



Rapport

Winter 2002

ISSN 1180-503X

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.

A perception of advocacy

... Brian J. Tardif, Executive Director

You will read two articles in this newsletter about the results of our surveys that were conducted earlier this year as part of an overall program evaluation for Citizen Advocacy. There were a number of very important discoveries that arose from the survey results, and among the few striking observations was the one that suggests advocates are not as aware as they could be of the important and significant difference they make in the life of the person with whom they are matched. The survey of proteges tells us that **advocates do contribute in both practical ways and in supportive ways**. It is in these **supportive ways** that proteges have suggested are of significant value and yet, the benefits are more **intangible** and more difficult to see and measure.

So, what are we really hearing? We all know that relationships are an important part of our every day lives. **What we sometimes forget is that people with disabilities often do not have a rich network of personal and freely given relationships.** Without taking from the value of paid relationships, we know that the most valued relationships are those that are freely given by people who choose to spend time with us, not because they are paid to, but because they value who we are, they enjoy our company and they want to share their gifts and capacities and benefit from ours.

Recently, over breakfast with an advocate, Paul*, I learned that his protege has been experiencing a depression for the past several months. Many visits with the doctor, a myriad number of tests and changes in medication were slowly working. But nothing was more startling than when Paul learned from the staff in the home that Phil* stayed in bed most mornings. They reported that he often did not have the energy to dress on the days he did get out of bed. But, on the days Paul planned to come and take Phil to breakfast and spend the morning with him, he was energized, eager to get out of bed,

Please see Perception on page 2

CONTENTS

Day of Caring	2
Employee Volunteerism	2
Advocacy in Action	3
Christmas Dinner and Dance	3
A New Record for United Way... ..	4
International Day of Disabled Persons	5
Newest Matches	6
Hello / Bonjour	7
2002 International Day of Disabled Persons Awards, Recipients	8
A Celebration of People	8
Match Anniversaries	9
Tidbits from the Surveys	9
2002 Protege Survey	11
Notes from the Advocate Handbook .	12
Donors & Sponsors	13
Annual Picnic	13

Advocacy in Action

... Heather Badenoch, Community Relations

Imagine being told by a Canadian government agency that you do not exist. This is precisely what happened to Ruby Ann N. when she applied for a Canadian passport just three weeks before her trip to Disneyland. It took the support and persistence on the part of a special friend to help Ruby Ann get things in order.

Although Ruby Ann can write her name, she cannot read. At age 65, she does not have any family remaining. Seven years ago Citizen Advocacy matched Ruby Ann with a volunteer: Linda Griffiths. Linda is a staunch supporter of Ruby Ann and advocates for her well-being. So, when a government agency told Ruby Ann she did not exist, threatening Ruby Ann's trip to Disneyland (her first trip ever), it was Linda's persistence that set the record straight.

With only her baptismal certificate in hand, the Passport Office rejected Ruby Ann's passport application, insisting she provide additional identification. Ruby Ann and Linda then proceeded to the Court House birth certificate office on Elgin Street, where the office could not locate Ruby Ann in their system. Not having a passport put Ruby Ann's first-ever trip in jeopardy, something Linda would not tolerate for her friend. "They could tell I was not leaving", says Linda. Through the name of a relative on the baptismal certificate they were able to determine Ruby Ann's mother's maiden name, and eventually found Ruby Ann in their system. A passport was issued.

Citizen Advocacy

Citizen Advocacy is a United Way agency that matches a volunteer with someone in his or her own community who has a disability. Volunteers like Linda enjoy sharing their hobbies and interests with someone from their own area and develop personal and professional skills at the same time. Linda and Ruby Ann get together most Wednesdays for activities such as going out for lunch, shopping and going on picnics together.

"There are so many activities you can do with your time, but you're not sure how they fit in," says Linda. "This way I'm making a difference. I can see Ruby Ann smile. My family and friends say that whenever I talk about Ruby Ann, I smile too".

Over the seven years since they were first matched, Ruby Ann has emerged from the shyness she first exhibited, Linda recalls. "Now when I call Ruby Ann about our next activity, she gets so excited that she has to pass the phone off to someone else. I can hear her in the background yelling 'guess where we're going!'" Linda's family and friends have all met Ruby Ann, and her presence in their lives has altered their perceptions about people with disabilities. They have the ability to see past the disability to the person.

Volunteers in Barrhaven

Barrhaven currently has 6 men and women with on the Citizen Advocacy waiting list for a volunteer. Call Citizen Advocacy at 761-9522 or visit their website www.citizenadvocacy.org to find out about becoming a volunteer to someone in your area.

(Editors Note: For those of you living in Barrhaven, this is a sneak-peek at an upcoming article to be published in the Barrhaven Independent. The article was so well written that to edit would have removed some of the heart, and Citizen Advocacy is all about heart.)

Christmas Dinner and Dance

Typical hardy Canadians that we are, more than 230 of us snubbed "Old Man Winter" and headed to the Hellenic Banquet Centre for Citizen Advocacy's annual Christmas Dinner and Dance. Greeted by Santa and Mrs. Claus, it was a site to behold all of the folks dressed in their party finery as they gathered to celebrate the joy of the season.

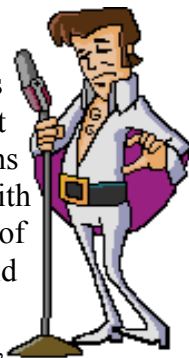
*Please see **Dinner** continued on page 4*

As with many of Citizen Advocacy's volunteers, Santa did double duty during the evening and along with his elf (Dick Lee) greeted partygoers and started the festivities. Diane Cloutier (President) demonstrated her 'gift of the gab' as emcee for the evening and Santa's helpers, Michelle Boudreau and Alice Bell efficiently directed tables to the buffet. Thank you all.

A chance to win one of many prizes or to shop at a craft table over-flowing with a selection of small items, crafts and baked goods donated by advocates, protégés and other friends of Citizen Advocacy, ensured that no one need leave empty-handed. Indeed this year the treasures were plentiful and the tables were frequently replenished from the *magic boxes* situated on the stage.

Dominic D'Arcy, nicknamed "The Singing Policeman", had the crowd laughing, singing and dancing (sometimes all at the same time) during his performance. Dominic shares his love of music with all ages, from seniors to youth. Dominic's motto is: "Quitters never win, winners never quit." A new addition to Dominic's team, Debra Belanger enchanted the audience with her delightful style. Debra's songs both touched our hearts and delighted our ears.

Despite rumours to the contrary, *The King* is indeed alive and well. Elvis Presley (OK, Dan Burgess), resplendent in a white jumpsuit adorned with sequins and a snazzy fringed scarf, rocked us with Elvis Christmas carols and ballads. All of the *hootin' and hollerin'* going on would have made Elvis proud to know that his aura still makes the ladies squirm, oops, dance in their seats.



Larry Hinds, who has contributed his disc jockey services for the last 15 years, finished off the evening with a variety of songs that had people out of their seats and on the dance floor until past 9:30 p.m.

An event of this size and calibre would not be possible without the support of the many different

people and organizations who donated time, food and prizes (see "Donors and Sponsors" on page 13).

Special thanks to the Gloucester Lions Club (\$500.) and Dave Woods, Mary Dimas and the staff of the Hellenic Banquet Centre. Advocate Veronica Langelier is to be commended for outstanding effort at securing donations for the Craft table as well as Raffle and Door Prizes. Veronica, along with members of her Euchre Team, in addition to soliciting donations from businesses in their area, and the Kent Street Legion (Branch 351), raised \$350 to offset some of the costs associated with this event. Heartfelt appreciation also goes to Allan and Marilyn Dolenko (Santa and Mrs. Claus) and to our "table helpers", a big thanks for giving of your time to staff the raffle, craft or bake tables: Mary, Liz, Veronica, Jenn & Michele, Jean & Lajla, Cheryl & Tim.

A New Record for United Way/Centraide Ottawa!

United Way/Centraide has set a new fundraising record, raising \$ 20,609,365 (as of November 20th) on behalf of the community. This is the most money ever raised by United Way/ Centraide Ottawa and is, in fact, the single largest annual fundraising total in Ottawa's history. The total so far represents 95% of this year's goal of 21.7 million dollars.

"This is a remarkable achievement," says Campaign Chair Jim Watson, "and we know we can, and we must, go even further. We knew from the beginning that our goal was an ambitious one, but a necessary one. We knew that in reaching for that goal, in stretching our limits, our community would benefit. ... There is no doubt this has been a challenging campaign, with high tech layoffs and uncertainty on the world stage, yet even in uncertain times, individuals have chosen to act. Though there is much in the world they cannot control, they have decided to make a difference here at home. And for that this community is extremely grateful."

International Day of Disabled Persons

... Brian J. Tardif, Executive Director

Tuesday, December 3rd marked the 10 anniversary of the International Day of Disabled Persons as proclaimed by the United Nations. The aim of this day is to promote “increased awareness and understanding of disability issues...and to mobilize support from practical action at all levels by, with, and for persons with disabilities...” in order to improve their well-being and livelihood on the basis of equality.

A Celebration of People did just that all day and into the evening of December 3rd. Mayor Bob Chiarelli’s presentation of a proclamation and officially opening of the event at the Ottawa Congress Centre was followed by a full day of symposium speakers representing all disability groups. The symposium was enriched with an exposition of more than 60 exhibitors from the for-profit and not-for-profit sectors where information on a variety of supplies, services and supports for people with disabilities was on display and available. The day was completed with an outstanding awards dinner celebration complete with great food, spectacular entertainment and a line-up of award recipients that exemplify leadership in our community.

Our feature entertainers during the dinner were Adrain Anantawan and Francesca Martinez, two people who are clearly personify the theme of the event “bustin barriers”.

A native of Toronto, Adrian was born without a right hand. As a toddler Adrian also had a learning disability. Adrian was nine and nearly failing 4th grade when his parents introduced him to the violin. He strapped the bow onto his wrist. He immediately excelled and went on to become concert master of the orchestra at the Etobikoke School for the Arts, a premier school in Toronto for artistic teens. Adrian won the \$10,000 grand prize in a YTV Achievers Contest and went on to win a full scholarship to the prestigious Curtis Institute of Music in Philadelphia where he is presently studying. His dream is to

become a soloist. A gifted musician, Adrian was a crowd pleaser as he entertained the guests during their arrival for the dinner.

At 23 years old, Francesca is a rising star in England. She has overcome many of the limitations of Cerebral Palsy. The UK Press describe her as having “Breathtaking star-quality.....exceptional wit”. Her performance of her one woman show “I’m perfect is a slick, confident examination of her experiences and emotions and related issues of perception and prejudice..... Martinez is disarmingly honest about her struggles in adolescence... She is.....one of the most self assured comedians on the circuit”. (Scotsman) Francesca has appeared at the Edinburgh Festival, won Channel 4's *So You Think You're Funny*, and the the Daily Telegraph *Open Mike* award for her poignant observations of life. For a full 30 minutes, Francesca kept the audience rolling in laughter.

Throughout the evening a series of 12 awards were presented. The recipients embodied qualities of outstanding leadership, dedication and commitment in areas of employment, sports, volunteerism, business and accessibility. As the profiles of each recipient was announced, it was clearly evident how in areas of employment, sports, volunteerism, business and accessibility. As the profiles of each recipient was announced, it was clearly evident how their leadership has contributed to increasing awareness of the capacities and gifts people with disabilities contribute to the quality of life for everyone in our community.

A Celebration of People demonstrated the importance of partnerships between the public, private and voluntary sectors.

Public sector partners were led by the **City of Ottawa**, the **Rehabilitation Centre** and the **Taiwan Economic and Cultural Office Canada** as sponsors for the event.

Private sector partners included both cash sponsors such as **RBC Financial**, **SunLife Insurance**, **National Life** along with significant in-kind sponsor contributions from the **Ottawa Congress Centre**,

International continued from page 5

Power Press, Baldwin Audio Visual and Air Canada. Add to this the many other contributions of time from people who work for **E-Ramp, Inovara Integrated Solutions Inc., GLS & Associates, Synergyconcept Solutions, Vertex Media, Brian's Printing** and then add the support of **Alacatel, Les Suites** and a list of award sponsors. It is evident the private sector contributions were many and strong.

The partnership was completed with the significant participation of the voluntary sector through the lead organizations of **Citizen Advocacy** and the **eastern Ontario office of the Canadian Paraplegic Association.** Leveraging the contributions of the public and private sector partners along with members of the **Partnering for Participation and Inclusion Coalition**, all contributions were maximized to their fullest potential.

December 3rd was like no other and its success as a first time event suggests it is a "must do again". Congratulations to everyone who contributed to the success of this event and that highlighted the unlimited abilities, talents and achievements of people living with disabilities and other individuals and groups that are contributing to building a more inclusive community.



Newest Matches

SEPTEMBER

Jennifer Fournier & Catherine B.
Sam Hawas & Willie W.
May Lee & Debbie L.
Ruth Mellor & Marsha G.

OCTOBER

Marina Greatrex & Christine D.
James Hicks & Robert K.
Helen McFarlane & Laura A.
Warren Melanson & Michael M..
Francesca Romanucci & Cassandra U.
Susan Spence & Virginia B.

NOVEMBER

Saajida Deean & Suzanne D.
Joan Leinen & Bernadette H..
Elizabeth Vorobej & Judy M..

Chance for Choice

OCTOBER

Linda Stevenson & Daisy M..

Citizen Advocacy of Ottawa

NEEDS YOU!

*Do things you enjoy with someone new ♦ Set your own schedule
Develop new skills with training and support ♦ Know you are helping*

TEL: 761-9522

Supporting people with disabilities since 1974 ♦ A United Way agency

Hello / Bonjour

. . . Robert Adolfsen, Social Worker/
travailleur social

Greetings to all,

By now many of you have heard my name or have spoken to me on one occasion or another. By profession I am a social worker, and I have worked in psychiatry, Youth Protection and in conjugal violence as well as private practice. In August of this year I began working at Citizen Advocacy as a social worker where some of my responsibilities include matching and supporting Anglophone and Francophone advocates and protégés. On a personal level some of my interests that are an important part of my daily life include music, self-development, Eastern philosophy, and my friendships.

I am pleased to be a part of the capable and professional team of co-workers here at Citizen Advocacy and I know that as a team we can and do make a difference in the lives of many people in our community who live with disabilities.

Salutations à tous,

Beaucoup d'entre vous ont probablement déjà entendu mon nom ou ont eu l'occasion de me parler. Par profession je suis un travailleur social et mon expérience inclut le travail social psychiatrique, la violence conjugale, l'assistance psychologique et une pratique privée. D'un point de vue personnel,

mes intérêts principaux sont la musique, le développement de soi, la philosophie orientale et les amitiés.

En août de cette année, j'ai commencé à travailler pour Parrainage Civique en tant que travailleur social. Mes responsabilités incluent le jumelage de parrains à des protégés des communautés anglophone et francophone, principalement dans la région est d'Ottawa. Je m'occupe également du suivi de ces jumelages.

Je suis heureux de faire partie de cette équipe professionnelle ici à Parrainage Civique. Je sais qu'en tant qu'équipe, nous pouvons faire et faisons une différence dans la vie de nombreuses personnes vivant avec des incapacités dans notre communauté..

A Celebration of People

. . . Heather Badenoch, Community Relations



A Celebration of People was the local event marking the 10th anniversary of the International Day of Disabled Persons. A collaboration between Citizen Advocacy, eastern

office of the Canadian Paraplegic Association and the Partnering for Participation and Inclusion Coalition, *A Celebration of People* could not have become such a spectacular three-day event were it not for the dozens of volunteers who provided countless hours of expertise and support.

Some volunteers are the same who have been consistently supportive year after year, including Richard and Lucie Eng of **Power Press**, and some volunteers were new friends to Citizen Advocacy, like Kirill Popov of **Synergyconcept Solutions**, who designed and built the *A Celebration of People* website, and Paul Ting of **Vertex Media**, who designed the advertising, including the dinner ticket a full-page ad for the Ottawa Citizen.

Gerry, Gemma and Jean Thibodeau volunteered to do various activities throughout the morning. Anna Bilsky, Pat Parker and Allan Dolenko were the smiles behind the Citizen Advocacy booth all day and Bill Mullins “bridged the gap” at the Registration Table. The **NewRO** covered the event each and every night leading up to and during *A Celebration of People*, with some news broadcasts providing as many as four mentions. Many thanks to our supporters!

2002 International Day of Disabled Persons Awards, Recipients and Sponsors

On December 3rd, at the *A Celebration of People* Awards Dinner a number of individuals and organizations were recognized for the various contributions by and for people with disabilities. Congratulations to you all:

Community Builder Award: **Avril Gunter**
Sponsored by United Way/Centraide

Disabled Sports Team Award: **Ottawa Blind Curlers Club**
Sponsored by the Southenders Kiwanis Club of Ottawa

Individual Sports Award: **Chelsea Lariviere**
Sponsored by YMCA-YWCA - National Capital Region

International Excellence in Leadership Award: **Wu Shu-Chen, First Lady of Taiwan**
Sponsored by the Steering Committee - A Celebration of People

Line 1000 Employer Award: **Tannis Food Distributors**
Sponsored by Line 1000

Outstanding Employee Award: **Lois McIntyre**
Sponsored by H.K. EyeCan Ltd.

Peggy Allan Memorial Award: **Charles Matthews**
Sponsors: The Multiple Sclerosis Society, Ottawa Chapter, Para-Transpo and
Disabled Persons Community Resources

Outstanding High-tech Corporation Award: **General Dynamics Canada Ltd.**
Sponsored by OPTX Commerce

The Rehabilitation Centre Achievement Award: **Chris Bourne**
Sponsor: The Rehabilitation Centre

Richard St. Pierre Accessibility Award: **Bridgehead Coffee House**
Sponsored by: Disabled Persons Community Resources

Tourism Accessibility Award: **Lord Elgin Hotel**
Sponsored by the Ottawa Tourism and Convention Authority

Volunteer Award: **Marcel Laroche**
Sponsored by Citizen Advocacy of Ottawa

The Wu Shu-chen Career Award: **Mary Frances Laughton**
Sponsored by the Taiwan Economic and Cultural Office Canada

Match Anniversaries

of years matched

SEPTEMBER 2002

- 7 Charlene Watson & Dayna P.
- 4 Doug Bailey & Earl Q.
- 2 Katrina Baker & Rhonda W.
- 1 Doug Bailey & Ken B.
- 1 Bob Killens & Raynald R.

of years matched

OCTOBER 2002

- 11 Arnie Francis & Ernie S.
- 15 Karen Maubach & Judy M.
- 12 Alan Cohen & Lee W.
- 9 Michael Wall & Steve F.
- 8 Jeff Snyder & John D.
- 5 Clive & Penny Fournier & Peter H.
- 3 Colin Griffiths & Eddie S.
- 2 Jeff Ickovich & Paul A.
- 2 Céline Kelly & Freda W.
- 2 Stephanie Johnson & Jean H.
- 1 Richard D'Addese & Robert W.
- 1 Jennifer Nihmey & Michele M.

of years matched

NOVEMBER 2002

- 24 Richard Marion & Maurice K.
- 14 Eric Plunkett & Jeff M.
- 14 Christiane Delon & Freda W.
- 13 Maggie LeMay & Madeleine H.
- 9 Lori Cameron & Veronica A.
- 7 Bob Wilson & Elsie. K.
- 7 Shirley Potvin & Joan B.
- 5 Alan MacDonald & Pat W.
- 2 Ginette Seguin & Laurine J.
- 2 Grant Johnston & Denise T.

of years matched

DECEMBER 2002

- 13 Arne Haaland & Scott B.
- 11 Ken Johnson & Florence C.
- 8 Bob Stevenson & Glenn F.
- 5 Jennifer Acres & Suzanne S.
- 5 Marty Haines & Marie O.
- 5 Pui Wah So & Christine C.
- 4 Margie Young & Barbara R.
- 4 Laurence Ênard & Simone P.

Tidbits from the Surveys of Advocates and Protégés

... Sheila Robertson,
Coordinator of Programs

We want to extend our sincere thanks to protégés and advocates who took the time to complete these surveys. Summaries of the results of both surveys were presented to the Board Planning Retreat on October 26, 2002. This articles gives some highlights of the results. There were three main questions that we wanted to focus on in these surveys:

- ▶ What brought advocates to CA? (To inform our recruitment strategy)
- ▶ How effective has CA support of advocates been? (To inform the efforts of staff)
- ▶ What impacts have matches had on protégés, advocates and others? (To inform funders, advocates and ourselves)

Advocate Survey Tidbits

- ▶ 57% of advocates replied (a great response!). Replies were fairly representative of the whole group of matched advocates.
- ▶ 48% of advocates had **not** been looking for a volunteer opportunity when they heard of CA. Half of these were recruited by an individual, either a CA staff member or another person associated with CA (arm-twisting?)
- ▶ Overall: 1/3 of advocates came because of word-of-mouth (mostly friend or family); 1/3 because of media (mostly newspaper ads or articles), 1/5 referred by other agencies (e.g., Volunteer Ottawa) and 1/5 as a result of outreach talks or displays (mostly female).

*Please see **Tidbits** continued on page 9*

- ▶ Men tended to have more initial concerns/questions than women; the initial meetings with CA staff had a greater effect on men’s decision to proceed with their application.
- ▶ Most advocates felt they had been well-prepared by the staff for their match.
- ▶ 73% rated their experience in the *first 6-9 months* of their match as 4 or 5 on a scale of 1 (negative) to 5 (positive). 78% rated their experience overall with the match as 4 or 5.
- ▶ The most frequent reasons cited by advocates for staying in a match beyond the first year were “We had become friends” and “I felt I was making a difference”.
- ▶ The factors of greatest importance to advocates in supporting them in their matches were feedback from their protégé (most frequently cited as “very” or “fairly” important), feedback from CA staff, information/advice from CA staff and CA match events.
- ▶ Positive impacts *on advocates themselves* included increased learning, personal development, making a difference, gaining a friend; the most frequently cited negative impacts were time demands.
- ▶ 80% of advocates involved families to some degree; 53% involved social groups and 33% involved coworkers to some degree. In all groups advocates saw some impact in terms of “greater understanding of barriers to living with a disability”, “greater ability to see past the disability to the person” and “more interaction with a person with a disability than otherwise”.

Impact on protégés in areas that were issues in their lives

Advocates appear to see themselves as having less impact than protégés think they have. The following table compares the percentage of advocates who thought they had “high” or “some” impact in the following areas (that were issues in

the protégé’s life), with the percentage of protégés who thought their advocate had had “high” or “some” impact. (This gives only a general overview, as the protégés and advocates responding were not necessarily matched to each other.

Issues important in protégé’s life	Percent of	
	Advocates reporting “high” or “some” impact	Protégés saying “Yes” advocates helped them
Housing	59	Find/keep 33
		Manage 67
Money management	52	41
Food	42	54
Health	67	29
Education/ Training	38	55
Legal/rights	51	90
Family issues	67	45
Social Skills	77	87
Self-Esteem	76	94
Getting Out	76	92
Emotional Support	92	not asked
Self-Advocacy	44	77

These numbers tell us a lot about how advocates and protégés with Citizen Advocacy sense what impacts they make in each others’ lives. The areas of legal/rights issues, self-esteem, getting out and doing things, and self-advocacy (helping the protégé stand up for him/herself) show a considerable difference between how the advocate perceived their role and how the protégé felt they have been helped in those areas. Although advocates may be unsure of their impact in the match, the 2002 Advocate and Protégé Surveys tell

us that volunteers do make a difference!

2002 Protégé Survey

. . . Michelle Boudreau, BSW Student

I would like to take this opportunity to say hello and wish everyone a happy new year. This fall, I had the privilege of completing my 4th year Bachelor of Social Work volunteer placement at the Citizen Advocacy office. During this time, I met many wonderful people who helped make my placement an interesting and rewarding experience.

A sincere “thank-you” goes out to all of the protégés who participated in the 2002 Protégé Survey, which I was able to conduct during September and October. This survey was intended to explore what impacts advocates had on the lives of people they are matched to who are living with a disability. We wanted to know, in their own words, how their advocate makes a difference. The purpose of the study was to find out if Citizen Advocacy is working for them.

Participants of the Protégé Survey were selected randomly then were contacted by mail, telephone, or in-person interview. Of the sixty-five protégés selected to participate in the survey, there was 58.4% response rate. We found that the sample was representative in age, gender and type of disability when compared with the total number of protégés. Unlike the Advocate Survey, the Protégé Survey consisted of more open-ended questions, allowing the respondent to answer questions in their own words.

Some highlights of the survey:

- ▶ The survey asked protégés what difference their advocate had made in their lives. The most frequent answer involved the change in their own feelings and attitudes. Other common responses to this question included having someone to talk to and having a friendship with their advocate.
- ▶ 94.7% of protégés interviewed felt their lives were better because their advocate was a part of it. On a number of surveys, happiness and

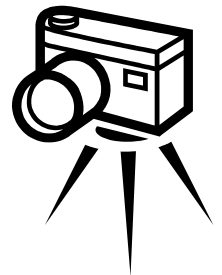
confidence were two common attributes protégés said they gained because their advocate was a part of their lives. One woman spoke for many protégés when she said, “It is wonderful to know I am not alone. That someone cares enough to make a difference.” “Having a reliable friend” was also a popular response.

- ▶ One question asked of protégés was what they liked doing with their advocate. Simply having the advocate spend time with them and having a conversation were often the first things protégés listed in their answer.

The recurring theme that emerged throughout the survey was protégés whose lives have had a positive impact since being matched to their advocate. By simply being there to listen or to talk with, and being a friend to their protégé, advocates are making a huge difference by creating an important social network for a person living with a disability who may otherwise feel isolated or vulnerable in their community.

Waiting list snapshot

There are currently over 140 protégés across Ottawa on the waiting list. Please take a moment to read the profiles below. You might know just the right volunteer to become an advocate for these protégés.



- ☺ Bayshore – 52-year-old woman interested in friendship, crafts, music & academics
- ☺ Carlington Park – 43-year-old man who would enjoy friendship and help reading letters
- ☺ Carlingwood – 35-year-old woman seeking friendship, exercise and a swimming partner
- ☺ Sandy Hill – 39-year-old man interested in cycling, taebo and free weights

Notes from the Advocate Handbook

Goals of the Relationship

(1) Set reasonable goals - Each individual develops at his/her own speed. The relationship will be more beneficial if you help your protégé make changes in lifestyle only as these changes are desired and needed. Any goals should be established together, not developed and imposed by you as the advocate. In the discussion and planning, you will draw closer together even if the goals you set are seldom achieved.

(2) Expand the support network - The major challenge for an advocate is to foster independence in a protégé in preparation for the day the advocate may not be there. As an advocate you want to be sure your protégé will be okay if you have to go away on a business trip or vacation or even if you move to another community. The best way to prepare a protégé is to help him or her develop a wide circle of friends and professional contacts in the community.

Many protégés are able to develop a network of contacts but often these people have similar disabilities and some may not have the interests of your protégé at heart. Here are a few suggestions for expanding the protégé's support network, building first on your contacts and enquiries.

(a) Start with your immediate family. If your protégé has few or no family members close by, your family may fill an emotional need and will greatly improve the effectiveness of your relationship. Include your protégé in family events like birthdays, anniversaries and Christmas. When you are sick or out of town, other family members can keep in touch, by phone, to make sure the protégé is well.

(b) Just as we introduce our friends to each other and new friendships are formed, introduce

your protégé to your friends and where possible have him or her share in outings or parties. (Incidentally, this is an excellent way to recruit new advocates, but more on this later.)

- (c) Many people living with disabilities need the occasional help, especially from lawyers and doctors. Your lawyer or doctor may be willing to get involved or at least may suggest someone.
 - (d) Find out about any social or self-help groups that your protégé would enjoy. You may wish to go along for the first couple of times. After that, you may want to wait for your protege to invite you as their guest.
 - (e) Places like the YMCA/YWCA offer special arrangements for using their facilities. There may be a bowling league nearby or a church fellowship to join. Through all these avenues, your protégé will find new friends and support. You may not be the number one friend after a while but that's part of the maturing process in a relationship. You and your protégé will always have a special relationship and you can feel secure in the knowledge that you have helped him or her develop the necessary independence of thought and action that we all look for.
- (3) **Encourage independence** - Encourage your protégé to become as self-reliant and independent as possible. Try not to be over-protective. Your protégé could be discouraged from becoming dependent on you, but you must make it clear that you are available when your help is needed. Eventually, your protégé may become one of several friends you have and similarly you will be one of an ever-widening circle of friends for your protégé.

Donors & Sponsors

Thank you to the following contributors, supporters and sponsors who made the annual Picnic, *A Celebration of People* and the annual Christmas Dinner and Dance such a success.

Agnes Wee
Andrea Mercier
Arnie's Food Service
Baskin Robbins 31-Ice Cream,
Meadowlands Drive East
Blockbuster Video, 1600 Merivale Rd.
Blossom Farm Products
Brians' Food Basics
Bronson Bakery
Bruce & Joan Riley
Bryan Lowe
Canada Science & Technology
Museum
Canadian Museum of Nature
Canadian Tire - Bell's Corners
Canadian Museum of Civilization
Canadian War Museum
CD Warehouse, Clyde Avenue
Centrepointe Theatre
Chris Callaghan
CHUM Radio Network
Conniosseur Coffee Services
Côté Poultry Inc.
Crazy Chesters
Dan Sheney
Dave Ward Badenoch
Donald Shultz
East Side Mario's, St Laurent Blvd

English Butler
Excellent Eateries Group
Farmers Pick Fruits and Vegetables
Gary's Food Basics - Kanata
Giant Tiger - Wellington St.
Giovanni's Restaurant
Glebe Meat Market
Gloucester Lions Club
Great Canadian Theatre Company
Harvey's Restaurant - Kanata
Hellenic Banquet Centre
Herb & Spice Shop
Hershey Canada
Jacqueline McKenna
Jean Perry
Joan Brown
John Gelowsky
"Jungle Jim" Jerome - The Team 1200
Laurie's Originals
Lise Ramsden
Loblaws - Merivale Road
Mr. & Mrs. Mason
McDonalds Restaurant - Bronson Ave.
Martin Massey
Masha Twana
McKales Service Centre
Mini Golf Gardens

Moe & Heather Turner
Montgomery Legion, Branch 351
National Aviation Museum
National Gallery of Canada
Neilson Dairy
Nick Tkotz
Ottawa 67's Hockey Club
Ottawa Lynx Baseball
Ottawa Senators Foundation
P&H Foods Ltd.
Paul Bhullar
Paul's Boat Lines
Paul Sonichson
Perkins Family Restaurant, St Laurent
Robbie's Italian Restaurant
Rocky Mountain Chocolate Factory
Roger's Video, 300 Earl Grey Dr.
Sarah-Jane Ward Badenoch
Shoppers Drug Mart - 1460 Merivale
Shoppers Drug Mart - 1642 Merivale
Subway
Swiss Chalet, Carling Ave.
The Side Door Bingo Hall
Tim Hortons, 100 Sparks Street
Vela Tadic
Veronica Langelier
Virtronics D.J. Services

Annual Picnic

As you well know, Andrew Haydon Park is **the** place to be on the second Sunday in September. Laughter, games, entertainment, BBQ and cake – what more could one ask for? If you managed to ignore the heat and bugs, it was a perfect day.

The CA Bingo, which required that players meet or greet at least 15 different people, had players calling out, "Who knows the new address of Citizen Advocacy?" and "Who has been to the Corel Centre?" The ever popular "guess the number" game

had wannabe-winners trying to count the tootsie rolls through the container. Kool FM set up a sound

system and piped in music for everyone to enjoy. "Jungle Jim" from The Team 1200 had everyone laughing with the word/guessing games.

As always, the BBQ proved popular, as over 7 dozen burgers and 4 dozen hot dogs were flame broiled by chefs who managed not to wilt between the heat of the day and the BBQ's. With only a few minor cross-burns, these nimble-fingered chef's managed to cook the food to perfection.

*Please see **Picnic** continued on next page*

***Picnic** continued from page 13*

The sideline cheerleaders rooted for anyone and everyone in the wobble ball hockey game but the

water-balloon game proved more popular as folks hoped their balloon would explode early and offer a little relief from the temperature. Needless to say, shirts and blouses dried quickly. Laughter rang throughout the Waterslide Park.

Many hands make light work. Throughout the day there were many volunteers to assist wherever and however needed. A big thank you to all who donated their time and to those who offered. An event like the Annual Picnic would not happen without you. Many thanks also to those businesses and individuals who donated prizes for the games. (See Donor and Sponsors, page 13)

Eighteen years later...

... Shelly Ann Morris, Advocate

A Thanksgiving Celebration to Remember

As Citizen Advocacy has been in existence in Ottawa for just under thirty years now, it is not surprising that advocate-protégé matches of considerable longevity are being seen. The match between my protégé Marcella and me is no exception. Like any good, solid and long-lived friendship, ours is a relationship that has matured, deepened and extended to include others.

Marcella and I were first matched in October 1984 as she was new to our neighbourhood at that time, and it was thought that it would be helpful to her to have a friend nearby. We were matched through CA and soon became good friends, going everywhere in and around our neighbourhood and beyond. Some of our adventures took place through CA, such as the annual picnic, Christmas Party and numerous tickets to plays and concerts. While all of these were memorable, our latest adventure is one of the highlights of our friendship.

Marcella has two children and would mention them often; she has always been so proud of their academic, and other achievements that they enjoyed. One daughter lives here in Ottawa while

the other lives seven hours away. One of her daughters sings, and Marcella and I have been fortunate to hear her perform in many recitals. Over the course of our relationship, I became a stepmother and Marcella a grandmother. As our friendship grew so did the children in our lives. We have spent many hours talking about them, and yes, shopping for them, too.

This year, Marcella's daughter and her partner bought a house, and with her other daughter and her family in town, Thanksgiving afforded them the perfect occasion to celebrate in their new home. I was invited too, which made me feel 'part of the family'

A lovely Thanksgiving Day brunch was served. Everyone ate hungrily, and Marcella's young grandsons wrestled and played like two little bear-cubs on the living room floor. Marcella spoke fluently in her native language with her daughters, providing translation for the rest of us. She said later that she felt so proud of her family and all that they had accomplished; she was pleased that her daughters each had good families and wonderful homes in which to live. I am sure that all of us who have children in our lives can relate.

After the meal was cleared away, and the 'boys' ventured outside for a walk, new family photos were carefully chosen for something that has become a tradition within Marcella's family—the annual family photo calendar. Marcella relished each photo, beaming with pride at the images of those who mean so much to her.

There are protégés who do not have family around them. There are advocates, for whatever reason, will never meet their protégé's family. As this celebration of thanks suggests, I am thankful for Marcella's friendship and to have been included in this celebration.