockhead • Judith Lockett • R. MacArthur Shields • Diana Macintosh • Eric Martin-VOVE • Maria Mask • Bill McLaughlin • Marlene Munroe-de-Montigny • Kate Oakley • Mary Pratte • Rose Power • Susan Reid – SUZAN • Phyllis J. Ross • Paul Schibli • Maria Leticia Sim Fideles • Ann Sutherland Gruchy • Gerry Taylor-Woelfert • Wendy Tretheway • Beth Stikeman • Herb van der Staay • Shirley Van Dusen • Keith Yach



# COA Staff

## **Executive Director**

Sarah Bercier (from January 2015)

## **Executive Assistant**

Lise-Michèle Bouchard

## **Program Director, Age-Friendly Ottawa**

Maureen Forsythe

## **Director, Francophone Projects**

Renée Chartier (until September 2014)

## **Director, Francophone Projects**

Lucie Chênevert (returned in October 2014)

## **Director, Community Partnerships**

Bonnie Murphy

## **Database Administrator**

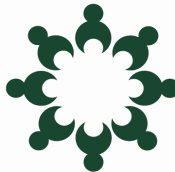
Sara Jarvis (until September 2014)

## **Communications**

Dagmar Horsman



**The Council  
on Aging  
of Ottawa**



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

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 Friday  
8:30 a.m. to 4:30 p.m.