



Ontario Society of Senior Citizens Organizations
La Société des Organisations des Citoyens Aînés de l'Ontario

OUTREACH



Annual Report
Edition
2015-2016

A Message from the Chair and Executive Director

Dear Friends,

Every August our board completes its Strategic Planning activity to identify new strategic priorities, our strengths and the value added we want to offer to the seniors' community. Our message to our members is clear:

As a network of organizations, Ontario Society of Senior Citizens Organizations (OSSCO) works through organizations and groups to enable Ontario's aging population to enhance their quality of life. We fulfill this mission through educational programming, research participation as well as consultations and influencing stakeholders. Our vision 2017-2020 is to be the voice of Ontario seniors.

The **2015-2016 Outreach Annual Report Edition** highlights OSSCO's accomplishments and the work that still needs to continue. It was unexpected to learn from our new auditors, Edward and Manning LLP, that OSSCO assets have never been publically inventoried although these have been documented and reported on for years. We learned that our internal controls continue to be appropriate. The advice provided to the board will be implemented by the next board.

OSSCO's pro-active work continues at both the provincial and federal levels. We participated in numerous consultations such as Ministry of Health & Long Term Care on hospital parking lot costs and Pre-Budget consultations as well as several *Patients First* consultations and engagements. We received 3 grants to help address issues and raise educational awareness so that older adults can enhance economic opportunities, remain connected with technology and learn about best community practices to reduce the risk of loneliness and social isolation.

We are proud of the contributions each and every board member has made. We could not have accomplished as much as we did without the dedication and commitment of our staff - Anita Kumar, Susan McDougall, Caron Leid, summer students Shesan Govindasamy and Peter Grisolia and former staff Mariama Leblanc, Rob Lorusso and Maja Vukosavic - as well as our many volunteers and community program contributors. We thank all of them for their hard work, dedication and ongoing commitment.

Claude Hould
Chair

Elizabeth Nykorowysch Macnab
Executive Director

Board of Directors

John Argue
Larry Duffield
Lynne Gibbons
Marg Muir
Fenrick Peters
Evelyn Theriault
Anna Zachariah

Sam Ashroff
Shirley Erkila
Claude Hould
Ghazy Mujahid
Subhash Rai
Mohan Viswan

Training Program Consultants

Samantha Adebeyi
Richard Bourdeau
Steve Courtney
Gerald Gauthier
Roslyn Harris
Noreen Horowitz
Katherine G. MacRae
Rene Morrison
Brenda Quaile
Frank Remiz
Suzan Vellinga

Fraydoon Bayat
'LucianoContini'
Phyllis DePoe
Jordan Green
Renee Henriquez, RN
Linda Hutson
Tracey McGruthers
Arlene Patterson
Patti Shevlin
Gisele Simard
Judith Wheeler



Samantha Adebeyi and student



Frank Remiz with senior from JCA

Program Volunteers

Mary Allen Armiento
Monique Eyenga Boteko-Nkoi
Jason Demurred
Roselyn Forrester
Roslyn Harris
Narissa Khan
Margariet Langley
Keith Macnab
Rodelita Maturingam
Delafield Murphy
Lisa Mudie
Shirlon Primus
Supradha Rajalinga
Hazel St. Pierre

Mutsa Audrey
Anne Chan-Wong
Madjiguene Diallo,
Kathleen Gordon
Aggie Jenkinson
Sarkisian Kurkjian
Mawora Lewis
Loy Manning
Mitra Mohammedzadeh
Ismay Murray
Titi layout Olusoga
Sarah Qidwai
Valda Russell
Jane Teasdale



Roslyn Harris presenting workshop on health awareness to seniors from AJS



Mitra Mohammedzadeh leading discussion with Farsi speaking seniors



Anne Chan-Wong presenting workshop on Civic Dialogue in Mandarin to seniors

Program Contributors

Mary Allen Armiento
Doreen Benou
Dale Copagog
Einat Danieli
Monica Doolittle-Ramos
Khamy Ganeshathasan, LLB
Dr. Sander Hitzig
Aggie Jenkinson
Natalie Mehra
Sheralyn Roman
Fernando Sconza (Constable)
Laura Surman
Jane Teasdale
Valerie Waines
West Neighbourhood House: Health Action Theatre by Seniors

Gary Banks
Natasha Bridgmohan
Rae Cowan
Phyllis DePoe
Mark Faiz
Roslyn Harris
Carolyn Hummel
Margariet Langley
Brent Potts
Bill Russell
Andreas Seelisch
Hazel St. Pierre
Heather Thompson

BOARD OF DIRECTOR COMMITTEE REPORTS

Finance Committee: Treasurer Subhash Rai

Members: Larry Duffield, Mohan Viswan, Anna Zachariah

Although our members appointed an auditing firm last year, that firm did not express interest in conducting the 2014-2015 audit. Our finance committee recommended the auditing firm of Edward Manning LLP to complete the audit. We were pleased to learn again that there were no recommendations to improve our current financial policies and controls. Revenues through the sale of Break Open Tickets continue to decrease. We also are showing actual inventory of these tickets which are in the field and shown in the financial statements. We have been successful during this fiscal year in obtaining 3 grants for educational programming. Funds continue to be earmarked for 2016-2017 for cancer screening awareness workshops across the Province in addition to computer training to seniors and Civic Dialogue programming which will be delivered in the following languages: French, Russian, Mandarin and Farsi.

Human Resources & Compensation Committee: Chair Claude Hould

Member: Fenrick Peters, Evelyn Theriault

Staffing continues to be challenging to fill and retain, which is not uncommon in the non-profit sector due to the funding sources. Education programming and projects are delivered primarily through contract and part time positions resulting in this staff turnover. We thank the following staff - current and past - who worked for us this past fiscal year: Shesan Govindasamy, Peter Grisolia, Mariama Leblanc, Robert Lorusso, Anita Kumar, Susan McDougall and Maja Vukosavic.

Education & Research Committee: Fenrick Peters

Members: Ghazy Mujahid, Sam Ashroff

Every year our educational programs raise the bar higher for our charity. This year is no different. Our educational plan is based on the calendar year and does not align with our fiscal year. Each educational experience is planned with the needs, interests and to encourage full participation and active involvement of seniors in Ontario.

This Committee ensured that learning experiences are provided in communities outside the GTA. With a staff of 2.6 full time equivalents plus training consultants and volunteers, this year we delivered educational programs in London, Leamington, Windsor, Sarnia, Barrie, Ottawa, Sault Ste Marie, Greater Sudbury area, and various locations across Toronto.

Computer Training: Training partner sites this year were JCA, OSSCO, Loyola Arrupe, Polycultural Immigrant Services and John Paul the Great. Through these locations we delivered 120 weeks of computer classes and an average of 71 students per week.

After 6 weeks of basic instruction, 60% of the students are proficient. After completing basic level 1, 90% of the students include technology in their everyday lives.

Photo: OSSCO Educational Program Assistant, Mariama Leblanc with computer students and staff Rob Lorusso



Connecting to Your World: Tablet Technology Made

Easy for Older Adults is a project to continue to keep seniors connected and reduce the risk of social isolation. This project is funded by Seniors Community Grant Program. Seniors were consulted on what it is needed to best teach them to use tablet technology. We learned seniors are moving away from traditional computers with hard drives and laptops to shifting to tablets. The consultant involved nearly 100 seniors in this project through feedback collection and has developed a semi-final draft training resource. Once completed this training resource will be offered to Older Adult Centre Recreational staff to use. It will then form part of the core computer training for OSSCO.

Social Isolation Reduction:



With funding from New Horizon for Seniors' grant, an educational Symposium project was organized and presented. This educational project was developed with an Advisory Committee comprised of volunteers whose age ranged from 60 - 92 to raise awareness of how loneliness can lead to social isolation, the risks of social isolation and what communities are doing to reduce that risk for seniors. Volunteers participated in the selection of the venue and program development.

The Symposium was delivered to more than 130 attendees of who 20 attendees were not seniors. There were 11 volunteers present at the Symposium. The Honorable Dipeeka Damerla, Minister Responsible for Seniors Affairs, with Councillor Josh Matlow opened up this Symposium which was videotaped. It is being edited to produce 3 "ted style talk" videos.

This 3 video series will be called Seniors Conversations...thoughts worth sharing. Once the educational project is completed with the finalization of the seniors conversations, the 3 videos will be launched simultaneously in 4 communities early in 2017 including Toronto.

Photo: Minister Damerla and former OSSCO board member Raj Sethi



Enhancing Economic Opportunities for Older Unemployed Workers:



OSSCO built on its facilitation with the Employment Networking Group (ENG) for the Human Resources Professional Association of Ontario, Toronto Chapter, and a project undertaken 15 years ago with the Steelworkers of Ontario Association of Retirees. It made us realize that there continues to be no funded retraining programs specifically for adults 50+ or for those returning to the workplace.

We conceptualized this education project which is funded by Ontario Trillium Foundation. The goal is to educate older workers and provide them with 4 toolkits. These toolkits are targeting adults 50 - 70 years of age. They provide workshops on: Insight for Job Seekers 50 - 70; Why 50+ is Just Right for a Business start-Up; Encore Careers: new possibilities for 50+, and Exiting the Workforce.

ESL: OSSCO was hired by St. Augustine of Canterbury Roman Catholic Church to create and deliver a Canadian English Language experience, a "pre-quel" for immigrant seniors who felt "too old" or not confident to enroll in ESL classes or LINC programs for the 1st quarter of 2016. This pilot project gave older immigrants an opportunity for independence by giving them functional English language activities. Outcomes included creating independence for the older newcomer including volunteering in a food bank and using the library.

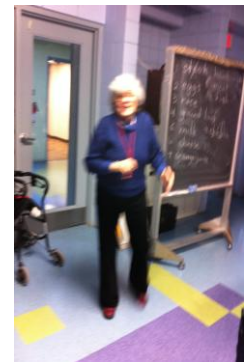


Photo: Phyllis Depoe retired TDSB teacher and LINC/ESL instructor at John Paul the Great Centre

Seniors Conference and Information Fair: OSSCO annually hosts a Seniors' Conference and Information Fair. This event presents products and services to Ontario's largest growing demographic and has grown so that it is in high demand by exhibitors who want to present information about services and products to help older adults remain independent and living in community. Speakers lead workshops of interest on senior's health and age friendly communities. This is the only seniors' conference of its size in Ontario, offered without charge to attendees. It provides an opportunity to access programs and services for seniors with fixed or low income.



Seniors checking out Exhibitor area



Attendees in plenary session at Seniors Conference and Information Fair

Speaker's Bureau: A Speaker's Bureau program is available to the public with topics listed on our website. Educational workshops are offered in select areas in the province, with some presented in the French language.

We make 9 presentations in addition to the *What's Your Why* education workshop this year in Greater Sudbury area, Windsor, Leamington, London, Woodstock, Sarnia, Toronto, Barrie, and Ottawa.

Tuesday Seniors Series: This program continues to respond to seniors' interests with educational topics to help attendees remain independent in community. It attracts on average 25 seniors with information presented in workshop and lecture style. Some of the topics this year were: Avoiding Fraud and Misrepresentation; Caring for Seniors - A Workshop for Caregivers; Connecting Seniors with Communities, Changing Healthcare Landscape and Housing and Health Discussions: What's Next?



Seniors learn about Queens Park, 3rd in the Civic Dialogue workshop series. Anita Kumar, OSSCO Communications & Program Specialist, Mario Sergio (former Minister Responsible for Seniors Affairs)



Natalie Mehra lecturing on Changing Healthcare Landscape



Linda Hutson & Claude Hould OSSCO Chair, leading workshop on volunteering

Joint Educational Programming:

Seniors Cancer Screening Awareness Program: OSSCO continues its' commitment to deliver the Cancer Screening Awareness program to Ontario from a British Columbia Psycho geriatric Association's researchers' project. We delivered French language workshops (4) in the Greater Sudbury and Ottawa areas and in the English Language in London (2), GTA (2), Barrie (2), Sarnia (1), Ottawa (1), Sault Ste. Marie (2) and Toronto (6) for a total of 20 workshops.

North York Elder Abuse Network: In continuing to raise awareness on a topic which impacts on the quality of life of older adults, OSSCO, through its member organization Mosaic, works to help raise awareness of elder abuse in the community on this network.

Communications Committee: Chair, Shirley Erkila
Members: Claude Hould, Evelyn Theriault

This year's focus was on membership renewal, improved member and community communications. The newsletter's audience is more than 1,500 readers on issues of importance to seniors and that enhance their quality of life. This is in addition to the semi-annual members' news bulletin. Our website visits increased to a peak 29,947 visits and 14,562 pages read in a month. T

The membership lists (database) were updated onto our mantis software. Our website was not updated as planned although the scope has been mapped out. Our webhosting company has undergone restructuring, which hindered our objective for a new web look.

COUNSELLING, INFORMATION AND REFERRAL

Although funding was reduced in this year's budget for this program, OSSCO continues to provide information, referral and counselling (mediated access) to seniors and their families. We are providing more information on line to educate seniors on resources and programming of interest resulting in increased traffic on our website. We attribute this to better quality information to education the senior on their options. We reprinted an additional 2,000 copies of the Roadmap for Informed Decision Making, an outcome of a New Horizon for Seniors grant. That is 5,000 copies in community since its production in 2014.

In 2015-2016, we provided similar hours of support as the previous year. The top 5 areas where assistance was sought were: Healthcare - Options and Access to programs; Housing Options - Affordable Housing; CCAC and entitlement; Elder Neglect/Elder Abuse, and Transportation.

STAKEHOLDER RELATIONS

OSSCO continues to raise awareness of the need for fairness and equity. This means fairness and equity for continued accessible and affordable health care, economic well-being, supportive infrastructure and that positive aging in society needed to remain a priority for both the Federal and Provincial governments.

Ontario Seniors Secretariat Liaison Committee

OSSCO is an active member of the Ontario Seniors Secretariat Liaison (OSSL) Committee and Board members Evelyn Theriault and alternate Larry Duffield as well as Elizabeth Macnab participated in a number of meetings. This year the Seniors Secretariat consulted with this committee in the restructuring of its mandate and scope.

National Regional Seniors' Advisory Committee

OSSCO board member Larry Duffield and Elizabeth Macnab, and alternate, Sam Ashroff, represented Ontario seniors by sitting at the Regional table on the National Seniors' Advisory Committee. Although this committee meets twice a year, the committee was asked to contribute feedback on the Canada Pension Plan and its processes.

Consultations with a Seniors Lens

OSSCO provided feedback to the Minister of Finance as part of the budget consultation process. We were 1 of 489 written submissions and 1 of 700 presenters. OSSCO also participated in the Ministry of Health and Long Term Care's *Patients First Proposal* and subsequent roundtable consultations on the proposed processes and changes that could impact on the quality of life of an aging population and younger families as well.

OSSCO was 1 of 3 organizations invited to meet Ministry staff prior to the tabling of *The Patients First Act* in June. This Act gives Ontario's 14 Local Health Integration Networks (LHINs) an expanded role by amalgamating the Community Care Access Centers (CCAC) and providing primary care and home and community care. We worked with Michele Harding from Carewatch and Natalie Mehra from Ontario Health Coalition to develop a discussion model and response framework to the Minister. We gathered feedback from 25 organizations/networks'. This OSSCO consultation represented the voice of 600,000+ seniors.

York Centre MP Michael Levitt's 3rd Town Hall focused on seniors and poverty issues. OSSCO spoke on this topic with Unison Hub, North York Harvest and OSSCO member Lumacare. Attendees left with copies of our *Roadmap for Informed Decision Making* outlining resources which seniors told us they needed.



Mario Sergio (former Minister Responsible for Seniors Affairs)
Evelyn Theriault OSSCO Chair-elect
Jean-Yves Duclos, Minister for Families, Children and Social Services,
Elizabeth Macnab



Elizabeth Macnab, Lynn Cassidy Executive Director OCGA, Rod Phillips President OLG,
Subhash Rai OSSCO Treasurer



Premier Kathleen Wynne,
Elizabeth Macnab

THANK YOU FOR YOUR SUPPORT

OSSCO would like to acknowledge and thank the following for the various supports given for our work and programs during the past year:

- A Place for Mom
- Advocacy Centre for the Elderly (ACE)
- Mark Adler
- Alcohol and Gaming Commission of Ontario
- Alliance Pharmacy
- Arbor Memorial
- Bernard Betel Centre
- Breckles Insurance
- Canada Revenue Agency Community
- Canadian Implant Study
- Canadian Jamaican Association
- Canadian Red Cross
- Centennial College, Department of Entrepreneurship
- Caribbean Seniors Club
- c-Seven Media
- COSTI Immigrant Services, Brampton
- Delmanor
- ENRICHES Program
- Genie Home Services Incorp.
- Hanover Holiday Tours Ltd.
- Halton Region
- Health Canada
- Hearing Solutions
- Heart to Home Meals
- Help for Mom
- 519 Seniors Committee
- Jamaican Canadian Association
- Josh Matlow, Councillor ward 22
- ListenUP! Canada, Hearing Life Canada
- Living Assistance Services
- Michael Levitt, Member of Parliament, York Centre
- Monte Kwinter, Member of Provincial Parliament, York Centre
- Mosaic Home Health
- New Horizons for Seniors Program
- New Start Computer Training
- NYEAN
- Ontario Health Coalition
- Ontario Network for the Prevention of Elder Abuse (ONPEA)
- Ontario Seniors' Secretariat
- Ontario Securities Commission

Ontario Society of Senior Citizens Organizations
La Société des Organisations des Citoyens Aînés de l'Ontario

12

- Ontario Trillium Foundation
- Peal Elder Abuse Prevention Network
- Personalized Prescribing Inc.
- Punjabi Community Health Services
- Purple Shield
- Regent Park Employment Services
- Retirement Homes Regulatory Authority
- Ron Purcell, Rethinking Specialist
- Seniors Advisory Committee, Ontario Region
- Seniors Community Grant Program
- Senior Discovery Tours
- The Bridg Group of Companies
- The Good Companion
- Topcat
- Toronto Hydro
- Totally Organized
- Unison Health & Community Services
- University of Toronto
- Woodgreen Community Services
- York Mobile dental Hygiene
- Break Open Ticket marketing companies:
 - Bazaar Marketing
 - Bingo Pro Inc.
 - Cedar Islands Sales and Services Ltd.
 - Nevada Man/ Nevada Ticket Services
 - Dr. Nevada
 - Party Novelties (Sudbury)