

The Council
on Aging
of Ottawa



Le Conseil sur
le vieillissement
d'Ottawa

June 2011

36th Annual Report



The Council on Aging of Ottawa

*The Community Voice
for Seniors*



The Council on Aging of Ottawa

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
2009-2011 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

HONOURARY 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 |
| Pearl Greenberg | Oris Retallack | Dr. Bea Wickett-Nesbitt |

MARGARET GRIFFITHS AWARD WINNERS

| | | | | | |
|------|--------------------|------|------------------------------|------|-----------------------|
| 2011 | Roland Lecomte | 2004 | Barbara Burns | 1998 | Germain Aubut |
| 2010 | Dr. Hugh Armstrong | 2003 | Marian Chapman | 1997 | Jessie Whyte |
| 2009 | Nicole Robert | 2002 | Dr. Beatrice Wickett-Nesbitt | 1996 | Sylvia Goldblatt |
| 2008 | Carol Burrows | 2001 | Jacqueline Neatby | 1995 | Margaret Wade Labarge |
| 2007 | Joan A. Skene | 2000 | Marion Routledge | 1994 | Bert Hanmer |
| 2006 | Susan Van Iterson | | | | |
| 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.

BOARD OF DIRECTORS 2010-2011

| | | | |
|--------------------|--------------------|--------------------|----------------|
| Dr. Lise Chislett | President | Evelyn Maloney | Director |
| Bernard Bouchard | Executive Director | Cal Martell | Director |
| Dianne Breton | Director | Richard Mayer | Director |
| Eric Cosgrove | Director | Nicole Robert | Director |
| Rodney E. Durnin | Director | Dick Stewart | Treasurer |
| Dr. Marjorie Hinds | Director | Trudy Sutton | Director |
| Diane Hupé | Director | Chief Vernon White | Director |
| Yvan Jacques | Director | Kathy Yach | Vice-President |
| John Johnson | Director | | |

HONOURARY PATRONS 2010-2011

| | |
|--------------------------------|---------------------------------|
| L'honorable 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) | Dr. Huguette Labelle |
| Ms. Grete Hale | M. Michel Larose |
| Mr. Ed Hartwik | M. Gaëtan Lussier |

STAFF

| | |
|------------------------|--|
| Bernard Bouchard | Executive Director |
| Lise-Michèle Bouchard | Executive Assistant |
| Jennie Carleton | Intern/Project Assistant |
| Lucie Chênevert | Director of Francophone Projects |
| Cindy Flynn | Financial Consultant |
| Bonnie Murphy | Director of Community Partnership Committees |
| Dominique Paris-MacKay | Director of Age Friendly Ottawa |

STUDENTS

| | |
|------------------|---|
| Megan Davey | Social Work Student, Carleton University |
| Inès Kaného | Social Services Student, La Cité collégiale |
| Brittany Martell | Social Work Student, Carleton University |

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President's Report

DR. LISE CHISLETT | PRESIDENT, COA BOARD OF DIRECTORS



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 2010-2011, The Council on Aging of Ottawa continued to highlight 35 years of accomplishments aimed at improving the quality of life of seniors in Ottawa. A number of events and actions were organized among which were a very successful celebratory Gala on Nov 3, 2010 with Dr. Wilbert Keon as speaker, the publication of a booklet describing the history of the past ten years of the COA, and a Volunteer Appreciation event. The Council on Aging 35th anniversary honorary patrons continued to support the Council and participated in many of these events.

The 2010-11 year was one of many achievements. As usual the Board met monthly and an orientation session was held for new Board members in September. New auditors were selected and hired. A new Executive director was hired and is now completing a very active year of accomplishments. The Board and the Committees developed work plans to guide their work. New project funding was received and augurs well for the future. Work is also ongoing on securing further sustainable funding.

In 2010-2011, the Council on Aging of Ottawa continued to highlight 35 years of accomplishments aimed at improving the quality of life of seniors in Ottawa...

In its work, the Council focused on three priorities: Strategic Planning, Fundraising and the Age Friendly Ottawa initiative. The priorities resulted from a daylong planning session in June 2009 which had the goal of establishing a new, dynamic and constructive direction to meet the opportunities and challenges ahead.

The work of the Strategic Planning initiative was a short-term, 18- to 24-month modified process focused on updating a number of issues and concerns of the COA. Final reports of the four workgroups (financial stability, governance, communications and partnerships with other agencies) were completed and submitted to the Board by April 2011. Several recommendations have been and continue to be implemented. In keeping with the Board workplan for 2010-2011, a new forward-focused Strategic Planning strategy was launched and has already begun its work.

The sustainable funding priority became part of the Strategic Planning initiative while fundraising issues were prioritized. The Fundraising Committee updated the sponsorship policy, networked and developed relationships with the COA honorary patrons recruited in the context of the 35th anniversary. Most have agreed

to continue in their role as honorary patrons and their support for the Council is very much appreciated. Fundraising efforts resulted in a donation from the Caisses Populaires Desjardins for which the Council is very thankful.

The Age Friendly Ottawa initiative, aimed at making Ottawa an age-friendly city within the framework developed by the World Health Organization, took off this year. The Council on Aging adopted a motion fully supportive of the initiative. The Age Friendly Ottawa Steering Committee continued to guide the work of this initiative. Three funding grant applications received positive decisions from the Federal New Horizons for Seniors (one year), the Community Foundation of Ottawa (three years) and the Ontario Trillium Foundation (three years). A project director and assistant were hired. Support for the City of Ottawa's Older Adult Plan initiative continued and working collaboratively was a focus. Other partners were recruited in an effort to make the project inclusive of seniors' diversity in Ottawa. Support is also being developed from decision makers 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 1, 2010 Health Forum: A New Paradigm to Solve the ALC Crisis and follow-up work to help seniors remain in their own home, several Lunch and Learn presentations in English, in French and the May 3, 2010 Francophone Forum: Vieillir...mythes et réalités. The community partnership committees continued to work on seniors' issues in the areas of transportation and elder abuse. Other achievements include the development of a renewed and updated website, the preparation of an issue of the COA Bulletin on Aging & Spirituality, and several advocacy initiatives especially a response to the proposed regulations for retirement residences. The Annual Spring Luncheon and silent auction on April 27 were very successful with Alex Munter as speaker and more than 450 participants.

The accomplishments of the Council on Aging would not have been possible during the past year without the contributions of major funders. A very warm thank you goes to the Ontario Ministry of Health and Long Term Care, to the City of Ottawa, and to the United Way Ottawa for their support.

Much appreciation also goes to the dedicated members of the Executive Committee: Dick Stewart, Secretary-Treasurer, Kathy Yach, 1st Vice-President & Chair of the Fundraising Committee, Trudy Sutton, 2nd Vice-President and Bernard Bouchard, Executive Director.

Special thanks to the Chairs of the COA standing committees and members of the Board: Diane Hupé: Health Issues Committee, Evelyn Maloney: Members.com, Nicole Robert: Comité directeur des affaires francophones, Trudy Sutton: Housing Committee, to the Chairs of the Community Partnership Committees: Bill Logan and Manon Thompson (co-chairs): Champlain Elder Abuse Response Coalition, and Dianne Breton: Ottawa Seniors Transportation Committee and Nominating Committee.

Thank you for the valuable contributions of the following members of the Board: Eric Cosgrove, Marjorie Hinds, Yvan Jacques, John Johnson, Cal Martell and Vern White. Thank you to Rod Durnin representative of the Senior Citizens Council, and to Richard Mayer, representative of FAFO.

A very warm thank you goes to the many very dedicated volunteers for their generosity of skill and time given to the Council and to the members of Council on Aging Committees. Recognition was given to several volunteers through the David McGuinty initiative and the Ontario Volunteer Service Awards. Congratulations to the recipients. 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. A very major thank you goes to Bernard Bouchard for his passion for the work of the Council, for his support of staff, and for his many other contributions as Executive Director.

Executive Director's Report

BERNARD BOUCHARD, BA, MA, MSW, RSW, COA EXECUTIVE DIRECTOR



There is a popular French phrase, “reculer pour mieux sauter,” which simply states, roughly translated, to “back up to jump further.” The last twelve months have provided the Council on Aging with an opportunity to jump further in our mission to enhance the quality of life of all seniors in Ottawa. After 36 years, the Council on Aging continues to be both relevant and necessary in our community. Representing seniors’ voices, advocating, providing educational opportunities, as well as research, development and consultation are the pillars on which the Council on Aging is built.

As the new Executive Director, I am both honoured and humbled by the commitment of our volunteers, Board members and seniors living in the community, as well as by the leadership from Dr. Lise Chislett, our President. Her contribution to our success cannot be overstated.

Our activities, initiatives and contributions to help seniors have been both profound and widespread. The reports from Council on Aging committee Chairs will detail some of these important activities and promising trends.

I would like to highlight two priority areas in which the Council on Aging is taking a leadership role: the Age Friendly Ottawa project and the Seniors’ Independence and Engagement Program.

Representing seniors’ voices, advocating, providing educational opportunities, as well as research, development and consultation are the pillars on which the Council on Aging is built.

We have seen the development of the Age Friendly Ottawa project under the leadership of its new Director, Dominique Paris-MacKay. The age-friendly model, as developed by the World Health Organization (WHO), is being adopted in cities worldwide as a positive framework that promotes active and healthy aging. Our commitment to make Ottawa more age-friendly is well underway with our community partners.

The Council on Aging has a history of helping vulnerable and isolated seniors. Through the work of our Health Issues Committee, led by Diane Hupé, a key shift in philosophy is taking hold to promote seniors’ independence and engagement. Our submission to the Minister Responsible for Seniors (Ontario Seniors’ Secretariat) on Proposed Initial Draft Regulations made under the Retirement Homes Act, 2010 has received community praise. The ideas it expresses will help all seniors, especially those who are vulnerable and isolated, to remain in their homes as long as they are able.

Our community partnership committees, the Ottawa Seniors Transportation Committee under the leadership of Dianne Breton, and the Champlain Elder Abuse Response Coalition, with support from Bonnie Murphy, have seen their activities and advocacy role increase. They have been providing and producing excellent work and results for many years, and this year was no exception.

The Comité directeur des affaires francophones remains a growing force for French-language seniors under the direction of Chair Nicole Robert and support from Lucie Chênevert. The work of this committee is invaluable to francophone seniors in Ottawa.

Our volunteers and the Members.com committee, under the leadership of Evelyn Maloney with support from Lise-Michèle Bouchard, were successful in staging two major events for the Council on Aging, our 35th Anniversary Gala and our Spring Luncheon. This has been another successful year for our Lunch and Learn program and attendance has been steadily increasing. All of these COA events reinforced our commitment to seniors, their families and service providers and showcased the Council on Aging as an important voice for seniors.

As the Council on Aging jumps further we are fortunate to have Lise-Michèle Bouchard, Executive Assistant, with her many years of experience and commitment. Cindy Flynn, financial consultant, provides timely budget information to help us stay on course which is much appreciated. This year saw the introduction of Jennie Carleton, our Program Assistant who came to us as an intern and continues to play a part in our successes. Joëlle Lecours-Bouchard, law student at the University of Ottawa, has provided much-needed volunteer support in the office. As we look to the future, we are grateful to welcome Social Work students from Carleton University, Brittany Martell and Megan Davey, as well as Inès Kaného, a Social Services student from La Cité collégiale, who bring a fresh perspective and energy to all the activities of the Council on Aging.

Our partnership with our funders—the City of Ottawa, the Ministry of Health and Long-Term Care and the United Way—continues to be an important part of our success and we thank them. Next year promises to be an exciting and interesting year as we strengthen our community partnerships and support to help seniors have a voice in Ottawa.

35th Anniversary Booklet

To commemorate thirty-five years of work dedicated to improving the wellbeing of seniors in Ottawa, a booklet was launched on December 8, 2010, entitled *36 Years of Service to the Community 1975-2010, Second Volume 2001-2010*. This publication relates the numerous accomplishments of the Council during the most recent ten years. The past ten years have been challenging in many ways but also very inspirational, active and productive on many fronts in accordance with the mission and mandate of the Council. The activities, the collaborations and the accomplishments can only be described as amazing. Very warm appreciation goes to the team of volunteers, led by Dianne Breton and Eleanor Meier, involved in writing, editing and translating. In this publication, they succeeded in reflecting the dedication and passion for seniors demonstrated by all the accomplishments reported.

COA Committee Reports

Members.com Committee

Evelyn Maloney, Chair

It has been a very good year in the life of the Members.com committee. This past year, 2010-2011, the committee engaged in a number of important activities. A 120-page booklet celebrating the work of the last decade of the COA, *"35 Years of Service to the Community, 1975-2010,"* was researched, compiled, printed and launched. Special thanks to Dianne Breton and Eleanor Meier for their tireless efforts in the production of this commemorative booklet, and to the Regional Geriatric Program for their assistance with printing.

There were five well attended Lunch and Learn sessions. Topics were varied and included a discussion of the Maplesoft Centre for Cancer Survivorship, information on reducing the risk of developing cancer and an introduction to age-friendly cities.

- The Maplesoft Centre for Cancer Survivorship – Linda Eagen, Executive Director, Ottawa Regional Cancer Foundation
- Reduce Your Risk of Developing Cancer – Linda Eagen, Executive Director, Ottawa Regional Cancer Foundation
- Cancer Rehabilitation and Survivorship – Dr. Martin Chasen, Clinical Scientist, Bruyère Continuing Care
- Funeral Planning Choices – Daniel Laflamme, Racine Robert & Gauthier; Mark Goldblatt and Beverlee McIntosh, Funeral Cooperative of Ottawa
- What Is An Age-Friendly City? – Dr. Louise Plouffe, Public Health Agency of Canada; Kathie Paddock, Public Health Agency of Canada; Dominique Paris-MacKay, The Council on Aging of Ottawa

In December, as part of our 35th anniversary celebration, we held a volunteer and member appreciation night with décor, style and music hankering back to the "good old days" of 1975, when the COA was launched. A special effort was made to include members who were instrumental in bringing the COA to life, and testimonials from these dedicated seniors made for a moving evening.



The committee also took part in two partnership initiatives. Firstly, in partnership with the Alzheimer Society of Ottawa and Renfrew County, two public education seminars were held on "Respite: It is not selfish, it is essential" and "Planning for a healthy and prosperous future." Furthermore, COA co-sponsored the Second Annual Conference on Aging and Spirituality. This year's conference, with the theme of "Passages and Transitions," featured a keynote address by Dr. Nancy Kehoe, clinical psychologist affiliated with Harvard Medical School. The conference, which welcomed more than 200

participants, was a partnership of The Council on Aging of Ottawa, the Interfaith Network, HelpAge Canada, Ontario Multifaith Council, Islam Care Centre, St. Paul University, South-East Ottawa Community Health Centre, and the International Order of the Kings Daughters and Sons.

Our visibility in the community remained strong this year with a presence at numerous fairs, shows and seminars, including the Department of Foreign Affairs and International Trade Wellness Day and the Federal Superannuates National Association, where we distributed several hundred brochures and other promotional material.

The heart of our committee is our volunteers, without whom none of the above could have been accomplished...



Most recently, our Annual Spring Luncheon was a resounding success with ticket sales reaching well over 400 – a record number! This year, we were thrilled to hold the Luncheon at the newly minted Ottawa Convention Centre. Alex Munter, CEO of the Champlain Local Health Integration Network, delivered a message of hope and empathy as our keynote speaker, discussing “Seniors health care: a new vision”. Pierrette Raymond from Moving Forward Matters sponsored a string quartet of promising young musicians, the Canterbury Quartet, and Frank Scheme generously donated his photography talent

to capture the highlights of our special occasion. Thank you both for enhancing our day, and to all our volunteers and supporters for assisting with this memorable event.

We are very grateful to Revera Retirement Living for assuming costs associated with our volunteer and member appreciation evening and to Rideau Gardens retirement residence for support with our Lunch and Learn events.

The staff at COA demonstrate the best of organizational skills and outstanding commitment to an agency in the service of seniors. We are deeply indebted.

Finally, the heart of our committee is our volunteers, without whom none of the above could have been accomplished. Their critical thinking, manual labour and enthusiastic support carry us forward.

MEMBERS

Evelyn Maloney (Chair), Charles Bailey, Cathy Brittain, Marcel Custeau, Angela Davis, Joan Hardy, Alina Kinastowski, Eleanor Meier, Sheila Pepper, Sharon Platts

STAFF

Lise-Michèle Bouchard, Jennie Carleton

STUDENTS

Megan Davey (Carleton University), Joëlle Lecours-Bouchard (University of Ottawa), Brittany Martell (Carleton University)

Francophone Affairs Steering Committee

Nicole Robert, Chair

The mandate of the Francophone Affairs Steering Committee (Le Comité directeur des affaires francophones) is to enhance the quality of life of Ottawa's francophone seniors and promote their involvement in community affairs. To ensure that this mandate is efficiently met, the members of the Comité directeur decided to prepare a Strategic Plan for 2011 to 2013. This plan will target the growing number of francophone seniors in the community.



On January 12, 2011, Comité directeur members held an all-day meeting to review achievements of the last ten years and, in light of an assessment of strengths and weaknesses, to establish priorities and program objectives for the next three years. Current organizational changes within the Council on Aging, the promotion of its "Age Friendly Ottawa" project, the demographic growth of seniors in Ottawa, the francophone dimension, and the multicultural facet associated with this growth are key factors that led Comité directeur members to adopt a strategic approach to planning.

Three priorities emerged from their discussion: to expand the sphere of influence of the Comité directeur in the community of francophone seniors; to conceive and implement various initiatives that will complement and support the "Age Friendly Ottawa" project; and to support social and related policies which directly touch francophone seniors.

An annual work plan will be developed around the three priorities identified, and will guide the planning and implementation of regular activities such as the Annual Francophone Forum, Lunch & Learn events and other special activities aimed at vulnerable seniors.

SUMMARY OF ACTIVITIES | JUNE 2010-2011

The Comité directeur has carried out all the activities set out in its 2010-2011 work plan. The following provides an overview of its activities and outcomes over the past year.

In the area of education and awareness, the Comité directeur organized three Lunch & Learn events and a special information session. More than 266 francophone seniors attended these events, a 13% increase compared to last year. The Lunch & Learn events explored the prevention of crime in Ottawa, a municipal plan for Ottawa's seniors, and "Aging and Being a Woman" in recognition of International Women's Day. Caisses Populaires Desjardins of Ottawa, in partnership with COA and the Comité directeur, held information sessions, in both French and English, dealing with the protection of family assets and holdings, including a review of various financial products available, as well the nature and type of financial advice provided by Desjardins professionals.



Our Annual Francophone Forum welcomed 130 people, 20 more than in 2010. The theme “AgingMyths and Realities” explored various myths and beliefs associated with aging, including long-term care facilities, and access to various institutional and community services such as the Monfort Hospital and the Champlain Community Care Access Centre (CCAC).

With respect to networking activities, members of the Comité directeur met on a regular basis. These periodic meetings allow members to exchange valuable information, have in-depth discussions on issues involving seniors, and identify themes of conferences. They also foster greater networking among participating partners,

and the building of consensus for supporting various initiatives touching francophone seniors, such as legislation on excellence of care for all, as well as policy and planning entities advocating access to French-language health services in Ontario.

The Comité directeur expanded its reach in the past year, both in terms of participating francophone seniors in its organized activities, as well as in the number of its sponsors...

The Comité directeur has continued to be involved in the “Age Friendly Ottawa” project in different ways. The committee had an opportunity to provide recommendations and comments gathered from participants at the Lunch & Learn on November 16, 2010, regarding the elaboration of the Older Adult Plan in the City of Ottawa.

The Comité directeur is presently proceeding with a research project with the assistance of a coop student in Social Services

from La Cité collégiale. The project will initially build a bibliography of major research works dealing with “aging at home” and, subsequently, carry out field work with seniors living at home. A second phase is planned for January 2012.

The Comité directeur has supported various activities of the Council on Aging such as the restructuring of its website, which now includes a section for francophone affairs.

A highlight of the year for the Comité directeur is the way in which its reach was expanded, both in terms of participating francophone seniors in its organized activities, as well as in the number of its sponsors and community supporters.

MEMBERS

Nicole Robert (Chair); Paulette Archambault, (retired); Mariette Chikuru (Centre de services Guigues); Hélène Carrière (Ottawa Public Health); Darline Charles Davilma, (Soins continus Bruyère); Michèle Dextras (retired and representative of Retraite en action); Dr. Lise Chislett (President of COA); Jocelyne Pion (Centre de santé communautaire du Sud-Est d’Ottawa); Violène Gabriel (Regroupement Affaires Femmes); Monique Gibbens (La Cité collégiale Ottawa), Monique Traversy (Ottawa Public Health); Mohammed Khalid (retired and representative of the Centre Pauline Charron); Monique Lussier (retired); Yvan Jacques (retired and Board member)

STAFF

Lucie Chênevert

Development and Resource Committee

Kathy Yach, Chair

The Council on Aging of Ottawa established a fundraising committee in 2009 to advance the mission and objectives of the COA, complete successful fundraising activities, partnership development and alumni relations, work within the four pillars framework, and create events that will celebrate our 35th anniversary.

The committee succeeded in achieving many of these goals this year. They include recruiting 12 Honourary Patrons, hosting a successful Gala dinner on November 3, 2010 featuring Dr. Wilbert Keon as our guest speaker on "The Seniors Senate Report" and Max Keeping as Master of Ceremonies; raising \$14,000 at the Gala dinner which included a Silent Auction; developing a Sponsorship Policy; taking the first steps towards a "Planned Giving" program for the Council; and changing the name of our committee to the Development and Resource Committee to be in line with our new organizational structure.

As we look forward to the upcoming year, our goals are as follows: recruit 50 new corporate members by sending out a letter to businesses outlining the incentives for corporate membership; recruit 100 new friends; further develop a strategy for planned giving; and join external organizations and also invite them to become COA members.

I would like to take this opportunity to thank everyone on the committee as well as the staff of COA for all their hard work and commitment to help us achieve our goals this year.

The committee succeeded in achieving many goals this year, including recruiting 12 Honourary Patrons and hosting a successful gala dinner on November 3, 2010.

MEMBERS

Kathy Yach (Chair), Dr. Lise Chislett, Dr. Marjorie Hinds, Yvan Jacques

STAFF

Bernard Bouchard, Lise-Michèle Bouchard, Jennie Carleton



Housing Committee

Trudy Sutton, Chair

The goal of the Housing Committee is to promote housing choice and advocate for high quality housing for seniors in the City of Ottawa. Housing is a complex issue, particularly for seniors, and individual choice is influenced by health and income while availability is a matter of public policy and commitment. As we know, the next 10 to 15 years will see a huge increase in the need for appropriate seniors' housing.

The Housing Committee has continued to monitor policy development and funding announcements, at all levels of government. On the provincial level, the committee members will follow the implementation of Ontario's Long-Term Affordable Housing Strategy.

Currently, the committee is studying new approaches and innovations to housing for seniors in order to develop and promote strategies that could work in Ottawa.

Housing is a complex issue, particularly for seniors, and individual choice is influenced by health and income while availability is a matter of public policy and commitment.

MEMBERS

Trudy Sutton (Chair), Eric Cosgrove, Dr. Glenn Drover, Nick Greco, Rod Manchee, Marilyn Mills

STAFF

Jennie Carleton



Health Issues Committee

Diane Hupé, Chair

The Health Issues Committee has a mandate 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, and for policies and programs to address these needs.

In the Fall of 2010, the committee identified key priorities for the year 2010-2011. Its annual report is organized around the committee's accomplishments related to these priorities.

ENHANCED EXTERNAL COLLABORATION

The committee expanded its membership to include key sectors not previously represented, namely Community Support Services, Community Health Centres, Hospice Care, Continuing Care, and Cultural Diversity Specialists. As part of their role, committee members remain abreast of issues related to seniors' health and health care through regular presentations, discussions and work groups. They can advocate on behalf of seniors at other tables at which they sit.

FORUM PARTICIPATION AND COLLABORATION

In 2009, The Council on Aging of Ottawa held a seniors' forum to identify the concerns of seniors regarding system gaps and their recommendations for system improvements. In October 2010, the Health Issues Committee and Council staff, in partnership with the Regional Geriatric Program and the Champlain Community Care Access Centre, held a follow-up forum that brought together seniors, key stakeholders and decision-makers. The goal of the highly interactive forum was to build momentum and engagement towards the implementation of a new senior-centred philosophy and approach in dealing with the



ALC (Alternate Level of Care) crisis. Key findings and messages from the forum discussions were articulated in a set of recommendations that were presented to the Champlain LHIN CEO and senior staff. A forum report, *A New Paradigm to Solve the ALC Crisis: A Way Forward*, was developed as a blueprint to support the development of strategies from the recommendations and to monitor and evaluate its progress.

POSITION PAPER ON RETIREMENT HOME REGULATIONS

The Council on Aging has advocated for retirement home regulations since the late 1980s. The necessity of such regulations to protect all seniors and especially vulnerable seniors and their families cannot be overstated. On June 8, 2010, the Retirement Homes Act received Royal Assent. In March 2011, phase one of draft regulations were published and a public consultation process was established. The Health Issues Committee, with input from Council Board members, submitted a position paper with specific recommendations on key elements of the regulations.

The highlights of the recommendations include:

- A system of graduated licensing according to the level of assistance needed and provided to the resident
- A requirement of transparency in the costs and services provided by each retirement home
- A rate subsidy program for low-income seniors
- A mandated and validated standardized assessment tool
- A third-party appeal process

The submission was also distributed extensively to COA membership. The committee will continue to closely monitor and respond to subsequent phases of the regulations roll-out.

COMMUNICATION STRATEGIES TO SUPPORT AND ENGAGE SENIORS

Aligned with the recommendations from the October 2010 Forum, the committee recently sought partnership with key stakeholders to develop a communication strategy focusing on optimal quality of life and health care for seniors. Partners of this collaboration include The Council on Aging, Successful Aging Program of United Way, Ottawa Community Support Coalition, Champlain Community Care Access Centre, Regional Geriatric Program, Coalition of Community Health and Resource Centres and Ottawa Public Health.

In the coming months, partners will work actively in the development of key messages directed at seniors themselves and at the system level with the overarching goal that as many seniors as possible choose to live in their own home.

PARTICIPATION IN RESEARCH PROJECT

As part of its role in the international research study entitled “Re-imagining Long Term Residential Care: An International Study of Promising Practices”, some committee members along with representatives from the long term care sector participated in a local consultation and discussion related to the project.

MEMBERS

Diane Hupé (Chair), Sophie Parisien, Cal Martell, Joanne Furletti, Abebe Engdasaw, Joy Parsons-Nicota, Kelly Milne, Lise Tessier/Myriam Jamault, Sheila Bauer, Violène Gabriel, Marion Hopkinson/Beverlee McIntosh, Sheila Pepper, Deborah Andrews, Eleanor Meier, Kathy Logsdail-Downer, Lise Richard, Susan Ogilvie, Dr. Lise Chislett (ex-officio)

STAFF

Bernard Bouchard, Jennie Carleton

Nominating Committee 2011-2012

Dianne Breton, Chair

The Nominating Committee is guided by the bylaws 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 2011-2012.

FOR ELECTION TO A TWO-YEAR TERM: 2011-2013

Colonel (Retired) Allan Fenske
Dr. Linda Garcia
Maureen Sinden
Inspector Tessa Youngson-Larochelle

FOR RE-ELECTION TO A TWO-YEAR TERM: 2011-2013

Dianne Breton
Dr. Marjorie Hinds

ORGANIZATIONS WHICH APPOINT A MEMBER BY VIRTUE OF OFFICE:

The Senior Citizens Council of Ottawa: Carol Rannie
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: Bernard Bouchard

CURRENT MEMBERS WHOSE TERM CONTINUES:

Dick Stewart
John Johnson

Eric Cosgrove
Nicole Robert

Evelyn Maloney
Diane Hupé

The following nominations of officers of the Board for 2011-2012 will be proposed to the Board of Directors at its first meeting following the annual election of directors:

President: Kathy Yach
2nd Vice-President: Cal Martell

Past President: Dr. Lise Chislett
Secretary: Dianne Breton

1st Vice-President: Yvan Jacques
Treasurer: Trudy Sutton

MEMBERS

Dianne Breton (Chair), Dr. Lise Chislett, Nicole Robert

Community Partnership Committee Reports

Champlain Elder Abuse Response Coalition

Bill Logan and Manon Thompson, Co-Chairs

The Champlain Elder Abuse Response Coalition continues to guide and support the development of strategies and programs constituting a community response to elder abuse in the Champlain Local Health Integration Network (Champlain LHIN). Members of the Coalition include representatives from health, social work, law enforcement and government agencies serving seniors throughout Renfrew County, Ottawa and Eastern Counties.

The Coalition continues to provide guidance and support to the Champlain Elder Abuse Consultation Team which is comprised of selected professionals from a variety of disciplines and backgrounds who meet monthly to discuss and provide options for specific cases of elder abuse in the Champlain LHIN.

CEARC, the Consultation Team and the COA are grateful to the Community Network for the Prevention of Elder Abuse Eastern Counties for its generous contribution of one thousand dollars to support our elder abuse work this year.

The Coalition, with some invited guests, met in September 2010 to explore the accomplishments, challenges and future direction for the Coalition. Brian Tardif, Executive Director of Citizen Advocacy of Ottawa, facilitated the discussion. Barbara Burns provided background information on the early network of people who were concerned with elder abuse and on the development and expansion of this network into the current Coalition.

Although much has been achieved in the community response to elder abuse, the Coalition faces a number of challenges. Paramount amongst these is the lack of financial and human resources to support the work of the Coalition. Leadership of the Coalition remains a continuing requirement. Although the Coalition could not continue to exist without the outstanding support received from The Council on Aging of Ottawa, the Coalition must gain further recognition and acknowledgement at higher levels among service providers, funders and policy forums.

The Coalition has identified a requirement and is working to organize a separate Ottawa Elder Abuse Committee comprised of local representatives of agencies dealing with elder abuse in the Ottawa area.

The Coalition recognized the need to improve its structure and governance and, to that end, a meeting was dedicated to addressing that issue in February 2011. Three guest speakers from each of a well established Ottawa coalition, alliance and network gave presentations on their own structures and governance. They then

CEARC continues to guide and support the development of strategies and programs constituting a community response to elder abuse in the Champlain LHIN...

answered questions relating to challenges that the Coalition is facing and how their groups deal with related issues.

Some very encouraging news was received early in 2011 when CEARC learned that the proposal for an increase in sustainable Champlain LHIN funding was approved. As a result, there are now part-time staff positions for three elder abuse response and referral services – one in each of Renfrew County, Ottawa and Eastern Counties – as well as financial support for the Senior Crisis Bed Program across the Champlain LHIN region. CEARC is most grateful to Oris Retallack, former Executive Director of the COA, for her leadership in securing this funding. However, given that through education and publicity of serious offences, elder abuse is becoming more recognized by the public, service providers and law enforcement agencies, additional resources are urgently needed.

The Champlain Elder Abuse Response Coalition recognizes a number of opportunities to improve its organization and increase its effectiveness in the coming year and it looks forward to the future with enthusiastic optimism.

MEMBERS

Manon Thompson (Co-Chair, ONPEA); Bill Logan (Co-Chair, Senior Citizens Council of Ottawa); Joyce Drouin (EARRS, NROCRC); Eleanor Foran (VHA Health and Home Support); Myriam Jamault (City of Ottawa Public Health); Mary Kratzer (Steppingstone Counselling and Consultation); Nathalie Lafrenière (Eastern Ottawa Resource Centre); Marie-France Lalonde (Portobello Manor); Anne MacDonald (Champlain CCAC); John McGetrick (Ottawa Police Service); Nathalie Mehrer (Carlington Community Health Centre); Bonnie Murphy (The Council on Aging of Ottawa); Denise Paquette (Carefor Health & Community Services, Eastern Counties Branch); Sheila Robertson (Citizen Advocacy of Ottawa); Kim Sheppard (Renfrew Response to Elder Abuse Prevention and Awareness Coalition); Dallas Smith (LESA Program, Centretown Community Health Centre); Vanessa Smith (The Ottawa Hospital); Brad Spooner (NROCRC); Jennifer Valiquette (Renfrew Victoria Hospital); Caitlin Brydges (Alzheimer Society of Ottawa and Renfrew); Valerie Oles (Office of the Federal Ombudsman for Victims of Crime); Christina O'Neil (Unitarian House of Ottawa); *Stephany Saloojee (The Ottawa Hospital); Heather Wellman (Victim Crisis Unit, OPS); Shari Westman (Comfort Keepers)

* resigned during the year



Ottawa Seniors Transportation Committee

Dianne Breton, Chair and Chris Bradshaw, Vice-Chair

The Ottawa Seniors Transportation Committee (OSTC) is a community partnership group working with The Council on Aging of Ottawa to find realistic solutions to identified seniors' transportation issues, and to communicate current transportation options available to seniors in both rural and urban Ottawa.

Thanks to the collaborative and creative approach of members of the committee, we have had positive results again this year. A special thank you to COA staff Bonnie Murphy, who coordinates the active monthly meetings with professionalism and good humour. OSTC priorities and projects for 2010-2011 relate to making transportation in Ottawa age-friendly, as well as accessible to vulnerable seniors. Highlights from 2010-11 include:



- Planned *Transportation Choices for Seniors in an Age-Friendly Ottawa*, a community information event for seniors on June 8th, 2011, sponsored and hosted by Colonel By Retirement Living by Revera.
- Proposed a pilot program to begin in June 2011 at The Ottawa Hospital, where seniors using Para Transpo or volunteer drivers may be met at the hospital by a volunteer 'navigator', and assisted to their hospital appointment, and back to meet their transport.
- Advocated for solutions to parking rates at Ottawa hospitals.
- Updated a package of transportation CHOICES for seniors, with OC Transpo.
- Promoted a successful *Seniors Travel Training* program, with OC Transpo.
- Advocated for equity for rural Para Transpo riders.
- Created an information hand-out, *Tips for Seniors Using OC Transpo*, and translated it into French, Spanish, Hindi and Arabic.
- Developed a sub-committee to review the City of Ottawa's *Pedestrian Plan*, with special interest in seniors' safety.
- Identified location gaps for bus shelters and benches.
- Initiated and promoted OC Transpo Ride-Free program for seniors, now available across the city all day Wednesday, and Monday and Friday afternoon.

MEMBERS

Dianne Breton (Chair; COA Board of Directors; City of Ottawa Seniors Advisory Committee); Chris Bradshaw (Vice-Chair; Senior, Urban Ottawa); Ardyth Elliott (Senior, Rural-Ottawa East); Adele Muldoon (Senior, Rural-Ottawa West); Kathy Riley (OC Transpo); Terry Richardson (Para Transpo); Lisa Bornn (South East Ottawa CHC; Ottawa Community Support Coalition); Jean McQuilliam (Ottawa Seniors Action Network); Abe Schwartz (Stroke Survivors Association of Ottawa); Marjorie Milloy (HelpAge Canada); Maria Redpath (Canadian Cancer Society – Ottawa Unit); Safia Nawaz (Ottawa Community Immigrant Services Organization); Monique Traversy (City of Ottawa Public Health/Rural-Ottawa East/COA's Comité directeur des affaires francophones); Chantal Séguin (Champlain LHIN); Nadine Jodoin (City of Ottawa); Nathan Hauch (Champlain Spinal Cord Injury Solutions Alliance; Canadian Paraplegic Association Ontario); Jennifer Lockyer (Rideau Community Support Services); Bonnie Murphy (COA)

Age Friendly Ottawa Committee

Dr. Lise Chislett, Chair

The Age Friendly Ottawa Steering Committee continued the work began in 2009-10. The goal is to plan and implement a local World Health Organization Age-Friendly Cities initiative in Ottawa, based on the World Health Organization Age-Friendly Cities project and on Federal, Provincial/Territorial Age-Friendly Communities Canada principles in eight identified areas: (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 in these eight areas using the processes of community engagement and action of seniors.

During 2010-2011, the Age Friendly Ottawa Steering Committee was very active. Further committee members were recruited, monthly meetings were held and a mission and vision statement were adopted. The vision statement is as follows:

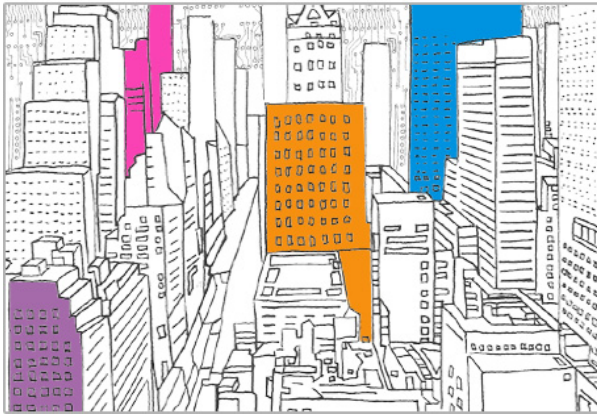
Ottawa is a city where the physical, social and service environments are responsive to the needs of older adults thereby maximizing healthy and active aging.

- March 24, 2011

Consultations were conducted with major stakeholders, members of the Board of Directors, Standing Committees and staff of The Council on Aging of Ottawa. City of Ottawa staff engaged in the development of the Older Adult Plan and other community leaders in the field of gerontology and services to seniors. The COA took a further step in championing this project by adopting the following motion: "The Council on Aging of Ottawa is fully supportive of the Age Friendly Framework as developed by the World Health Organization and the Council on Aging's Age Friendly Ottawa project. It supports the adoption of this framework to guide its work on behalf of seniors in Ottawa" (April 20, 2011).

A third application for a grant was submitted in July 2010 and three positive decisions were received during the fall. The grants received were from the New Horizons for Seniors Federal Program, the Ottawa Community Foundation and the Ontario Trillium Foundation. This led to the hiring of a project director, Dominique Paris-MacKay, in February and a project assistant, Jennie Carleton. The project director worked on the implementation of the local WHO Age Friendly Cities Framework by (1) developing further partnerships with community groups, seniors organizations, services providers including non-traditional partners and the full diversity of seniors; (2) developing a Community Engagement Plan (bottom-up participatory approach) including outreach to vulnerable and marginalized seniors; (3) developing the engagement of municipal government and other local decision-makers (top-down approach) seeking support from City Councillors, community champions and other local leaders; (4) creating a communication plan including a substantive section on the Age Friendly model on the new COA website and (5) developing an evaluation plan to monitor process and progress, including an AFO logic model, performance indicators and evaluation tools.





The AFO Committee expressed a major commitment and support for the city's work on the development of the *Municipal Older Adult Plan*. City staff conducted an environmental scan of its services for seniors and organized the results according to the Age Friendly framework. A presentation was made on the scan at a COA francophone Lunch & Learn. Currently, the AFO Steering Committee is developing plans to work jointly with the city in the conduct of city-wide consultations with seniors in order to establish a baseline assessment of Ottawa's age-friendliness. While the city will focus on its services, AFO will attend to the broader

community domains. The goal is to identify areas of strength and areas that need improvement, eventually producing a community report card with clear priorities identified. This will lead to the development of action plans and the implementation of age-friendly initiatives.

The Age Friendly Ottawa initiative was formally launched at the COA's Annual Spring Luncheon on April 27, 2011 and the local AFO initiative was presented at a COA Lunch & Learn event on May 11, 2011. The AFO Director was interviewed by the CBC and the event was filmed by Rogers television. The AFO Steering Committee is also working on the creation of a community-based Age Friendly Ottawa Reference Group to further support the Age-Friendly Initiative. Much has been accomplished, and for that, much appreciation is deserved by numerous contributors. Thank you to the members, partners and staff of the Age Friendly Ottawa Steering Committee.

MEMBERS

Dr. Lise Chislett, (Chair), President, The 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); Maureen Donnelly (Odawa Native Friendship Centre); Clara Freire (Manager, Client Services Strategies, City of Ottawa); Janet Gray (CARP, Ottawa Chapter representative); Nadine Jodoin (Specialist; Policy, Planning & Development, Organizational Dev & Performance Dept, City of Ottawa); Cal Martell (Martell Consulting); J.P. Melville (Cross Cultural Education Coordinator; Ottawa Community Immigrant Services Organization); Hugh Nelson (Ontario Partnership for Adults with Developmental Disabilities - OPADD); Dr. Louise Plouffe (Manager, Knowledge Development Section, Division of Aging and Seniors, Public Health Agency of Canada); Peter van Boeschoten (Chair, City of Ottawa Seniors Advisory Committee); Councillor Bob Monette (City of Ottawa)

STAFF

Dominique Paris-MacKay, Jennie Carleton, Bernard Bouchard

Acknowledgments

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

Alzheimer Society of Ottawa and Renfrew County • Archdiocese of Ottawa • Caisses Populaires Desjardins d'Ottawa • Centre de services Guigues • Champlain Community Care Access Centre Chevaliers de Colomb, Conseil 11500, Ste-Marie d'Orléans • CIBC • City of Ottawa • Community Foundation of Ottawa • HelpAge Canada • Librairie du Centre • New Horizons for Seniors • Office des affaires francophones de l'Ontario • Ontario Trillium Foundation • Ottawa Public Health Pharmacie Desjardins • Portobello Manor • Racine, Robert & Gauthier • Regional Geriatric Assessment Program of Eastern Ontario • Revera • Rideau Gardens • Rogers TV • Services communautaires géronto-psychiatrie d'Ottawa • United Way/Centraide • VIA Rail • Windsor Park Manor



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



Thank you to the funders of Age Friendly Ottawa



Corporate Members 2010-2011

Collingwood Nursing Home

Resident Care Group

Revera Retirement Living

35th Anniversary Gala

Keynote Speaker: Dr. Wilbert Keon

Masters of Ceremony: Mr. Max Keeping and M. François Dumaire

| | | |
|--------------------------------------|-------------------------------|----------------------------------|
| Age-Wise Solutions Inc. | Collingwood Nursing Home Ltd. | Leslie Group Ltd. |
| Anderson Links Golf and Country Club | Dundas Manor Ltd. | Nelligan O'Brien Payne LLP |
| Assured Care Consulting | Eden House | Office of the Prime Minister |
| Bayfield Manor | El Meson Restaurant | People Care Inc. |
| British High Commission | Extendicare | Racine, Robert & Gauthier |
| Caisses Populaires Desjardins | Fred Astaire Dance Studio | Resident Care Group |
| Capricorn Investment Corp.Ltd. | Groovy Grapes | Retire-at-Home |
| M. Claude Chênevert | Hicks Morley Hamilton Stewart | Siam Bistro |
| Claire Annis and Associates | Storie LLP | Snyder and Associates Architects |
| Classic Pharmacy | Jardins Rideau | |

Speakers

| | | | |
|----------------------------------|--|--|---|
| <i>Annual Meeting 2010</i> | Chief Vern White | | |
| <i>Lunch and Learn Programs:</i> | Caroline Andrew Linda Eagen Daniel Laflamme Beverlee McIntosh Dr. Louise Plouffe | Hélène Carrière Mark Goldblatt Cécile Latour Kathie Paddock Nancy Worsford | Dr. Martin Chasen Nadine Jodoin Jeannine Legault D. Paris-MacKay |
| <i>Special Presentations:</i> | Garry Armstrong Bert Hanmer | Germain Aubut Louise Sévigny | Caisse Desjardins Théâtre du soleil couchant |
| <i>Annual Spring Luncheon:</i> | Alex Munter | | |
| <i>Annual Fall Forum:</i> | Haldimand Brant Richard Delaney Cameron Love | Barbara Bushing Diane Hupé Kim Peterson | Dr. Rob Cushman Gilles Lanteigne Narendra Shah |

Spring Luncheon Supporters

| | | |
|--------------------------------|-------------------------------------|----------------------------|
| Algonquin College Restaurant | Cartier Place Suite Hotel | National Arts Centre |
| Anonymous | Courtyard Restaurant | National Gallery of Canada |
| Bayshore Home Health | Emerald Links Golf and Country Club | Ottawa Little Theatre |
| Biagio's Italian Kitchen | Home Instead Senior Care | Ottawa Police Service |
| Birks Jewellers | Hulse, Playfair and McGarry | Paul's Boat Lines |
| Books on Beechwood | Libra Seniors Services | Ken and Sheila Pepper |
| Bridgehead Coffee | Magpie Jewellers | Retire-at-Home |
| Canadian Golf and Country Club | Mamma Grazzi's Kitchen | Revera Retirement Living |
| Canterbury Quartet | Moving Forward Matters | VIA Rail Canada |
| Carleton University | Mulligans Florists | Keith Yach |

THE MARGARET GRIFFITHS AWARD 2011

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, 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

Roland Lecomte, PhD

Roland Lecomte has been committed to the amelioration of the quality of life of seniors all along his academic and professional career. A quick review of his CV reveals that he played a key role the implementation of:

- The Masters program in Social Work (in French) at the University of Ottawa which admitted its first students in 1992. A course on Gerontology is part of the program.
- The Minor in Gerontology (English and French) at the U of O in 2001
- The reciprocal agreement between La Cité collégiale and the U of O in gerontological education in 2001
- The Research Institute on Health and Aging (Elisabeth Bruyère)
- The first Masters course in Gerontology to be offered in the Ottawa region (School of Social Work, Carleton University) in 1982



In the last decade, he has been particularly active in the following organizations and committees:

- 2004-2010: Director, Vice-President and President of the Board of Directors of The Council on Aging of Ottawa
- 2008-2009: Seniors representative on the Inclusion and Equity Task Force, City of Ottawa
- 2007-2008: Member of the Seniors Advisory Council of Ottawa
- 2001-2003: Member of the Ontario Interdisciplinary Council on Aging and Health
- 1999-2000: Member of the Ad Hoc Committee which developed the initial strategic plan for the establishment of the Research Institute on Health and Aging at Elisabeth Bruyère.

Roland holds a Masters degree in Social Work from the University of Ottawa (St. Patrick's College) and a combined doctorate in Social Work and Social Research from Bryn Mawr College in Pennsylvania. He has taught in the universities of Wayne State (Detroit), Montréal, Carleton and Ottawa. He has been the Director of the Schools of Social Work of Carleton and Ottawa Universities.

He has authored and co-authored several books and articles. His recent publication (2010) was on "The Evolving Role of Grandparents: Implications for Practice and Policy." He is currently concerned with the impact of the aging of the population on the education of practitioners in the health and social work professions. In this

regard, he has accepted a position as Visiting Professor at the School of Social Work (University of Ottawa) and will be teaching a course in Gerontology at the Masters level in the fall of 2011. At the age of 77, he still believes that education is central in the battle against ageism.

FRIENDS OF THE COUNCIL ON AGING OF OTTAWA

Lucio Appolloni
Germain Aubut
David K. Bernhardt
Blanche Black
Donald H. Evans
Hubert Frenken

Clair Heggeveit
Charles Hurst
Margaret Wade Labarge
Dr. Campbell Lamont
James D. Lumsden
Ada McEwen

Raymond Ostiguy
Marion Routledge
Don Saxon
Susan Van Iterson
William Wade
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 Council on Aging of Ottawa Website

www.coaottawa.ca

The Council on Aging of Ottawa is pleased to launch its new website. Many months in the making, it has been a lengthy journey to reach this goal and we are excited by how impressive our site has become. The new site offers greater interactivity and a modern new interface that toggles seamlessly between English and French. Special thanks to Members.com for providing feedback on earlier versions of the site and to Louise Morin-Lalonde of Contenta Inc.



CALENDAR YEAR 2010 | COA EVENTS

| DAY | TYPE OF EVENT | PRESENTATION GIVEN BY |
|--------------|---|---|
| January 15 | Information session: "Diabetes: What You Should Know" | <i>In partnership with the Canadian Diabetes Association Guest speaker: Ron Lachance</i> |
| January 27 | Lunch and Learn: "Living with an Aging Brain" | <i>Dr. Linda Gobessi, Geriatric Psychiatry Community Services of Ottawa</i> |
| February 23 | Special Presentation: "How can technologies help when faced with providing more services with fewer resources?" | <i>Domtel Networks Ltd., Jean Renaud, Stephane Bigras, Denis Pouliot</i> |
| March 24 | Lunch and Learn: "Do You Hear What I Hear? Hearing Loss and Seniors" | <i>In partnership with the Canadian Hearing Society</i> |
| March 25 | COA Aging and Spirituality Conference | <i>In partnership with the Interfaith Network</i> |
| April 8 | Déjeuner at causerie | <i>"Vieillir...au féminin"</i> |
| April 15 | Special presentation | <i>Alzheimer Society of Ottawa and Renfrew County</i> |
| April 28 | Annual Spring Luncheon | <i>Dr. Roseann O'Reilly Runte: "Never-ending Learning: Changing Perceptions, Possibilities and Potential", Hilton Garden Inn Jennifer Sheldrick, Pharmacist</i> |
| May 26 | Lunch and Learn: "Safe Medication for Seniors" | |
| May 27 | Annual Francophone Forum | <i>"Une Ville pour nous...avec vous tous!" facilitated by Ginette Gratton</i> |
| June 16 | COA Annual General Meeting | <i>Chief Vern White, Ottawa Police Service</i> |
| September 10 | COA display at The Good Companions | |
| September 17 | COA display at Kanata Expo 55 | |
| September 22 | Lunch and Learn: "Eastern Ontario's First Centre for Cancer Survivorship" | <i>Linda Eagen, Ottawa Regional Cancer Foundation</i> |
| October 1 | COA Health Forum: A New Paradigm to Solve the ALC Crisis | <i>Hellenic Centre</i> |
| October 14 | Alzheimer Society Special Fall Seminar | <i>Alzheimer Society of Ottawa and Renfrew County</i> |
| October 19 | Déjeuner et causerie | <i>"Prévention du crime"</i> |
| November 3 | COA 35 th Anniversary Gala | <i>Keynote speaker: Dr. Wilbert Keon, Centurion Conference and Event Centre</i> |
| November 10 | Doris Pringle Awards | <i>Ottawa Falls Prevention Coalition and Osteoporosis Canada in partnership with COA</i> |
| November 16 | Déjeuner et causerie | <i>"Plan pour les aînés de la Ville d'Ottawa"</i> |

2010

| | | |
|--------------------|---|--|
| November 24 | Lunch and Learn : "Reduce your Risk of Developing Cancer" | <i>Linda Eagen, Ottawa Regional Cancer Foundation</i> |
| December 5 | Volunteers and Members Appreciation Event | <i>Keynote speaker: Garry Armstrong Theme: "The 70s"</i> |

CALENDAR YEAR 2011 | COA EVENTS

| DAY | TYPE OF EVENT | PRESENTATION GIVEN BY |
|--------------------|---|---|
| January 18 | Presentation at Telesat Canada | <i>Bernard Bouchard</i> |
| January 26 | Lunch and Learn: "Cancer Rehabilitation and Survivorship" | <i>Dr. Martin Chasen, Bruyère Continuing Care</i> |
| February 10 | Presentation to Bell Retirees | <i>Bernard Bouchard</i> |
| February 22 | COA Special Presentation: "Protect Your Assets" (Eng/Fr) | <i>Caisses Desjardins</i> |
| February 24 | 2 nd Annual Conference on Aging and Spirituality | <i>Dr. Nancy Kehoe, in partnership with the Interfaith Network</i> |
| March 8 | Déjeuner et causerie: « Journée internationale de la femme » | <i>Caroline Andrew, Cécile Latour, Hélène Carrière, Jeannine Legault</i> |
| March 23 | Lunch & Learn: "Funeral Planning Choices" | <i>Daniel Laflamme, Racine, Robert & Gauthier Funeral Home; Mark Goldblatt and Beverlee McIntosh, Funeral Cooperative of Ottawa</i> |
| March 31 | COA display at Westgate Health Fair | |
| April 7 | Special Spring Seminar: "Planning for a Healthy and Prosperous Future" | <i>Keynote speakers: Dr. Andrée Tellier and A. Patrick Murphy, in partnership with Alzheimer Society of Ottawa and Renfrew County</i> |
| April 18 | COA display at FSNA Annual General Meeting | |
| April 27 | COA Annual Spring Luncheon at the Ottawa Convention Centre | <i>Keynote speaker: Alex Munter, CEO Champlain LHIN</i> |
| May 3 | Annual Francophone Forum | <i>Martine Lagacé and Martin Bilodeau</i> |
| May 6 | COA display at Department of Foreign Affairs and International Trade "Wellness Day" | |
| May 11 | Lunch & Learn: "What is an Age-Friendly City?" | <i>Dr. Louise Plouffe and Kathie Paddock, Public Health Agency of Canada; Dominique Paris-MacKay, COA</i> |
| June 4 | Seniors Recreation 2020 Conference | <i>COA and OCISO</i> |
| June 8 | "Transportation Choices for Seniors in an Age-Friendly Ottawa" | <i>Ottawa Seniors Transportation Committee in partnership with COA, keynote speaker: Timothy Andrade, Rehab Hospital</i> |
| June 15 | COA Annual General Meeting | <i>Keynote speaker: Deputy Mayor Councillor Eli El-Chantiry</i> |

2011

**THE COUNCIL ON AGING OF OTTAWA/
LE CONSEIL SUR LE VIEILLISSEMENT D'OTTAWA**

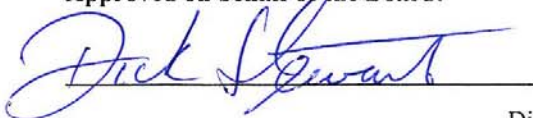
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2010


| ASSETS | | <u>2010</u> | <u>2009</u> |
|--|----|-----------------------|----------------------|
| CURRENT | | | |
| Cash (note 5) | \$ | 64,459 | \$ 24,398 |
| Investments (note 6) | | 53,763 | 59,573 |
| Accounts receivable | | 9,479 | 5,284 |
| Prepaid expenses | | <u>5,274</u> | <u>1,605</u> |
| | \$ | <u><u>132,975</u></u> | <u><u>90,860</u></u> |
| LIABILITIES | | | |
| CURRENT | | | |
| Accounts payable and accrued liabilities | \$ | 23,168 | \$ 46,920 |
| Deferred revenue (note 7) | | <u>55,558</u> | <u>-</u> |
| | | 78,726 | 46,920 |
| NET ASSETS | | | |
| BALANCE - END OF YEAR | | <u>54,249</u> | <u>43,940</u> |
| | \$ | <u><u>132,975</u></u> | <u><u>90,860</u></u> |

Commitments (note 10)

Approved on behalf of the Board:



Director



Director

McCAY DUFF LLP, CHARTERED ACCOUNTANTS

**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, 2010

| | <u>2010</u> | <u>2009</u> |
|--|------------------|------------------|
| REVENUE | | |
| United Way of Ottawa | \$ 85,318 | \$ 84,805 |
| Province of Ontario | 76,001 | 65,245 |
| City of Ottawa | 82,693 | 76,469 |
| Education sessions | 3,000 | - |
| Elder abuse | 1,000 | - |
| Fact book grant | 5,000 | 11,871 |
| Fall forum grant | 5,000 | - |
| Other grants | 54,091 | 7,992 |
| Donations and fundraising | 52,999 | 38,565 |
| Sales of publications | 1,138 | 439 |
| Interest | 3,760 | 6,869 |
| Membership fees | <u>6,350</u> | <u>2,363</u> |
| | 376,350 | 294,618 |
| Deferred revenue - beginning of year (note 7) | - | (150) |
| Deferred revenue - end of year (note 7) | <u>55,558</u> | <u>-</u> |
| | 320,792 | 294,768 |
| EXPENDITURES | | |
| Accounting | 9,483 | 9,225 |
| Administrative expenses | 35,727 | 25,339 |
| Audit | 5,600 | 8,365 |
| Equipment and furniture (note 8) | 730 | 1,145 |
| Fundraising | 19,167 | 13,575 |
| Meetings | 6,209 | 5,179 |
| Occupancy (note 10) | 27,813 | 27,335 |
| Postage and shipping | 1,776 | 1,406 |
| Printing | 16,233 | 10,781 |
| Public relations | 6,420 | 1,160 |
| Salaries and benefits | 177,290 | 190,923 |
| Translation | <u>4,035</u> | <u>8,614</u> |
| | <u>310,483</u> | <u>303,047</u> |
| NET REVENUE (EXPENDITURES) FOR THE YEAR | 10,309 | (8,279) |
| UNRESTRICTED NET ASSETS - BEGINNING OF YEAR | <u>43,940</u> | <u>52,219</u> |
| UNRESTRICTED NET ASSETS - END OF YEAR | <u>\$ 54,249</u> | <u>\$ 43,940</u> |

McCAY DUFF LLP, CHARTERED ACCOUNTANTS