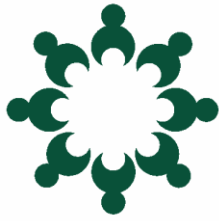


**The Council
on Aging
of Ottawa**



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

The Community Voice for Seniors



The Council on Aging of Ottawa
WORKING WITH AND FOR SENIORS

35th Annual Report
June 2010

The Council on Aging of Ottawa

35 Years of Achievement

1975 – 2010

Presidents

1975–1978	George Jackson
1978-1980	Marjorie Mann
1980-1982	Don W. Simpson
1982-1985	Dr. John J.O. Moore
1985-1987	Fred W. Price
1987-1989	Sr. Gisèle Richard
1989-1991	Margaret Wade Labarge
1991-1993	Germain Aubut
1993-1995	Sylvia Goldblatt
1995-1997	Marian Chapman
1997-1998	Georges Latour
1998-2000	David K. Bernhardt
2000-2002	Joan A. Skene
2002-2003	Al Loney
2003-2005	Carol Burrows
2005-2007	Dr. Glenn Drover
2007-2009	Dr. Roland Lecomte
2009-	Dr. Lise Chislett

Executive Directors

1975–1981	Margery Boyce
1981-1986	Susan LeConte
1986-1988	Betty Muggah
1988-1996	Denis Henley
1996-1997	Margaret George
1997-1998	Jean-Serge Lauzon
1998-1999	Yvon Cloutier
1999-2000	Alex Cullen
2001-2002	Lise Ladouceur
2002-2003	Gerald Ouellette
2003-2008	Al Loney
2009-2010	Oris Retallack
2010 -	Bernard Bouchard

Honorary Members

Lucio Appolloni	Bert Hanmer	Marion Routledge
Germain Aubut	Charles Hurst	Don Saxon
David K. Bernhardt	Dr. F. Arthur Irwin	Charles F. Scott
Francine Boutet	Margaret Wade Labarge	Ginette Séguin-Roberge
Dianne Breton	Dr. Campbell Lamont	Dorothy Senior
Barbara Burns	M. Georges Latour	Louise Sévigny
Carol Burrows	Ada McEwan	Jean Shaw
Peter Cornell	Jessie McPherson	Joan A. Skene
Dr. Pierre-Paul Demers	Raymond Ostiguy	William (Bill) Wade
Don Evans	Sr. Gilberte Paquette	Jessie Whyte
Hubert Frenken	Oris Retallack	Dr. Bea Wickett-Nesbitt
Pearl Greenberg	Sr. Gisèle Richard	

Margaret Griffiths Award Recipients

2010	Dr. Hugh Armstrong	2004	Barbara Burns	1998	Germain Aubut
2009	Nicole Robert	2003	Marian Chapman	1997	Jessie Whyte
2008	Carol Burrows	2002	Dr. Beatrice Wickett-Nesbitt	1996	Sylvia Goldblatt
2007	Joan A. Skene	2001	Jacqueline Neatby	1995	Margaret Wade Labarge
2006	Susan Van Iterson	2000	Marion Routledge	1994	Bert Hanmer
2005	Hubert Frenken	1999	Charlie Hurst		

Our Mission

The Council on Aging of Ottawa is a bilingual, non-profit, charitable, voluntary organization dedicated to enhancing the quality of life of all seniors in Ottawa.

The Council on Aging of Ottawa works with and for seniors in the community to voice issues and concerns to all levels of government and to the general public.

2009 – 2010

Board of Directors

Dr. Lise Chislett	President	Dr. Pierre-Paul Demers	Director
Oris Retallack*	Executive Director	Rodney E. Durnin	Director
Kathy Yach	Vice-President	Dr. Marjorie Hinds	Director
Dr. Hugh Armstrong	Vice-President	Brian Jackson	Director
Dick Stewart	Treasurer	Richard Mayer	Director
To be determined	Secretary	Christina O'Neil*	Director
Dr. Roland Lecomte	Past-President	Christine Poirier*	Director
		Nicole Robert	Director
Garry Armstrong	Director	Trudy Sutton	Director
Dianne Breton	Director	Vernon White	Director
Eric Cosgrove	Director	Sharon Yu	Director

*Resigned in 2010

Honorary Patrons ~ 35th Anniversary

The Honourable Monique Bégin	Ms. Jacquelin Holzman
The Honourable Ed Broadbent	Mr. Max Keeping
Rabbi Dr. Reuven Bulka	The Honourable Dr. Wilbert Keon
Colonel Allan Fenske (Retired)	Huguette Labelle Chancellor of the University of Ottawa
Ms. Grete Hale	Mr. Michel Larose
Mr. Ed Hartwik	Mr. Gaëtan Lussier

35th Anniversary Award Recipients

PIONEER:

Barbara Burns
Carol Burrows

COMMUNITY PARTNER:

Geriatric Psychiatry Community Services of Ottawa
Regional Geriatric Program of Eastern Ontario

Staff

Oris Retallack*	Executive Director	Clara Abdul-Sater* *	Administrative Assistant/ Receptionist
Lise-Michèle Bouchard	Executive Secretary	Geoffrey Coombs**	Project Coordinator
Lucie Chênevert	Francophone Project Coordinator	Andrew McCallum**	Project Assistant
Loraine Dean	Program Coordinator	Robyn Olivier	Student-Carleton University (January –April 2010)
Cindy Flynn	Accountant		
Bonnie Murphy	Project Coordinator, Community Partnership Committees		

**Resigned in 2009

*Resigned in 2010

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President's Report

Dr. Lise Chislett

The Council on Aging of Ottawa is a bilingual, non-profit, charitable voluntary organization dedicated to enhancing the quality of life of all seniors in Ottawa. The Council works with and for seniors in the community to voice issues and concerns to all levels of government and to the general public. Among its objectives, the Council seeks to ensure the participation of senior citizens in decisions affecting them, to promote collaboration between seniors' organizations, government agencies, and senior citizens with respect to services for senior citizens, to initiate and promote planning, coordination and development of programs and services for senior citizens, and to promote public understanding and awareness of the potential of senior citizens in the community.



In 2010, the Council on Aging of Ottawa is celebrating **35 years of accomplishments** aimed at improving the quality of life of seniors in Ottawa. The COA came into existence on April 1st 1975 and was incorporated in 1991. One early accomplishment was the building of an invaluable network of relationships between volunteers and professionals, Francophones, and Anglophones, funding bodies and other groups all with the goal of working together to enhance the life of seniors in Ottawa. Such collaboration continues to this day as does work in the area of education, advocacy, and research on Aging. More information on the numerous accomplishments of the first 25 years of Council have been documented in "25 Years of Service to the Community" published in 2000 and the following ten years in a soon to be published document.

The Council's 35th year of existence in 2009-10 was a year of many achievements and some challenges. In June 2009 a daylong planning session had the goal of establishing **a new, dynamic, and constructive direction** to meet the opportunities and challenges ahead. **The result was the adoption of three major priorities.** The priorities selected evolved into strategic planning, sustainable funding and age friendly initiatives.

The **Strategic Planning initiative** is better described as a short term 18-24 months modified process. It began its work in September and produced a report that was adopted by the Board of Directors in February. As a result four major goals were adopted. They are achieving financial stability, reviewing governance, improving communications, and developing partnerships with other agencies. In a second phase, twelve work groups were created to work on the various subgoals. Timelines were established for each of the workgroups and vary between three to eighteen months. The various work groups are currently doing their work and reporting their ongoing progress to the Executive committee and the Board of Directors. New ideas and directions are being developed and proposed for the Council.

The **sustainable funding initiative** included an examination of the core funding strategies and discussions with core funders to review the situation. There was also the creation of a fundraising committee. This highly energetic group achieved several results. Among these are the development and adoption of a sponsorship policy, the recruitment of honorary patrons in the context of the 35th anniversary, the adoption of a model of giving and sponsorship, the planning of an anniversary gala and the conduct of the silent auction at the annual Spring Luncheon.

The third priority selected is an initiative aimed at making Ottawa an **Age Friendly City** within the framework developed by the World Health Organization in the following eight areas: outdoor spaces and buildings, transportation, housing, social participation, respect and social inclusion, civic participation and employment,

communication and information, and community support and health services . The work on this initiative involved the creation of a steering committee, the development of partnerships (City of Ottawa, the University of Ottawa's Centre on Governance, the United Way/Centraide Ottawa), as well as work on developing other partnerships. Furthermore, grant applications were submitted. Among the goals of this project are first to have the City of Ottawa join the global network of Age Friendly Cities and second to champion greater Age Friendliness in Ottawa.

In addition, the Council continued its activities in the areas of education, collaboration, advocacy/representation and research. Some key achievements of the COA Standing Committees in these areas during the past year include the October 1st 2009 Health Forum "Health, Hospital, Home", and the publication of a related report, several Lunch and learn presentations among which was a series in English "Living with an Aging Brain" and in French "Planifier sa vie.. jusqu'au bout", and the May 27, 2010 Francophone Forum « Une Ville pour nous... avec vous tous ». In a follow-up to the 2008 COA major report dealing with affordable housing for seniors, the Housing committee hosted a roundtable for housing developers about barriers to developing affordable housing for seniors, and ideas to overcome these. Community Partner committees accomplished much on the issues of Seniors' Transportation and Elder Abuse. Other achievements include the publication of the fifth Fact Book on Aging, a revised and improved edition, as well as the publication of two issues of the Bulletin dealing respectively with Income Security and Diabetes. The annual Spring Luncheon and Silent auction on April 28 were very successful. Some challenges during the past year were the issue of sustainable funding as well as the resignation of the Executive Director and subsequent recruitment efforts. Work continues on both of these issues.

The accomplishments of the Council on Aging would not have been possible over the years without the **contributions of major funders, staff and volunteers** of the past thirty five years. A very special thank you to the Ministry of Health and Long Term Care of Ontario, to the City of Ottawa and United Way Ottawa for their general support over the years. A very warm thank you to everyone involved in the work of the Council since 1975. Much appreciation also to the current and very dedicated members of the Executive Committee: Dick Stewart, Secretary Treasurer & Chair of the Strategic Planning initiative, Kathy Yach Vice-President & Chair of the Fundraising Committee, Roland Lecomte past President & Chair of the Nominations committee, Hugh Armstrong, second Vice-President.

Special thanks to the Chairs of the COA standing committees and members of the Board: Hugh Armstrong: Health Issues Committee, Brian Jackson: Members.com, Nicole Robert: Comité directeur des affaires francophones, Trudy Sutton: Housing Committee, to the Chairs of the Community Partners Committees: Christina O'Neil: Champlain Elder Abuse Response Coalition, Bonnie Murphy: Elder Abuse Consultation Team, and Dianne Breton: Transportation Committee. Thank you for the valuable contributions of the following members of the Board : Garry Armstrong, Eric Cosgrove, Pierre-Paul Demers, Marjorie Hinds, Vern White, and Sharon Yu. Thank you to Rod Durnin representative of the Senior Citizens' Council, and to Richard Mayer representative of the FAFO. A very warm thank you to all the dedicated volunteers, for their generosity of skill and time given to the Council and to the members of COA for their participation and support.

Last but not least, a very special thank you to the staff of the COA for their very valuable and essential contributions to the Council: Lise-Michèle Bouchard, Executive Secretary, Loraine Dean, Program Coordinator, Lucie Chênevert, Francophone Project Coordinator, Bonnie Murphy, Coordinator, Community Partnership Committees, and Cindy Flynn, Accountant. A very major thank you to Oris Retallack for her passion for the work of the Council and for her numerous contributions as Executive Director.

Dr. Lise Chislett
President
The Council on Aging of Ottawa

Executive Director's Report Oris Retallack

2009-2010 has been a year of big challenges and of significant accomplishment. As we celebrate our 35th Anniversary we have reviewed our role in the community and made some commitments to its future. This is fitting for an anniversary year.

We began 2009 with sizable financial challenges and this of course underlies everything we do. However, we have reduced a large deficit to a small one as you see. And we have projected a balanced budget for the current fiscal year. To do this we have reduced staff, developed priority activities that we could manage, closely monitored expenditures, are making a shift in how we will be using technology to do business and are developing a strategy for expanding our volunteer involvement.



Organizationally the COA has met this year of challenges with strength, commitment, realistic planning and creativity. Through our strategic planning process the Board and staff have identified four major goals: financial sustainability, communication, governance and developing partnerships. We are charting our course to adjust to new realities: how we re-strategize to become financially sustainable and to allow us to grow; how we communicate with our constituents with technology while maintaining our ability to really connect with seniors on issues that matter most to them; how we use technology to become more efficient; how we position ourselves in the community to be more effective partners and advocates.

We have aligned our operational and program priorities with these four goals and we are developing strategies to address them:

- *to reduce the deficit and become financially sustainable* - we are reaching out to our main funders, the MOHLTC, the City of Ottawa and United Way Ottawa, to ensure our goals and activities are meaningful to them and that we become closer partners in ensuring seniors have age-appropriate and equal access to services and care; we are developing a marketing and fundraising strategy.
- *to maintain our relevance to seniors and community partners* – we are maintaining our Lunch and Learn program and our two annual fora; we are continuing to publish the Bulletin; we are continuing to support current partners and are reaching out to new ones; we are continuing our consultation and participation in numerous community advisory and planning groups; we are ensuring our committees are vibrant and active; and we continue to respond to emerging issues that affect the lives of seniors
- *to seek out volunteers* to work with us to accomplish all this we are developing a volunteer program
- *to engage the whole community* in celebrating our 35th Anniversary

We are indeed blessed with a group of dedicated, hard-working volunteers who bring a wide range of skills and talents. Our Board of Directors are all volunteers and have engaged in our strategic planning process. Together and individually they have developed new initiatives in many areas. I would like to especially recognize the following volunteers who have extended themselves to carry out some of the activities of the Council and to provide their expertise and direction in a number of specific and important areas. To Alina Kinastowski, Diane Hupé, Doug Norris, Eleanor Meier, Evelyn Maloney, Louise Fleming, Marcel Custeau, Richard Strong, Jacques Guèvremont, and Yvan Jacques, many thanks.

*..... a group of
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For our 35th Anniversary we are pleased to have the support of twelve Honorary Patrons (see page ii). We welcome their voices in underlining the importance to our community of eliminating ageism to ensure a

good quality of life for all seniors.

We have identified four pillars of activity that ensure we fulfil our mandate and mission:

- **Education:** for seniors, families, community groups and organizations
- **Representing seniors' voices:** to governments, service planners, the general public
- **Research** and development of programs that address issues of concern to seniors
- **Consultation and participation** in planning and coordination of services for seniors

(For an overview of our activities over the past 12 months I refer you to the section on 'COA Activities 2009/2010 further in this report)

Our 35th Anniversary Annual Spring Luncheon held at the Hilton Gardens Inn was a great success with a record attendance of 320 seniors, supporters and community partners. Many thanks for all their support and for the donors who provided the wonderful items for the silent auction.

The updated *Fact Book on Aging in Ottawa* has been published thanks to Doug Norris and the input of many partners.

Robyn Olivier, a student from Carleton University School of Social Work, produced a report titled *Health-Hospital-Home: Where Are We Now?* It connects our 1998 forum on seniors and health care with the 2009 fall forum on the same topic. It enables us to see what has changed in twelve years, what gaps are experienced by seniors in our health care system today and it includes the forums' recommendations to address these gaps.

This year we developed new partnerships in education:

- with the Alzheimer Association of Ottawa and Renfrew County we are presenting two special education sessions;
- with Domtel we presented a look at some of the technology available for facilities to assist in providing care to seniors;
- with the Interfaith Network, Bruyère Continuing Care, the Islam Care Centre, King's Daughters and Sons, Help the Aged Canada, the Ontario Interfaith Council and Public Health to present a full day conference - *Aging: Spirituality and Health*.

We have also strengthened our partnership with the Canadian Hearing Society welcoming members at many of our events.

In conclusion I would like to recognize and honour the impressive work done by our very limited staff: Lise-Michèle Bouchard, Lorraine Dean, Lucie Chênevert, Bonnie Murphy and Cindy Flynn - also Geoff Coombs and Clara Abdul-Sater who left us last year. What they have accomplished in this past year you will see in more detail in the list of activities. Their achievements are deserving of the thanks of our whole community.

The Council on Aging of Ottawa has a 35-year history of working with and for seniors as a bilingual, charitable, non-profit organization dedicated to enhancing the quality of life of all seniors in Ottawa. 2009 – 2010 was no exception. We celebrate that and look forward to the coming challenges and opportunities.

Oris Retallack
Executive Director
The Council on Aging of Ottawa

... *four pillars of activity ensure we fulfil our mandate and mission.*



COA Committee Reports



Members.com Committee

Brian Jackson, Chair

Members.com is the committee that supports the many activities and events of the COA. The past year was a very eventful one, filled with our contribution to the Education pillar of several public presentations with the help of our energetic volunteers and dedicated staff.

The Lunch and Learn series, begun several years ago, continues to be well attended by an average of 100 seniors and representatives of agencies and companies that serve Ottawa's seniors. Our thanks go to Senior Wise Services, At-Home Hospice and Libra Seniors Services, and Rockcliffe Retirement Residence for their support of our Lunch and Learn program.

A highlight this year has been the partnerships with the Alzheimer Society of Ottawa and Renfrew County, the Canadian Hearing Society, and Geriatric Psychiatry Community Services of Ottawa, as we presented Lunch and Learns on hearing loss and a series on 'Living with an Aging Brain'.

A further partnership with the Alzheimer's Society of Ottawa and Renfrew County is a two-part program with one presentation in that drew 130 participants for a panel presentation on 'Capacity, Powers of Attorney and Financial and Estate Planning. The second part of the program will take place in the fall of 2010.

Two special sessions were presented: one on Diabetes with a speaker from the Canadian Diabetes Society; and a full day conference, "Aging: Spirituality and Health", sponsored by the Interfaith Network, Help the Aged Canada, the Ontario Multifaith Council, Bruyère Continuing Care, Islam Care Centre and the International Order for the King's Daughters and Sons. This conference was attended by over 120 participants with many requests that it be an annual event.

To better understand participants in our educational events, we have revised our evaluation forms to give us a better snapshot of attendees and their comments. We know from the feedback forms that the participants received a lot of excellent information from the well-qualified presenters, particularly during the interactive question and answer periods at each session.

A highlight this year
has been the *partnerships*
with (so many agencies ...)

The COA's Bulletin, in printings of 6,000, continued to be created and distributed by volunteers and covered several topics such as Income security and Diabetes.

Several people volunteered to help out with activities such as distributing promotional material at seniors' events and there is a continuing effort to increase the number of volunteers available to contribute their valuable time and efforts.

A subcommittee to plan the 35th Anniversary program was chaired by Marcel Custeau. One of the results of this was the creation of special awards given out at the Spring Luncheon: two Pioneer Awards and two Community Partner Awards. Barbara Burns and Carol Burrows each received a Pioneer Award in recognition of their decades-long and continuing commitment to the Council on Aging of Ottawa. The Community Partner Awards honoured two organizations that have been long-standing partners that have been engaged with COA committees and events and have provided support in many ways. Dr. Bill Dalziel accepted this award on behalf of the Regional Geriatric Program of Eastern Ontario and Nicole Robert, accepted on behalf of Executive Director of Geriatric Psychiatry Community Services of Ottawa

Our annual Spring Luncheon held at the Hilton Garden Inn Ottawa Airport was a sold out event with 320 in attendance. Dr. Roseann O'Reilly Runte, President and Vice-Chancellor, Carleton University was our key-note speaker addressing the topic of "Never-Ending Learning" and the feedback was very positive. Once again our Silent Auction was most successful.



It is this committee that provides orientation and first contact for new volunteers. Because Members.com is responsible for the activities of COA, new volunteers are encouraged to attend at least several meetings in order to get a sense of how COA operates. This is a new process and is quite successful in helping new volunteers get a sense of where their interests lie within our programs.

We are currently beginning our planning for our volunteer appreciation event to be held in December.

Thanks to the members of the Committee who are hard working and dedicated.

Members: Brian Jackson (Chair), Alina Kinastowski, Marcel Custeau, Dhiru Patel, Diane Hupé, Eleanor Meier, Marilyn Miller, Sharon Platts, Sheila Pepper, Merle McCoy, Cathy Brittain

Staff: Oris Retallack and Lise-Michèle Bouchard who provides such excellent staff support and guidance.

Francophone Affairs Steering Committee

Nicole Robert, Chair

The Francophone Affairs Steering Committee, charged with enhancing the quality of life of Ottawa's francophone seniors and promoting their involvement in the community, prepares an annual work plan to measure the impact of its activities and comply with the COA's four pillars, namely, education/awareness, advocacy, research and consultation.

Summary of activities

With 14 members this year, the Comité directeur des affaires francophones has concentrated, among other things, on planning and organizing three Lunch and Learn sessions, a special meeting on H1N1, the 2010 annual Francophone Forum, a writing project in the seniors' residences, a drawing project in Ottawa schools and a community television broadcast. Committee members have also developed a new strategy for the 2011 annual Francophone Forum, supported a petition for the addition of long-term bed care in the city's west end, signed a consent form for the French-language Health Services Network of Eastern Ontario [Réseau des services de santé en français] and established a new partnership with the NAFR [National Association of Federal Retirees] (Association nationale des retraités fédéraux) to publicize its activities. The committee also attended the Regional Forum on Global Age-friendly cities, the local consultations conducted under this project, the Planning Table for long-term care and the Ministerial announcement on French Language Health Planning Entities. On April 27 and 28, the steering committee represented the COA at the Health Show in Lansdowne Park in Ottawa.

The **education and awareness component of our mandate** was represented by the 229 people who took part during the year in the Lunch and Learn sessions under the theme "planifier sa vie... jusqu'au bout" [planning your life... all the way]; including the special session on H1N1, which helped demystify this crisis and let people know about what was going on. The 2010 annual Francophone Forum, "Une Ville pour nous... avec nous tous" [A city for us... with all of you], has plans to welcome over 125 guests. The writing project in the four seniors' residences and the drawing project in the two Ottawa schools will have reached more than 300 people (290 students and 25 seniors) directly, not to mention the Cité collégiale staff and trainees who collaborated on the project. The community TV project, hosted by Ginette Gratton, about Villes-amies des aînés, broadcast last April 20, may have reached a large number of people as that program is available in more than 200,000 homes in the Ottawa area.

Following one of the **Lunch and Learn sessions** held last fall, participants signed a petition in favour of French-language health care in the city's west end. The steering committee gave it active support and forwarded it to the authorities of Montfort Hospital and the Centre multiculturel franco-Ouest [the franco-west multicultural centre], which is working to have 117 long-term care beds for francophones added in the west end. The steering committee also used the opportunity to advocate for francophone seniors, this time supporting the French Language Health Services Network of Eastern Ontario in its efforts to secure formal designation as the body for French-language health services planning in Eastern Ontario. It also spoke about the local project planning committee, Ottawa: an age-friendly city, as spokesperson for francophone seniors, and in various public consultations on this project in the past year.

The steering committee intensified and directed its research on the Global Age-friendly Cities project ...

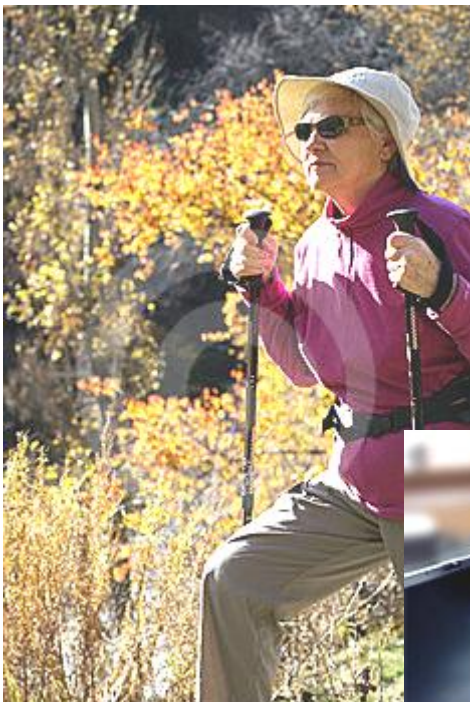
The steering committee intensified and directed its research on the Global Age-friendly Cities project so it could give the Rogers TV technical team hosting the broadcast the documentation it needed to produce a one-hour program on the subject. Seven people prepared the script and took part in the broadcast. As for research, committee members launched a series of productive discussions with the Canadian Agri-Food Policy Institute with a view to developing a portion of the program for the 2011 annual Francophone Forum.

The steering committee regularly **consults with those participating** in these activities via evaluation forms indicating their level of satisfaction with the content, the speakers and the relevance of the event for them, in addition to the comments and suggestions that we receive from them. As well, the steering committee **holds monthly meetings** that offer excellent opportunities for discussion and consultation on the needs and concerns of francophone seniors in our community. The corresponding members on the housing, health, Members.com, fundraising and Ottawa, Age-friendly City committees also report information likely to clarify the activities of the steering committee.

Finally, our members never pass up an opportunity to represent the Council on Aging and its steering committee and this year the activities for its 35th anniversary in particular.

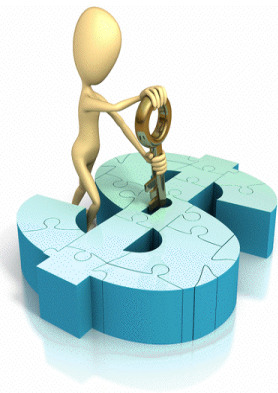
I would personally like to thank the steering committee members who have actively participated in the committee's work throughout this year as well as the staff of the Council on Aging and the Francophone coordinator, Lucie Chênevert, for their valuable support in achieving our mandate.

Members: Nicole Robert (Chair); Mariette Chikuru (Centre de services Guigues); Pierre-Paul Demers (COA Board of Directors); Hélène Carrière (Public Health Ottawa); Michèle Guay (FAFO); Lise Chislett (President of the Council on Aging of Ottawa); Jocelyne Pion (South-East Ottawa Centre for a Healthy Community); Violène Gabriel (Regroupement Affaires Femmes); Monique Gibbens (Cité collégiale Ottawa), Monique Traversy (Public Health Ottawa); Jacques Guèvremont (Retraite en action); Mohammed Khalid (Centre Pauline Charron); Monique Lortie-Lussier. **Staff:** Lucie Chênevert



Fundraising Committee

Kathy Yach, Chair



Like many other non-profit agencies, The Council on Aging of Ottawa, increasingly found that a more structured approach to fundraising not only became necessary, but essential. Thus, in order to continue to advance the Mission and Objectives of the Council, a Fundraising Committee was struck. As 2010 marks the 35th Anniversary of COA, it also seemed an opportune time to embark on this exciting venture.

The Fundraising Committee's goals are:

- To develop a strategy to increase COA's capacity for self-generated revenue
- To complete successful fund raising activities, partnerships development and alumni relations
- To connect the Fundraising strategy to COA's existing framework of the 'four pillars': education; participation and consultation; advocacy; and research.
- To create events that will highlight COA's 35th Anniversary

The first meeting was held in the spring of 2009, and by the end of the year, ten members were working very hard to achieve our goals. In the initial meetings, there was a lot of brain storming. Yvan Jacques and Louise Fleming shared their knowledge and expertise in fundraising.

Initial Committee achievements were as follows:

- An application was made to the Trillium Foundation for funding, as well as plans to apply to other foundations and funding sources in the future.
- Ethical Guidelines for Sponsorship and Fundraising activities were developed and approved by the Board of Directors.
- The possibility of an antique auction was explored.
- A gala dinner will be held at the Centurion Centre on November 3, 2010. This fundraising event will also include a Silent Auction and Entertainment.
- COA has the support of twelve Honorary Patrons for our 35th Anniversary year who endorse the Council on Aging and the work we do.
- Seeking sponsorship for our many activities is, and will continue to be a priority, for example, 35th Anniversary events and activities, forums, publications, Lunch & Learn sessions, and the Bulletin.

I would like to take this opportunity to thank everyone on the Committee for their hard work and commitment.

Committee members: Kathy Yach (Chair), Dr. Lise Chislett, Louise Fleming, Dr. Marjorie Hinds, Yvan Jacques, Brian Levitan, Evelyn Maloney, Kelly Milne, Heather Turner*, Vern White **Staff:** Oris Retallack, Loraine Dean
*resigned during the year

Honorary Patrons – 35th Anniversary:

The Honourable Monique Bégin, The Honourable Ed. Broadbent; Rabbi Dr. Reuven P. Bulka; Colonel Allan Fenske (Retired) - Third President, National Association of Federal Retirees (FSNA); Ms. Grete Hale; Mr. Ed Hartwik, Senior Manager, Commercial Banking Centre, National Bank Financial Group; Ms. Jacquelin Holzman; Madame Huguette Labelle, Chancellor of the University of Ottawa; The Honourable Dr. Wilbert Keon; Mr. Max Keeping; Mr. Michel Larose, Director General, Caisse populaire Rideau d'Ottawa; Monsieur Gaëtan Lussier, Corporate Director, Shoppers Drug Mart

Housing Committee Trudy Sutton, Chair

Housing is a complex issue for seniors, and for many, brings major decision points to the forefront. Changes in income, health status and other life-changing issues are interwoven with the need for adequate housing. From downsizing by choice to a sudden illness requiring continual care, knowledge about housing options is best explored by seniors prior to an emergency situation. As we know, the next 10 to 15 years will

see a huge increase in the need for seniors' housing, which will magnify the current issues. COA's 2009 publication ***The Fact Book on Aging: Seniors in Ottawa***, identifies that based on the most recent Census (2006), there were 18.6% or nearly 60,000 households whose 'household maintainer' was aged 65 or older.



The Housing Committee has continued to monitor policy development and funding announcements, at all levels of government. Change is needed at municipal, provincial and federal levels, and each level of government provides key opportunities for change. This past year, the Provincial government undertook a consultation to inform the development of a provincial affordable housing strategy. Committee members identified key areas of concern with respect to seniors' housing, and attended the consultation in Ottawa to provide feedback.

In the Municipal arena, the committee has plans for a debate of the Mayoral Candidates in the fall of 2010 to raise seniors' issues, including housing. This debate will provide an opportunity for each member of our community to become better informed about, as well as influence the shaping of, Ottawa's response to seniors.

Work has continued on the implementation of the recommendations presented in the 2008 COA report ***Housing Seniors: Choices, Challenges and Solutions***. A roundtable meeting with developers and representatives of the Council on Aging was held to solicit input on what is needed to develop a plan of action which will result in the delivery of affordable housing for seniors in the private sector. The results of the discussion will guide the Committee's next steps.

Thank you to members of the Committee who bring their commitment, dedication and varied perspectives to the table.

Members: Trudy Sutton (Chair), Eric Cosgrove, Dr. Glenn Drover, Nick Greco, Rod Manchee, Sheila Pepper, Jean-Louis Schryburt **Staff:** Oris Retallack, Loraine Dean

Health Issues Committee

Dr. Hugh Armstrong, Chair



The Committee's annual report is organized around the four related pillars that structure the work of the Council on Aging. Although activities are each set out in relation to one of the pillars, most could be presented under more than one heading.



Advocacy: At the provincial level, the initiatives to regulate retirement homes and to revise the regulations governing nursing homes continue to be closely monitored by the Committee. On its recommendation, the Council's Board again this year sent briefs and letters urging the province to move forward positively on these issues. With (revised) regulations having been released on both fronts, progress can be reported. The Committee issues. With (revised) regulations having been released on both fronts, progress can be reported. The Committee will doubtless continue to press for improvements, notably to separate more sharply the enforcement of retirement home regulations from employer organizations and to establish minimum care worker staffing levels in nursing homes.

More locally, the Committee has supported efforts in and through the Champlain Local Health Integration Network (LHIN) to place greater emphasis on aging at home services and to encourage area hospitals to establish and implement senior-friendly policies. Through its Chair and the Executive Director, the Committee has also played an active role in discussions on the relationship between the Regional Geriatric Program (RGP) and its 'host' institution, The Ottawa Hospital.

Participation / Consultation: A major Council event organized by the Committee and Council staff is its Fall Forum, which again this year was presented in collaboration with and financial support from the RGP. Held on 1 October 2009 at the Hellenic Centre with the theme of "Health, Hospital, Home", the Forum attracted over 100 participants, a significant majority of whom were seniors. Our thanks also go to the Rockcliffe Retirement Residence, whose support helped offset costs of the forum. The Forum's central goal was to enable seniors to give voice to their concerns and recommendations to make hospitals and other healthcare institutions less intimidating places, to have them address the particular needs of seniors, and to structure the system's complex elements in more integrated fashion with greater emphasis on the prevention of injury and disease.

Education: Not only was the Forum's program educational, but it also provided an opportunity to distribute educational materials produced by the Council and by collaborating agencies. The Forum was followed immediately by the RGP's annual meeting, featuring a large poster session and a keynote speaker. The report on the Forum subsequently prepared by the event's facilitator, Richard Delaney, brought together its main themes and recommendations for wider distribution.

Research: Another product of the Forum was a research report linking its messages to the related messages from a 1998 conference, also organized by the Council, on hospital discharge planning. Prepared for the Committee by Robyn Olivier, a social work student on field placement at the Council over the Winter 2010 term, this report grouped the findings of the two meetings under several themes, and traced the extent to which their recommendations have been disseminated and acted upon.

The Council is also the sole seniors' organization recruited to partner in a large research project recently funded by the Social Sciences and Humanities Research Council and slated to last for the next seven years. Entitled "Re-imagining Long-Term Residential Care: An International Study of Promising Practices", the project is

headed by Dr. Pat Armstrong of York University and involves 25 university-based researchers from six countries as well as five health sector unions, two employer associations and the Council.

Members: Hugh Armstrong (Chair), Sheila Bauer, Jocelyne Constant, Violène Gabriel, Diane Hupé, Anne MacDonald, Cal Martell, Jean McKibbin, Joy Parsons-Nicota, Sheila Pepper, Lise Tessier and Sharon Yu, ably assisted by **Staff:** Executive Director Oris Retallack and Program Coordinator Loraine Dean

UPDATED PUBLICATION – Fact Book on Aging: Seniors in Ottawa

Based on NEW data, including the **most recent Census**, the **Fact Book** (also available in French) provides **invaluable statistical information** on Population Size; Cultural Diversity; Education and Employment; Financial Security; Housing; and Activities. The fifth in a series, **three new sections are also included:** Elder Abuse, Homelessness and Dementia. With more than 80 pages of text, tables and charts, agencies and businesses who serve seniors will gain insight into the fastest growing segment of the Ottawa population.

Thank you to the expertise of volunteer Doug Norris, Ph.D. - Chief Demographer of Environics Analytics, and to the Ministry of Health and Long Term Care, for the grant to make this project possible.

Nominating Committee

Dr. Roland Lecomte, Chair

The Nominating Committee is guided by the By-laws of the Council on Aging which state that at least 50% of the Directors shall be seniors (55+) and at least 20% shall be francophone. Directors are eligible to serve a maximum of three consecutive two year terms.

We are pleased to present the slate for the Board of Directors for 2010-2011.

For election to a two-year term, 2010-2012:

Diane Hupé	Yvan Jacques
John Johnson	Evelyn Maloney
Cal Martell	Nicole Robert

For re-election to a two-year term: 2010-2012:

Dr. Lise Chislett	Eric Cosgrove
Kathy Yach	Dick Stewart
Trudy Sutton	



Organizations which appoint a member by virtue of office:

The Seniors Citizens Council of Ottawa (Rodney Durnin)

La Fédération des aînés et des retraités francophones de l'Ontario (Richard Mayer)

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

Current members whose term continues:

Diane Breton	Dr. Pierre-Paul Demers
Marjorie Hinds	Vern White

The following nominations of officers of the Board for 2010-2011 will be proposed to the Board of Directors at its first meeting following the annual election of directors :

President:	Dr Lise Chislett
1st Vice-President:	Kathy Yach
2nd Vice-President:	Trudy Sutton
Secretary-Treasurer:	Dick Stewart

Members of the Nominating Committee:

Dr. Roland Lecomte (Chair), Dr. Lise Chislett, Dick Stewart, Kathy Yach.

Community Partnership Committee Reports

Champlain Elder Abuse Response Coalition Christina O'Neil, Chair

The Council on Aging Elder Abuse Steering Committee is now the Champlain Elder Abuse Response Coalition (CEARC). This more appropriately reflects the function and composition of the group.

The Champlain Elder Abuse Response Coalition and the Council on Aging of Ottawa have been busy this year applying to the Local Health Integration Networks (Champlain LHIN) for sustainable funding for a portion of the Champlain Elder Abuse Community Response Network. The community response network is a model that would provide a coordinated, multi-faceted program that includes response and referral capacity, case management, consultation capacity and the development of best practices, protocols and education. It was created by the Council on Aging Elder Abuse Steering Committee several years ago. Through Trillium funding, we showed the need for, and effectiveness of, this model. However sustainable funding has been elusive. Without this, operationalizing the community response cannot happen and the momentum developed over the past years will die. To date we are waiting to hear whether our initiative will be approved by the Ministry of Health and Long Term Care. This funding will provide part- time referral and response throughout the Champlain region, and once this funding is secured, we will be seeking additional sustainable funding for the other elements in the model.



Elder abuse is usually extremely complex, involving many elements, such as long standing family dynamics, social, legal, health and mental health issues, vulnerability and reluctance to report issues, and a complex, multi-layered health/social and legal system that in itself is often a huge barrier for the senior. It is not just an add-on aspect of case management for support workers.

CEARC continues to partner with the Elder Abuse Section of the Ottawa Police Services. The Train the Trainer Program started in 2006 and was developed to educate and sensitize our frontline police officers to this complex problem. Approximately 40-50 police officers participate in this program annually; there is no other training like this in Ontario. Each year at the Ontario Police College Conference, a Train the Trainer manual is given out to the attendees so they can go home and train their own officers.

The Ontario Network for the Prevention of Elder Abuse (ONPEA), one of our partners, launched the Seniors Safety Line in the fall of 2009. It offers assistance to seniors 24/7 in 150 languages. The hotline is a free, confidential resource for seniors suffering from abuse. In the first year ONPEA projected that over 4,000 seniors would use the safety line and that is just the tip of the iceberg. Abuse remains the most under reported problem. The Seniors Safety Line refers calls to the Elder Abuse Response and Referral (EARRS) position of the community response network described above.

This year, the Champlain Elder Abuse Response Coalition sponsored a dialogue with the Provincial

Ombudsman's Office to identify ways of connecting our partners and service providers with their office to ensure the rights and needs of our seniors are respected by the provincial government and the provincial ministry. The Elder Abuse Response Coalition, the Consultation Team and the Council on Aging is aware of the complexity of the problems around elder abuse and that some of these need systemic changes. We were asking for support from the ombudsman's office to ensure the rights and needs of our senior victims are understood and respected by the systems who are supposed to protect the seniors of Ontario.

CEARC is committed to the principle that all seniors have the right to live in a safe environment free of abuse and neglect. We do this through increased awareness, education, the development of community strategies and programs designed to respond to this very real and growing problem. As the number of seniors increases, the incidence of elder abuse is predicted to increase also.

I would like to thank the members of CEARC from partner agencies serving Ottawa, Renfrew County and the Eastern Counties.

Members: Christina O'Neil (Chair), Caitlin Brydges, Sarah Cormier*, Joyce Drouin, Erica Feininger*, Eleanor Foran, Joanne Green*, Diane Hupé, Myriam Jamault, Nathalie Lafrenière, Marie-France Lalonde, Bill Logan, Anne MacDonald, John McGetrick, Brenda McGillvray, Bonnie Murphy, Valerie Oles, Denise Paquette, Oris Retallack, Sheila Robertson, Carmen Rodrigue, Stephany Saloojee, Kim Sheppard, Dallas Smith, Brad Spooner, Manon Thompson, Shari Westman, Christina Wolf

Staff: Oris Retallack, Loraine Dean

Also lending their support and expertise to the special working group to develop the funding proposal to the LHIN: Cathy Jordan (Western Ottawa Community Resource Centre), Matt Beutel (United Way), Jennifer Valiquette (RVH) Caitlyn Bridges (Alzheimer Society of Ottawa and Renfrew County), Naini Cloutier (Pinecrest/Queensway Community Health Centre), Phurn Ball (Hunt Club/ Riverside Community Services Centre, Ashley Haugh (Champlain CCAC), Nathalie Lafrenière (Eastern Ottawa Resource Centre), Maria Bedek, (Carefor Eastern Counties), and support from Jeremy Stevenson (Champlain LHIN)

Others supporting this funding request: Nancy Wilson (Rideau Community Support Services), Louise Martin (Good Companions), Lise Richard (Ottawa Community Support Coalition), Pierre Périard (Centre de services Guigues), Manon Thompson and Teri Kaye (ONPEA).



Ottawa Seniors Transportation Committee

Dianne Breton, Chair



The Ottawa Seniors Transportation Committee (OSTC) is a collaborative partnership group facilitated by the Council on Aging of Ottawa. Representatives from public, private and volunteer transportations services, seniors' organizations and interested seniors work together to improve and communicate transportation options for seniors in rural and urban Ottawa. The impacts from the exchange of ideas of OSTC partners, and energetic advocacy for positive action, can be measured by several examples of both practical and attitudinal change.

OSTC projects, priorities and actions for 2009-2010 are related to the COA's four pillars: education, research, consultation and advocacy for seniors.

- Seniors Travel Training: In partnership with OC Transpo, senior volunteers from several senior organizations across the City are teaching seniors how to navigate and use public transit safely. Bus passes, training guidelines and transit maps are provided by OC Transpo.
- Choices: A bilingual transportation information document with special 'Tips for Seniors' developed by OSTC, printed and widely distributed by OC Transpo.
- All-season walkability plan: Review of Ottawa's pedestrian plan as well as research of other city plans, leading to solutions-based advocacy for safer sidewalks, particularly in winter.
- Hospital parking rates: City wide review and development of information for posting on senior's web sites. Advocacy on behalf of senior's rates.
- Ride-Free Wednesday's: Promotion of successful year-round free transit for seniors through OSTC partners.
- Rural transportation: Advocating for fare zone solutions for rural Para Transpo riders.
- Volunteer Driver recruitment campaign: Supporting 2010 Coalition of Home Support Agencies initiative.
- Transportation & Aging in Place: Supporting Local Health Integration Networks (LHIN) Ottawa transportation projects.
- Seniors' Bus Fares: Comparative research of senior fares across Canada; advocating for equitable fares in Ottawa.
- City Seniors Advisory Committee: Consult with and advise the City of Ottawa regarding seniors' transportation issues and concerns.

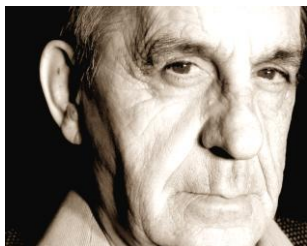
Thanks to members of OSTC, the committee continues to work together towards finding innovative and practical solutions that will make all modes of transportation, safe, accessible and available for all Ottawa seniors.

OSTC meets monthly at the Council, and is coordinated by part-time staff person, Bonnie Murphy. Special thanks to Bonnie, for excellent and professional staff support, and for patience and good humour.

Members: Dianne Breton (Chair; COA Board of Directors; Seniors Advisory Committee), Ardyth Elliott (Rural-Ottawa East), Adele Muldoon (Rural-OttawaWest), Kathy Riley (OC Transpo), AJ Ryland (Para Transpo), Lisa Bornn (South East Ottawa CHC), Chris Bradshaw, Jean McQuilliam (Ottawa Seniors Action Network), Abe Schwartz (Stroke Survivors Assoc.), CarolAnn Trainor (Help the Aged-ROTIS), Candice Nelson (Ont. Cancer Society), Basia Mair (OCISO), Monique Traversy, (FAFO – Rural-Ottawa East), Michael Breau (Eliz. Bruyere Continuing Care; Champlain Dementia Network), Chantal Séguin (Champlain LHIN), Safia Nawaz (Jewish Family Services), Lindsay Snow (Good Companions Senior Centre), Oris Retallack (COA).

Elder Abuse Consultation Team

Bonnie Murphy, Chair



The Elder Abuse Consultation Team has had a busy and productive year, consulting with staff of the Elder Abuse Response and Referral Service (EARRS) and community service providers, on real and often complex cases of elder abuse. **On a case by case basis, the team assists** EARRS staff, case presenters and fellow members on strategies, programs and services within their areas of expertise relevant to specific elder abuse situations. This also serves to educate members with regard to current practices in their different disciplines.



An **Elder Abuse Education/Dialogue Day** was organized and hosted by The Council on Aging of Ottawa in December 2009 to provide members of both the Team and the Champlain Elder Abuse Response Coalition (CEARC), an opportunity to learn from and dialogue with community resource representatives. Presenters included staff from Crime Stoppers, Elder Mediation, Fire Prevention Ottawa and the Wabano Centre for Aboriginal Health. Increasing and sharing its knowledge base is a key objective of this Team.

The Elder Abuse Consultation Team also takes seriously the **need for continuous research**. Informal research occurs on an on-going basis as members investigate policies, practices and legislation to assist with cases presented to them. Several Team members also volunteered their time throughout the year as part of an Advisory Committee to assist the COA with a funding application, not yet complete, to the Law Foundation of Ontario. Funds would be used to research and compile senior-friendly information on selecting powers-of-attorney and responsibilities of the attorney, issues related to capacity/capacity assessments and a finding of incapacity, and financial issues relevant to moving to/residing in an Ontario long-term care home.

While the Elder Abuse Consultation Team is not directly mandated to advocate for seniors, it is in an ideal position to identify gaps in service, systemic dysfunction and opportunities for change/improvement. Through their own professional associations, their organizations and issues referred to the Champlain Elder Abuse Response Coalition (CEARC), team members contribute in very significant ways to the Council on Aging's role as the voice for seniors to policy and programming bodies.

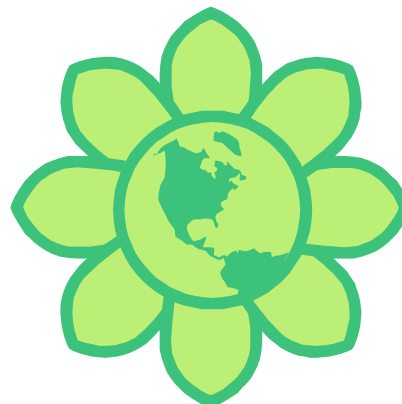
The Elder Abuse Consultation Team is a supreme example of effective partnering, consulting and collaboration. Both time and expertise is donated to the work of this ever-growing team by professionals and agencies, allowing EARRS staff and community service providers, access to more than fifteen areas of specialization. Through the team, members have developed new contacts to assist them in their day-to-day work. Word of this highly successful case consultation model is spreading and the Council has recently been called upon by several interested communities to offer information and guidance.

My sincere appreciation is extended to the members of the Elder Abuse Consultation Team for their passion and dedication, to members of CEARC for their support, and to Nepean Rideau and Osgoode Community Resource Centre (NROCRC) for its on-going commitment to EARRS.

Age Friendly Ottawa Committee

Dr. Lise Chislett, Chair

In June 2009, one of the priorities established by the COA Board of Directors was Age Friendly Ottawa. To address this, the Age Friendly Ottawa committee was created. The Age Friendly Ottawa priority is based on the World Health Organization (WHO) Age Friendly Cities Project and on Federal, Provincial/ Territories Age Friendly Communities Canada principles. In it, eight dimensions of living have been identified: (1) Outdoor spaces and buildings, (2) Transportation, (3) Housing, (4) Social Participation, (5) Respect and social inclusion, (6) Civic participation and employment, (7) Communication and information, (8) Community support and health services. The WHO framework provides guidelines to develop initiatives to improve the lives of seniors using the processes of community engagement and the action of seniors.



Committee members and project partners were recruited, monthly meetings were held, terms of reference were adopted and work began on developing a mission.

Several members of the Committee participated in the local organizing committee for the October 15, 2009 day long forum organized by the Ontario Seniors' Secretariat on the topic of Age Friendly Communities. Members/partners provided updates on work, accomplished and ongoing, aimed at improving the lives of seniors in Ottawa such as the City of Ottawa's Seniors Agenda, the Successful Aging Ottawa Project and the plans to develop an Older Adult Plan. Work on connecting with and involving the many groups of seniors in Ottawa is ongoing and is part of the goal of achieving greater inclusiveness for all seniors.

Some members participated in interviews with TFO and Rogers Ottawa about the WHO Age Friendly framework and the May 2010 Francophone Forum which focussed on areas of Age Friendliness.

Two funding applications were developed and submitted to granting agencies and work is ongoing on developing and submitting another application to a further granting agency.

Dr. Louise Plouffe provided an in depth presentation on the WHO Age Friendly framework and about the development of local projects. Other presentations dealt with the Successful Aging Ottawa, and the City of Ottawa's work to improve the lives of seniors. Efforts are ongoing to recruit further partners.

Thank you to the members and partners of the Age Friendly Ottawa committee.

Committee: Dr. Lise Chislett (Chair), President, Council on Aging of Ottawa; Dr. Caroline Andrew, Director & professor, Centre on Governance, University of Ottawa; Dianne Breton, Member of the City of Ottawa Seniors Advisory Committee & the Board of Directors of the Council on Aging of Ottawa; Lucie Chênevert, Comité des Affaires francophones, Council on Aging of Ottawa; Clara Freire, Manager, Client Services Strategies, City of Ottawa; Michelle Guay, Fédération des aînés francophones de l'Ontario (FAFO); Cal Martell, Chair Seniors' Impact Council, United Way of Ottawa & former Director, Geriatric Assessment Program; Dr. Louise Plouffe, Manager, Knowledge Development Section, Division of Aging and Seniors, Public Health Agency of Canada; Oris Retallack, Executive Director, Council on Aging of Ottawa; and Peter van Boeschoten, Chair of the City of Ottawa Seniors Advisory Committee.

Acknowledgments

The Council on Aging of Ottawa would like to thank the following people and organizations for their support and encouragement throughout the year

- Regional Geriatric Assessment Program of Eastern Ontario
 - Archdiocese of Ottawa
 - Rogers TV
- FSNA (National Association of Federal Retirees)
 - Community Foundation of Ottawa
 - The Canadian Hearing Society
 - Impressions Printing
- RN Strong, Graphic Design and Photography
- Doug Norris, Demographer and Senior Vice President Environics Analytics



- CIBC
- DOMTEL
- The Rockcliffe Retirement Residence
- Maison Funéraire Racine, Robert & Gauthier
- Cassettes Populaires Desjardins – Orléans, Rideau d'Ottawa et Trillium
- Chevaliers de Colomb, paroisse Ste-Marie d'Orléans
- Senior Wise Services Inc.



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



Speakers ~ *Thank you*

<i>Annual Meeting 2009</i>	Dr. Louise Plouffe		
<i>Lunch and Learn Programs:</i>	Caitlin Brydges Andrée Jean Daniel Laflamme	Dr. Andrew Frank Diane Desjardins	Dr. Linda Gobessi Martine Surprenant
<i>Special Presentations:</i>	Dr. Andrée Tellier Hélène Carrière Stéphane Bigras Barbara Christopher	John N. McFarlane Ron Lachance Denis Pouliot Brian Tardiff	A. Patrick Murphy Jean Renaud Nathalie Mehrer
<i>Annual Spring Luncheon:</i>	Dr. Rosann O'Reilly Runte, President and Vice Chancellor, Carleton University		
<i>Annual Fall Forum:</i>	Dr. Rob Cushman Anne MacDonald Chris Bidmead Richard Delaney, Facilitator	Dr. Belinda Park Bob Cerniuk Ginette Asselin	Tammy Pulfer Faranak Aminzadeh Joy Parsons-Nicota
<i>Annual Francophone Forum:</i>	Philippe Cappeliez	Ginette Gratton	

Spring Luncheon Supporters 2010 ~ *Thank you*

VIA Rail Canada	Lord Elgin Hotel	Hulse, Playfair & McGarry
Hillary's—The Nicest Cleaning in town	Artist Keith Yach	Canadian Museum of Civilization
Canadian Museum of War	National Arts Centre	Artist John Mlacak
Rideau Carleton Raceway Restaurant	Tivoli Florist	Librairie du Centre
Cartier Place Suite Hotel	Trattoria Caffè Italia	The Wakefield Mill Inn & Spa
Casino du Lac-Leamy	Biagio's Italian Kitchen	Courtyard Restaurant
Mamma Grazzi's Kitchen	Extendicare Eastern Ontario	AMICA Bearbrook
Authors Doug and Judy Robinson	Dick Stewart	Sheila & Ken Pepper
Les Fougères Restaurant (Chelsea, QC)	Oris Retailack	Marjorie Hinds
Ottawa Police Service	National Gallery of Canada	Libra Seniors Services
Authors Reta and John Desmarais	Hilton Garden Inn Ottawa Airport	

Friends of The Council on Aging of Ottawa ~ *Thank you*

Lucio Appolloni	Clair Heggeveit	Raymond Ostiguy
Germain Aubut	Charles Hurst	Marion Routledge
David K. Bernhardt	Margaret Wade Labarge	Don Saxon
Blanche Black	Dr. Campbell Lamont	Susan Van Iterson
Donald H. Evans	James D. Lumsden	William Wade
Hubert Frenken	Ada McEwen	Jessie Whyte

Friends of The Council on Aging of Ottawa are individuals who have committed to contributing a minimum of **\$1,000** to The Council on Aging of Ottawa over their lifetime. The donation may be made in one or many installments spread over many years. Friends may choose to make a designated contribution to the Council's Endowment Fund, to the general operations of the Council, to special projects, or to any other purpose consistent with the Council's mission.

Patron - \$5,000 Hubert Frenken

The Margaret Griffiths Award 2010

Margaret Griffiths taught for 25 years at the McGill School of Social Work. In a second career, after her retirement, Ms Griffiths became actively involved in many organizations concerned with the health and welfare of seniors in Ottawa. These included the Good Companions Seniors Centre, the Glebe Centre, the District Health Council, and the Council on Aging of Ottawa.

It was in recognition of her outstanding contribution in the volunteer field that the Margaret Griffiths Award was established. The award is presented annually to a senior volunteer who, like Ms Griffiths, has contributed substantially to the betterment of the quality of life of seniors in Ottawa.

This year's recipient: Dr. Hugh Armstrong

Dr. Hugh Armstrong is a Professor in the School of Social Work and in the Institute of Political Economy at Carleton University in Ottawa since 1995. He obtained his PhD in sociology from the Université de Montréal in 1984. He received the Research Achievement Award from Carleton University in 2009. He has an extensive and impressive record of research, education, advocacy and community involvement in the fields of health care, health policy, and health management.



With Pat Armstrong, he has written widely on women and work and on health care. Among their recent books are *Critical to Care: The Invisible Women in Health Services*, *About Canada: Health Care*, and, with other authors, *They Deserve Better: The long-term care experience in Canada and Scandinavia*. Much to his credit, the Council on Aging is the sole senior's organization recruited to partner in a large research project recently funded by the Social Sciences and Humanities Research Council and slated to last for the next seven years. Entitled "Re-imagining Long-Term Residential Care: An International Study of Promising Practices", the project is headed by Dr. Pat Armstrong of York University with Dr. Hugh Armstrong acting as the co-investigator. The project involves 25 university-based researchers from six countries as well as five health sector unions, two employer associations and the Council on Aging.

He was on the committee that organized the founding conference of the Ottawa Health Coalition in 1996. He served as an elected member of the Board of Directors for the Ottawa Community Care Access Centre from 1999 until 2002, chairing its Procurement and Quality Improvement Committee throughout that period and serving as Vice-Chair in 2001-02. He has been on the Board of Directors of the Council on Aging since 2004, where he was a Vice-President, chaired the Health Issues Committee and represented the Board on the Community Advisory Committee of the Ottawa Hospital.

His outstanding commitment to the betterment of the quality of health care and policy for seniors has deeply influenced not only his students but also many decision-makers and practitioners in the field of aging.

Margaret Griffiths Award Recipients

2009	Nicole Robert	2003	Marian Chapman	1997	Jessie Whyte
2008	Carol Burrows	2002	Dr. Beatrice Wickett-Nesbitt	1996	Sylvia Goldblatt
2007	Joan A. Skene	2001	Jacqueline Neatby	1995	Margaret Wade Labarge
2006	Susan Van Iterson	2000	Marion Routledge	1994	Bert Hanmer
2005	Hubert Frenken	1999	Charlie Hurst		
2004	Barbara Burns	1998	Germain Aubut		

SUMMARY of COA Activities 2009 – 2010

The Council on Aging of Ottawa (COA) is a bilingual, registered charitable organisation working with and for seniors, dedicated to enhance the quality of life of all seniors in Ottawa. Through its Board of Directors and committees, Executive Director, project and administrative staff, we work extensively with community partners and senior volunteers to provide relevant resources for Ottawa seniors by:

- Providing expertise on seniors' issues identified by the community and partners
- Promoting development of effective programs and services for seniors
- Serving as a partner in the planning and coordination of seniors' services
- Speaking to government on policy and funding priorities, and
- Promoting public understanding and awareness of seniors' issues.



Current COA priority areas include seniors' health issues, elder abuse, affordable and supportive housing, transportation, age-friendly Ottawa and combating ageism.

We welcome any suggestions for future initiatives or directions for the Council, and we invite and encourage the community at large to support the work of the Council through membership, volunteering, financial donations, and sponsorship. Many of the publications are available on our website: <http://www.coaottawa.ca/>

Comité directeur des affaires francophones...to enhance the quality of life of francophone seniors in Ottawa and promote their involvement in the community.

- Researched the "Age-Friendly Communities" concept to begin planning possible future projects
- Annual Francophone forum: May 2010 << **Une Ville Pour Nous... Avec Vous tous! Oui à l'inclusion sociale et non à l'âgisme**>> animé par Madame Ginette Gratton, aministrice de l'émission a TV Rogers
- Lunch and Learn - **Planifier sa vie... Jusqu'au bout**>-series of 3 sessions; « **H1N1 Flu** »; **Que signifie Service Canada pour les aînés?** and « **Maux et Remèdes: Utilisons nos médicaments de façon sécuritaire** » - 60-80 participants
- COA booth at the first **Salon de la santé en français** at Lansdowne Park
- TV panel presentation about **Age-Friendly Communities** – Rogers TV
- Project with **school children and seniors**: children did drawings based on seniors' stories
- Active support to francophone organizations and partnership for their mandates in the community

Housing...To promote housing choice and advocate for high quality housing for seniors in the city of Ottawa

- Hosted a **roundtable for housing developers** about barriers to developing affordable housing for seniors, and ideas to overcome these (as recommended in the report)
- Participating in United Way working group "**Affordable Supportive Housing for Seniors**"
- Participated in the public consultation process on the development of a provincial **Long-Term Affordable Housing Strategy** (Ministry of the Municipal Affairs and Housing) – submitting a written response
- Monitoring the **restructuring at the City of Ottawa**, advocating for the reimplementation of the Housing branch

2009 – 2010 Activities continued

Health Issues ...to identify and study emerging and current issues in health care which are of concern to seniors, and to advise The Council on Aging of Ottawa on matters for advocacy on behalf of seniors for policies and programs to address these needs.

- City-wide forum and report held in collaboration with the **Regional Geriatric Program of Eastern Ontario**, bringing together seniors, service providers and health care professionals :
 - 2009 **"Health – Hospital – Home: Seniors' Voices"** – 170 registrants
 - Report on recommendations discussed with Dr. Cushman COA of the LHIN
 - Expanded report written by Robyn Olivier, BSW student from Carleton University. This report compares recommendation from 1998 forum report with the 2009 recommendations and identifies what has changed and what still needs to be addressed.
- Continued advocating for regulation of retirement homes – submitted 2 letters to Aileen Carroll, Minister Responsible for Seniors. Currently reviewing proposed legislation brought forward by Minister Gerry Phillips, Seniors' Secretariat.
- Responded to MOHLTC on the proposed new regulations for LTC Homes
- Supporting the continued growth of the **Aging in Place** program
- Began discussion of a possible **future research project** on seniors' mental health issues with possible partners (eg Alzheimer Society)
- Continued to advocate on issues related to **regulation of retirement homes and long-term care homes, accessible health care, and the emerging focus around Alternate Level of Care issues**

Members.com ...to develop and recommend to the Board, strategies and procedures for establishing and maintaining an active membership and committed volunteers to carry out the mandate of the Council.
.... to communicate the concerns of seniors and the activities and achievements of the council to members, service providers, community agencies and the general public.

- Five Lunch & Learn sessions, including seniors, family members, friends and professionals : over 100 participants each,
 - "Ending Life with Dignity" (3rd of a 3-part series),
 - "Living With an Aging Brain" (3-part series) – 100 participants each
 - "Do You Hear What I Hear? – 80 participants
- Two editions of the **Bulletin: 'Income Security' and 'Diabetes'** - circulation of 6000 copies per issue
- **34th COA Annual General Meeting**, 2009, Dr. Louise Plouffe, Public Health Agency of Canada, on the subject of **Age-Friendly Cities**
- 2010 Annual Spring Luncheon Hilton Garden Inn Ottawa Airport, speaker **Dr. Rosann O'Reilly Runte**, speaking on the "Never-ending Learning: Changing perceptions, possibilities and potential", attended by over 320 people
- planning and preparations to celebrate the **35th Anniversary of The Council on Aging** in 2010
- Volunteer recruitment

2009 – 2010 Activities continued

Champlain Elder Abuse Response Coalition and Consultation Team ... To coordinate and foster the development of strategies and programs constituting a community response to elder abuse in the Champlain LHIN region. It will provide ongoing guidance and support to the coordination Office and Consultation Team.

- Formerly the Elder Abuse Steering Committee renamed to reflect the position of the group within the Champlain Elder Abuse Community Response Network.
- Continues to provide support for the **Eastern Regional Consultant of ONPEA** and to work closely with her.
- Coalition and Consultation Team met with **Laura Pettigrew from the Office of the Ontario Ombudsman and with Ruth Campbell from the Ministry of the Attorney General—Office for Victims of Crime**, discussing how we can improve communication amongst our members and these offices.
- **Fall education day**, inviting professionals to give presentations on elder abuse and interventions from their perspectives
- Made a presentation and submitted a proposal to the Local Health Integration Network to establish **sustainable funding for 2 positions** identified as necessary for the Ottawa Elder Abuse Community Response Network
- Provided Elder Abuse Training manual developed with COA and the Ottawa Police Service

Fundraising committee... to develop strategies to create a self-generated revenue program

- Engaged the support of twelve prominent Ottawans as Honorary Patrons for our 35th Anniversary Year
The Honorary Patrons for the 35th Anniversary year are:
The Honourable Monique Bégin, The Honourable Ed. Broadbent; Rabbi Dr. Reuven P. Bulka; Colonel Allan Fenske (Retired) - Third President, National Association of Federal Retirees (FSNA); Ms. Grete Hale; Mr. Ed Hartwik, Senior Manager, Commercial Banking Centre, National Bank Financial Group; Ms. Jacquelin Holzman; Madame Huguette Labelle, Chancellor of the University of Ottawa; The Honourable Dr. Wilbert Keon; Mr. Max Keeping; Mr. Michel Larose, Director General, Caisse populaire Rideau d'Ottawa; Monsieur Gaëtan Lussier, Corporate Director, Shoppers Drug Mart
- Developing a **framework for sponsorship, donors and advertisers**
- Helped with the **silent auction** for the Spring luncheon
- Planning a major ***gala fundraiser for November 2010: a silent auction, banquet and entertainment***

Age Friendly Cities... to develop strategies toward Ottawa becoming an 'Age Friendly City'

- Major participation in the planning committee for **Age Friendly Cities Forum** put on in Ottawa by the Ontario Seniors' Secretariat
- Engaging with the City of Ottawa, the University of Ottawa Centre on Governance and United Way Ottawa as partners
- Grant proposals submitted to the Community Foundation of Ottawa and New Horizons for Seniors
- Presentations on the Age-Friendly Ottawa Framework and Successful Aging

Editorial Committee... to research and produce topic-related content for the Bulletin 3 times a year

- Published an issue on **Income Security** and completing spring edition on **Diabetes**.
- Changed the look of the publication to a **stronger image of seniors**
- Is fortunate to have the services of a **volunteer to provide professional skills to the formatting and design and work closely with staff in the production aspect**.

2009 – 2010 Activities continued

Ottawa Seniors Transportation Committee ... A community partnership committee working to improve transportation options for older adults in the city of Ottawa

- Collaborated with **OC Transpo** to update the CHOICES document now being widely distributed, describing the range of transportation options available to Ottawa seniors
- Collaborating with OC Transpo and community agencies for the **Seniors Travel Training**
- Participated in **OC Transpo Audit Consultation**
- Advocating for general bus **fare reduction** for seniors
- Advocating for fare parity for rural seniors on **ParaTranspo**
- Supporting **Local Health Integration Networks (LHIN) Ottawa transportation projects**
- Became a representative on the **Seniors Advisory Committee** of the city

Our mandate (four pillars of activity)

Education, Advocacy, Research, Consultation/Participation

Education

- **Presentations** to seniors groups
- *The Bulletin* - circulation of 6000 copies – provides education and advocacy
- Partnering with **Alzheimer Society of Ottawa and Renfrew County** for the three Lunch and Learn presentations
- Distributed over **2500 brochures** in English and French, related to the Council on Aging, elder abuse, and seniors' safety
- **COA information booths** at various events
- Special presentations in English and French on **H1N1** by Public Health Nurse
- Special presentation on **Diabetes** by speaker from the Canadian Diabetes Association
- Special presentation by Domtel Networks Ltd.: **How can technologies help?**
- Full day conference- **Aging: Spirituality and Health** – 130 participants

Advocacy

We are the voice for seniors ... Sometimes direct – always included

- **Media interviews** on a various issues related to seniors: the availability of care givers for the increasing numbers of seniors, retirement home legislation, the increasing incidence of Alzheimer's affordable housing needs for seniors, elder abuse,
- **Past 2 years - COA fall forums** in partnership with Regional Geriatric Assessment Program's AGM providing education, engagement with seniors, engagement with care providers and advocacy around issues. Empowers seniors for self advocacy
- **Media commentary** on a number of seniors' issues : affordable housing, elder abuse, mail scams, coming crisis of too few caregivers for increasing numbers of seniors; major changes in the Regional Geriatric Program, health system issues (ALC)
- Participated in **consultation sessions of the LHIN and the Ministry of Municipal Affairs and Housing**

2009 – 2010 Activities continued

Research

- Published an updated version of the "**Fact Book on Aging: Seniors in Ottawa**", with three new categories: homeless seniors, Alzheimer's and elder abuse.
- New report in process: "**Health-Hospital-Home: Where are we Now?**" This compares the recommendations from the 1998 COA discharge planning conference with those from 2009 forum, Health-Hospital Home: Seniors' voices. It identifies what recommendations have been addressed and what issues are currently preventing age-friendly health care in Ottawa.

Participation/Consultation... *The Board of Directors, as well as all committees and working groups, of The Council on Aging of Ottawa include seniors and community partners*

- Continued to represent the interests and concerns of seniors on a wide variety of **external advisory committees** and to **all levels of government**
- **Community partners (internal and external committees), Board, and projects (partial list):** Alzheimer Society of Ottawa and Renfrew County, Geriatric Psychiatry Community Service of Ottawa, Champlain Dementia Network, Ottawa West Community of Care Advisory Committee, Regional Geriatric Advisory Committee, , Community Advisory Committees of Queensway Carleton Hospital, The Ottawa Hospital, and Bruyère Continuing Care, City of Ottawa Seniors' Advisory Committee, Seniors' Citizens Council, Affordable Supportive Housing for Seniors Working Group (United Way Ottawa), Council on Aging Network of Ontario, ED/ALC Working Group, Nepean Rideau and Osgoode Community Resource Centre, Human Resources and Social Development Canada Community Advisory Group on abuse of people with disabilities, Ottawa Community Immigrant Services Organization, Ontario Network for the Prevention of Elder Abuse, Regional Geriatric Program of Eastern Ontario, Ottawa Police service, Bruyère Continuing Care, Perley and Rideau Veterans' Health Centre, City of Ottawa, Carleton University, University of Ottawa, Eastern Ottawa Resource Centre, Canadian Hearing Society, Centre Pauline Charron, Office of the Federal Ombudsman, Portobello Manor, Citizen Advocacy, VHA Health and Home Support, Advocacy Centre for the Elderly, Centre du sud-est d'Ottawa pour une communauté en santé, Public Health Agency of Canada, Algonquin College, La Cité collégiale Western Ottawa Community Resource Centre, Homewatch Caregivers, Retraite en Action, Community Care Access Centre, Personal Choice Independent Living, Office of the Public Guardian and Trustee, Reaching Out to Isolated Seniors, Interfaith Network, Centre des services Guigues, Islam Care Centre, South East Ottawa Community Health Centre, TV Rogers, Ontario Multifaith Council, International Order of the King's Daughters and Sons, Help the Aged Canada, Personal Choice Independent Living, Unitarian House of Ottawa, Housing Help, Orchestrated Moves, Ontario Seniors' Secretariat, Local Health Integration Network(LHIN), Fédération des aînés et des retraités francophones de l'Ontario, VHA Health and Home Support, Ottawa Community Support Coalition, CIBC, Catholic Family Service Ottawa, OC Transpo, Stroke Survivors Association of Ottawa, Canadian Cancer Society, Ottawa Seniors' Action Network, Lifestyle Enrichment for Senior Adults (LESA), Montfort Hospital, Osteoporosis Society, Ottawa Parish Nurses, Ottawa and District Physiotherapy Clinic, Carefor, Somerset West Community Health Centre, Access at Home Physiotherapy...

**The Council on Aging of Ottawa /
Le Conseil sur le vieillissement d'Ottawa**

Balance Sheet

December 31 2009 2008

Assets

Current

Cash	\$ 24,398	\$ 11,354
Investments	59,573	155,974
Accounts receivable	5,284	890
Prepaid expenses	1,605	1,934
	<hr/>	<hr/>
	\$ 90,860	\$ 170,152

Liabilities and Net Assets

Current

Accounts payable and accrued liabilities	\$ 46,920	\$ 117,783
Deferred contributions	-	150

46,920 117,933

Net assets

Unrestricted	43,940	52,219
	<hr/>	<hr/>
	\$ 90,860	\$ 170,152

**The Council on Aging of Ottawa /
Le Conseil sur le vieillissement d'Ottawa**
Statement of Operations and Changes in Net Assets

For the year ended December 31

2009

2008

Revenue

United Way Ottawa	\$ 84,805	\$ 90,315
Province of Ontario	65,245	68,980
City of Ottawa	76,469	74,970
Fact Book - Province of Ontario	11,871	-
Elder Abuse - Province of Ontario	-	21,182
Seniors' Transportation Network - United Way Ottawa	-	109
Other grants	7,992	4,445
Donations, fundraising and advertising	38,565	32,898
Sales of publications	439	1,406
Interest	6,869	16,333
Membership fees	2,363	5,050

294,618 **315,688**

Deferred contributions, beginning of year **150** **33,588**

Deferred contributions, end of year **-** **(150)**

Net revenue **294,768** **349,126**

Expenses

Accounting	9,225	8,610
Administration expenses	25,339	21,951
Audit and legal	8,365	21,125
Conference and travel	-	1,222
Equipment and furniture	1,145	29,412
Fundraising	13,575	11,324
Meetings	5,179	10,230
Occupancy	27,335	21,797
Postage and shipping	1,406	5,421
Printing	10,781	20,312
Public relations and local transport	1,160	2,501
Salaries, benefits and contract personnel	190,923	329,497
Sundry	-	445
Translation	8,614	18,207

303,047 **502,054**

Deficiency of revenue over expenses for the year **(8,279)** **(152,928)**

Unrestricted net assets, beginning of year **52,219** **205,147**

Unrestricted net assets, end of year **\$ 43,940** **\$ 52,219**