

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

29 years of achievement 1975 - 2004

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 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
2002-2003	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-
Barbara Burns	Dr. Campbell Lamont	Roberge
Ms. Ruth Campbell	M. Georges Latour	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

2003 - 2004

Board of Directors:

Carol Burrows	President	Bill Wade	Director
Al Loney	Executive Director	Brian Morin	Director
Joan A. Skene	Past-President	Caroline Horgan	Director
Dianne Breton	Secretary / Treasurer	Desmond Doran	Director
Raymond J. Ostiguy	Vice-President	Doris Pringle	Director
		Dr. Glenn Drover	Director
		Jacqueline Neatby	Director
		Louise Seaby	Director
		Mary Hearn	Director
		Hendela	
		Monique Perrier	Director
		Nicole Robert	Director
		Pierre-Paul Demers	Director
		Sue Van Iterson	Director

** Resigned: Garry Armstrong –Treasurer

**Resigned: Ali-Akbar Ghannad –Director

Staff:

Al Loney	Executive Director
Andrew Price	Project Director
Yvette Lafrenière	Francophone Project Coordinator
Cindy Flynn	Accountant
Christina Driedger	Administrative Support / Reception
Lise-Michèle Bouchard	Executive Secretary

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~ President's Report ~

Carol Burrows

During the past year, The Council on Aging has been involved with many initiatives which address the needs of seniors in Ottawa. These are described in the accompanying Committee and Task Force reports. In October we held a Forum to present the needs of seniors to all candidates running in the Municipal election. The issues were debated in a plenary session and also individually at tables set up for each City ward. We did not know then that by February we would be involved in a fight for our survival at City Hall after a recommendation in the Budget called for the elimination of Council on Aging's funding. As our provincial funding is linked to the necessity of receiving municipal funding, this was a potentially lethal blow. After two months of intense advocacy, letter writing, rallying, meetings, e mails etc. our funding was restored. We have many questions about a process that required this kind of effort, and are now engaged in dialogues that hopefully will develop better processes and not bring so many essential services, including public health, "to the brink" in the future.

On June 2 we are hosting a partnership Consultation on Funding Our Future which will address the need for community non-profit organizations to have stable core funding. This consultation is the result of the vision and passion of Jacqueline Neatby and Sue Van Iterson, the co-chairs.

Our Annual Spring Luncheon was once again an occasion which brought together many of our honorary members, current associates and new friends to hear an excellent and challenging presentation from Dr Andrew Pipe "Dying Young, as Late as Possible".

The work that has been done at The Council on Aging this year has resulted in many achievements. Our continuing role with Successful Aging Ottawa and the Seniors Health Promotion Network is enhancing our efforts through the health and social survey of 900 seniors and the initial work on a research proposal to define successful aging as well as community health promotion activities. The 2004 Fact Book is ready for launch, thanks to the hard work of Hubert Frenken and his Task Force.

All these things do not just happen! Having well-located, accessible office space that enables us to host meetings and events, has contributed enormously to our work this year; but most of all it is the people who are the movers and shakers. I want to thank our staff, especially our energetic, knowledgeable Executive Director, Al Loney, for his leadership and able direction. Andrew Price has proved to us the value of having a skilled professional to work with Committees. Andrew has also used his expertise to improve our website, and prepare The Bulletin and The Fact Book for publication. Lise-Michèle Bouchard, Christina Driedger, Cindy Flynn, Michael Armstrong, and recently, Yvette Lafrenière and Ravi Dhaliwal have all worked long hours to move our work forward. The contributions of the Committee Chairs, Board members, committee volunteers and the supportive Executive Committee have all been essential to our success. Thank you all! Merci a tous!

~ Executive Director's Report ~

Al Loney

The Year in Review

Well a great deal has happened in the past 12 months and while there have been some rough spots; we really have emerged as a regenerated vibrant organization that is making a difference in Ottawa and particularly for Ottawa seniors.

The move to our new quarters in the Ottawa Archdiocese building at 1247 Kilborn Place took up a good deal of the summer of 2003. While we now pay a substantial rent, we do have a more efficient layout of our offices and are able to use space within the building for holding many meetings, including forums and other programs.

We brought Andrew Price on board in September as Project Director. Andrew has proven invaluable in so many ways and has allowed us to advance our agendas for Elder Abuse and our Seniors' Accessible Health Care initiatives. Both of these efforts engage persons from a number of community agencies and institutions and through cooperation better care for seniors is delivered in Ottawa. In fact, our work in both of these areas is recognized and copied elsewhere.

In preparation for our move, Dianne Breton headed a group of volunteers, who, along with our staff and summer students, did a complete inventory of our publications, files and materials. We discarded outdated material to ensure that what we moved was material that we needed to keep to maintain our records and to ensure that our history was preserved.

In October we hosted an Open House to show off our new premises and to orient our members and volunteers.

We mounted an effort to encourage seniors to take an interest in and vote in the Provincial Election. The positions of the major parties, on issues on which the Council on Aging of Ottawa had taken positions, were documented and circulated to our members and displayed on our Web Site. Similarly, we gave prominence to our issues during the municipal election. We hosted an event for all candidates for City Council in order to ensure that our positions on City matters were known to all candidates. All of this material was produced in both English and French and widely circulated by others.

Early in 2004, it became obvious that we were in for a very difficult City Budget and that we, along with many other agencies, would face the possibility of reduced funding or even the elimination of our City funding.

We worked collaboratively with many others in fighting the budget cuts and were successful in having our funding restored.

We continue to work, with many others, in the Successful Aging Ottawa initiative. At the end of May and early June, a survey of Ottawa Seniors is being carried out. This is to try to determine the current health and social status of Ottawa seniors. The information gathered will assist all levels of government, as well as agencies

such as ours, in planning services and programs aimed at seniors. This type of survey was last done in Ottawa in 1988.

On June 2nd, 2004 we are partnering with others to host a Community Consultation called "Funding Our Future." There has been a great deal written about the problems created by inadequate funding of the non-profit, volunteer sector and the increasing demands placed on the sector. It should be obvious that, without stable funding that increases by inflationary amounts and by amounts that recognize the additional role taken on, the sector cannot survive. To maintain good staff, we must be able to adequately compensate those who work in our sector.

In closing, let me say that it has been my pleasure, along with Lise-Michèle Bouchard, Andrew Price, Christina Driedger, Cindy Flynn, Yvette Lafrenière, to work with the many committees, working groups and the Board, to help improve the lot of seniors in Ottawa. Thanks, especially, to Carol Burrows for her leadership as President of The Council on Aging of Ottawa.

Al Loney, Executive Director
The Council on Aging of Ottawa
Le Conseil sur le vieillissement d'Ottawa



~ Committee Reports ~

Report of the Steering Committee on Francophone Affairs **Nicole Robert, Chair**

The Steering Committee on Francophone Affairs met a number of challenges during the year.

At the 2004 Ontario Conference on Elder Abuse in Toronto, Nicole Robert, the committee chair, presented two proposals that had been submitted by the Council on Aging of Ottawa (COA) aimed at creating an integrated approach to situations of elder abuse in the Ottawa area. The first involves the development of an education program specifically adapted for members of the Ottawa Police Service and the second revolves around a training program for the seniors' community and community partners.

The committee met on a regular basis to prepare for the 2004 Forum. In collaboration with the Pauline Charron Centre, the Centre de jour Guigues, the Séraphin-Marion Centre and the Service d'entraide communautaire, the committee held its annual forum on May 12 at the Pauline Charron Centre. The theme was: Jeunes et "moins jeunes" ensemble! Pourquoi pas? [or: The Young and the Not-So-Young Together! Why not?] As the theme indicates, the intent of this Forum was to bring the different generations to meet and discuss possible avenues for bringing the different generations together. Léo Lavergne, the Director of the Pauline Charron Centre, presented "reflections on intergenerational experiences". Using personal examples, he talked about certain activities that have given rise to intergenerational encounters. People enjoy this, there is an opportunity to share our cultural heritage, break down the barriers that separate the generations and in this way forge closer ties. If they are to be successful, the intergenerational activities must be well planned and call on the members to participate. Students from La Cité Collégiale led the discussion groups. During the plenary, a number of proposals were advanced. The Steering Committee will discuss them with a view to taking concrete action in the future.

The Steering Committee now has a program coordinator, Yvette Lafrenière, whose experience and enthusiasm will facilitate the committee's mandate. She already had a hand in organizing the Forum.

My thanks to the members of the Steering Committee for their active participation and the members of the COA for their continuing support.

MEMBERS.COM

Report from Members.com Committee

Caroline Horgan, Chair

This committee was established early in 2004 as the result of a merger of two standing committees of the Board, namely the Membership & Volunteer Development Committee and the Communications Committee, whose mandates and membership had a lot in common.

Following Board approval, terms of reference and functions were reviewed and re-drafted and the twelve committee members, (including six members of the Board,) established priorities for MEMBERS.com.

Immediate tasks involved assisting with the planning of the Spring Luncheon and with the promotion and launch of the Fact Book on Aging. The Council's Display Unit was effectively updated and enhanced thanks to the cooperation and creative skills of Andrew Price.

Future priorities include the updating of COA brochures which are now being reviewed, and, most importantly, undertaking responsibility for having a Speakers' Bureau set up by the fall.

Along with these initiatives to promote the work and programs of the COA, the committee has the ongoing challenge of working on strategies to increase and maintain membership and to provide opportunities and appreciation for the work and achievements of COA's dedicated volunteers.

Membership:

Caroline Horgan,, (Chair), Lise-Michèle Bouchard, (staff), Pierre-Paul Demers, Hubert Frenken, Al Loney,(staff), Dr. Rebecca McDermot, Marilyn Miller, Raymond Ostiguy, Sheila Miriam Pepper, Monique Perrier, Joan Skene, Diana Soame, Dorothy Van Dusen and Bill Wade

Project Management Committee

Carol Burrows, Chair

The Project Management Committee has representatives from all aspects of the work of The Council on Aging. It meets regularly to review and evaluate potential projects, financial requests, committee and task force activities, COA's activities in the community and trends which are impacting on seniors. This year the Committee has been involved with the Elder Abuse proposals, the grant for housing research, home care delivery in the community, francophone issues and access to health care for seniors.

The Council on Aging's role with the funding applications for Successful Aging Ottawa has also been reviewed and reported to the Board. These include the

Community University Research Alliance (CURA) grant and the senior's health and social survey.

The Project Management Committee recommends advocacy actions to the Board, including our initiative for the partnership consultation on Funding Our Future held on June 2. This consultation was developed to address our concern about recent funding trends which cause insecurity and instability for community agencies. The Committee also initiated a self-evaluation process for the Board and a new reporting mechanism for COA's representatives to external boards and committees.

Membership:

Carol Burrows, (Chair), Dianne Breton, Pierre Paul Demers, Mary Hearn Hendela, Al, Loney, (staff), Jacqueline Neatby, Joan Skene, Sue Van Iterson, and William Wade.

~ Council on Aging Task Forces & Project Committees~

Housing Work Group

Bill Wade, Chair

The Housing Working Group (HWG) was formed in 2001 to organize a Seniors Housing Forum which was successfully carried out on November 3, 2001. The HWG has worked to resolve Seniors Housing issues identified at the Forum.

The work of the Housing Working Group, on new and evolving Seniors Housing issues, continues. The HWG meets once a month to update members on issues and the tasks assigned to individuals. Progress on tasks assigned is reviewed by the Group to determine successes and to adjust action plans to achieve targeted goals.

The HWG connects with community seniors groups at their meetings and forums, consults regularly with Ottawa Housing officials, City councillors and City consultants on the housing issues and concerns of seniors. The HWG is highly motivated in identifying housing problems of Ottawa seniors and advocating for solutions.

The experience and networking of the HWG membership is invaluable.

Some current projects of the HWG are –

- Consideration of an update and production of a new Directory of Retirement Residences and Long Term Care Facilities for Seniors in Ottawa
- Meeting with Ottawa City officials and seniors on the issues relating to Ottawa's Social Housing Mixed Age Buildings policy
- Tracking the progress of Ottawa's Affordable Housing Project Development Criteria; specifically the 25% target for affordable housing

- COA has successfully applied for a Canada Mortgage and Housing Corporation Research Grant to carry out a Seniors' Housing for Seniors Feasibility Study. This project will be conducted over the next 18 months.

In conclusion, a very grateful thank you to all current and former members of the H.W.G. and the Council on Aging staff who have worked very hard to achieve Housing Working Group goals.

Membership: Bob Brett, Marian Chapman, Pam Cripps, Ann Dobbins, Des Doran, Glenn Drover, Nick Greco, Joan Mortin, Jocelyne Pion, Bill Wade, Carol Burrows (*ex officio*), and Al Loney (Staff).

Senior Accessible Health Care Project

Sue Van Iterson, Chair

Based on needs expressed at a community forum organized by the Council on Aging in November 2002, the goal of this project is to facilitate and promote improved access for seniors to health care services. Support has been received from the Regional Geriatric Assessment Program at the Ottawa Hospital.

During this year the Committee has been developing a checklist to guide health professionals to improve environmental and communication aspects of their services to seniors.

Our plans for the coming year include developing a resource to be shared by health care professionals and seniors, the pilot testing of this and the checklist, and ultimately the marketing of these resources as widely as possible.

The Committee consists of community volunteers and health professionals experienced in services for seniors. We have also appreciated consultation with Joanne O=Keefe and Elan Graves from the RGAP.

Membership: Jane Adams, Ginette Asselin, Lucy Carriere, C.J. Dalton, Abebe Engdasaw, Allyn Heyes, Cal Martell, Jean McKibbon (Vice Chair), Joan Mortin, Nathalie Mehrer, Sheila Pepper, Barbara Power, Doris Pringle, Dianne Rossy, Sue Van Iterson. Staff: Andrew Price

Nominating Committee 2004

Joan Skene: Chair

The Nominating Committee is charged with three tasks. First, to search out persons to become Directors of the Council on Aging and to recommend the Officers of the Corporation. Second, to prepare amendments to the By-laws, if required. Third, to receive nominations and makes recommendations, to the Board and Membership, for the Margaret Griffiths Award and the Council on Aging Honorary membership.

In nominating Directors, the Nominating Committee is guided by our By-laws which state that at least 50% of the members of the Board should be seniors (55+) and a least 20% of Directors should be from the Francophone community.

The Nominating Committee proposes for election to the position of Director for the term 2004 – 2006:

- Hugh Armstrong, Roland Leconte & Oris Retallac

The Nominating Committee proposes the re-election of the following persons for a subsequent 2 year term: 2004 – 2006

- Dianne Breton, Carol Burrows, Brian Morin, Jacqueline Neatby & Bill Wade

Directors continuing on the Board to fulfill the balance of their 2 year term:

- Desmond Doran, Glenn Drover, Caroline Horgan, Ray Ostiguy, Doris Pringle, Joan Skene

The following are directors, who are named by their Organization to serve as Directors of the Council on Aging:

- The Senior Citizens Council of Ottawa
- La Fédération des aînés francophones de l'Ontario
- Le Comité directeur des affaires francophones

Finally, the Nominating Committee recommends to the members the election of the following persons as officers of the Corporation:

- President: Carol Burrows
- Vice President: Glenn Drover
- Vice President: Ray Ostiguy
- Secretary / Treasurer: Dianne Breton
- Past President: Joan Skene

In conclusion, I would like to thank the members of the Nominating Committee: Carol Burrows, Glenn Drover, Caroline Horgan, Monique Perrier, Sue Van Iterson & Al Loney,.

Elder Abuse: Community Response Network Steering Committee
Jocelyne Chénier

It is with the support of the Council on Aging (COA) Project Director and many professionals from different community agencies that the Community Response Network Committee (CRN) Steering Committee has succeeded in creating a framework for the protection of Ottawa's seniors. In October 2003, with Andrew Price as the new Project Coordinator, and having been personally re-invited to assume chairmanship, the committee once again took flight. With new and former members around the same table, a synergy developed, and a lot was accomplished.

First of all, some of committee members revised the Elder Abuse Directory, and soon the new version will be available (most likely in an electronic format). Due to lack of funding, an official launch of the directory won't be possible. Randy Leibovitch, a member representing the Queensway-Carleton Hospital, has demonstrated interest in coordinating a group to look into a city-wide protocol to assess elder abuse. Other members are revisiting the terms of reference of the clinical consultation team.

The greatest news is that the Eastern Ottawa Community Resource Centre, via Lise Richard, confirmed its interest in taking on the Coordination Office component of the CRN. The Centre will work closely with its counterpart the Nepean Community Resource Centre to implement the service.

The CRN also receives a number of requests from different sources to give presentations on elder abuse. Some members will join forces in putting together the available documentation so that any member may be easily called upon to do a presentation.

Central Park Lodges, through our member Marie-France Lalonde, has offered to organize a fundraising activity to finance some of the committee's projects. The activity will take place on June 28th.

A few challenges remain ongoing, namely funding, which affects the administrative coordination of the committee.

In conclusion, I would like to express my appreciation to all members for their faithful commitment, which no doubt has given the committee a hopeful direction. Moreover, a special thanks to Andrew, who is leaving the Council. He has brought immense support and comprehension to the committee. Good luck Andrew in your new venture.

And the work continues...

In and Out of Hospital Working Group
Sue Van Iterson

Launched by the Council on Aging in March 2000, In and out of Hospital has proven to be a useful guide for seniors throughout the region. It is designed to help people plan for hospitalization, to be more knowledgeable during a hospital stay, and to prepare for their return home. There are sections on power of attorney, what to ask the doctor, what to take to hospital, and what rights and responsibilities a patient has.

Published in English and French in large quantity, original distribution was focussed through hospitals, the Community Care Access Centre, the City of Ottawa Health Department, and various community locations.

The Working Group was established this year to distribute the guide more widely and to provide additional copies to centres where all had been given out. Libraries, church networks, retiree groups, retirement homes, pharmacies and health associations have been contacted and given copies. More than 6000 copies have been distributed by this outreach team.

The Council on Aging is indebted to members of Causeway Work Centre, with whom we partnered to update our address on many of the copies distributed.

Membership: Jean McKibbon, Joan Mortin, Lesley Sibthorpe,
Sue Van Iterson (chair) Christina Driedger (staff)

~ 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
Magma Communications – Web Hosting Services

Annual Spring Luncheon:

Dr. Andrew Pipe
Dr. Robert Cushman
Unitarian House of Ottawa
Geriatric Psychiatry Community Services of Ottawa
Regional Geriatric Assessment Program of Ottawa
Successful Aging Ottawa
French Language Health Services Network of Eastern Ontario
Central Park Lodges
Care of the Elderly and Rehabilitation – SCO
Community Care Access Centre of Ottawa
Fédération des aînés et retraités francophones de l'Ontario
VHA Health and Home Support
Rideau Place on-the-River
Italian Canadian Community Centre
William A. Wade and Friends
Raymond Ostiguy and Friends
Christine Dawson, Margaret George and Friends
Caroline Horgan
Suzanne Gribbon
Centrepointe Theatre
Canadian Museum of Civilization
The/Les Idépendents Collected Works
National Arts Centre
Minto Place Suite Hotel
Via Rail Canada
Cora's Breakfast & Lunch
Maison d'Or Jewellers (La)

Fact Book on Aging:

Victorian Order of Nurses
Federal Superannuates National-
Association: Ottawa Branch
Eric Cosgrove, Keller Williams Ottawa
Realty
Alex Cullen
Nepean Senior Home Support

Bulletin 2003 & 2004:

Lynwood Park Retirement Lodge
Governor's Walk Residence

~ Friends of the Council on Aging ~

Lucio Appolloni	Charles Hurst	Margo Ouimet
David K. Bernhardt	Margaret Labarge	Marion Routledge
Blanche Black	Dr. Campbell Lamont	Don Saxon
Marian Chapman	James D. Lumsden	Sue Van Iterson
Hubert Frenken	Ada McEwen	William Wade
Claire Heggveit	Dorothy Milligan	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 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.

Patron - \$5,000

Hubert Frenken

Benefactor -\$10,000

~ 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 11, 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:

2003	Marian Chapman	1997	Jessie Whyte
2002	Beatrice Wickett-Nesbitt	1996	Sylvia Goldblatt
2001	Jaqueline Neatby	1995	Margaret Labarge
2000	Marion Routledge	1994	Bert Hanmer
1999	Charlie Hurst		
1998	Germain Aubut		

