



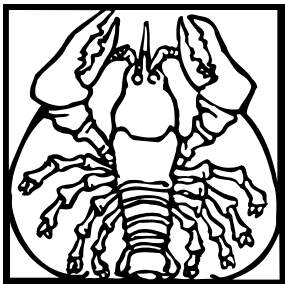
Rapport

Citizen Advocacy matches volunteers from the community with people who are isolated and vulnerable because of a disability. In existence since 1974, Citizen Advocacy is a member agency of United Way/ Centraide.

Parrainage civique associe bénévoles et personnes handicapées qui sont isolées et vulnérables à cause de leur handicap. Établi en 1974, Parrainage civique est un organisme participant de Centraide/ United Way.

An Evening in the Maritimes 2003

... Pat Parker, Chair, *An Evening in the Maritimes* Committee and Advocate



The ninth edition of Citizen Advocacy's premier fundraising initiative was an unqualified success! First and foremost, the main purpose for fundraising is ... to raise funds. The goal of this year's Evening

In The Maritimes was to increase net revenues from the 2002 event, where a bottom line of \$60,000 was realized. All indications are that we were able to increase this net amount by a full twenty-five percent, and over \$75,000 (net) has been raised. CONGRATULATIONS to everyone involved in making an Evening In The Maritimes such a wonderful success story.

We were indeed fortunate to recruit **Sobeys** (Ready To Serve ...) as a title sponsor for the 2003 event. **Sobeys** was a wonderful sponsor. Citizen Advocacy is very grateful for the participation of **Sobeys** and the support of their Ottawa area personnel.

Indeed this was an amazing year for support and participation by corporate sponsors: **Bell Nexxia**; **Blake Cassels Graydon** and **NexInnovations** agreed to sponsoring the 2003 event. We were truly blessed by their incredible generosity.

Maritimes continued on page 2

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Maritimes continued from front cover

Our creative friends at McMillan outdid themselves, again, as they produced more award winning visuals for our postcards, media ad work, tickets, programs and brochures. This partnership has not only been instrumental in the successful marketing of an Evening In The Maritimes but has resulted in McMillan winning marketing awards for their innovative designs. McMillan also brokered the Lowe Martin Group and Cascades Products to provide all print copy for our event, all of which provides a significant contribution to such a large undertaking.

The subsequent marketing of *An Evening In The Maritimes* comes to fruition through the generosity of our media sponsors: **The Ottawa Citizen; The**

Rapport is a newsletter published every 4 months by Citizen Advocacy of Ottawa-Carleton, a United Way agency which assists people living with a disability in enhancing their quality of life by overcoming barriers to personal choice and community participation. Suggestions and submissions for publication, as well as questions and comments of general interest are invited and should be sent to the attention of the Editor - Rapport. Submissions may be edited for length and content at the discretion of the agency.

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This newsletter is written and produced by volunteers and staff members of Citizen Advocacy.

Editors: Heather Badenoch
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Dan Fortin
Stacey Norris
Patricia Parker
Sheila Robertson

communicate to our community not only our event, but the raison d'etre: Citizen Advocacy and its essential contribution to life in the greater Ottawa area. This exposure throughout the community is, as they say, "priceless" ...

We are extremely grateful to both **Penny Collenette** and **Police Chief Vince Bevan**, this year's Honourary Chairs of our event. They not only motivate the Organizing Committee, but are responsible for a significant volume of table and ticket sales, and we cannot overstate our gratitude to these supportive citizens from our community. The Committee works tirelessly and is enhanced the evening of the event, by a group of dedicated volunteers who are responsible for ensuring that the "happening" actually happens!

This year's entertainment package was critically acclaimed and enthusiastically received - **The Cottars** - a very young group from Nova Scotia (the oldest member of the combo is 17!) won the East Coast Music Award this year for Best New Group. The award is well-deserved. The Cottars is a polished, professional Celtic group that has managed to maintain an innocent charm that was obvious to the packed house.



The Ottawa Police Pipe Band was, again, the perfect opener to our Maritime-themed evening and their music and their dancers set the stage for a great time for all.

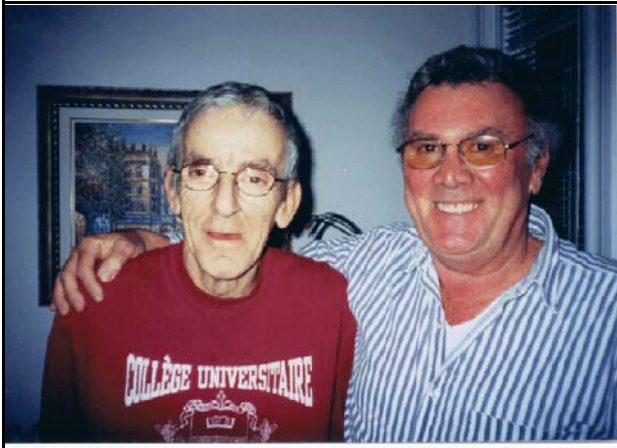
Of course a big thank you goes to committee members: Gillian Brouse, Diane Cloutier, Isabelle Des Chênes, Ted Cohen, Jeremy Kantor, Ron Kerr, Barry McKenna, Stacey Norris, Dianne Pritchard and Jill Smith.

The bottom line: we are extremely grateful to and wish to thank all corporations, businesses and individuals who make *An Evening In The Maritimes* such a wonderful, and continuing, success story.

New RO; and Majic 100. They continue to

Advocacy in Action

... Heather Badenoch, Community Relations



Maurice K. (left) and Richard Marion have been getting together for coffee every Saturday since 1978.

Special brand of coffee? Not quite. It's a special brand of friendship.

Maurice was born in Ottawa in 1944 and his mother gave him up for adoption. Maurice was raised in Toronto, then came back to Ottawa at the age of 19 to attend a local Social Work program. Maurice developed a mental illness at age 25 when he was, as he says, "just a young chicken".

In 1978 Richard was listening to CFRA radio and heard about a program that matched a volunteer one-on-one to a person with a disability. Richard made the call and Citizen Advocacy introduced him to Maurice.

Richard has been a consistent friend to Maurice over the years. When Maurice found himself in a bad housing situation, Richard called city officials on Richard's behalf and advocated to get him into a better place. Richard looks out for Maurice, and Maurice knows he can count on his friend.

Twenty-four years later, Richard and Maurice are still getting together for coffee every Saturday. "I love coffee. It makes me happy", says Maurice.

Maurice is 57 and has lived in New Edinburgh for 12 years. His hobbies include riding OC Transpo buses number 3,4,5 and 7. "I meet interesting people on the

bus," he says with a smile. "The bus drivers know me by name."

Maurice has worked at Centre 454 on King Edward for 15 years. Centre 454 serves up to 200 people a day; many of them living on the streets, in shelters and in rooming houses. Many marginalized people recognize the Centre as a place where they can feel safe and welcome. Maurice helps people who come in by talking to them, providing clothes, a hot bath and a good meal.

Maurice is insistent that he doesn't want to get married. "Too many problems", he says. Instead, he's been fortunate to find a friendship that has lasted longer than many marriages.

Richard is 60 and is a semi-retired Insurance Advisor. He's married, has two children and likes sports, especially golf. "My kids think it's nice that I volunteer. It's like being a big brother to someone", says Richard. "It's a nice feeling helping someone who didn't get any easy breaks, who doesn't have a lot of people outside. It makes a little difference in Maurice's day-to-day life. I like the nice people at Citizen Advocacy and we like going to Citizen Advocacy's activities."

"I don't do anything special", says Richard, but Maurice won't let Richard get away with his modesty. "I have a better life", says Maurice. Citizen Advocacy of Ottawa is a United Way agency dedicated to helping people with disabilities participate fully in the community life of Ottawa. Citizen Advocacy does this by matching a volunteer from the community, one-on-one, to someone living with a disability. Matches participate three or four times a month in any activity or hobby they both enjoy. Matches make their own schedule, pick their own activities and enjoy complete flexibility. For the person with a disability, being matched results in increased self-esteem, higher participation in community life and a reduction in isolation.

There are over 140 men and woman across Ottawa waiting to be matched to a volunteer. To volunteer, call 761-9522 or visit www.citizenadvocacy.org

Hello / Bonjour

... Dan Fortin, Social Worker/ travailleur social

Greetings to all,

I have been with Citizen Advocacy for just over 2 months and am quickly settling into my role as a Social Worker. I have already had the opportunity to meet a lot of fantastic people and look forward to meeting many more.

Before coming to Citizen Advocacy I was employed in the Human Resources department at the Canadian Medical Protective Association. Previous to this, I attended College and University. As a result, I have gained some valuable experience in the Child Protection and Adoption Services. When I have some spare time I enjoy listening to music and playing guitar. I also enjoy playing/watching hockey and baseball as well as keeping in contact with all my friends.

I am very pleased to be part of such a tremendously caring, professional and hard working team that has made a big difference in the lives of many people. Everyday I look forward to becoming more and more involved with this team and with everyone involved with this amazing organization.

Salutations à tous,

Ça fait 2 mois que je travail chez Parrainage civique et je deviens rapidement confortable dans mon rôle comme travailleur sociale. J'ai déjà eu l'occasion de rencontrer beaucoup de protégé et bénévoles.

J'Espère en rencontrer beaucoup d'autres.

Avant d'être avec Parrainage civique j'ai travaillé a l'Association canadienne de protection médicale dans le département des ressources humaines. J'ai aussi eu l'occasion d'aller au collège ainsi que l'université.

Pendant ce temps, j'ai investi beaucoup dans l'éducation. Comme partie du programme collégiale, il fallait que je complète un stage a la Société de l'aide de l'enfance ou j'ai gagné beaucoup d'expérience très valables.

Quand je me trouve avec du temps libres, j'aime écouter la music et jouer la guitare. J'aime aussi le hockey et le baseball ainsi que parler avec tous mes amis.

Je suis vraiment content de faire partie d'une équipe aussi soigneux et professionnel. Ils ont aidé a faire beaucoup, et nous aiderons a faire beaucoup plus de changements positive pour les personnes incapacités. A tous les jours j'attends avec interêts d'être de plus en plus impliqué avec cette équipe ainsi que toutes les personnes qui fait parties de cette organization formidable.

Board of Directors 2003 - 2004

A big thank you to departing board members: Veronica Anderson, Charlie Singer and Jeff Ickovich. And welcome aboard to new board members: Ted Cohen, Kevin d'Entremont, Isabelle DesChenes, Ruth Mellor, Luc Perron and Frank Reid.

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Vice-President/vice-présidente: Gillian Brouse

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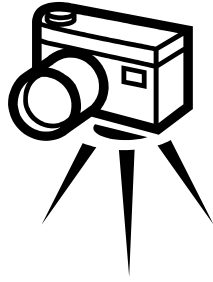
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Patricia Parker	Luc Perron
Dianne Pritchard	Frank Reid
Daria Strachan	Fred Trebilcock

Snapshot of the waiting list

The following proteges are waiting for just the right volunteers to be matched with. Read their profiles below and feel free to discuss them with your friends, colleagues and family who may be a good match.



Stephen is 46 years old and lives in Vanier. Stephen is interested in music, curling, plays, movies, walking and going for a coffee.

Due to his disability Stephen finds himself isolated and often lonely. He would like a volunteer spend some social time with him as well as help him with his groceries and possibly give him a hand with budgeting.

Ross is a 43 year old male who lives in the west end. He has a head injury and limited short-term memory He is also paralyzed throughout his left side and is in a wheelchair. He loves motorcycles and listening to 70's and 80's music. He would like someone to introduce him to community activities they enjoy and to spend time with.

A young man in his early 30's looking for a buddy to take him to sports events, outings, activities and walks. He is very informed about sports and can have a great discussion on this topic. He lives in the Kirkwood, Carling area.

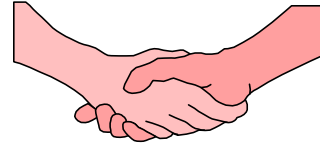
Thank you

Thank you to Ziggy Margies, President of **Precision Transfer Technologies**, www.precisiontransfer.com.

They made 15 copies of our Volunteer Recruiting video and 15 copies of the Sponsorship video – it was ready in under 24 hours!



New Matches



January

Brenda Stewart & Eileen D.
Marie McGlynn & Lisa R.
Cathy Nicolson & Linda A.
Anatole Kornachuk & John D.

February

Lynn Riopelle & Bonny V.
Jennifer McKay & Nicki B.
Carmela Tugade & Dianne L.
Racel Pavo & Therese B.
Noami Palacios & Lorraine B.
Mary Kritz & Lynn L.

March

Lei Zheng & Mark N.
Rachel Stoparczyk & Kimberly M.
Josephine Elaine Perras & Jennifer H.
Elaine Ritchie & Ildike F.
Maya Santoro & Trisha L.
Jake Volt & Lyle M.
Magaret Irene Gibson & Linda H.
BJ Porter & Sharon R.
Laurie-Anne Smith & Kim C.
Joan Leinen & Kathleen S.
Jamie Esdale-Tobin & Brenda S.
Cathleen Aspeck & Melody B.

April

Krishna Mohan & Ken H.
Pierre Emond & Michael M.
Yolla Baroud & Lang T.

Chance for Choice for Older Adults Short-term Matches

January

Réjeanne Lalonde & Pauline G.

April

Réjeanne Lalonde & Annette B.

Employer-supported Volunteerism

... Heather Badenoch, Community Relations

Two-thirds of Canada's 7.5 million volunteers are employed. Employers are working smarter to ensure that the employee volunteer effort contributes to developing employee skills, supporting public relations and demonstrating the value of diversity.

Supporting employee volunteerism is more than a feel-good move. It's a strategic move. Corporate employee volunteerism is a fundamental part of enhancing employees' skills, which results in an improved workforce. Volunteers indicate that they gain a multitude of skills from volunteering.

Ninety-seven percent say their volunteer programs improve employee teamwork. Communication and interpersonal skills are also enhanced. As a result, employees better understand motivating others and dealing with difficult situations. These are all key characteristics of high performing teams.

Companies also enjoy improved company morale and pride, a richer corporate culture, an edge in

recruitment and retention, and a more committed workforce. Naturally, companies that have corporate volunteering benefit from increased visibility in the community.

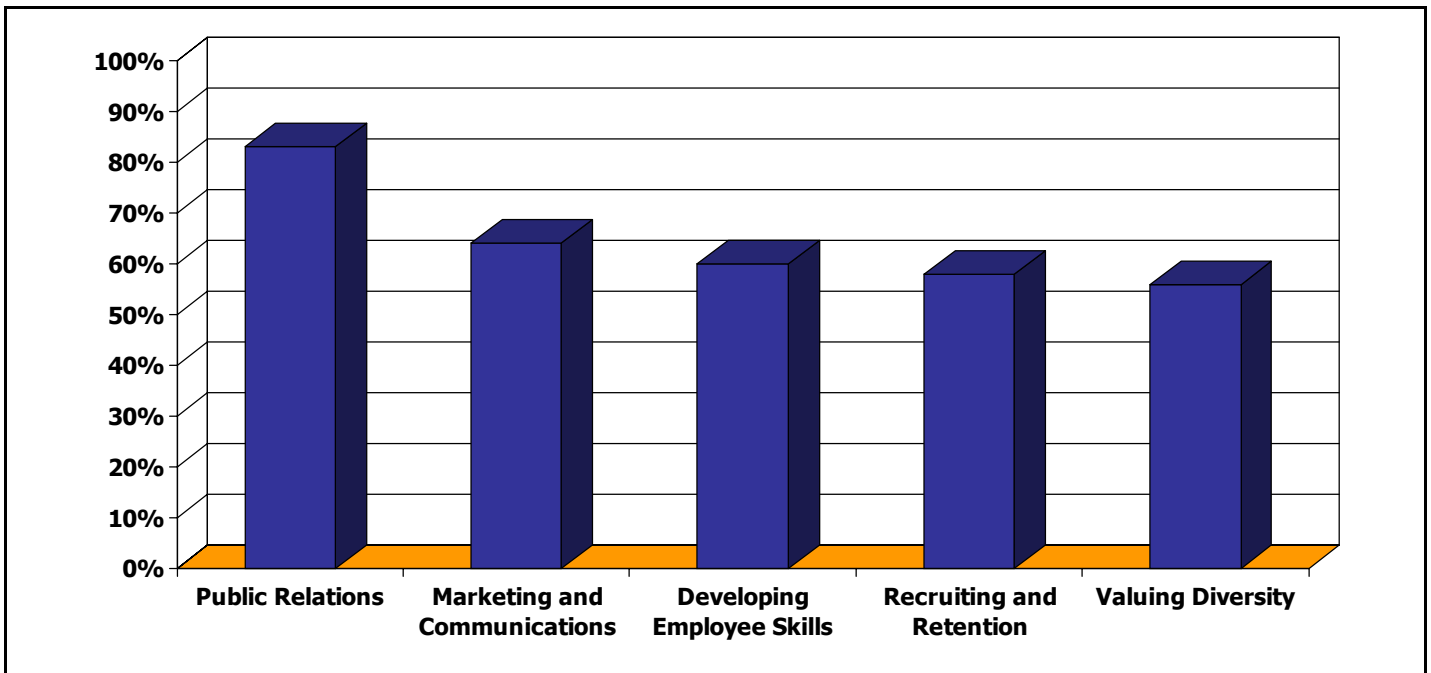
83% of companies use volunteering activities to support their public relations program. What better grassroots public relations could you ask for than employees wearing a shirt with your company logo, out there, being part of the community.

59% of companies use volunteering to develop employee skills. Communications, problem solving, team work and are skills Citizen Advocacy relies on from our volunteers, and are skills they will hone and bring back to the workplace.

When you implement a volunteer program it does more than encourage new volunteers. At the same time, you're recognizing those employees within your company who already volunteer.

Employers find benefits in tying into their employees' values. Citizen Advocacy is a United Way agency

Please see *Volunteerism* on page 9



Corporations are working smarter to ensure that the employee volunteer effort contributes to fulfilling the company's business goals. 83% use volunteering activities to support their public relations program and 59% of companies use volunteering to develop employee skills.

that supports people who live with a wide range of disabilities; some may be born with their disability, while others may have acquired their disability through a stroke, an accident, or as a result of the stresses of daily life.

Citizen Advocacy supports people who could be your neighbours, may be your coworkers, or family members; all of who are looking for companionship, someone to talk to, and someone to share experiences with.

Citizen Advocacy volunteers make their own schedule, pick their own activities and enjoy complete flexibility around work, studies and family. They enhance communication, listening and problem solving skills. Volunteering one-on-one, for a few hours, three or four times per month makes a direct and positive impact.

Your organization can connect with Citizen Advocacy's volunteer program by contacting Heather Badenoch, 761-9522 x.222, hbadenoch@citizenadvocacy.org.

Annual General Meeting



On Wednesday, April 9th, Citizen Advocacy hosted its AGM at 1 Community Place. The meeting included a review of the 2001 AGM meeting minutes, voting in of new board members, and a discussion of Citizen Advocacy's activities in 2002.

Veronica Anderson was thanked for the two three-year terms she served on the board. Veronica was a founding member of the Consumer Advisory Committee and instrumental in the creation of the *Thanks a Bunch* event.

Chance for Choice Program for Older Adults

. . . Sheila Robertson, Program Coordinator

Nearly two years ago, Citizen Advocacy made its first two matches under this pilot program for older adults with disabilities who are particularly vulnerable. To date, a total of 16 people have applied to have an advocate and we have been able to provide advocates for 9 of these (1 in Citizen Advocacy's regular program). Of the sixteen who have applied for the service, five are waiting to be matched; two others have died and one, whom we assisted to get help in a crisis situation -- no longer needs an advocate.

Citizen Advocacy as an organization currently has a record number of potential new Advocates now in screening. A fair number of these people are interested in being matched with an older adult. If we can find a match of advocate skills and protégé needs we make an introduction as quickly as possible after screening. There are always a few advocates waiting for a protégé that they would be just right with; and there are always a few protégés waiting for just the right advocate to turn up at our door.

What makes the matching easier, is a big and varied pool of Advocates (which is coming along now) and an equally big and varied pool of protégés. We have deliberately kept the profile of the Chance for Choice program low, fearing a deluge of requests that we hadn't the staff to serve. The result was a trickle of requests. We will now be actively promoting the program among service providers and seniors' organizations – to try to make the trickle more of a steady stream, and, with luck, give us a good-sized pool of protégés. All the research we did said the need was great, after all!

So, friends of Citizen Advocacy, please promote this program among your acquaintances. If you would like a supply of information folders on the Chance for Choice program, please call 761-9522 and place your order.

Notes from the Advocate Handbook

The Advocate and the Citizen Advocacy office

Citizen Advocacy staff are trained to offer advice and support to advocates in their matches. The staff can be called upon at any time and stress that regular contact is important. Many match crises could have been prevented or improved on if the staff contact had been aware that a problem was brewing. Here is a brief summary of how both make use of the services available and contribute to the effectiveness and strength of the your match and Citizen Advocacy in the community.

1. The Matching Process

Generally, there are many more applications from individuals seeking an advocate than from people wanting to be an advocate. At Citizen Advocacy, social work staff spend getting to know people who are seeking the support and assistance of an advocate. Questions like - "When will I get an advocate?" or "What will I do about this problem I have?" often come up during this process. In an attempt to get to know each protégé as best we can, there are one or more interviews and information is collected from other people who are important in the persons life such as referral agencies, family and friends.

Getting to know potential volunteer advocates is a very similar similar process with additional sessions for orientation and training. At Citizen Advocacy, we want to make sure matches will succeed. We strive to avoid disappointment for the protégé and discouragement for the advocate. The utmost care is taken to match the interests and skills of an advocate with the needs and abilities of a protégé. Despite this care, some matches may falter and fail very early without any wrongdoing by the advocate or the protégé. However, do not blame yourself if your match ends early, sometimes the chemistry is never right, no matter how hard you try.

2. Follow-up after the Match

Once the advocate and protégé are introduced and agree to a formal match, CA staff take on a different role, giving support and advice at the request of the advocate. When a protégé calls the office about a problem, the staff will alert the advocate and facilitate problem solving. Only in extreme circumstances will staff intervene directly in a match relationship.

Good communication is very important between staff and advocates and between the advocate and the protégé. For the first year there is an intensive follow-up schedule. For subsequent years staff will reduce their contact so that they can continue to support new matches. Advocates are encouraged to call in at any time to report on new and interesting developments.

Feel free to drop in or call anytime to let the staff know about the progress of your match. Citizen Advocacy has some responsibility to ensure to its funders that the program is valuable and that advocates can make a difference in the lives of those with whom they are matched. Hearing from you enables us to provide them with both the success stories and the challenges we and you may face as we attempt to improve the quality of life for people with a disability.

Contacting staff is as easy as a phone call or quick email. Following is a list of social work staff extensions and email addresses.

Citizen Advocacy office: **761-9522**

Staff	Ext:
Jackie McKenna jmckenna@citizenadvocacy.org	230
Sheila Robertson srobertson@citizenadvocacy.org	224
Robert Adolfson radolfson@citizenadvocacy.org	227
Dan Fortin dfortin@citizenadvocacy.org	228

General office email account:
info@citizenadvocacy.org

An Evening in the Maritimes Volunteers

... Stacey Norris, Co-Volunteer Coordinator
for *An Evening in the Maritimes*

An Evening in the Maritimes could not be the success it is without all of the behind the scenes work that is done by volunteers year after year. Did you know that there were almost thirty volunteers present that evening, assisting in extra fund raising activities and ensuring that the guests felt welcome?

A special thanks this year to the volunteers from **Cognos**. Less than 24 hours after making a request to them for volunteers, they called to confirm the number of people we would need. Thanks as well to new advocates and those in waiting and the protégé and advocate teams who volunteered for this event. Such a high energy evening requires dedication and motivation. One that shows extreme team effort! I can say without a doubt that I would be pleased to work with such wonderful people in future years. Again, a sincere thank-you to all those who gave some much: Robert Adolfson, Dan Fortin, Heather Totton, Ildiko F., Elaine Ritchie, Rebecca Kidd, Brian Kidd, Peter Karwacki, Sunita Joshua, Farideh Towhidi, Nazanin Fallahi, John May, Joan Chaisson, Sarah Sedgman, Rachel Van Dyke, Michael Holland, Corey Pickford, Jan Leiterman, Zeze Pontes, Lalitha Joshua, Julia St.Thomas, Eric Plunkett and Nathan Gordon. And to Veronica Anderson, who was at the Congress Centre from 2 p.m. till almost closing, thank you for wearing so many hats that day!!

Did you graduate from Carleton or Ottawa U?

Advocates and proteges, we would like to hear from you if you are Alumnus of Carleton or Ottawa University. This knowledge is important for fundraising and communications opportunities. Please send a quick email to Heather at hbadenoch@citizenadvocacy.org or call 761-9522 x222.

Membership has its rewards



If you haven't renewed your Citizen Advocacy membership yet, please take the time to do so now. Membership permits you to:

- Show your support for Citizen Advocacy's programs and activities
- Have voting privileges at the Annual General Meeting
- Be eligible for nomination to the Board of Directors
- Receive Citizen Advocacy's newsletter
- Participate in our special events and social activities

To thank you for your support, a draw will be held on Wednesday, June 18th, 2003, at 3:30 p.m. You could win:

- **CorelDRAW Graphics Suite 11 - Corel Corp.**
- **Quilted wall hanging - A Woodland Orchid (pattern by Three Swans Studio) - Gloria MacLeod**
- **WordPerfect Office 11 - Corel Corporation**
- **Canadian Tire gift certificate (\$25.00) - Canadian Tire, Bell's Corners**
- **Gift Certificate to McKales Service Centre (\$45.00) - Marlin McKale**
- **Blake Shelton "The Dreamer" CD - CD Warehouse**
- **Liza Minelli "Liza's Back" CD - CD Warehouse**

As a "Friend of CA" (\$10), your name will be entered one time in the draw. As a "Supporter of CA" (\$25), your name will be entered 3 times and as a "Sustaining member of CA" (\$50), your name will be entered 6 times. Larger amounts will be entered proportionately.

Payment options for membership purchase include completing the enclosed application and mailing it to the office (312 Parkdale Ave, Ottawa ON K1Y 4X5) or you may prefer to contact the office and provide credit card information over the phone.

Note: Matched advocates and protégés are automatically granted membership, however, those wishing to enhance their support of the agency may do so by the purchase of a membership.

What would your mental health be like if everyday you had to face these challenges?

Listed below are 60 ideas raised during a brain storming session on the problems faced by people diagnosed with serious mental illnesses. I knew intuitively when I first heard them that the ideas were important. It was not until I wrote them down and saw them on paper that I understood at a gut level that the stigma of mental illness is often a greater problem for someone than having to deal with the mental illness itself.

As you slowly read each idea imagine how poor your mental health would be, if like many diagnosed with serious mental illnesses, you faced most of these issues daily. Imagine as well how much more difficult it would be for you to deal effectively with them if all your life you had been as emotionally and physically fragile as most people diagnosed with serious mental illness are. Imagine how much more detrimental they would be if for many years they were a constant drain on your energy and self esteem.

Gain an understanding of how our lives are made much more difficult once we get a diagnosis of mental illness solely because of the tremendous stigma of having a mental illness. Gain an understanding why behaviours used to determine a diagnosis of mental illness can come from causes other than a mental illness. Gain an understanding why the mental health reform process of providing supports and training to people in ways meaningful to them, using their values, beliefs and needs is so effective.

The challenges identified:

Poverty
 being "different"
 feeling devalued
 loneliness
 unemployed
 limited options
 an abusive past
 feeling suicidal
 stigmatization
 de-individualized
 not seen as an equal
 drugs reduce capacity
 loss of basic civil liberties
 poor self image
 people afraid to be nearby
 being feared by many
 being over protected
 sense of helplessness
 accepting lower standards
 never treated as an equal
 being caught in a system

homelessness
 being depressed
 being ostracized
 living in fear
 not taken seriously
 poor physical health
 uncertainty re one's future
 limited relationships
 involuntary commitments
 always seen as incompetent
 negative media images
 rarely trusted
 lack of friends (support)
 being treated like a child
 subjected to discrimination
 being "labelled"
 side effects of drugs
 reduced capacity from
 institutionalization
 feeling unemployable, worthless,
 etc.
 treated as a diagnosis, not a person
 more vulnerable to substance abuse

exclusion from decisions about
 own life
 lack of intimacy (hospital, boarding
 home)
 existing with a sense of helplessness
 poor childhood life experiences
 negative media scares the public
 no sense of control of their life
 previous physical and sexual abuse
 fewer opportunities to participate
 loss of bodily integrity (e.g. forced
 drugs, loss of family and friends
 after diagnosis, being defined by
 your illness (e.g. manic)
 accepting a lower quality of life
 loss of ownership of one's own
 body
 lack of privacy (in hospital,
 boarding home)
 sense of less of control of one's life
 feeling guilty about impact on
 whole
 family
 feeling worthless

The list was put together by the Canadian Mental Health Association. Although this list was created with the mentally ill in mind, it does also include everyone else who experiences other serious forms of disability. As you carefully read through the list, you begin to realize some of the challenges that a person with any serious disability is faced with. The CMHA is located at 301-1355 Bank St in Ottawa, phone (613) 737-7791.

Donors and Sponsors

On behalf of the Board of Directors, Staff, Volunteer Advocates and Proteges, thank you to the following contributors, supporters and sponsors who made *An Evening in the Maritimes* such a great success. With your help, this has grown into both a fantastic fund-raiser and a major event in the Ottawa entertainment scene.

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Bija Bijoux Jewellery
Blue Cactus Bar and Grill
Bob Garrow
Breakwater Books
Breck Technical Services Inc.
Bytowne Cinema
Canadian Museum of Civilization
Canadian Tourism Commission
Canadian Tulip Festival
CBC Radio
CD Warehouse
Cisco Systems Bluesfest
City of Ottawa
CKCU Ottawa Folk Festival
Classico Unisex Hair Studio
Clear Channel Entertainment
Clothes by Muriel Dombret
Davidson's Glebe Jewellers Ltd.
Deborah Mirsky-Cosman
Delta Ottawa Hotel & Suites
Department of Heritage
Diplomat's Choice
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Eddy
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Elegant Gifts
Fabutan Suntan Studios
Federicos Gondolas
Flanker Press Ltd.
Framed! By Us For You
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Great Canadian Theatre Company
Harley-Davidson of Ottawa
Holt Renfrew
Hull, Chelsea & Wakefield Steam

Train
Just Imagine Home & Garden Décor
Keenan Clinic
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Kevin Haime Golf Centre
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Maggie Fietz
Magic Reproductions
Mastermark Pewter
Mastron Mechanical Contracting Ltd.
Max Keeping, CJOH TV
Merivale Fish Market & Seafood Grill
Michael Cowpland
Mr. BigFellow
National Arts Centre
National Library of Canada
Northern Fan
Odyssey Theatre
OGGI Ristorante
Oland's Specialty Beer Company
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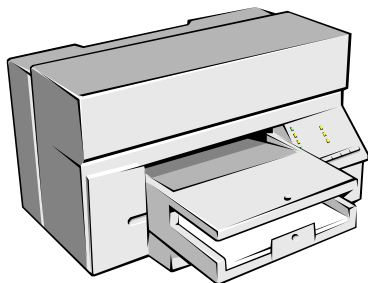
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Printer pathos

The delights of the electronic age are limitless – the internet for research, entertainment, distance-learning; email for communicating with family, friends, colleagues, etc. all over the world. With such power comes the desire to print out information for knowledge, record keeping, sharing and the myriad of other reasons we keep hard copy notes – a paperless society? I think not.

For many years Citizen Advocacy has limped along with aging equipment, but the lifespan of some of our printers is reaching an end. We are asking for



your ideas on how we could secure a new printer; specifically a multi-tray, toner based printer.

Funds are being sought through known

business supporters, but at a cost of just over \$2000.00, we are looking to our community for support. Is there a way your company could support us with this purchase? Does your employer have a path, stream or some other route that Citizen Advocacy could enter to request contributions towards the purchase of costly office equipment? Perhaps even a one-time charitable donation? To show our thanks, donors will be recognized in the next newsletter and tax receipts

will be provided. Surplus funds, should there be any, will be put toward a new fax machine, another piece of aging equipment which was donated 3 years ago but will cost more to repair than purchase a new one.

If you have any ideas or suggestions, please contact Michele Casey at (613) 761-9522, ext 100 if you reach voicemail, or info@citizenadvocacy.org.

**Citizen Advocacy Needs
Male Volunteer Advocates**

Share activities you enjoy with someone new

◆

Set your own schedule & pick your own activities

◆

Know that your help is making a difference

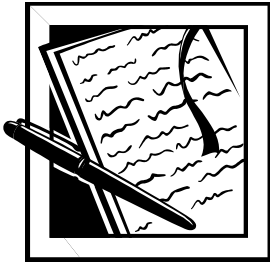
TEL: 761-9522

Building a better community – one person at a time

Supporting people with disabilities since 1974

A United Way member agency

An Old Lady's Poem



When an old lady died in the geriatric ward of a small hospital near Dundee, Scotland, it was felt that she had nothing left of any value. Later, when the nurses were going through her meager possessions, they found this poem. Its quality and content

so impressed the staff that copies were made and distributed to every nurse in the hospital.

One nurse took her copy to Ireland. The old lady's sole bequest to posterity has since appeared in the Christmas edition of the News Magazine of the North Ireland Association for Mental Health. A slide presentation has also been made based on her simple, but eloquent, poem.

And this little old Scottish lady, with nothing left to give to the world, is now the author of this "anonymous" poem winging across the Internet. Goes to show that we all leave "Some footprints in time"

*What do you see, nurses, what do you see?
What are you thinking when you're looking at me?
A crabby old woman, not very wise,
Who dribbles her food and makes no reply
When you say in a loud voice, "I do wish you'd try!"
Who seems not to notice the things that you do,
And forever is losing a stocking or shoe.
Who, resisting or not, lets you do as you will,
With bathing and feeding, the long day to fill.
Is that what you're thinking? Is that what you see?
Then open your eyes, nurse; you're not looking at me.*

*I'll tell you who I am as I sit here so still,
As I do at your bidding, as I eat at your will.
I'm a small child of ten, with a father and mother,
Brothers and sisters, who love one another.
A young girl of sixteen, with wings on her feet,
Dreaming that soon now a lover she'll meet.
A bride soon at twenty my heart gives a leap,
Remembering the vows that I promised to keep.
At twenty-five now, I have young of my own,
Who need me to guide a secure happy home.
A woman of thirty, my young now grown fast,
Bound to each other with ties that should last.*

*At forty, my young sons have grown and are gone,
But my man's beside me to see I don't mourn.
At fifty once more, babies play round my knee,
Again we know children, my loved one and me.
Dark days are upon me, my husband is dead;
I look at the future, I shudder with dread.
For my young are all rearing young of their own,
And I think of the years and the love that I've known.*

*I'm now an old woman and nature is cruel;
'Tis jest to make old age look like a fool.
The body, it crumbles, grace and vigour depart,
There is now a stone where I once had a heart.
But inside this old carcass a young girl still dwells,
And now and again my battered heart swells.
I remember the joys, I remember the pain,
And I'm loving and living life over again.
I think of the years, all to few, gone too fast,
And accept the stark fact that nothing can last.
So open your eyes, nurses, open and see.
Not a crabby old woman; look closer. See ME!!*

Winter has an uncanny way of producing in us a great appreciation for the tender new beginnings of spring. Both in nature and in our hearts.

~~Janet L. Weaver

Seminars

Help us help you!

We are looking for ideas for workshops. One of the benefits to being a volunteer with Citizen Advocacy is the opportunity to expand your knowledge. In the past we have offered 3 or 4 workshops/discussions groups a year. So, what would you like to learn? Do you have questions about a type of disability? How to deal with certain situations? Or perhaps a "meet 'n greet" so you can meet other advocates.

Since we love to offer training sessions, we are looking for your help. Your ideas will let us know what paths we could travel to find speakers, set up training sessions and get-togethers. Please contact your social worker to offer suggestions. A list of social work staff phone numbers and email addresses can be found at the end of the **Notes from the Advocate Handbook** article on page 9.