



**citizen advocacy  
parrainage civique**

# Rapport

Spring 2007

ISSN 1180-503X

*Citizen Advocacy* matches volunteers from the community with people who are isolated and vulnerable because of a disability. Established in 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.

## Planning and Brokerage Program

By Andrea Podruski, Coordinator

Citizen Advocacy is growing again! At the request of the Ministry of Community and Social Services, the Board of Directors of Citizen Advocacy has agreed to develop a Planning and Brokerage Program. It is with great enthusiasm that we took on the challenge and have begun to build and develop this new program, targeted for adults with developmental disabilities. The purpose of this new program is to offer bilingual services to people with developmental disabilities, delivered in a unique way.

Referrals to this program will be received from Service Coordination des Services and the program will include two distinct services. The first is to develop Person Centred Plans for individuals so they can express their dreams, goals and life objectives while receiving facilitation to develop a plan on how to get there. The Planner/Broker will meet with the individual and the significant people in their life in order to creatively discuss and brainstorm about their goals and dreams, based on the individual's strengths and abilities. Using unique and creative tools, the Planner/Broker will facilitate the development of the plan with all those

involved being sure to include clear objectives and outcomes.

The second component of the Planning and Brokerage Program is the Brokerage Service, which builds upon the Person Centred Plan.

Please see *Planning* on page 5

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# Dates to remember

- May 21: Office closed for Victoria Day
- May 23: Evening in the Maritimes
- July 2: Office closed for Canada Day
- September 3: Office closed for Labour Day
- September 9: Annual Picnic
- October 8: Office closed for Thanksgiving
- November 12: Office closed in honour of Remembrance Day
- December 8: Holiday Dinner and Dance

*Rapport* is a newsletter published every 4 months by Citizen Advocacy of Ottawa. A United Way member agency, Citizen Advocacy assists people living with a disability in enhancing their quality of life by overcoming barriers to personal choice and community participation. A volunteer based, non-profit organization, Citizen Advocacy relies on the support of foundations, grants, memberships, and personal donations.

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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# Advocacy in Action

Good bye, Scott

By Arne Haaland, Advocate

“Scott is dead. He died in his sleep last night.” I could hear the sadness in your father’s voice.

It took a few moments for his words to sink in. Slowly, one after the other, memories from our 16 years together and 9 months came to me.

Do you remember how we met, Scott? Citizen Advocacy asked if I would take someone by the name of Scott to the Christmas party. They told me you had been on the waiting list longer than most. I agreed. We had a good time, and I seem to remember that you were even able to dance after a generous helping of turkey, stuffing, mashed potatoes and cranberry sauce.

When I drove you home after the party, I had decided that you and I would not be a good match. Why? I could not talk with you. Then I thought, “Maybe we are not supposed to talk. Perhaps we are supposed to do things.” After all, your passion for plumbing was a good match for my interest in woodworking and home renovation. Our 16 years together is a proof.

Do you remember when we went to the Senators’ game? Our seats were right under the rafters. I don’t think you enjoyed the game much. When we asked you in the second intermission, “What would you rather do, Scott - go to the dentist or watch the third period?” “Go to the dentist,” you said in your matter-of-fact voice. When I recently told the story to your father, he laughed and said: “I am not surprised. Scott never had a cavity. And he had an eye for one of the ladies in the dental office.”

Just before Christmas a couple of years ago I took you to St Laurent Shopping Centre. You wanted to buy a present for your lady friend. “What are you going to get her?” I asked. “Anti-wrinkle cream” you said as if it was on top of every mature woman’s wish list.

I recall my visit with you and your father at your cottage, which meant so much to you. “I want to show you something,” you said. Brimming with pride you took me under the cottage and showed me the water tank you had installed. We also went for a hike and paddled around the lake in your canoe. We will sprinkle some of your ashes where you spent so many happy times.

I must admit that our relationship was a challenge for me at times. I let myself be frustrated by my inability to talk with you. I wanted to find the real person behind the illness and the medication. A few years ago, when my frustration became a problem, I asked myself: “Why is Scott in my life? What can he teach me?” I got a one-word reply, “Acceptance.” So true, some things I just have to accept.

I have never met anyone as content with himself as you, Scott. What others thought was totally unimportant to you. The extra pounds you put on might have caused self-consciousness in some. Not in you. You were perfectly happy with your round contours and caressed your stomach as if it were your most precious possession. Thanks, Scott, for another lesson in acceptance.

We are dealt different talents and abilities. The challenge for each one of us is to do the best with what we have. I think it is fair to say that your life was an uphill battle. You carried a much heavier burden than the rest of us. Still you found contentment, you had many interests, you filled your days with your hobbies, you valued your family, you maintained lasting relationships and you were always willing to help others. I have been told that when you worked as a filing clerk at External Affairs, they had to hire two to replace you during your holidays!

How fragile life is, Scott. May your death teach the rest of us to appreciate every moment.

You will always be part of my life.

Thank you, Scott!

# Plaidoirie en action

Au revoir, Scott

Par, Arne Haaland, Advocate

“Scott est mort. Il est mort durant la nuit dernière.”  
Je pouvais entendre la tristesse à travers la voix de son père.

J’ai mis beaucoup de temps pour digérer ces propos. Petit à petit, je commençais à me rappeler des souvenirs que nous avons eus ensemble pendant 16 ans et 9 mois.

Te rappelles-tu de la façon dont nous nous sommes rencontrés? On m’avait demandé au Parrainage civique d’accompagner une personne répondant au nom de Scott à la fête de Noël. On m’avait aussi appris que tu as été sur la liste d’attente pendant une longue période. Nous avons eu un bon moment à la fête. Tu as même pu danser, après avoir bien dégusté un plat de dinde accompagné de patates et d’une succulente sauce.

En te ramenant à la maison après la fête, j’ai compris que toi et moi ne ferons pas un bon jumelage. Pourquoi? Parce que je n’arrivais pas à te parler. “Peut-être sommes-nous pas supposés de parler. Peut-être sommes-nous supposés uniquement de faire des activités ensemble.” Après tout, ta passion pour la plomberie coïncidait parfaitement avec mes intérêts pour la rénovation. Nos seize années passées ensemble en constituent une preuve certaine.

Te rappelles-tu du jeu des Sénateurs auquel nous avons assisté? J’avais compris que tu n’arrivais pas à t’amuser. Au cours de la mi-temps, je t’ai demandé ce que tu aurais préféré entre regarder la troisième période et aller chez le dentiste. Avec une certaine franchise, tu m’as répondu: “Aller chez le dentiste”.

Lorsque j’ai raconté cette histoire à ton père, il a affirmé en riant que ta réponse ne l’a pas surpris puisque tu n’as jamais eu de carie dentaire et que tu étais amoureux d’une dame qui travaillait au bureau de ton dentiste.

Juste avant la fête de Noël, nous nous sommes rendus au Centre d’achat de St-Laurent. Tu voulais offrir un cadeau à cette dame. Qu’est-ce que tu vas

lui acheter, t’ai-je demandé? Tu m’as répondu: “De la crème anti-ride”, comme s’il s’agissait de la priorité de toutes les femmes matures.

Je me souviens de notre visite au chalet de ton père. Tu m’as alors dit que tu voulais me montrer quelque chose. Avec beaucoup de fierté, tu m’as amené en-dessous du chalet en vue de me montrer le réservoir d’eau que tu avais installé. Nous nous sommes ensuite amusé autour du lac dans notre canoë.

Je dois admettre que notre relation a été un défi pour moi bien des fois. J’étais en fait frustré en raison de mon incapacité à pouvoir communiquer avec toi. Je voulais découvrir ta vraie nature derrière la maladie et les médicaments. Lorsque ma frustration devenait un réel problème, je me demandais: “Pourquoi Scott est-il venu dans ma vie? Que peut-il m’enseigner?” Je n’ai eu qu’une seule réponse à savoir “l’acceptation”. En effet, je dois simplement t’accepter.

Je n’ai jamais rencontré une personne comme toi, Scott. Tu n’accordes aucune attention à ce que pensent les autres. Certaines personnes se sentent inconfortables à cause de leur excès de poids. Pas toi. Tu étais très heureux et manifestais un énorme plaisir à caresser ton ventre rond. Merci Scott pour une autre leçon que tu m’as apprise au sujet de l’acceptation.

Nous avons tous divers talents et capacités. Notre grand défi est de fonctionner au meilleur de nous-mêmes avec ce que nous avons. Il est juste d’affirmer que ta vie a été une lutte constante. Pourtant tu as pu remplir tes journées de tes passe-temps, tu as valorisé ta famille, tu as entretenu de bonnes relations et tu a toujours été prêt à aider les autres. On m’a raconté qu’on a été obligé d’engager deux employés pour te remplacer durant tes jours de congé lorsque tu travaillais au Ministère des Affaires Externes.

Ô combien la vie est fragile, Scott! Que ta mort aide chacun de nous à pouvoir apprécier chaque moment de la vie.

Tu seras toujours une partie de ma vie.

Merci Scott!

*Planning* continued from front page

Once a plan is developed, community supports and services need to be accessed or created in order to support the plan. The role of the Planner/Broker at this stage is to ensure that individuals have all the supports required to fulfill their dreams and goals. The Planner/Broker is responsible for exploring community options with the individual, while empowering them to negotiate and manage their own supports. The goal of this program is to think outside the box and to discover creative new opportunities for people with developmental disabilities in our community.

The Planning and Brokerage Program is still in the development stages and we are fortunate to be welcoming two new staff to our team: Joyce Lundrigan and Michael Sims. We also welcome any feedback, questions or information you would like to share with us. Please feel free to contact Andrea Podruski at 613-761-9522 ext. 229 or [apodruski@citizenadvocacy.org](mailto:apodruski@citizenadvocacy.org) to discuss further. We are currently developing information for our web page at Citizen Advocacy and invite you to check our site shortly.

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## **Programme de Planification et de Courtage**

Par Andrea Podruski, Coordinator

Parrainage civique continue de grandir! Sur la requête du Ministère des services sociaux et communautaires de l'Ontario, le Conseil d'administration du Parrainage Civique a accepté de développer un programme de planification et de courtage. Nous avons pris ce défi avec beaucoup d'enthousiasme et avons commencé à établir un nouveau programme désigné aux adultes ayant une déficience intellectuelle. Le but de ce programme consiste à offrir d'une manière unique un service bilingue aux personnes ayant une déficience intellectuelle.

Les références viendront de la Coordination des Services et ce nouveau programme contient deux services spécifiques. Le premier volet concerne le développement d'un "plan géré par la personne" où un individu parvient à exprimer ses rêves, ses buts et les objectifs qu'il voudrait atteindre avec le concours d'un Facilitateur de planification et de courtage. Le facilitateur tiendra des rencontres avec l'individu et les autres personnes significatives de sa vie. Ce sera l'occasion pour lui de discuter et de parvenir à des idées de génie en fonction des forces et des capacités de l'individu. Il devra aussi tenir compte des rêves, des buts et des objectifs que cet individu voudrait atteindre dans sa vie personnelle. À partir des outils uniques et créatifs, le facilitateur devra favoriser, de concert avec les personnes significatives, le développement d'un plan basé sur des objectifs et des résultats clairs.

Le second service du Programme de Planification et de Courtage fonctionne avec la plan géré par la personne. Une fois que le plan est développé, les supports et les services communautaires devront être créés pour sa mise en oeuvre. Le facilitateur devra s'assurer que l'individu bénéficie de tous les supports et des services nécessaires en vue d'atteindre les rêves et les buts qu'il a visés. Le facilitateur est aussi chargé d'explorer les options de la communauté avec l'individu et les personnes autorisées afin de contrôler et de négocier les appuis disponibles. Car le but du programme est de "penser en dehors de la boîte".

Le Programme de Planification et de Courtage continue de se développer et nous sommes fiers d'accueillir deux nouveaux membres au sein de notre équipe: Joyce Lundrigan et Michael Sims. Nous vous invitons à nous acheminer vos questions, commentaires et toute autre information que vous aimeriez partager avec nous. Vous pouvez contacter Andrea Podruski au 613- 761-9522, poste 229, ou [apodruski@citizenadvocacy.org](mailto:apodruski@citizenadvocacy.org) pour discuter. Notre site Internet est actuellement en construction et nous vous invitons à le consulter dans le futur.

## Everyday Champions

In each newsletter Citizen Advocacy introduces you to a member of the Board of Directors and a volunteer. In this issue we are pleased to present Trudy Grealis-Sturton, Board member, and Wendy Duross, Volunteer.

### **Trudy Grealis-Sturton**

Citizen Advocacy has been blessed to have Trudy Grealis-Sturton as a member of the Board of Directors since March 2002. Trudy is a professional Certified General Accountant with her own small accounting practice that provides personal and corporate income tax services and financial planning.

Trudy has an extensive resume of volunteer experience and was introduced to Citizen Advocacy while she was a member of the Board and Treasurer of Family Service a la famille Ottawa as their Board's representative during the planning and development of the 1 Community Place partnership. Some of Trudy's community work was with the Neighbourhood Coalition for Conflict Resolution and the Council of Elementary School Parents for the Ottawa School Board.

Married to Hamish for 33 years, Trudy immigrated from Ireland in 1970. When she is not crazily busy with her business, Trudy and Hamish enjoy international travel and have recently completed the walk of the Camino Santiago pilgrimage route.

Trudy's exemplifies the commitment of our Board Members to Citizen Advocacy, demonstrated through her involvement as a member of the Board, the Treasurer since March 2003, member of the Executive Committee, Fund Development Committee and the Financial Stewardship Committee.

### **Wendy Duross**

Wendy's strong belief in the value of volunteering is obvious from her involvement in a variety of organizations in the Ottawa area.

Wendy's first formal association with Citizen Advocacy was as the Evening in the Maritimes committee Co-chair of the silent auction in 2004. Her enthusiastic participation resulted in her taking the Chair for the Evening in the Maritimes Silent Auction for the last two years. Last year the silent auction was the most successful in the event's 12-year history. This year, Wendy is Chair of the Evening in the Maritimes 2007 committee.

Wendy continues to serve on the boards of Disabled Persons Community Resources (DPCR) and Therapeutic and Educational Living Centres (TELCI), and has been active in her local property owners' organization.

After spending a number of years in the Human Resource area of one of the major banks Wendy established her own HR consulting practice.

Despite the demands that volunteering places on her time, Wendy's first priority is her family – her supportive husband, two daughters (one in University and one in high school) and Jasper the friendly retriever. Her hobbies (and yes she does have time for other activities) include crafts, cooking and keeping up with her friends.

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## Étoiles du quotidien

Parrainage civique présente un membre de son Conseil d'administration et un bénévole dans chaque bulletin. Nous sommes heureux de présenter dans ce numéro Trudy Grealis Sturton, comme membre du Conseil, et Wendy Duross, comme bénévole.

### **Trudy Grealis-Sturton**

Parrainage civique a eu le privilège d'avoir Trudy Grealis-Sturton comme membre de son Conseil d'administration. Trudy est une comptable agréée qui exerce sa profession au sein de sa propre entreprise où elle fournit des services au niveau de la planification financière et de l'impôt sur le revenu.

*Suite sur la page 7*

Trudy a accumulé beaucoup d'expériences comme bénévole. Elle a été introduite au Parrainage civique, alors qu'elle siégeait au Conseil du Service à la Famille d'Ottawa à titre de représentante du Conseil durant la planification du partenariat engagé au sein d'une "Place de la Communauté". Elle a aussi travaillé au profit du Conseil des écoles d'Ottawa avec la Coalition pour la résolution de conflit et le Conseil de parents des écoles élémentaires.

Mariée à Hamish Sturton depuis 33 ans, elle a laissé l'Irlande pour immigrer au Canada en 1970. Lorsqu'elle n'est pas trop occupée au niveau professionnel, Trudy et Hamish éprouvent un réel plaisir à voyager à travers le monde. Ils ont récemment entrepris le pèlerinage de la route de "Camino Santiago".

Trudy constitue un exemple d'engagement au sein du Conseil d'Administration du Parrainage civique à travers son implication comme à la fois trésorière depuis Mars 2003, membre du Comité exécutif, du Comité de développement de fonds et Intendante financière.

### **Wendy Duross**

Wendy croit fortement dans le bénévolat. Cette croyance se manifeste dans son implication au sein des organismes communautaires de la région d'Ottawa.

Elle avait, dans un premier temps, offert ses services au Parrainage civique à titre de présidente associée du Comité de l'enchère silencieuse tenue dans le cadre de la Soirée dans les Maritimes en 2004. En raison de sa remarquable participation, elle est rapidement devenue la présidente de l'enchère silencieuse de la Soirée dans les Maritimes durant les deux dernières années. Signalons que cette activité a connu un succès spectaculaire au cours de cette année.

Wendy siège au niveau des Conseils d'Administration de "Disabled Persons Community Resources (DPCR)" et "Therapeutic and Educational Living Centre (TELCD)". Elle est aussi très active au sein de son entreprise personnelle.

Après avoir travaillé à titre de Ressources Humaines pendant de nombreuses années dans une banque, elle a mis sur pied son propre bureau de pratique comme consultante en ressources humaines.

En dépit du temps qu'elle consacre au bénévolat, la famille de Wendy constitue sa première priorité: son mari, ses deux filles et son chien Jasper. L'une de ces filles étudie à l'université et l'autre fréquente l'école secondaire. Comme passe-temps, Wendy s'intéresse à la cuisine et aux travaux manuels; elle maintient aussi un bon contact avec ses amis.

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## **Thanks for now**

By Jacqueline (Jackie) McKenna

It was nearly 17 years ago that I convinced Brian to take me for a work term as part of my program at Algonquin College, and I've been involved in one way or another with Citizen Advocacy ever since. However, I feel that the time has come for me to retire.



I have enjoyed meeting and working with wonderful people – both advocates and protégés. I value and respect my advocates knowing that what they give and receive helps create a better community. My protégés are wonderful people with interesting and meaningful lives who give to their advocates what they can.

I will certainly miss working with the Citizen Advocacy team.

Thank you all for making the last 17 years so enjoyable, educational and so much fun.

## Newest Matches



### Everyday Champions

#### DECEMBER

Ginette Couture & Elsi M.  
Cathy MacDonald & Lang T.  
Catherine McCulloch & Pauline H.  
Erica Walker & Suzanne H.

#### JANUARY

David Murrell-Wright & Garry H.  
Carol Ballinger & Jasbeer K.  
Pamela Deitch & Tracy T.-D.

#### FEBRUARY

Peggy Li & Malinda C.

#### MARCH

Adam Volk & Steven P.  
Katrina Leahy & Françoise L.  
Regan Stansfield & Jessica F.

### Chance for Choice

#### DECEMBER

Ana Gabriella Renart & Georgette L.  
Richard D. MacPhail & Ruth B

#### MARCH

Bob Pavlenko & Antonio P.

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## 2006 Annual Report

Want to know what happened at Citizen Advocacy last year? The 2006 Annual Report can be downloaded from [www.citizenadvocacy.org](http://www.citizenadvocacy.org) or picked up at the office, 312 Parkdale Ave. If you wish to have the Annual Report mailed to you, please call the office at 613-761-9522 or email your request to [info@citizenadvocacy.org](mailto:info@citizenadvocacy.org).

## Out and about in Ottawa

Low- and no-cost Activities for All to Enjoy

By Shelley Ann Morris, Advocate

As advocates and protégés we are often faced with the challenge of finding inexpensive things to do. The following suggestions just might help you to meet some of those challenges successfully. Along with the numerous social opportunities that Citizen Advocacy offers for its members, such as picnics, parties, and supplying tickets to shows and sporting events, Ottawa offers a huge array of things to see and do that will appeal to all.

By no means an exhaustive list, here are some of the activities for matches that I have discovered:

- [www.familycinema.org](http://www.familycinema.org). A wonderful low-cost cinema located in Westboro.
- [www.ottawa.ca/residents/parks\\_recreation/index\\_en.html](http://www.ottawa.ca/residents/parks_recreation/index_en.html). For information on Ottawa's facilities, parks and recreation programs.
- [www.centretownmovies.org](http://www.centretownmovies.org). Kind of like a drive-in with no cars!
- [www.ottawafestivals.ca](http://www.ottawafestivals.ca). A virtual brochure where Ottawa's many festivals are listed.
- [www.byward-market.com](http://www.byward-market.com). A must-see for anyone planning a trip to one of Ottawa's greatest tourist attractions.
- [www.sparksstreetmall.com](http://www.sparksstreetmall.com). It just wouldn't be the Civic Holiday week end without a trip to the Ottawa Buskers' Festival on the Sparks Street Mall. Marcella and I have made it one of our yearly traditions to see these street performers travel from all over the world. Bring some loonies and toonies to "pay what you can" when the hat is passed at the end of each show to collect donations which support the entertainers in their livelihood.
- [www.parl.gc.ca](http://www.parl.gc.ca). For all things parliament.

Towards the front of your Yellow pages phone book (around page 8), look for information on festivals and other activities. Each festival listed includes a website and phone numbers for more information on such items as wheelchair accessibility, parking details, access to washroom facilities, etc. For general tourist information call 613-239-5000.

# Match Anniversaries

Celebrate the years these matches have been together!

## Everyday Champions one-on-one matches

January 2007

- 22 Arne Haaland & Norm P.
- 18 Jonathan Wouk & Glen K.
- 16 Allan Dolenko & Maurice G.
- 11 Richard Kastler & Greg R.
- 9 Bruce Riley & Ted L.
- 8 Robin Fitzgerald, Charles Singer & Joseph L.
- 4 Anatole Kornachuck & John D.
- 3 Robert Killens & Robert W.
- 1 Drahomira Stehlikova & Lynn L.
- 1 Doreen Goudey & Richard D.

February 2007

- 4 Jennifer Guerra & Nicki B.
- 3 Nan Wang & Suzanne B.
- 1 Gerald Lalonde & Dan M.
- 1 Peggy Howman & Bo-Ashley B.
- 1 Brian Joynt & Jeffrey B.

March 2007

- 12 Linda Griffiths & Ruby Ann N.
- 7 Georgia Pavlou & Linda G.
- 6 Blaine Chessie & Gareth P.
- 6 Veronica Petro & Stefania I.
- 5 Lorraine Yorke & Anne M.
- 5 Patricia Parker & Kay R.
- 4 Josephine E. Perras & Jennifer H.
- 4 BJ Porter & Sharon R.
- 4 Maya Santoro & Trisha L.
- 4 Jake Volt & Lyle M.
- 3 Charles Poirier & Remi R.
- 3 Viji Sundaram & Rachel W.
- 3 Sam Hawas & Jack T.
- 2 Glen Russell & Brent C.
- 2 Chris Petersen & Luc P.
- 2 Erika Warren & Brenda Lynn M.
- 2 Kerry Cavlovic & Lisa R.
- 1 Justin Hick & Mark G.
- 1 Hiren Prabhakar & Gerry L.

- 1 Marcel Charbonneau & Gerald L.
- 1 Lorraine Haddad & Gerda M.
- 1 Alan Acton & Benoit D.
- 1 Michelle Lauzon & Marguarita S.
- 1 Jenna Elizabeth Swan & Katie P.
- 1 Tina Couture & Marc N.

April 2007

- 12 Eric Plunkett & Lesley M.-T.
- 11 Janet Roper & Suzanne M.
- 8 Cynthia Throop & Nancy D.
- 6 Lori Streefkerk & Jane M.
- 6 Philip Hogarth & David F.
- 4 Pierre Emond & Michael M.
- 3 Gopal Mohan & Yves B.
- 2 Janice Crawford & Catherine B.
- 2 Carol Stephen & Madeleine L.-M.
- 2 Guadalupe Geha & Ana C.
- 1 Dailson Oliveira & Michael F.
- 1 Chrisy Groves & Ildiko F.
- 1 Julie Krewski & Suzann S.
- 1 Sabrina Guerin & Bonnie V.
- 1 Diane Goyette & Grace Amanda V.
- 1 Valerie Charbonneau & Kim C.

## Everyday Champions group home matches

February 2007

- 1 Marie Daoust & Foyers Partage

April 2007

- 6 Evelyn Mallet & Christian Horizons

## Chance for Choice for older adults matches

January 2007

- 1 Steve Hick & William C.

March 2007

- 1 Randy Meltzer & Christine E.

# Consumer protection tips

By Margie Cunningham

Have you ever wondered how to deal with strangers and salespeople who come to your door? Consider the following tips

- ▶ Never let someone into your home if you don't know who they are, especially if you live alone.
- ▶ If you make arrangements with a company to come to your home, ask for verifiable identification.
- ▶ Be wary of companies that cannot, or will not, give you their address and phone number. These companies likely don't want to be found.
- ▶ Be very careful not to give out personal information banking information, or credit card information to strangers. This includes account information for your gas, hydro or phone company.
- ▶ Don't sign anything unless you understand thoroughly what you are signing.
- ▶ Don't let someone pressure you into buying something that you don't want. Stand your ground and say "no."
- ▶ When buying from a company ask for their refund policy, guarantees, and exchange policies in writing.

Many consumers find themselves caught off guard, or pressured into buying a product or service they don't want or need. **Don't let this happen to you.**



# Quelques principes relatifs à la protection des consommateurs

Par Margie Cunningham

Ne vous êtes-vous jamais posé la question sur la façon de transiger avec des étrangers ou des vendeurs qui viennent chez vous? Il serait nécessaire de considérer ces petits trucs.

- ▶ Il ne faut jamais introduire un étranger chez vous, spécialement si vous vivez seul.
- ▶ Si vous avez fait des arrangements avec une compagnie pour qu'on envoie quelqu'un chez vous, demandez pour des pièces d'identité.
- ▶ Méfiez-vous des compagnies qui ne veulent pas vous donner leur adresse et leur numéro de téléphone. Car ce sont des compagnies qui ne veulent pas être découvertes.
- ▶ Soyez très vigilants et ne donnez jamais des informations au sujet de votre compte bancaire ou de votre carte de crédit. Il en est de même des informations personnelles concernant la compagnie hydro-électrique ou de téléphone.
- ▶ Ne signez pas un document dont vous n'avez pas compris le contenu.
- ▶ N'achetez pas un produit du fait que vous avez été pressurés par une personne. Soyez fermes et dites "non".
- ▶ Lorsque vous achetez un produit d'une compagnie, assurez-vous de demander pour la politique de remboursement, les garanties et les politiques d'échange par écrit.
- ▶ Ne vous sentez pas embarrassés par les mesures que vous avez prises afin de vous protéger. Si vous vous sentez menacés en aucune manière, demandez au vendeur de partir. Appelez la police au cas où vous aurez des soupçons.

De nombreux consommateurs se sentent pressurés d'acheter un produit ou un service dont ils n'ont aucunement besoin. **Ne vous laissez pas prendre par cette situation**

## Hello from all of us

Things are a'changing at Citizen Advocacy. As you've already read. In February we said a fond farewell to Jackie McKenna, and in March commenced a new Planning and Brokerage program. We are pleased to introduce you to three new Citizen Advocacy staff members.

**Sophie Leclair**, Everyday Champions Social Worker

Hello Everyone! I am truly pleased to be a new team member at Citizen Advocacy. It is my belief that building strong relationships helps us to grow both individually and as part of the community. As you can imagine, I already feel close to CA. I look forward to meeting all of you in the upcoming months.

**Joyce Lundrigan**, Planning Facilitator-Service Broker

Hello. I joined Citizen Advocacy at the end of March 2007 with the new Planning and Brokerage Program. Prior to coming to Citizen Advocacy, I worked with several agencies within the social services sector, primarily with agencies who focus on supportive housing. During the past 17 years I've worked with youth, newcomers to Canada, people living with addictions, and people with mental health issues and/or developmental disabilities.

I look forward to my new job, meeting new people, and rising to meet the new challenges that may arise during the continued development of the Planning and Brokerage Program.

**Michael Sims**, Planning Facilitator-Service Broker

Hello! It is with much enthusiasm that I join the Citizen Advocacy team at this exciting time. As a Planning Facilitator-Service Broker I hope to open new opportunities and enhance the quality of life of the people we serve.

I come to Citizen Advocacy with a range of skills and experience. In addition to my Master of Social

Work degree, I have over twelve years of experience in the social services including front line experience at Ottawa Carleton Life skills (OCL) and the Roberts/Smart Centre.

In my free time you will most likely find me training for my next big triathlon with my partner Elizabeth, pushing our 10 month old son, Seamus, in his "Chariot" up the Gatineau Hills or along the Rideau Canal. If you see us, feel free to wave or honk – better still, come join us!

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## Board of Directors

2007-2008

President/présidente  
Dianne Pritchard

1st Vice-President/1ère vice-président  
Frank Reid

2nd Vice-President/2ième vice-président  
Mike Giunta

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Ruth Mellor	May Ming Wu
Luc Perron	

Citizen Advocacy of Ottawa  
**NEEDS YOU!**

- ◆ Do things you enjoy with someone new
  - ◆ Set your own schedule
  - ◆ Know you are helping

**TEL: 613-761-9522**

[www.citizenadvocacy.org](http://www.citizenadvocacy.org)

Support to people with disabilities  
A United Way agency

# Annual General Meeting

Citizen Advocacy's Annual General meeting on April 2 was attended by thirty people. Brian Tardif, Executive Director, Citizen Advocacy, and Dianne Pritchard, President, spoke to the milestones and successes of 2006.

In 2006

- ▶ 137 people applied to be volunteer advocates.
- ▶ 68 new match relationships were established.
- ▶ We ended the year with 216 active matches in all programs, supporting 225 people with disabilities (protégés).
- ▶ 269 people were supported in an advocacy relationship.
- ▶ 25 vulnerable older adults with disabilities were matched in the Chance for Choice program.
- ▶ The average waiting period for a person with a disability to be matched with an advocate decreased from 33 months in 2005 to 26 months in 2006.

Other successes include

- ▶ A workshop that focused on practical information on what a person can do if he or she suspects there may be elder abuse.
- ▶ Evening in the Maritimes, Citizen Advocacy's largest fund raiser, achieved almost \$90,000 in 2006. In twelve years this event has generated more than \$1,000,000 to support Citizen Advocacy's programs.
- ▶ A new website was unveiled
- ▶ A strategic plan for 2006-2009 was developed.
- ▶ The Personal Representative pilot project is now a program of Citizen Advocacy. This program provides third-party assistance for individuals residing in Rideau Regional who are without family to participate in the process of planning their move to the community. We have a total of 17 Personal Representatives.
- ▶ A presentation was made to the Board with the result of the feasibility study to explore the possibility of expanding Citizen Advocacy's Everyday Champions program to Prescott-Russell, Stormont Dundas and Glengarry,

Renfrew, and Lanark counties.

- ▶ Citizen Advocacy expanded to include the Planning and Brokerage Program. This service will help people with intellectual disabilities engage in creating a person-centered plan that reflects a vision of the person's future.
- ▶ The co-owners of 1 Community Place renovated to create additional office space.
- ▶ In December, another very successful Celebration of People event was held to mark the International Day of Disabled Persons. The Celebration of People Awards Dinner hosted 428 guests and celebrated more than 30 nominees and 12 award recipients.

Citizen Advocacy continues to have strong support for its programs from the United Way of Ottawa, the Ontario Ministry of Community and Social Services, the City of Ottawa and the Trillium Foundation. While support of all three funding bodies is critical, Citizen Advocacy continued to build its capacity to generate revenues through other means, and in 2006 generated close to 38% of its annual operating revenues through a range of activities including special event fundraising, donations and grants.

Citizen Advocacy continues to benefit from a strong, committed and involved Board of Directors that is representative of the broader community and is inclusive of advocates and protégés. With an average staff tenure of more than seven years, we have a strong, stable and highly skilled staff team capable of meeting the challenges of the future.

Cheryl Bourgeois was presented with a gift of a beveled mirror picture frame in recognition of her years of service to the Board of Directors.

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## Complimentary tickets

Many thanks to the **Savoy Society of Ottawa, Telus, the National Arts Centre, Ken and Cynthia Throop, Ryan Kelly, and Xentel** for providing Citizen Advocacy with tickets to local artistic and sporting events.

# EVENING IN THE MARITIMES

IN SUPPORT OF CITIZEN ADVOCACY

## The lobsters are coming May 23<sup>rd</sup>!!!!

Spring is here, the tulips will soon be blooming and fishermen are setting their lobster traps in the Atlantic in preparation for this year's Evening in the Maritimes, presented by Jost Kaufmann Seafood Corp. in support of Citizen Advocacy of Ottawa.

Now in its 13<sup>th</sup> year, what started as a relatively small gathering has blossomed into one of the city's première events. Not only do we serve a terrific lobster dinner with all the trimmings (alternate meal available upon request), we have great entertainment to boot.

Returning by popular request are musicians Evans and Doherty, joining us from Halifax. To capture the essence of an Evans & Doherty performance, take a lively blend of traditional, original and contemporary songs, add a liberal sprinkling of stories and humour, then sit back and enjoy these fine entertainers. Joining Evans & Doherty is musical artist Dave McIsaac.

We'd love to have you join us for a fun evening of great food and outstanding entertainment. If you can't join us on May 23<sup>rd</sup>, or even if you can, there are other ways to help Citizen Advocacy make this the best fundraiser ever. Here's how you can get involved and help

- Provide items for the Silent Auction and the Raffle. Donations valued items of \$100 in value or more will be acknowledged in the Dinner Programme, and all donors will be recognized in the newsletter Rapport and the 2007 Annual Report.
- ▶ Sell tickets.
- ▶ Obtain Corporate Sponsorships and/or sell Corporate Tables -- details are available from the Citizen Advocacy office.
- ▶ Buy a ticket, come to the event, and participate in the Silent Auction and Raffle!
- ▶ Volunteer to "work" at the event -- staff a silent auction table, act as a "greeter" or put your great sales skills to work for the raffle.

To participate in any way, please contact the Citizen Advocacy Office at 613-761-9522 and leave your name and telephone number for the Committee to contact you or send an email to [info@citizenadvocacy.org](mailto:info@citizenadvocacy.org).

Thank you for your support!



# Planning for Citizen Advocacy's future

Alexander is a 49 year-old man who grew up in the Philippines. In early 2001 Alexander came to Citizen Advocacy looking for a companion to hang out with. At that time he was living with his parents who were in their 80s.

Francisco is 55 years of age and he came to Citizen Advocacy looking for a volunteer opportunity where he could spend time with a person. Originally from the Philippines, Francisco is caring, compassionate, and has a good sense of humour.

Alexander and Francisco met for the first time in July 2006. Alexander has found not only the companion he longed for, but also a compatriot who is able to communicate with him in his own language.

As you make plans for your estate, consider making a gift that will endure far beyond your lifetime. You can leave a legacy to ensure Citizen Advocacy of Ottawa reduces the isolation of people living with disabilities far into the future.

**Yes, I believe in a community that welcomes and values all people with disabilities!**

NL\_04\_2007

Circle one: Dr. M. Miss Mme. Mr. Mrs. Ms. Other \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt./Unit \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone Number: (\_\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Here is my contribution of:  \$25  \$35  \$45  \$75  I prefer to give \$ \_\_\_\_\_

My cheque payable to "Citizen Advocacy of Ottawa" is enclosed.

Please bill my:  American Express  MasterCard  Visa

Card No: \_\_\_\_\_ Expiry date: \_\_\_\_\_

Cardholder Name: \_\_\_\_\_

Signature \_\_\_\_\_

I would like to begin my monthly donation of \$ \_\_\_\_\_ payable the  1<sup>st</sup> or  16<sup>th</sup> of each month.

I understand that on the date I have specified each month following, the amount I have indicated above will be automatically deducted from my bank account or charged to my credit card.

I am enclosing a cheque marked "void" to begin my automatic monthly donation.

**Or you can give over the internet at [www.citizenadvocacy.org](http://www.citizenadvocacy.org).**



citizen advocacy  
parrainage civique

I would like this to be an anonymous donation. Please do not publish my name.

I would like more information about including Citizen Advocacy of Ottawa in my will.

**Contact us:** Citizen Advocacy of Ottawa, 312 Parkdale Ave, Ottawa ON K1Y 4X5.

Phone: 613-761-9522. TTY: 613-725-6175. Email: [info@citizenadvocacy.org](mailto:info@citizenadvocacy.org).

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