

The Council on Aging of Ottawa

A voluntary, bilingual, United Way/Centraide Ottawa agency dedicated to improving the quality of life for all seniors in Ottawa

28 years of achievement 1975 - 2003

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-	Carol Burrows

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
1999-2000	Yvon Cloutier
1999-2000	Alex Cullen
2001-2002	Lise Ladouceur
2002	Gerald Ouellette
2003-	Al Loney

Honourary Members

Lucio Appolloni	Bert Hanmer	Marion Routledge
Germain Aubut	Charles Hurst	Don Saxon
David K. Bernhardt	Dr. F. Arthur Irwin	Charles Scott
Francine Boutet	Margaret Labarge	Ginette Séguin-Roberge
Barbara Burns	Dr. Campbell Lamont	Dorothy Senior
Marian Chapman	Jessie McPherson	Jean Shaw
Peter Cornell	Ada McEwen	Jessie Whyte
Don Evans	Dorothy Milligan	Dr. Bea Wickett-Nesbitt
Hubert Frenken	Sr. Gilberte Paquette	
Pearl Greenberg	Sr. Gisèle Richard	

The Council on Aging of Ottawa

2002 - 2003

Board of Directors:

Carol Burrows	President	Nello Bortolotti	Director
Al Loney	President*	Pierre-Paul Demers	Director
Joan A. Skene	Past-President	Rita Gravelle	Director
Raymond J. Ostiguy	Vice-President	Mary Hearn Hendela	Director
Dianne Breton	Secretary	Caroline Horgan	Director
Garry Armstrong	Treasurer	Brian Morin	Director
		Jacqueline Neatby	Director
		Doris Pringle	Director
		Nicole Robert	Director
		Louise Sévigny	Director (resigned)
		Lorne Usher	Director
		Sue Van Iterson	Director
		Bill Wade	Director

* Al Loney was president from June 2002 to January 2003.

Staff:

Al Loney	Executive Director (January 2003 -)
Gerald Ouellette	Executive Director (April 2002 - December 2002)
Lise-Michèle Bouchard	Executive Secretary
Erin Pollard	Associate Director / Project & Program Leader
Diane Prasow	Administrative Support
Robert Prasow / Cindy Flynn	Accountant
Geneviève Smith	Project Coordinator "Vieillir chez soi"
Andrée Fauteux	Coordinatrice, Comité directeur de l'Assemblée des affaires francophones

~ President's Report ~

Carol Burrows

As noted elsewhere in this report, this has been an eventful year at the Council on Aging. Al Loney started the year as President and served until January 2003. He was then appointed Interim Executive Director, and I became President. At the same time, an organizational review was commissioned by the Board and carried out by Claude Léost. The results of this review have assisted the Board in developing an action plan for the future. The Board has also had to plan for new accommodation for September 2003, as sadly, we have to leave our present quarters at Élisabeth Bruyère.

In the program area, a very successful workshop on Senior Accessible Health Care was held in November. Also in the area of health, a small task force developed a response to the Kirby and Romanow reports, supporting the need for accountability, and calling for more comprehensive home care programs to provide personal care and homemaking for the frail elderly. At our Spring Luncheon on April 10, Mme. Monique Bégin challenged the Council to continue the fight for community-based health services and more timely care in a one-tier system. In the individual committee and working group reports other COA initiatives are described.

The Council has also continued to be a major player in the planning of services for seniors in Ottawa. Originally called the Seniors' Planning Table, now renamed Successful Aging Ottawa, this planning exercise involves all the major organizations and networks serving seniors in Ottawa. The development of a strategic framework will determine how our community views seniors and how we can promote optimal aging, participation, wellness and community involvement in the years ahead, allowing seniors to take charge of their own futures.

It is a pleasure to serve with a Board, Executive, staff and volunteers who are as committed as those at the COA. I want to thank all those who have been so supportive to me and to the organization, especially Al Loney, who is now confirmed as Executive Director for the next two years, and Lise-Michèle Bouchard, who efficiently runs the office. The year ahead shows great promise, and the work done this year will lay a firm structural foundation to allow us to continue to ensure that the voice of seniors is being heard.

~ Executive Director's Report ~

Al Loney

Well I certainly cannot disagree with President Carol Burrows' assertion that we have had an eventful year. It's been busy, fraught with many challenges and overall a year of positioning the Council for the road ahead. We have come through remarkably well and that's partially due to the challenges we faced square on. The review, which we commissioned, by Claude Léost was most useful and the Board is now committed to implementing changes, which will help us return the organization to its rightful status. We will take on that which we can handle and do those things well. We will work to increase our resources so that we can better equip ourselves for the tasks ahead. There is certainly no shortage of issues that need to be addressed on behalf of Ottawa's seniors.

The Council has continued to concern itself with major issues in its work with Elder Abuse and Seniors' Accessible Health Care. While these are issues that the Council on Aging of Ottawa has long been involved with, the need to highlight these areas has not diminished. Our work in drawing together the various players from across the City to move forward in these matters is increasingly recognized as one of the more important roles that the Council can play. We will be in new quarters by the end of August and that is causing us to look carefully at our records and our Resource Centre. The Board has decided that we will concentrate on our own publications and will direct enquiries to other sources for the many other publications we have historically held. Our files will be culled to ensure that while we retain the historical record of the Council we will not hold duplicates and redundant items which tend to take space but are of little ongoing use to us. A splendid team of volunteers has done most of the work on this exercise.

It has become obvious that we must strengthen our base funding and that will be a high priority for staff and volunteers over the next year. We have been successful in obtaining sponsorship for the Bulletin (our newsletter/magazine). While we will now face considerable new costs for our accommodation, we have received some new and increased funding to deal with much of this.

Finally, I want to emphatically state that it is a real pleasure to work with the staff, the volunteers, the Executive Committee and the Board of the Council on Aging of Ottawa. Without the real effort of all these players, the Council could not achieve that which it has, again this year. I look forward to the next Council year with optimism and confidence in our collective success.

~ Committee Reports ~

Comité directeur de l'Assemblée des affaires francophones ~ Nicole Robert, Chair

The Assemblée des affaires francophones is moving full steam ahead. This committee has named itself the "Steering Committee on Francophone Affairs" (Comité directeur de l'Assemblée des affaires francophones). Its mandate is to improve the quality of life of French-speaking seniors in Ottawa and foster their contribution to the community. The committee has revised its functions and management principles to reflect its commitment. Andrée Fauteux currently coordinates the meetings and makes sure that the documentation and information are available in order to make informed decisions. Nicole Robert, Acting Chair, serves on the Board of Directors of the Council on Aging.

In conjunction with the Centre de jour Guigues, the Pauline Charron Centre, the Service d'entraide communautaire pour les personnes âgées francophones and Ottawa's Public Health and Long-Term Care Branch, the Steering Committee organized the Annual Forum of the Assemblée des affaires francophones on May 13. Dr. Roland Lecomte, founding Director of the Gerontology program of the University of Ottawa, and Edgar Demers, a journalist specialising in this topic, were the invited speakers and led a searching and thoughtful discussion on the theme chosen for the Forum, "Old Age? What are we doing?". The workshop on "preventing falls by seniors" and another on "nutrition", both offered by the Public Health Branch, completed the program. Nearly 80 participants (seniors, volunteers, stakeholders) attended the meeting and took advantage of the discussions, information and demonstrations.

With an enthusiastic team and its revised communication strategy, the Steering Committee on Francophone Affairs is seeking to draw new members who are involved in their community. Talk it over! Come and join us!

Members:

Pierre-Paul Demers, Rita Gravelle, Sylvie Lachapelle, Jacqueline Neatby, Pierre Périard, Jocelyne Pion, Émile-René Poirier, Jocelyne Chénier, Julie Levesque, Raymond Ostiguy, Jocelyne Pion. **Staff:** Andrée Fauteux.

Communication Committee ~ Ray Ostiguy, Acting Chair

The Communication Committee met on November 1st and 29th, 2002, January 10th, February 7th, March 7th, April 4th and May 9th, 2003.

Matters dealt with by the Committee:

1. Greater visibility and 'image branding' – "Who we are, what we are and what we do" to be communicated through:
 - Speakers' Bureau – Chaired by Hubert Frenken; for education, recruitment and fundraising
 - Web site development – Donald Chandonnet; new, current postings
 - Bulletin – Editor Jean McQuilliam; improved vehicle for communication

- Media Relations – Sheila Pepper & Joan Skene; development of strategy
 - Community Newspaper strategy
2. Internal Communication – Caroline Horgan; one page summaries, cross distribution at meetings and Web site postings
 3. Fact Book – update of demographic information by Hubert Frenken
 4. Executive Director’s Monthly Activity Report
 5. Responses to Kirby and Romanow Commissions
 6. Elections Strategies 2003 (Federal, Provincial & Municipal) – Committee of the Whole co-chaired by Rebecca McDermot and Bill Wade
 7. Calendar of Events – posted to Web site
 8. Publicity for Spring Luncheon
 9. The Best Kept Secret – update of information package
 10. Miscellaneous – Volunteer hours; media appearances; responding to requests and issues; Organizational Review and follow-ups.

Members:

Donald Chandonnet, Pierre-Paul Demers, Hubert Frenken, Caroline Horgan, Charles Hurst, Dr. Rebecca McDermot, Jean McQuilliam, Maria Neil, Gertrude Lapointe-Pelletier, Sheila Pepper, Donald (Don) Saxon, Joan Skene, Bill Wade. **Staff:** Erin Pollard.

Project Management Committee ~ Carol Burrows, Chair

The Project Management Committee was set up with new Terms of Reference in October 2002. The purpose of the Committee is to monitor ongoing projects of the Council on Aging’s committees, working groups and task forces, and to assist in the development of new program initiatives. Grant proposals are stimulated, received and discussed. The Project Management Committee makes recommendations to the COA Executive Committee and the Board which help to establish program priorities and ensure that both the financial and human resources are in place to achieve optimum results.

The Committee has met monthly. At the final meeting of the year members evaluated the work and mandate of this committee and suggested strategic program directions for 2003-2004.

Members: Pierre-Paul Demers, Hubert Fenken, Mary Hearn Hendela, Charles Hurst, Campbell Lamont, Jacqueline Neatby, Joan A. Skene, Sue Van Iterson, Bill Wade.

Membership and Volunteer Development Committee ~ Caroline Horgan, Chair

The Committee worked on pursuing goals established during a Special Study Day held on October 25, 2002. Ten other meetings took place during the year. Membership strategies and volunteer recognition were important ongoing items on the agenda while volunteers offered invaluable assistance in the office, at community promotional events, and in the planning and carrying out of the Spring Luncheon Fundraising Event.

The membership list was reviewed and updated and a comprehensive phone campaign undertaken. The volunteer application form and letters of appreciation to new and renewing members were revised. The Membership Connection page in the Bulletin has become a regular feature providing information as well as recognition of volunteer contributions. An awards list was prepared in order to assist the Nominating Committee in its selection of outstanding volunteers to be recognized by their community and province. Committee members are preparing to participate in the Speakers' Bureau program in order to promote and increase membership in the coming year.

The Board of Directors approved a proposal that a Volunteer Recognition Event should be held annually as a part of the Annual General Meeting. Certificates of merit will be given out for service and for special contribution as a volunteer. In future, service, achievement, and commitment, as well as the hours of service of Council on Aging volunteers, will be highlighted and celebrated each year. Recruitment of members continues to be a challenge for the committee and we welcome all assistance possible in encouraging additional people who will join us and help us in our worthwhile endeavours.

Members: Rita Gravelle, Dr. McDermot, Marilyn Miller, Dorothy Van Dusen, Jean McQuilliam, Diana Soame, Lorne Usher. **Staff:** Lise-Michèle Bouchard.

~ Council on Aging Task Forces, ~ Project Committees

Housing Work Group ~ Bill Wade, Chair

The Housing Working Group (HWG) was formed in 2001. 2002 was a most active time for the Group. Monthly meetings updating on Seniors Housing issues and concerns, attendance at Community Seniors Groups meetings, representation at Social Housing and Affordable Housing Forums, consultations with Ottawa Housing officials, Councillors, and City Consultants on Seniors Housing, preparation of reports and briefing papers occupied all Housing Working Group members. The tasks undertaken and completed were encouraging to all. Some of our activities involved:

- Input, on seniors housing, to the City of Ottawa's Official Plan.
- Discussions with the City of Ottawa's Consultants on the Local Policies on Social Housing – The Directions Paper.
- Preparing a study and report on Seniors' Buildings in the City of Ottawa.
- Monitoring Ottawa's Social Housing Registry administration.
- Monitoring the progress and formulation of housing policies in Ottawa's new Official Plan.
- Research and development on the idea of an affordable Seniors Housing Project in Ottawa and Project funding sources.

In conclusion, I would like to thank all current and former members of the Housing Working Group and the Council on Aging staff that has worked very hard to achieve HWG goals.

Members: Garry Armstrong, Bob Brett, Carol Burrows, Marian Chapman, Pam Cripps, Del Delmage, Ann Dobbins, Glenn Drover, Nick Greco, Jocelyne Pion, Lorne Usher.

Editorial Work Group ~ Jean McQuilliam, Editor

This year we published four issues, and we were able to secure a sponsor for each issue. The editorial policy is to report on the main activities of the Council and highlight the work of outstanding volunteers. In addition, a theme is chosen for each issue. Members reacted positively and so we plan to continue with this format in 2003.

Members: Dorothy Van Dusen Pierre-Paul Demers, Jacqueline Neatby, Hubert Frenken.
Staff: Lise-Michèle Bouchard, Al Loney.

Records Management Work Group ~ Dianne Breton, Chair

Due to the anticipated move in July 2003, a Records Management Working Group was formed in March 2003 to inventory existing Council on Aging records, and to organize these materials in a more meaningful and accessible way. Teams of volunteers have completed the inventory and the re organization of records and materials is underway.

Special thanks to Linda Marchand, Manager of Gowlings Library Services for her assistance, Serge Barbe of the City of Ottawa Archives and to Jean McQuilliam for her leadership in developing a Policy and Procedures for Records Management.

Members: Jean McQuilliam, Susan Van Iterson, Linda Marchand, Marian Chapman, Joan Skene, Ray Ostiguy. **Staff:** Lise-Michèle Bouchard, Al Loney.

Senior Accessible Health Care Project ~ Ada McEwen, Chair

The Senior Accessible Health Care Project was officially launched in June 2001. The purpose of this project was to encourage, advocate and promote the improvement of access to health care facilities, services and information to better meet the needs of seniors in the city of Ottawa. Sponsorship from the United Way/Centraide Ottawa, the Regional Geriatric

Assessment Program Ottawa Hospital and the Community Care Access Centre enabled the development of focus groups, planning for a Forum on Nov 7, 2002 and the development of the Final and Executive Committee Reports. At the Forum entitled "Senior Accessible Health Care—Facing Challenges: Facilitating Change", keynote speakers Dr. Chris Patterson and Dr. Bill Dalziel provide insight into the challenges, opportunities and future direction of senior accessible health care. Throughout the Forum, participants identified dozens of insightful recommendations. Following this process, the Senior Accessible Health Care Committee prioritized the recommendations and suggested specific actions for the Council on Aging. The Final Report details the full list of issues and recommendation reported by focus group and Forum participants while the Executive Summary Report lists the suggested priorities.

The Council on Aging encourages individuals and organizations to contact the office at 789-3577 to obtain a copy of the Executive Summary and/or Final Report. I would like to thank the members of the Committee for their interest and commitment in contributing to the success of this project. We could not have reached our objective without the guidance

and organizational ability of Erin Pollard, Program Director, COA. We hope that resources can be found to implement the suggested priorities identified at the Forum.

Members: Jane Adams, Lucy Carrière, Allyn Heyes, Cal Martell, Dianne McConkey, Jean Mckibbon, Nathalie Mehrer, Sheila Pepper, Doris Pringle, Dianne Rossy, Sue Van Iterson, Brian Wilson, Claire Zanetti. **Staff:** Erin Pollard.

Income Security Work Group ~ Hubert Frenken, Chair

In keeping with its mandate to identify current concerns dealing with economic well-being of Ottawa seniors and to prepare responses addressing these issues, the Income Security Work Group undertook a number of activities in 2002.

- In response to the revelation that an estimated 8,000 low-income Ottawa seniors had been missing out on at least part of the federal Guaranteed Income Supplement (GIS), the committee prepared a letter, for Board approval, to the Minister of Human Resources Development Canada, requesting that this situation be rectified as soon as possible and that the retroactive payment period to those identified as having missed out be extended from the proposed eleven month period to two years. In addition, the committee prepared and distributed an information package to various community support services organizations sponsoring income tax clinics for seniors. The package included an instruction sheet to help identify seniors who were missing out and application forms for the GIS.
- Additional letters were prepared and after being endorsed by the Board of the Council on Aging were sent to the Ministers of Finance and Canada Customs and Revenue Agency addressing the following issues:
 - o Revisions to the unrealistic minimum withdrawal requirements from Registered Retirement Income Funds as currently specified in the Income Tax Act (ITA)
 - o Extension of the caregiver tax credit currently provided through the tax system to a caregiver benefit to those not able to avail themselves of the benefit
 - o Unreasonable changes in the definitions of disabilities under the Income Tax Act (ITA) for purposes of eligibility for the disability tax credit
 - o Maintenance of a "level playing field" between the tax-assistance provided under defined benefit pension plans and registered retirement savings plans
- The committee prepared a number of articles dealing with income security of seniors for the Fall/Winter 2002 issue of the COA Bulletin.

Members: Mic Cohen, Bert Hanmer, Jennifer May, Keith Patterson and Marion Routledge.

Long Term Care Insurance Program Work Group ~ Brian Morin, Chair

The Long Term Care Insurance Work Group published "Long Term Care Insurance: What is it and do I need it?" in November 2002. A 2003 update to the publication is scheduled for later this year. To-date, the publication has been made available on the COA's website, and following the 2003 update, efforts will be made to have hard copies available. In the meantime, interested parties have been invited to download and/or print off a copy for their reference.

Members: Hubert Frenken, Marian Chapman, Joan Skene, Michael Cohen, Ray Ostiguy, Lorne Usher. **Staff:** Al Loney.

~ Acknowledgements ~

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

Ministry of Health & Long Term Care, Ottawa Office
City of Ottawa
United Way/Centraide Ottawa
SCO Health Service

ComTra Inc. - Communications / Translation
Imprimerie Plantagenet Printing
Magma Communication – Our Web Site

Annual Fundraising Luncheon:

Richard L. Mount
Allen E. Clark
Rita Gravelle
Ottawa Senators Foundation
CentrepoinTE Theatre
Ottawa Lynx Baseball
Canadian Museum of Civilization
The/Les Idépendents Collected Works
Nicholas Hoare book store
National Arts Centre
Minto Place Site Hotel
Casino Lac-Leamy

Via Rail Canada
Redwoods Retirement Residence
Italian Canadian Community Centre
Community Care Access Centre
Canadian War Museum
Central Park lodges
Victorian Order of Nurses
Park Place Retirement Residence
The Palisades Ottawa
Wade Enterprises
Caroline Horgan

Fact Book on Aging:

Victorian Order of Nurses
Federal Superannuates National Association
– Ottawa Branch

Bulletin 2002 & 2003:

Regional Geriatric Assessment Program
The Redwoods Retirement Residence
Lynwood Park Retirement Lodge
Governor's Walk Residence

~ Friends of the Council on Aging ~

Lucio Appolloni	Claire Heggveit	Ada McEwen	Marion Routledge
David K. Bernhardt	Margaret Labarge	Dorothy Milligan	Bill Wade
Blanche Black	Dr. Campbell Lamont	Margo Ouimet	Jessie Whyte
Marian Chapman	James D. Lumsden	Don Saxon	

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 over their lifetime. The donation may be made in one or many instalments spread over many years. Friends may choose to make a designated contribution to the Council's Endowment Fund, or to the general operations of the Council, or to special projects, or to any other purpose consistent with the Council's mission.

~ The Endowment Fund ~ of the Council on Aging

A Fund within the Community Foundation of Ottawa.

The Council on Aging of Ottawa has established an Endowment Fund within the Community Foundation of Ottawa. The Endowment Fund was created to provide the Council with financial security and stability that will allow it to pursue its mission of enhancing the quality of life for all seniors in Ottawa.

There are many ways of contributing to the Endowment Fund: bequests, a donation of shares or securities, the establishment of a charitable remainder trust, or by making the Council on Aging the beneficiary of a life insurance policy. Donations to the Endowment Fund will be held permanently by the Community Foundation of Ottawa-Carleton. Net earnings of the Endowment Fund will be applied in support of the objectives and activities of the Council on Aging.

For more information about the Council on Aging's Endowment Fund, please contact either the Council on Aging of Ottawa at 789-3577 x 21, or the Community Foundation of Ottawa at 236-1616.

~ The Margaret Griffiths Award ~

Margaret Griffiths taught for 25 years at the McGill School of Social Work. In a second career, after her retirement, Miss 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.

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 Miss Griffiths, has contributed substantially to the betterment of the quality of life of seniors in Ottawa.

Winners of the Margaret Griffiths Award:

2002	Beatrice Wickett-Nesbitt	1997	Jessie Whyte
2001	Jaqueline Neatby	1996	Sylvia Goldblatt
2000	Marion Routledge	1995	Margaret Labarge
1999	Charlie Hurst	1994	Bert Hanmer
1998	Germaine Aubut		