



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



# **OUTREACH**

**Annual Report Edition**  
**April 2017 – March 2018**

## A Message from the Chair and Executive Director

Dear Friends,

This past year our board of directors focused on refining its strategic priorities to attract new funding to enable the charity to provide new programs and services to older Ontarians. We applied for 5 grants and were successful in receiving 4 of them. This meant OSSCO found and developed new community relations beyond its traditional base.

The June 2018 Ontario election changed the landscape which impacted OSSCO's pro-active work at the provincial level as it did many of our supporters and members. We continued our advocacy and educational work at the Senior Advisory Committee (federal level). When those committee members were unable to persuade the Federal government to dedicate a portfolio specifically for seniors, Board member Ghazy Mujahid initiated a parliamentary process to do so.

We are very proud of the contributions each and every board member has made. We would like to acknowledge and thank outgoing board member Marg Muir for her hard work and dedication over the past 6 years, helping revise our bylaws twice. Shirley Erkila, Chair of Communications & Membership Committee for many years, resigned due to health reasons. Board member Hazel St. Pierre unexpectedly passed away. She was very active on the finance committee and represented seniors in the community. Kavina Nagrani participated for a short period on our board as well. We could not have accomplished as much as we did without the dedication and commitment of our staff - Althea Barclay, Mitra Mohamadzadeh, Jamie Soo, Susan MacDougall and summer student Shesan Govindasamy as well as our countless volunteers and program contributors.

In memoriam, we recognize and celebrate the contributions of 3 former OSSCO board members who also passed away...all were key in advancing the seniors movement and/or establishing OSSCO: Bea Levis, Ben Goldmintz and Judith Wheeler.

Evelyn Theriault  
Chair

Elizabeth Nykorowytch Macnab  
Executive Director

## Volunteers and Program Contributors

### Board of Directors: April 2017 - March 2018

Mark Adler  
Larry Duffield  
Claude Hould  
Ghazy Mujahid  
Subhash Rai  
Valerie Smith-Waines  
Mohan Viswan

Antoinette de Jager  
Shirley Erkila  
Marg Muir  
Kavina Nagrani  
Hazel Saint Pierre-Outram  
Evelyn Theriault  
Anna Zachariah

### Training Program Consultants

Samantha Adebeyi  
Richard Bourdeau  
Roslyn Harris  
Katherine G. MacRae  
Brenda Quaile  
Patti Shevlin

Fraydoon Bayat  
Gerald Gauthier  
Noreen Horowitz  
Tracey McGruthers  
Frank Remiz  
Gisele Simard

### Program Volunteers

Mary Allen Armiento  
Karoline Bourdeau  
Kathleen Gordon  
Charmaine Haughton  
Narissa Khan  
Loy Manning  
Delafield Murphy  
Pamela Reynolds  
Valda Russell

Mason Barclay  
Jason Demurred  
Roslyn Harris  
Aggie Jenkinson  
Keith Macnab  
Rodelita Maturingam  
Ismay Murray  
Lisa Mudie



### Program Contributors

Hazel Alas  
Nik Beesan  
Rebekah Churchyard  
Shelli Donofio Obriaco  
Dr. Brian Fitzpatrick  
Sonya Hardman  
Rakesh Kana  
Laura Lane  
Sarah List  
Natalie Mehra  
Peter Odlle  
Isabelle Palmer  
John Rae  
Ronald Stagg  
Marilyn Wetston

Christine Alum  
Anne-Marie Cenaiko  
Michelle Davis  
Benda Fernandes  
Peter G. Goral  
Roslyn Harris  
Greg Keane  
Kathleen Leon  
Jade Mance  
Murali Murthy  
Michelle Oliviera  
Dr. Louise Plouffe  
Const. John Sconza  
Dr. John Stewart

**Total number of volunteer and contributor hours: 1280**

Some of Ontario Society of Senior Citizens Organizations' educational programs were supported fully or partially by:



Please read report from Education Program Committee for details of project funding.

**Finance Committee: Treasurer Subhash Rai**

**Members: Anna Zachariah, Larry Duffield, Mohan Viswan**

The auditing firm, Edwards Manning, reviewed our finances for a 2<sup>nd</sup> time and indicated that our financial practices continue to be appropriate. We continued to lose revenues through Break Open Tickets for a 3<sup>rd</sup> consecutive year and adjusted our expenditures accordingly. We have been successful during this fiscal year in obtaining 4 grants for educational programming: Ministry of Citizenship and Immigration, New Horizons for Seniors, Seniors Community Grant and Ontario Trillium Foundation for a Provincial Scope Project (for 2018-2021). Funds of approximately \$150,000 continue to be earmarked for wellness workshops across the Province which includes computer training to adults 55+ as well as training programs in Ottawa, Sault Ste. Marie, Sudbury, London, Toronto, Niagara Region, and Windsor-Essex.

**Education & Research Committee: Antoinette de Jager**

**Members: Ghazy Mujahid**

This Committee ensures that learning experiences take place in other communities. Pressure has been put on the staff to deliver programs as a result of funding changes i.e. one grant period ends, and there is a gap for another to begin.

**Enhancing Economic Opportunities Toolkit Project:** Ontario Trillium Foundation (OTF) funded this program which ended in June 2018. During the grant period OSSCO created 4 learning “toolkits” offering help to 219 adults 50+ with job search, encore careers, business startup and exiting the workforce. Program content was developed specific to this group which also targeted newcomers. A report was published and circulated to the Minister of Seniors Affairs and Ontario Trillium Foundation, as well as published on OSSCO’s website.

To build on this previous grant’s work, OSSCO staff identified, developed and created new relationships with 3 agencies in the GTA. While that application encountered technical /electronic difficulties, OSSCO developed the necessary relationships for a Provincial Scope grant application. This grant was successful. From 2018 - 2021, OSSCO will deliver the Job Search with Employment Networking Group activities which includes new partnerships with YMCA Markham, YMCA Whitby, and JobStart as well as previous relationships developed with Dixon Hall and COSTI Brampton.

**Signature Programs:** Our signature learning programs are victims of their own success with wait lists for computer training and the maximum levels for conference participation.

**Computer Training:** This fiscal year, we increased computer classes from 2 to 3 classes per week in the OSSCO office while continuing our 4 classes a week at the Jamaican Canadian Association and 2 classes a week at Loyola Arrupe Centres. We offered 2 additional classes at Gateway and Answar Foundations over the winter months. We received for a 2<sup>nd</sup> time from Baycrest a stroke patient of theirs who used these classes as part of therapy.

**Speaker's Bureau:** Annually, the Speaker's Bureau program list is available on our website. Educational workshops are offered in select areas in the province, with some presented in the French language. These are delivered based on requests in identified communities to non-profits.

With a staff of 2.3 full time equivalents plus training consultants and volunteers, we delivered 1 training program in each of these locations: St. Catharines, London, Barrie, Sault Ste Marie, Sudbury, Brampton, Oakville and various locations in Toronto (Jamaican Canadian Association, Loyola Arrupe Centre, John Paul the Great Centre, Fred Victor Women's Shelter).

**Ontario's Premier Seniors' Conference and Information Fair.** This event presents products and services to Ontario's largest growing demographic, seniors. *Ontario's Premier Seniors Conference and Information Fair*, which OSSCO has organized for more than 5 years, has grown to include 40 exhibitors and 250 attendees. For 2018, we will move to a new venue to the space limitations of the Jamaican Canadian Association where this conference has been held for the last 5 years.



This year grant monies from the Seniors Community Grant, the Ministry of Seniors Affairs contributed greatly for the conference, which was themed “Celebrating 30 Years of Seniors Community”. Funds were used to bring in speakers such as Dr. Louise Plouffe and Larry Duffield as well as program facilitators and panelists, in addition to providing refreshments and a meal to 253 seniors who attended this 1-day learning event.

**Tuesday Seniors Series:** Attendance in this program remains with an average attendance of 16, indicating relevance to older adults with the 11 sessions offered. This program engaged seniors through a variety of topics and provided learning opportunities, *free of charge*.

### **Joint Educational Programming:**

**North York Elder Abuse:** OSSCO, its member organizations Mosaic, Susan Knisch and Circle of Care, continue to work with multiple agencies in North York Elder Abuse Network to raise awareness of this topic and how to prevent vulnerable adults from becoming targeted. As a result, OSSCO staff and consultants were trained in a program developed by University of Western Ontario called *It's Not Right! You Power Workshops*. This workshop is funded by Ministry of Seniors Affairs, and has the goal of reaching 10,000 people by the end of 2018. OSSCO contributed to these numbers by delivering this program 5 times in Toronto.

**Community Partnerships:** In its capacity building activities OSSCO developed new relationships with organizations which are not traditionally part of its seniors' community base. Some of these relationships resulted in the successful OTF Provincial Scope grant application. Another one with University Settlement resulted in the successful grant application to the Ministry of Citizenship and Immigration. A 5-month project was developed and delivered at University Settlement, North York location. This project offered 2 Job Search workshops during the 5-month period. As newcomers and immigrants may lack the extensive social and professional networks necessary for employment, an employment network group component was created to teach this target group Canadian meeting management skills and the importance of networking as part of the job search process. An average of 14 people went through this 6-week program, which was offered twice.

### **COUNSELLING, INFORMATION AND REFERRAL**

OSSCO continues to provide information, referral and counselling (mediated access) to seniors. As we are providing more information on line to educate seniors on resources and programming of interest, we have found that the number of clients per month has decreased. From April to March, we provided support for a total of 799 callers.

The top 4 areas where assistance was sought dealt with: Educational programs, Healthcare Options/Homecare/Hospital and Affordable Accommodation/Housing options. We provided guidance regarding the best options in an older persons' community or redirected them to 211 providers or other service providers in their community.

### **ISSUES AND CONSULTATIONS**

#### **Bringing a Seniors Lens to Community, Stakeholder and Government Relations**

OSSCO is an active member of the Ministry of Seniors Affairs Liaison Committee which meets quarterly as well as the semi-annual meetings with the Senior Advisory Committee (SAC) Federal level. These meetings enable OSSCO to reach out to its members for feedback before and after the meetings.

With a provincial election planned for spring 2018, Provincial Government did not offer community consultations and limited opportunities to educate stakeholders. Board member Ghazy Mujahid continues to write "op ed" pieces for The Hills. He also initiated a parliamentary process to appoint a dedicated Seniors' Advisor to the Prime Minister or Minister of Seniors through an e-petition process.

**THANK YOU FOR YOUR SUPPORT**

OSSCO would like to acknowledge and thank the following for their various support either monetary or in kind, given during the past year:

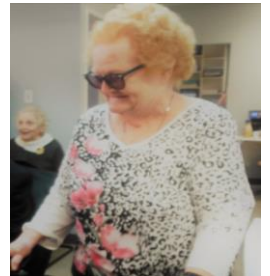
- Alcohol and Gaming Commission of Ontario
- Alliance Pharmacy
- Arbor Memorial
- Bernard Betel Centre
- Breckles Insurance
- Canadian Association of Jewish Seniors
- Canadian Implant Study / Clarington Implant Clinic
- Canada Revenue Agency Community
- Canadian Implant Study
- Canadian Red Cross
- Caribbean Seniors Club
- Centennial College
- c-Seven Media
- CITI College North York Campus
- COSTI Immigrant Services, Brampton
- Delmanor
- Dixon Hall
- ENRICHES Program
- Entrepreneur House
- Genie Home Services Incorporated
- Hanover Holiday Tours Ltd.
- Hearing Solutions
- Heart to Home Meals
- Help for Mom
- 519 Seniors Committee
- Jamaican Canadian Association
- ListenUP! Canada, Hearing Life Canada
- Living Assistance Services
- Manpower
- Mark Adler, President Gen4 Consulting
- Michael Levitt, Member of Parliament, York Centre
- Ministry of Seniors Affairs
- Monte Kwinter, Member of Provincial Parliament, York Centre
- Mosaic Home Health
- New Start Computer Training
- NYEAN
- Ontario Health Coalition
- Ontario Lottery Corporation
- Ontario Network for the Prevention of Elder Abuse (ONPEA)
- Ontario Seniors Community Grant Program



- Ontario Trillium Foundation
- OnTrack
- Polycultural Centre, Scarborough
- Personalized Prescribing Inc.
- Punjabi Community Health Services
- Purple Shield
- Regent Park Employment Services
- Retirement Homes Regulatory Authority
- Seniors Advisory Committee, Ontario Region
- Senior Discovery Tours
- Topcat
- Totally Organized
- University of Toronto
- University Settlement
- York Mobile Dental Hygiene
- York Entrepreneurship Development Institute
- 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)

**In Memoriam**

**Hazel Saint Pierre-Outram:** Hazel was a lifelong student, an avid reader and a lover of animals. She was a longtime volunteer for the Liberal Party of Canada and sat on the board of the Ontario Society of Senior Citizens Organizations. She was a passionate volunteer with Luma Care's Caregiver and Clients Committee (lunch program) and Toronto Family Services. Hazel assisted in the setting up of Pat's Place, an emergency shelter for individual clients who were experiencing problems in their regular housing (i.e. abuse, family changes). She was a self-proclaimed champion of "everything senior". She was great with numbers, having worked at the CIBC gold exchange for many years before she retired. Hazel was a wife, mom of 2 children and a grandmother.



**Judith Wheeler:** Judith was born in Windsor. Judith also was born with a disability - she was legally blind. This did not stop Judith from fulfilling her dreams. She was a wife, a mother, and a grandmother. She also graduated from the University of Windsor, and lived in Toronto for several years where she graduated (after a long hard struggle) with her Masters' degree. Judith specialized in gerontology, working with focus groups. She was 1 of 3 writers for the report published in 2000: Toronto A City for All. Judith was a great advocate for the well-being of all people, especially the elderly and people with special needs, which is why she started and continued to operate her company In-Touch Consulting, until she passed in 2017. She was fearless, travelling to board meetings on her own from Windsor and supporting the board as its recording Secretary.



**Bea Levis:** Bea lived with grace and dignity, true to her principles. Diminutive in stature, her roots of her activism were shaped in Tsarists Russia, from which her parents and most of her extended family were refugees from widespread anti-Semitic pogroms. One of Bea's biggest achievements was a nine-year struggle build the OWN Coop. Bea was not only an activist committed to doing good in community, but she was an educator, influencing hundreds of youth as well as being a wife, a mother and grandmother.



**Ben Goldmintz:** Ben's life was celebrated as modestly as he lived. For many years, Ben, a retired accountant, was an active member of the Association of Jewish Seniors as their Treasurer. Ben's love of numbers and supporting seniors was exhibited for nearly 6 years as an OSSCO board member. Here he oversaw the finances through tumultuous times and under the scrutiny of the Alcohol and Gaming Commission's OPP investigation of its finances. Although he successfully navigated through the challenging times on the OSSCO board, Ben will always be remembered as a loving father and grandfather, and a devoted husband to his wife Lily.

