



citizen advocacy
parrainage civique

Rapport

Spring 2004

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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.

Advocates Share Experiences

Ruth Mellor, Advocate and Board Member

On March 28, 2004, twenty eight Citizen Advocacy advocates gathered together over pizza to share their match experiences and to get to know one another. Two discussion groups were formed, both of which were lively and yielded much useful information.

I particularly enjoyed hearing from others about their matches, some of which had gone on for well over ten years. Their experiences provided me with some bench marks against which I can compare my own match relationship. I discovered that we had a lot in common in many instances, and yet each match was very unique. Successes and difficulties were both shared, and we were able to help each other with practical and useful suggestions.

We all agreed that we would like this kind of session to become an ongoing aspect of the volunteer experience. It certainly made us feel we were not alone as advocates. A decision was made to share the address and phone list of attendees so we could tap into the great resources that existed within the group.

We also suggested the possibility of forming an Advocates Advisory Committee, similar to the Consumers Advisory Committee; and that the two

groups might work on joint activities for match partners.

I would like to thank the staff for organizing this get together for us. It was an enjoyable and informative evening.

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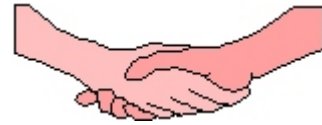
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2003 Annual Report

Want to know what happened at Citizen Advocacy last year? The *2003 Annual Report* is available at the office. If you wish to have one mailed to you, please call the office at 613 761-9522, email your request to info@citizenadvocacy.org or peruse it online at www.citizenadvocacy.org.



Newest Matches



One-on-one Matches

December 2003

Avril D'Silva & Judy J.
Baisheng Yao & Marc D.
Jennifer Milfort & Jeniffer M.
Gilles Dulac & Paul L.
Steve Strtak & Rocky W.

January 2004

Robert Killens & Robert W.

February 2004

Beidan Mussa & Jamie S.
Darlene Simard & Lee M.
Emmanuel Oludare & Neil B.
Nan Wang & Suzanne B.

March 2004

Charles Poirier & Remy R.
David Murphy Sean & Willis P.
Gus Kennedy & David M.
Mark Onaba & Bill R.
Sam Hawas & Jack T.
Sam Hawas & Ralph G.
Viji Sundaram & Rachel W.

Chance for Choice

December 2003

Carmella Tugade & Julia D.

March 2004

Madeleine Levesque / John Corcoran & Andy T.
Andrea McKay & Elizabeth G.

Group Advocacy Project

March 2004

James Murray & Tamir Group Home

Rapport is a newsletter published every 4 months by Citizen Advocacy of Ottawa, 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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President of the Board: Patricia Parker



Citizen Advocacy Staff:
Executive Director - Brian Tardif
Coordinator of Programs - Sheila Robertson
Social Workers: - Andrea Podruski
- Jacqueline McKenna
- Robert Adolfson
- Jennifer Murakami (student placement)

Community Relations and Resource Development Officer
- Heather Badenoch

CRRD Assistant - Michele Casey
Admin. Assistant - Susan Brown
Secretary/Receptionist - Madeleine Illunga

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

Editor: Michele Casey

Contributors: Heather Badenoch
Sam Hawas
Barry McKenna
Jacqueline McKenna
Ruth Mellor
Shelley Ann Morris
Jennifer Murakami
Brenda Rose

Advocacy in Action

. . . Sam Hawas, Advocate and Board Member

Volunteering with an organization like Citizen Advocacy is to learn and understand, appreciate and help others, and to help them find happiness.

It has been a part of my character since I was young to help people for whom circumstances might be out of their control. Too often they don't have as many options as the rest of us. With Citizen Advocacy I have found a perfect match.

I was matched with Willie a year and a half ago. Our relationship has developed to a buddies type of friendship and we meet every week or so. Willie is interested in sports, particularly hockey and baseball. Before I met Willie I never had any interest in sports other than going to the gym to keep in shape. Since then, Willie has made a major change in my life. Mainly I've learned from Willie, and from going to and watching some sporting events with him. For the first time in my life I am starting to understand hockey and baseball rules and to appreciate the contribution of such sports in social gathering.

With Willie I have learned in detail how to respond to the needs of others, and how to provide the solution that just fits that need. I have noticed that while I am comfortably interacting and working with someone special like Willie, there are other people who don't know what to do. Perhaps this is because they have not taken any step (such as volunteering) to learn how to interact and deal with people with special needs.

The most important thing about being a friend with Willie is that our friendship is based on non-materialistic interest in each other; it is based on genuine feeling and care and interest for each other.

The satisfaction I get from this friendship has no limits. The feeling of making a positive difference in someone else's life and making it a better and more happy life is a great feeling. This in and of itself is another contribution to being happy myself.

Hello/Bonjour

. . . Jennifer Murakami, Placement Student

Hi! My name is Jennifer and I'm a Carleton University student who has just started doing my placement with Citizen Advocacy. I'll be at the office on Mondays, Tuesdays, Wednesdays and Fridays until the beginning of August.

I'm supposed to be introducing myself, so here's a short synopsis. I live in Kanata with my partner and five-year-old son, I'm just finishing up my Masters in Social Work, and I play ringette. I am also a HUGE Montreal Canadiens fan (but don't expect me to answer calls in French), so I'll be ruthless and send out my condolences to all the Sens Fans out there (As I write this, it is the day after the big loss to the Leafs –Hopefully, the Habs will still be in the playoffs when the newsletter goes out!!)

Although I've only been here for a few days, I am really enjoying myself, and am looking forward to meeting with members of the CA community and having a summer filled with learning and laughter. See you around!

“What Am I”

Material riches I have not,
Fame unknown, the Star too high
Brilliant, I'm not classed within
The strongest not, but I get by.

Beauty, I have seen beyond
Love I feel and value so
Trust I have and also give
Tears there are for me to grow.

On my path others cross
Some are lost at what to be
First one must be who he is
When he does, then he'll be.

-Brenda Rose

Volunteer with Citizen Advocacy at 2004 Alcatel HOPE Volleyball BeachFest

. . . Heather Badenoch, Community Relations
and Resource Development

Citizen Advocacy is fortunate to have been selected as an Alcatel HOPE Volleyball BeachFest recipient charity. We will receive funds in the tens of thousands of dollars, making a substantial contribution to our ability to provide support to matches.

Part of being a recipient charity is providing 50 volunteers to help at HOPE, **July 10, 2004**. We need to provide volunteers for the **Bicycle Parking Compound, Beverage Garden Gate Ticket Sales, and Site Maintenance**. All advocates, proteges, committee members, and other volunteers are welcome to apply. You are also welcome to include family and friends!

Volunteer Orientation Night will be Tuesday, June 29, at the RA Centre, 2451 Riverside Drive (between Bank and Bronson) from 5:30 p.m. until 8:00 p.m.

All volunteers receive

- HOPE Volleyball BeachFest volunteer shirt
- Invitation to the volunteer appreciation party
- Lunch
- Parking pass
- Training (see above for date and location)
- A fun time and the satisfaction of helping a great cause!

1. Bicycle Parking Volunteers

Shift 1: 7:00 AM to 1:00 PM - 6 volunteers

Shift 2: 1:00 PM to 7:00 PM - 6 volunteers

- Assist in the parking of bicycles within the large bicycle compound area. Volunteers will greet the bikers and escort them to the area where bicycles can be stored, issue a dual parking ticket (one for the cycle and one for the owner), and request a

- small fee for an individual or family.
- Surveying the compound and watching over the inventory. When bikers are ready to remove their bicycles from the compound, volunteers will verify that their parking ticket matches the ticket on the bicycle that they are claiming.
- A constable from the Ottawa Police will be on-site the entire day to oversee operations and the collections of fees.

2. Beverage Garden Gate Ticket Sales

Shift 1: 10:00 AM to 2:00 PM - 12 volunteers

Shift 2: 1:30 PM to 5:30 PM - 12 volunteers

- Sell wrist bracelets and exchange valid tickets for wrist bracelets.
- Volunteers will work in teams at one of the three gate entrances into the Beverage Gardens.
- As this is a busy area, Volunteers should be comfortable in dealing with the public and large crowds. Volunteers should also be comfortable handling cash and calculating change.

3. Site Maintenance

Shift 1: 11:00 - 15:00 - 7 volunteers

Shift 2: 15:00 - 20:00 - 7 volunteers

- Working in pairs, volunteers will clean up the beach and parkland by picking up refuse and cans for recycling.
- Other duties include monitoring the condition of the site (Mooney's Bay), garbage cans and other site maintenance duties as assigned by the logistics committee.
- You'll be busy, but you'll have fun!

Please contact Michele Casey to register or for more information: 613 761-9522, ext 240 or mcasey@citizenadvocacy.org.

Come Celebrate

It's the 10th Anniversary of *Evening in the Maritimes*

. . . Barry McKenna, Volunteer

Which Sobey's *Ready to Serve Evening in the Maritimes* will this year be for you – your first, third, eighth? For Citizen Advocacy, and many of you, it will be the 10th.

While we have changed venues and added new features over the life of the event, the core objective has remained unchanged – to provide you with the opportunity to have a great lobster supper and hear first-rate East Coast music while supporting Citizen Advocacy's work.

Our entertainment this year comes from Cape Breton – a youthful energetic group called Slainte Mhath. If your Gaelic is a little rusty, the pronunciation is Slawncha Va which means “good health to you”. This high-energy group will have you clapping your hands, tapping your toes or dancing in the aisles.

In addition to the food and entertainment, we will have our always-popular silent auction featuring a range of items, many of them unique, and a raffle.

All of our past Honorary Chairs – Penny Collenette, Austin Thorne, Jim Watson, John A. Macdonald, John Kelly and Vince Bevan – have united to mark the occasion.

We are confident that with your support, along with that of the Honourary Co-Chairs and the Organizing and Sales committees, this will be the best *Evening* yet. The only other thing we need is for YOU to be there – and the sooner you get your tickets the better.

For information or to place an order, contact the office at 613 761-9522 or visit the website, www.citizenadvocacy.org/maritimes. General Admission tickets are priced at \$95. Please contact Michele Casey (ext 240) to explore the benefits of corporate purchasing.

Buying a ticket isn't the only way to support the *Evening* – the organizing committee can use your help in:

- Promoting the event to people you know.
- Promoting the purchase of corporate tables by businesses you deal with.
- Finding and acquiring silent auction items.
- Volunteering to help with the preparations or at the event. Event volunteer opportunities include: greeters, ushers, raffle ticket sellers and silent auction monitors.

Call the Citizen Advocacy office and let them know how you would like to help make this 10th Anniversary of Sobey's *Ready to Serve Evening in the Maritimes* the best yet!!



Evening in the Maritimes Dinner Menu

Chef Salad
Seafood Chowder*
Steamed Mussels**
Lobster*** (Hot or Cold) with potato salad, bean salad, and/or cole slaw
Chocolate Truffle Torte
Coffee or tea

Meal substitutes:

* Vegetable Soup

** Spring Rolls

*** Choice of Mushroom & Tarragon Chicken with potato & vegetables or the Pasta Trio - Spinach Rotolo, Roasted Vegetable Cannelloni and Three Mushroom Ravioli with Tomato Fondue Sauce, Roasted Red Pepper Sauce and Sundried Tomatoes

Match Anniversaries

One-on-one Matches

# of years matched	January 2004
19	Arne Haaland & Norm P.
15	Jonathan Wouk & Glen K.
13	Allan Dolenko & Maurice G.
8	Richard Kastler & Greg R.
6	Bruce Riley & Ted L.
5	Robin Fitzgerald / Charles Singer & Joseph L.
1	Marie McGlynn & Lisa R.
1	Anatole Kornachuck & John D.

# of years matched	February 2004
2	Fiona Collins & Trudy P.
2	Andrea Mercier & Francoise L.
1	Jennifer McKay & Nicki B.
1	Noami Palacios & Lorraine B.
1	Lynn Riopelle & Bonnie V.

# of years matched	March 2004
11	Steve McGregor & Wally M.
9	Linda Griffiths & Ruby Ann N.
4	Georgia Pavlou & Linda G.
3	Blaine Chessie & Gareth P.
3	Veronica Petro & Stefania I.
2	Lorraine Yorke & Anne M.
2	Pat Parker & Kay R.
1	Margaret Gibson & Linda H.
1	Josephine E. Perras & Jennifer H.
1	B.J. Porter & Sharon R.
1	Elaine Ritchie & Ildiko F.
1	Maya Santoro & Trisha L.
1	Laurie-Anne Smith & Kim C
1	Jake Volt & Lyle M.

# of years matched	April 2004
9	Eric Plunkett & Lesley M..
7	Janet Roper & Suzanne M.
5	Cynthia Throop & Nancy D.
3	Lori Streefkerk & Jane M.
3	Philip Hogarth & David F.
3	Linda Pacella & Anne Marie L.
2	Matt Charles & Daniel R.
1	Pierre Emond & Michael M.

Chance for Choice

# of year matched	January 2004
1	Brenda Stewart & Eileen D.

Group Advocacy Project

# of year matched	April 2004
3	Evelyn Mallett - Christian Horizons Group Home

Oops, missed in the last newsletter was a notice that Céline Leblanc and Jackie S. were matched for one year in December 2003. Many apologies for that oversight.

2003 Milestones

- volunteer applications increased by 91%, resulting in 202 advocate applications
- the total number of matches increased from 133 to 169, an increase of 27%
- the number of group homes with a volunteer advocate rose from four to six
- the number of vulnerable older adults matched in the Chance for Choice program at the end of the year increased from six to nine

Meet and Greet Evening

. . . Jacqueline McKenna, Social Worker

If you weren't at the Citizen Advocacy building on March 25, you missed a fun and lively evening!

Twenty-eight advocates joined the program staff – social workers Andrea Podruski, Jackie McKenna, Sheila Robertson, and Robert Adolfson as well as Executive Director Brian Tardif – for pizza, soda, cookies and conversation. The room rang with chatter and laughter even before the meeting started.



Sheila provided a summary of results of the 2002 Advocate Survey. She spoke to the comments made by advocates about the impact they felt they were having with their proteges and their suggestions for match support.

Overall, and overwhelmingly, the advocates were not able to see the incredible impact they were having on the proteges' quality of life, yet the proteges clearly saw and felt the impact. Advocates are a *modest* group. In the survey, advocates also indicated that they wanted an opportunity to meet other advocates to share their experiences and to participate in some educational sessions.

In order to facilitate discussion, we broke into two groups to talk about advocates' positive experiences and the challenges that are sometimes present with their matches. As a result of the suggestions and ideas, Citizen Advocacy will be organizing three workshops:

- Boundaries
- Money management
- Ontario Disability Support Program and Para Transpo.

Plans are in the works to hold the first workshop sometime in June, so watch your mailbox for notices. All in all, it was a great evening. Thanks to all who attended, and we hope to see more of you here next time!

Annual General Meeting

On Wednesday, March 31st, Citizen Advocacy hosted its AGM at 1 Community Place. The meeting included a review of the 2003 Annual Meeting minutes, voting in of new board members, and a discussion of Citizen Advocacy activities in 2003.

Allan Dolenko and Dave Lackey were thanked for their years of service to the Board of Directors and each was given a stylish yet very practical Swiss Army Knife. Isabelle Des Chênes was given a decorative plant in recognition of the work she has completed as a member of the Evening in the Maritimes Organizing Committee.

Board of Directors 2004 - 2005

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Claude Léost

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Diane Cloutier

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Luc Perron	Dianne Pritchard
Victoria Sunderland	Frank Reid

Financial On-Site Analysis

. . . Heather Badenoch, Community Relations and Resource Development

An On-Site Analysis is a process of self-examination based on factual experience in the organization. The Financial On-Site conducted at Citizen Advocacy in January 2004 was a modified version, but still included many of the steps of a full on-site. The process did include a series of interviews with key informants or friends of Citizen Advocacy, a perceptual snapshot exercise with participants in the on-site, and a presentation of interview feedback. Following this, the work of the participants focussed on an examination of historical facts, making observations, identifying strengths and weaknesses, drawing conclusions, and developing recommendations.

Citizen Advocacy's Financial Onsite was Thursday, January 22 through Saturday, January 24 and was hosted at 1 Community Place. The on-site was facilitated by Kim Canary, Executive Director of the Kidney Foundation. There were 12 participants, including five CA board members (Cheryl Bourgeois, Ted Cohen, Trudy Grealis-Strurton, Dick Lee, and Pat Parker), four staff (Brian Tardif, Heather Badenoch, Susan Brown, and Michele Casey), and three visiting team members from other local organizations (Katie Paialunga, Executive Director of the Independent Living Centre, Lois Allen, Executive Director of Big Sisters Big Brothers Ottawa, and Claire Buckley, Planned Giving Officer, University of Ottawa).

From the information in the financial charts presented we learned that

- From 1999 to 2003 there was a 25% increase in total revenue.
- The cost of occupancy has decreased 20% over five years (from \$40,737 to \$33,990).
- Observing the costs of occupancy, program, and administrative together shows a decrease of 3% over five years.

- Together, the United Way, City of Ottawa, and Ontario Ministry of Community, Family and Children's Services (MCFCS) account for 55% of our overall revenue.
- Net self-generated (events, memberships, etc.) revenues are flat at \$100,000 over four out of five years, and up to \$115,000 in 2003.
- All donations to Citizen Advocacy were unsolicited
- The individual donor base is small. In 2003 there were a total of only 38 individual gifts (some from the same donor giving more than once) making the overall average gift \$132.50.

A program examination chart showed

- The number of matches supported increased from 112 in 1999 to 169 in 2003 (35% increase)
- The number of people supported increased from 112 in 1999 to 178 in 2003 (37% increase).
- Two social workers supported the 112 matches in 1999 while 3.6 supported 169 matches in 2003.

In the end, everyone agreed that to meet the core objectives of Citizen Advocacy and support matching, we need to increase the self-generated revenue. Heather Badenoch, Community Relations and Resource Development, is busy ferreting out grant and endowment opportunities, but those are often one-time benefits. So, at the direction of the Board, Citizen Advocacy has begun to develop a individual giving program (you may also know this process as *planned giving*).

You'll hear more about this exciting new part of our program in the coming months, so keep your eye on the mailbox (make sure it's not the eye that's watching for the upcoming advocate seminars).

On a final note, yes, we realize "On-Site" is a funny name for this process since we're always working here on-site!

2004 Alcatel HOPE Volleyball BeachFest 2004 Wheelchair Division

... Heather Badenoch, Community Relations
and Resource Development

Alcatel HOPE Volleyball BeachFest, in partnership with Citizen Advocacy of Ottawa, is pleased to bring you the Wheelchair Division again this year! After a wildly successful first year in 2003, the Wheelchair Division rides once more on Saturday, July 10, 2004.

Both disabled and able-bodied players are invited to form teams and to test their wheelchair volleyball skills in what promises to be a memorable and fun experience. The divisional tourney will occur on the tennis courts at the Mooney's Bay Sports Complex adjacent to the beach and to the concert area.

A little about the rules:

- Teams must have a minimum of six players and a maximum of ten
- Teams must have two females on the court at all times during play
- Each team is guaranteed five games
- Players must not be registered on more than one team
- Games are 12 minutes each with 1 to 1.5 hours between games, leaving you lots of time to visit the adjacent concert area.

Team registration runs April 26 – May 28. Phone 742-HOPE (4673) to register your team. It's \$300 per team (price subject to change). For more information contact the HOPE office at (613) 237-1433, email info@hopehelps.com, or watch the HOPE web site for updates www.hopehelps.com. Thanks to Motion Specialties for their support again this year.

HOPE Volleyball BeachFest is the world's largest beach volleyball tournament and has become synonymous with summer fun for Ottawa area residents. HOPE is a volunteer-driven, not-profit organization that produces community fundraising events to support local charities. Each year some

30,000 people participate as players, volunteers and spectators. The 2004 recipient charities are Citizen Advocacy of Ottawa, Canadian National Institute for the Blind, Lupus Foundation, and the Ottawa Humane Society.

Donors and Sponsors

No man is an island, or in this case, no non-profit agency can exist without individual and community support. On behalf of the Board of Directors, thank you to the following contributors, supporters and sponsors:

Anna Bilsky	Stephen Campbell
Kim Canary	Allan Dolenko
Sun Life Financial	Pat Parker
Tim & Nancy Garrard	Margaret Young
Becky & Michael Robertson	
Jeff Ickovich & Tammy McCormack	

The generosity of friendship

Citizen Advocacy greatly appreciates receiving complimentary tickets which enable matches to benefit from the various happenings in our community.

In March **Sixth Chord Productions Inc.** and the **Lions Club of Cumberland** invited matches to enjoy *Melody of Music* held at The Ottawa Congress Centre. The **Savoy Society of Ottawa** gave

complimentary tickets in March to enjoy their interpretation of Gilbert and Sullivan's *The Mikado* at the Centrepointe Theatre. And in May the **Optimist Club of Nepean**, on behalf of various individuals in the community, offered tickets for *Silhouette of the Season*. In addition, Alcatel donated the use of their corporate box for the Sarah Brightman concert earlier this year.



THANK YOU ALL!!!

Notes from the (Chance for Choice) advocate handbook

Factors that Increase Vulnerability

There has been much written on what factors make an older adult more vulnerable to mistreatment – to abuse, neglect or abandonment. Certainly having a disability is one of them. The following summarizes what constitutes "abuse", why so much abuse and neglect go unreported and what puts a person at risk.

What constitutes "abuse" and "neglect"?

Abuse is any action that results in physical, emotional or material harm to a person, and includes denial of civil and human rights. Neglect is failing to provide the basic necessities of life, including emotional and social support.

Abuse can be as blatant as hitting, stealing, emotional degradation. It can be as subtle as ignoring repeated requests (e.g., to use a softer hairbrush), convincing a parent to give financial gifts (you don't really need this) or highlighting incapacities (I'm doing this for your own good). Threats, theft, actual physical harm and failing to provide the necessities of life are criminal offences.

The common element in abuse and neglect is that one person in a position of power exercises his/her power in a way that is contrary to the wishes or well being of the older adult's person and/or property.

Like other forms of abuse, abuse of older adults is a complex problem, and it is easy for people to have misconceptions about it. Many people who hear about it think about older people living in nursing homes or about elderly relatives who live all alone and never have visitors. But abuse of older adults is not just a problem of older people living on the margins of everyday life. It is right in our midst. This section and the following points are taken from www.apa.org/pi/aging/eldabuse.html

- Most incidents of abuse of older adults don't happen in nursing homes. Abuse does

occasionally occur in these homes, but this is not the most common type of abuse.

- Most abuse and neglect of older adults takes place at home. The great majority of older people live on their own or with their spouses, children, siblings, or other relatives – not in institutional settings. When abuse happens, family, other household members and paid caregivers usually are the abusers. Often the abuse is subtle and the distinction between normal interpersonal stress and abuse is not always easy to discern.
- Older adults facing other societal barriers besides ageism and *able-ism* may be even more vulnerable and may have difficulty accessing appropriate help. Older adults from immigrant, visible minority and Aboriginal communities or of non-heterosexual sexual orientations, for example, may be more vulnerable.

It should also be noted that some instances of abuse or neglect may not be strictly intentional. There may be situations where a caregiver, although well-intentioned, simply does not have the knowledge or skills to provide the quality of care needed.

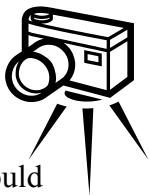
New Citizen Advocacy Brand



To support our marketing and communications initiatives, we have been very fortunate to have the contribution and support of the wonderful talents at McMillan (www.thinkup.com).

In an effort to build on the success of the past and further increase the visibility of Citizen Advocacy, we began a branding project in 2003. The results of this project will be implemented in 2004 as we roll out a name for the Citizen Advocacy core (one-on-one matching) program, Everyday Champions. This new brand reflects what we already know, that advocates and protégés are all everyday champions.

Snapshot of the waiting list



Perhaps you know someone who would be a great match for one of these protégés.

Louise is a 50 year old francophone, living in Vanier and looking for someone between 45 - 55 who loves garage sales and thrift store shopping as much as she does. Louise is always eager to try a new restaurant, visit new places or go to open houses and dream they were hers! Louise lives with chronic pain, which makes it essential that she paces herself and finds a match who has patience and can be understanding and accommodating to her needs.

Kay is 42 year-old woman who has spinal muscular atrophy (SMA). She lives semi-independently in the South Keys area and enjoys mobility through a wheelchair. Kay feels isolated and would like to share her interests of education, movies, computers, museums, art, scrabble, crafts, and the NAC with someone who has similar interests and education.

Do you know a keen, dedicated swimmer in the west end of Ottawa? Bob lives close to the Sportsplex (Slack & Merivale Road area) and loves to swim. Bob would like an advocate to take him swimming on a regular basis. If you know someone who has lots of patience, would accept his verbal limitations and his mannerisms, then perhaps you know Bob's new advocate! Bob is in his early 30's and would also like to be in the community enjoying a cup of coffee or a hockey game.

Peggy Allan Memorial Award

The Peggy Allan Memorial Award was established by the Ottawa Chapter of the Multiple Sclerosis (MS) Society in cooperation with Disabled Persons Community Resources, OC Transpo and her pioneering colleagues.

It is given to honour the memory of a very special person. Although living alone and requiring the use of a wheelchair, Peggy Allan pioneered many changes needed to integrate persons with disabilities. She helped to initiate the Para Transpo service in Ottawa and served on local, provincial and national committees and organizations to improve transportation services, enhance accessibility and allow persons with disabilities to live independently. Peggy's quiet commitment, good sense and persistence ensured results. This Award, presented annually, recognizes a person with a physical or sensory disability who has made contributions in one or more of the same fields as Peggy, working in a similar manner. Last year the recipient was Penny Leclair. Penny, despite being blind and deaf, is a woman who has made considerable contributions to her community.

If you know someone whom you would like to nominate for this award, please call the MS office at 728-1583, DPCR at 724-5886, or visit one of the respective web sites at www.mssociety.ca/ottawa and www.dpcr.ca, to obtain a nomination form.

Nominations for this year's award must be received by June 14, 2004.

Shining stars wanted

The Consumer Advisory Committee is looking for new members. If you are a protégé and would like to become a member of this committee, please tell your social worker at Citizen Advocacy by the end of May 2004.

Through the Advisory Committee, consumers participate in matters of individual and collective interest related to persons living with disabilities. This committee plays a vital role in advising the Board of Citizen Advocacy and developing the skills of its members for self-advocacy and enhancing self-reliance.



Need a Lift?

Getting a little help from others goes a long way
... Shelley Ann Morris, Advocate

“I get by with a little help from my friends.” That old familiar Beatles tune sums up how those involved with Citizen Advocacy help each other. As advocates we know that we have made a positive difference in the lives of our proteges. Sometimes, however, advocates need a little help, too.

Anyone who attended last year’s Christmas Party will remember that Old Man Winter decided to throw his first hissy-fit of the season right before the party was due to begin. However, judging by the turn-out, it did not stop most folks from attending.

Marcella and I do not drive, and while most venues here in Ottawa are easily accessed by bus, the Hellenic Community Center is not, especially on a Sunday. We have been fortunate in the past to pair up with another advocate-protégé match, Priscilla Lanois and Barbara as Marcella and Barbara live in the same house. In fact, Priscilla has previously driven us to Citizen Advocacy events. Through Andrea Podruski, our social worker, we were able to make arrangements for Priscilla to get Marcella and me to this year’s Christmas party.

That snowy afternoon, Priscilla willingly drove over to fetch us at Marcella’s place. What I didn’t know is that Barbara was not there at all—she was at her mother Madge’s house and that’s where we headed next. We

arrived at Madge’s and Priscilla bundled Barbara and her mother into the car. We fiddled with seatbelts and jostled and jockeyed for position. Once we’d all been arranged comfortably, we were off to the party. There was much laughter and talk along the way--we were not going to be stopped by bad weather.

The Christmas Dinner and Dance was, like other years, fabulous! The food, fellowship, entertainment and offerings at the craft/bake table all made for a memorable evening. I know that Marcella and I had an excellent time, and I am sure that the other guests did, too. At the end of the evening, Priscilla rounded us all up and drove us back to our respective houses, depositing Barbara and her mother at their house, Marcella at her home and then, driving me home to my place. Priscilla refused to accept any money for gas.

Priscilla would be the last person to see her “chauffeur” of us around that evening as going out of her way. People who extend themselves see their efforts as “nothing at all.” Often, their deeds go unseen and unnoticed. However, their assistance, though seemingly small, makes a huge difference. Because of her help, four non-drivers were able to enjoy an annual event that has become a Christmas tradition for members of the Citizen Advocacy family.

As advocates, we may not be fully aware of how our friendship with our protégés improves their quality of life. I am in the fortunate position of being able to both provide assistance, and to receive help when it is needed. This is the foundation upon which Citizen Advocacy is built.

A cause for celebration

Citizen Advocacy of Ottawa is celebrating 30 years of serving our community. From the day the doors opened under the auspices of the Y’s Owl Mens Club in 1974, to joining the United Way network of agencies, to having a record breaking advocate recruitment year (in 2003), Citizen Advocacy of Ottawa has kept true to its mandate.

Our Vision

A community that welcomes and values the participation and contribution of all of its citizen, including those who live with disabilities.

Our Mission

To enhance personal choice and community participation for persons living with disabilities through advocacy support.

Our Guiding Principal

To focus our resources on individuals who may be vulnerable because they lack a support network or who may have difficulty accessing needed services.