

# 2017 Annual Report



citizen advocacy  
parrainage civique

## Vision

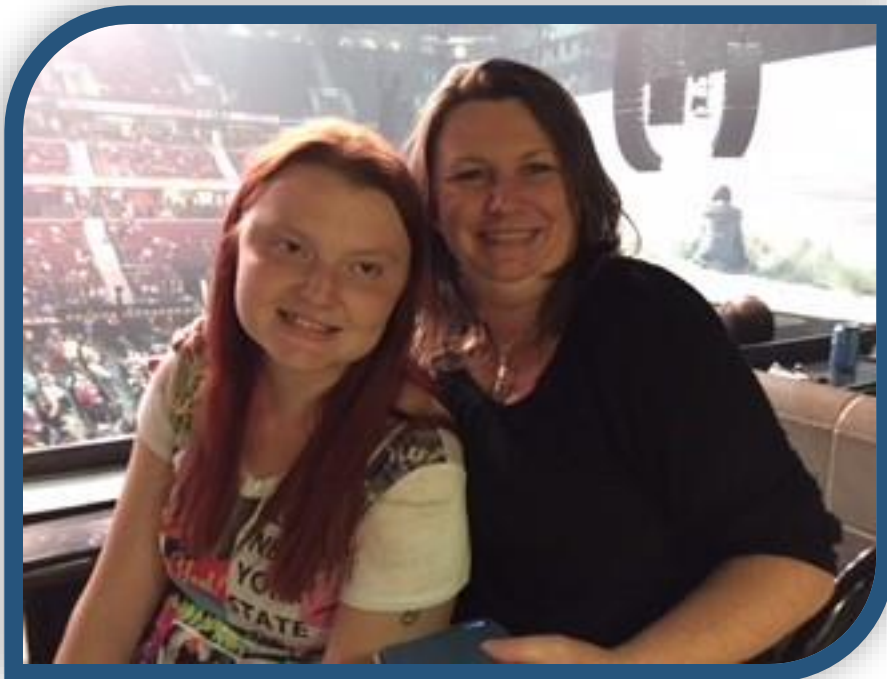
We are an inclusive community that welcomes, values and supports the diversity, participation and contribution of its citizens, including those who live with disabilities and their families.

## Mission

To deliver support and advocacy that will enhance quality of life, socially-valued roles and choice for people living with disabilities and their families.

## Guiding Principle

Citizen Advocacy will focus its resources on supporting people with disabilities and their families in creating a good life.



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## Message from Board Chair and Executive Director

Citizen Advocacy Ottawa (CAO) continues to be a dynamic and leading-edge organization in Ottawa supporting people with disabilities and their families. The Board and Staff of CAO has worked diligently to maintain the focus of our work on the six strategic directions established by the Board in 2016 as follows:

**Program Excellence:** We will provide excellence in our services and programs in responding to people with disabilities and their families.

In 2017, we continued to see success across the organization's operations as we increase our capacity to support and positively impact the lives of more people with disabilities.

Feedback received from Volunteer Advocates suggests that the success and longevity of a match is influenced by how well prepared they are for their experience as an advocate. We introduced an "Upfront Strategy" that would engage potential advocates in a one-day workshop before engaging in conversation with staff about being matched. This workshop aims are to help potential advocates:

- understand the Advocate role
- understand the impact that an intentional friendship can have on someone with a disability
- learn about different disabilities
- learn about sources of help, support available and possible strategies

A small sample of feedback we have received from volunteer Advocates has been very positive.

- *"I felt valued and appreciated by the staff and presenters. Made to feel that our time was valuable..."*
- *"I only have positive things to say about the staff and presenters of Citizen Advocacy group. Thank you."*
- *"The day of training had real value, and, as a tech worker, I've been on lots of training days (some really bad). Not this one, it was first class, and, this included the various guest speakers."*
- *"I felt 'invested' in it..."*
- *"When considering several organizations (as I did when looking to volunteer), this program in the end was most communicative, professional, and, thorough. It's quite clear there is high motivation at Citizen Advocacy amongst staff, another thing I looked for."*

A small selection of staff feedback regarding their experience with people following the workshop indicates:

- *"People are enthusiastic and excited about their involvement with Citizen Advocacy..."*
- *"Volunteers have a better understanding of the commitment and the impact the match can have..."*

The Fetal Alcohol Resource Program (FARP) continues to make great strides in supporting people who have fetal alcohol spectrum disorder (FASD) and their families, and helping build community capacity to



**Kirk Boyd**  
Chair - BoD



**Brian Tardif**  
Executive Director

better support this group of people. With the roll-out of the new provincial FASD strategy, FARP hopes to play a bigger role in supporting people and families regionally. Requests for training from the FARP team have increased both at the local level as well as provincially with one request for training from Cape Breton, N.S. The success of the program has been recognized and is being replicated and launched in 3 communities in western Canada and the Yukon in 2018.

The Lifetime Networks program continues to attract more families seeking assistance for creating supportive networks for their loved one to build a safe and secure future in the community. The pilot project to adapt this program for people who are living with chronic and persistent mental illness, supported by the Ontario Trillium Foundation concluded in 2017. The project produced valuable learnings regarding the unique requirements of both network members and the community connectors that provide the assistance to build and sustain a network.

Independent Facilitation moved from a Demonstration Project in 2017 and is now receiving transition funding while considerations for a province wide roll-out are explored. As a result, funding has now been extended for another year. This will enable 325 people to continue to receive independent facilitation and to extend independent facilitation to a number of new people in 2018.

**Resource Management and Development:** We will ensure there are sufficient resources to support CAO programs and services.

Funding continues to be a major focus of the Board and the Executive Director. We had the most successful Evening in the Maritimes of its 23-year history; raising a net of \$117,000. We continue to receive and appreciate support from the United Way for the matching programs. The Ministry of Community and Social Services has increased their support for CAO in recognition of the contribution Advocates make towards helping people with disabilities become more engaged and less isolated in the community. These outcomes are very much in line with the Ministry's transformation social inclusion agenda. We did see a small funding increase from the City of Ottawa in 2017. Overall, our fundraising success was not as we had hoped, resulting in a significant deficit which will be covered from reserve funds. This will require increased focus and efforts in 2018 on resource development.

**Program Evaluation:** We will demonstrate the value and impact of CAO to its many stakeholders and promote its unique leadership role in the community.

The 2016 evaluation report recommended CAO consider new ways of providing outreach to Friends (people living with disabilities) who are on the wait list. A small number of Friends expressed concern with their experience of being on the wait list for a match and having little contact with staff. The suggestion is that enhancing engagement with wait-listed Friends may lead to an even more positive overall experience with the Citizen Advocacy matching program and contribute to increased match sustainability and longevity.

The CAO wait list is clearly not a homogenous group of people. To assist with exploring what might be a possible approach to increase engagement of people on the wait list, it was important to understand more about the wait list itself. A study was completed of the 272 individuals on the wait list as of April 26, 2017. We learned there is significant variation in this group as evident from some of the highlights as follows:

- People on the waitlist present **107 unique** disabilities and/or disabling conditions
- The group reflects a total of **613 incidences** of disabilities/conditions.
- A large majority of Friends on the wait list desire meaningful and supportive social relationships (73%). Other types of relationships involving help and support with daily tasks (7%) as well as a mix of both types of relationships (20%) are less frequently demanded
- Most individuals on the wait list have 2 or more disabilities or disabling conditions (67%).
- More than half of the Friends on our wait list are unemployed with no plan of seeking employment (55%). This does not include retired Friends or students.
- Our wait list consists of Friends from 24 countries outside of Canada.
- It is most common (56%) for Friends with multiple disabilities to have 2 or 3 disabilities/conditions.

This study also included a survey of more than 50 people to identify ideas they may have regarding the matter of engagement while waiting. The overall conclusion is that given the significant range of ages, disabilities and interest, any response that might be developed will need to include several different approaches to supporting people waiting. The best approach may be to explore ways to connect people to generic community-based opportunities while waiting for a match with an Advocate that will support an inclusive rather than a program based approach for securing support.

**Communications and Marketing:** We will develop and implement a communications and marketing strategy to support the broad resource development needs of CAO including citizen engagement and resource development.

Funds were allocated in 2017 for a marketing and public awareness campaign that was developed and overseen by an advisory task group comprised of Board Members, Advocates and the Community Engagement Coordinator.

There were three major elements to the campaign:

- PSA radio campaign (January-February)
- Google Ad Words campaign (May onwards)
- Facebook and radio campaign (September 11<sup>th</sup>-November 5<sup>th</sup>)

Overall, there was an increase in awareness of Citizen Advocacy, an increase in the number of enquiries and the number of matches made. In addition, the numbers of potential volunteer advocates ready to be matched has increased.

**Community Partnerships:** We will evaluate requests for community partnership opportunities against CAO's vision, mission, values and mandate.

Our Community Partnerships continued to be strong in 2017. A successful Celebration of People was once again held on November 29<sup>th</sup> and the first Celebration of People Bursaries were awarded in July of 2017 to five students with disabilities attending local post-secondary institutions. These initiatives would not be possible without a number of partners across many sectors in our community. We partnered again with Families Matter Cooperative on the 3<sup>rd</sup> annual In the Spotlight event, held in October at the

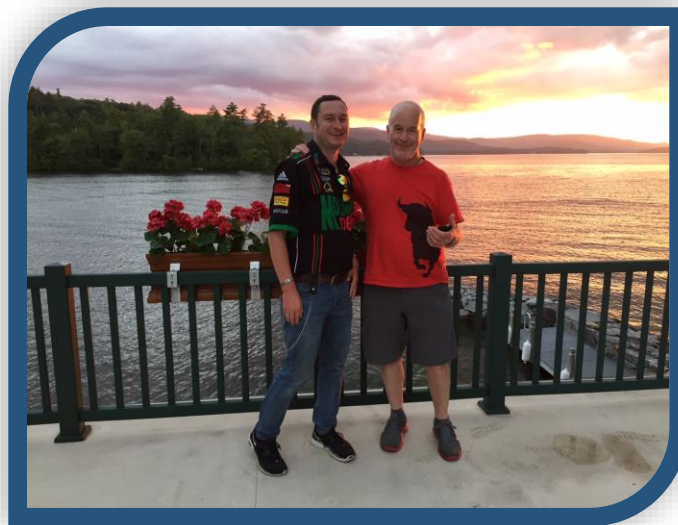


Theatre du Casino Lac-Leamy. We are exploring a future partnership with REACH Canada. And partnerships with CHEO, Children's Aid Society Ottawa, Community Foundation Ottawa, Kids Brain Health Network, Queens University continue to thrive in their support of the FARP initiative of CAO.

**Infrastructure:** We will focus efforts to ensure the necessary infrastructure is in place to meet the current and future needs of CAO.

Our current 1 Community Place building will need several repairs and upgrades in the next few years if the space is to remain a viable location for the three owner-partners. In 2017, a joint Task Group of the three organizations who own 1 Community Place was initiated to explore the infrastructure needs of all partners and potential options for the future. At the moment, the current space no longer meets the needs of CAO. A satellite office at City Centre, while a great short-term solution, is far from an ideal longer-term solution. We are pleased that all partners in 1 Community Place agree it is important to sustain the original vision of 1 Community Place moving forward.

In closing, we would like to extend our sincere thanks and appreciation to our funders and the thousands of donors and supporters in our community for your ongoing belief in, and recognition of, the value of CAO towards creating better lives for people with disabilities and their families. We would also like to acknowledge the hundreds of volunteer Advocates and other volunteers who assist with special events and numerous aspects of the organization. Together, you reflect a strong element of community ownership for Citizen Advocacy Ottawa. We also extend thanks and appreciation to the CAO staff whose passion, commitment and dedication to their work is critical to the overall success of the organization and its impact on the lives of people we touch. And lastly, CAO is governed by a Board of Directors that is inclusive of people with disabilities, parents and family members of people with disabilities, volunteer Advocates and representatives of the broader business and public sectors. They are an exceptional group of people whose personal and financial contributions to CAO reflect a tremendous gift and strength of governance to steward the organization and its resources now and into the future.



## Programs for a Good Life

There are several programs in place at Citizen Advocacy that contribute to creating a good life for a person living with a disability. This story demonstrates how the programs can work together to support someone who has a clear goal and vision of the life they want to lead and who needs some support to get connected to the appropriate resources and people.

This is Patrick's story.



***Independent Facilitation and Person-Directed Planning*** is a process to help people with disabilities to create good and meaningful lives in their community. It's an ongoing process that guides and supports people to develop genuine relationships, make choices and take up full citizenship as well as other valued social roles.

Patrick started working with one of our Independent Planning Facilitators, in April 2016. From their very first meeting, the Facilitator realized that Patrick had a clear idea of what he wanted to achieve in his life:

- to explore potential hobbies,
- to work towards moving out of the family home,
- to live more independently,
- to take on more responsibility, and
- to have friends involved in his life.

Our Independent Facilitator, Patrick and his mom started to work on building the skills and community supports that he would need to achieve all his goals.



Hobbies were a good place to start. Patrick tried out several things including swimming and yoga. He decided to join his local YMCA and now has somewhere to swim regularly and to try out other physical activities.

The Independent Facilitator discovered that Patrick liked to draw and connected him to a local animator with whom Patrick is taking weekly private animation classes and working on developing a short film. Not only are these classes helping Patrick become more creative, they are also helping him to think about the bigger picture within his art and in his life too.

The skills needed to live an independent, responsible life are also the ones that Patrick needed to develop to achieve his goal of moving out of the family home. Manon invited Patrick's mother, France, to a Caregiver Retreat one weekend in November 2016. The retreat's focus was employment and housing – Patrick's goals. During that retreat, France, despite her initial reservations, came to realize that Patrick was ready to become more independent. She supported his goal, worked with him and his Independent Facilitator to develop his skills and one year later Patrick moved into his own apartment.

To become as independent as possible Patrick worked at learning how to do grocery shopping, meal preparation, laundry, budgeting, and caring for the family home and dog. Patrick was already volunteering at his local museum and so he started to increase his hours. Today, he volunteers there four days a week and has completed more than 2,500 hours of volunteer work.

Over the year, Patrick, France and the Independent Facilitator worked on a detailed future housing plan and budget. Patrick was connected to La Coalition des familles francophones d'Ottawa (CFFO) housing project and in November 2017 he moved into his own apartment. There he has weekly support to help him with his groceries, cooking, basic household chores and personal appointments.

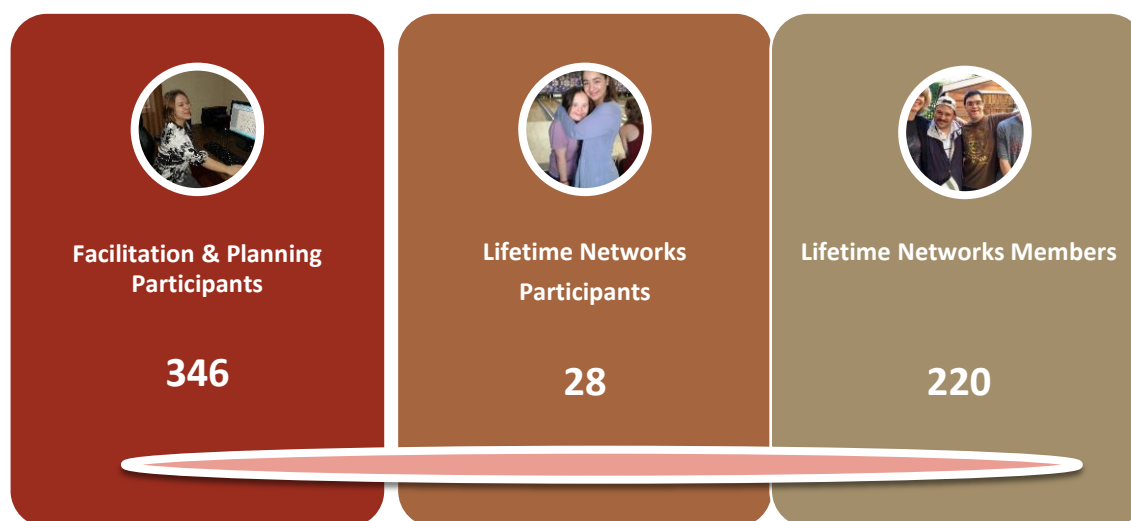
That wasn't all that was being planned for, and achieved, during this time. Patrick was working on his goal to have a network of friends in his life. His mother was introduced to Citizen Advocacy's Lifetime Networks program when she attended the Caregiver Retreat. ***Lifetime Networks** aims to ensure that people with disabilities have a community of friends in their lives beyond their immediate families.* Families work with a Lifetime Networks' Community Connector to build and support a network of people around an individual living with a disability, as we know that a good life grows from a genuine circle of support that evolves and changes as life does.

The first task of any family setting up a network is to choose a Network Facilitator. Patrick, his Independent Facilitator and the Lifetime Networks Coordinator met to discuss the qualities that were important for Patrick's Community Connector. Patrick wanted someone who was reliable, calm, a good listener and someone who understood his needs. The Community Connector chosen was that person. She met with Patrick to discuss what he was looking for in his friend relationships. As well as quality, trust and reliability, Patrick wanted people who shared some of his interests (movies, cooking, reading, concerts, going for hikes and coffee). Working together the Community Connector, France and Patrick identified people who would be a good fit for Patrick's network and in March 2018 the first network meeting was held with 11 people keen to be involved. It is a mark of how respected Patrick is in his community that the animator he works with and his museum manager were both at that first meeting. Patrick says "... although I live alone, there is a circle of support that is starting to form, which makes me feel safe, open and less isolated. I also like having a good balance of friends and family in my life. My main focus is to continue to build up my network to make it stronger and more efficient; to make it

natural rather than having paid or voluntary support. For me it is the quality and intimacy of the relationships that matter, as the whole art of relationships are to build trust.”

Back in 2016, Patrick stated that he was “scared because I have never done it, but I want to try”. It is this attitude, coupled with the support he has received from his family, Citizen Advocacy and the community that has led to him achieving his goals and securing a good life. Patrick is an active member of the YMCA, a valued volunteer at his local museum, a friend to many in his Lifetime Network, an artist, an animator and an independent member of society.

Patrick is also part of Everyday Champions and is matched with Joel - that’s a story for another day.



## Facilitation indépendante et planification dirigée par la personne

*Un processus pour aider les personnes vivant avec des handicaps à développer une vie significative dans leur communauté. C'est un processus continu qui guide et soutient les gens pour qu'ils parviennent à développer de véritables relations, faire des choix et jouer pleinement leur rôle de citoyens ainsi que d'autres rôles sociaux valorisés.*

## Réseaux pour la vie

*Aide les familles à planifier une bonne vie pour leur être cher en créant un réseau de soutien personnel au profit de la personne vivant avec un handicap.*

## Everyday Champions

*Everyday Champions make one-on-one matches between a volunteer advocate and a child, an adult or a senior with a disability.*



Fiaz Hashmi and Drew Charkavi have been matched since July 2017.

Drew was looking for a volunteer opportunity to help a member of the community by sharing his time and friendship. Fiaz and his family were hoping he would find someone with whom to develop a long-lasting friendship outside of his family. They were introduced to each other through Citizen Advocacy's Everyday Champions program. Their social worker thought they would be a good match because they enjoyed the same things. From that simple beginning a firm friendship has developed.

They get together each week. As well as enjoying each other's company, they do activities together – walks, bowling and watching TV, especially cooking shows. But what they enjoy best is to prepare food together and then to eat their creations.

Fiaz's family say "In the last year, we've seen Fiaz go from being shy and reluctant to someone who has more confidence, someone who takes the initiative and makes decisions about what activities he wants to do. He really enjoys Drew's company. There is no pressure on him so he can take things at his own pace. He and Drew like the same things and we know that it means so much to Fiaz to have someone he can truly call his friend."

Drew also values his relationship with Fiaz. He says "Life is busy, and it is nice to know that once a week Fiaz and I just have to worry about each other. I try my best to leave the stresses of work, school, and personal relationships at the door and enjoy the couple of hours with just the two of us."



## Étoiles du quotidien

*Jumelages individuels à long terme entre un bénévole parrain et un enfant, un jeune, un adulte ou une personne âgée vivant avec une incapacité qui recherche une relation d'amitié.*

## Chance for Choice

*Chance for Choice matches older people with disabilities who are isolated and vulnerable with volunteer advocates in one-on-one relationships.*

“She makes my day”.

Five years ago, Grace Daigle was a newcomer to Ottawa and she was feeling lonely as she had left her friends in Toronto. She heard about Citizen Advocacy’s Chance for Choice matching program and decided it would be a good way for her to get to know someone.

Maryse Cote-Singer volunteers in her community. She knew Citizen Advocacy through her work and made the decision to join the matching program when she read about the need for volunteer Advocates on the organization’s Facebook page.



When Grace and Maryse were first matched it was just a visit over a cup of coffee. As time went on Maryse saw more ways she could help Grace and she had the time. Maryse provided lots of practical help to Grace as she navigated a new city such as helping her get to doctor’s appointments. Now, they both say their visits are all about having fun.

Each week Maryse starts off her visit at Grace’s home, they then move on to the local Tim Horton’s for coffee and donuts before hitting the local stores. Grace decides which stores she needs to visit. They always start at the grocery store. After that it could be Dollarama, Wal-Mart, Value Village, or the local gardening centre.

They always make sure to celebrate milestones, birthdays and holidays. Baking cookies, looking at the Christmas lights, attending Citizen Advocacy’s Holiday Dinner and Dance or a meal at Grace’s favourite restaurants are some of the ways they celebrate. Spending time together and talking about their week means the world to both of them.

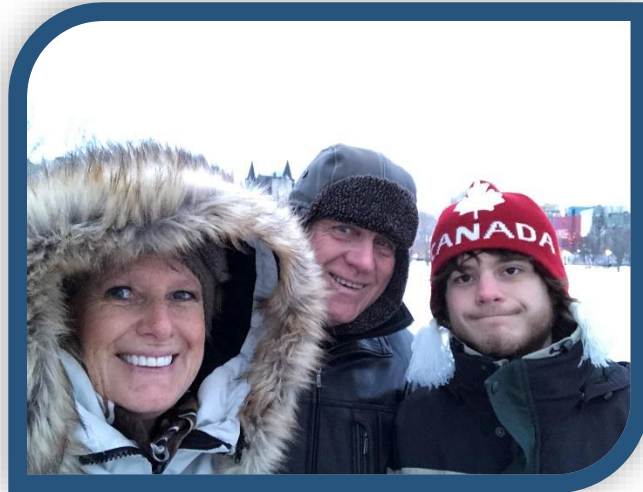
When asked what her friendship with Grace means to her Maryse said “I love Grace so much. She is part of my life, part of my Ottawa family. I share everything with her. It is a great friendship”. And when Grace was asked about Maryse she just smiled and said, “she makes my day”.

## L’occasion de choisir

*Jumelages entre des personnes âgées qui sont isolées et vulnérables avec des bénévoles parrains dans une relation individuelle à long terme.*

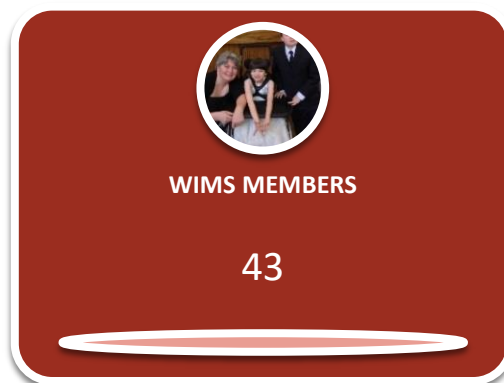
## Walking in My Shoes

*A monthly meeting for parents or guardians of children with special needs to meet, greet and share experiences in a supportive environment.*



“I have been participating in Walking in My Shoes (WIMS) for many years, way back to the very first meetings in 2009. Although I am not able to fit every meeting into my schedule, every time I do attend one, I walk away with so many ideas to implement. The other parents share an abundance of ideas with the group. There is always at least one thing that someone else says that causes me to think of a great idea to implement with my son, to help him in his developmental journey. Between the electronic information that is distributed weekly, the presentations by guest speakers and the parent network that is the core of the WIMS community, WIMS has been an invaluable support to me over many years and consequently, to the on-going growth and development of my son with autism.”

Janet Stewart



## Walking in My Shoes

*Une réunion mensuelle où les parents ou tuteurs d'enfants ayant des besoins particuliers peuvent se rencontrer et partager leurs expériences*

## Children's Sibling Group

*A chance to meet other children who really understand how having a sibling with a disability is unique.*

"A few years ago, I heard about a new sibling support group that was starting up with Citizen Advocacy. We knew right away that we wanted our son to be a part of it. He has a younger sister and brother that both have Autism Spectrum Disorder.

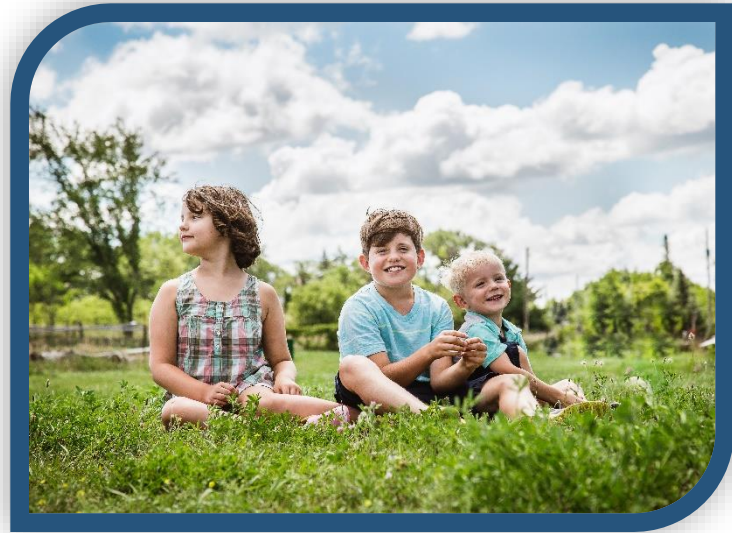
After the first session, I picked him up and asked him how it was. His response surprised me, "It was the most fun ever!"

Since then, he never wants to miss a group. He enjoys spending time with peers who understand his unique family situation. The facilitators are fantastic and we love that he gets this special support.

He loves his sister and brother but it can certainly be difficult in ways that are hard to express.

Thank you, Citizen Advocacy for this wonderful support for our family."

The MacDonald Family



Children's Sibling Group Participants

31

## Le Groupe pour les jeunes frères et sœurs

*Une occasion de rencontrer d'autres enfants qui comprennent ce que cela signifie d'avoir un frère ou une sœur vivant avec un handicap.*



## Fetal Alcohol Resource Program

*Service navigation for individuals affected by FASD and their families, plus education and community development leadership.*

2017 was an eventful year with new ventures for the Fetal Alcohol Resource Program (FARP). With the addition of a bilingual Fetal Alcohol Spectrum Disorder (FASD) Coordinator, FARP increased services to include French FASD training and system navigation in Ottawa. The successful FARP model for community capacity development was shared by the Kids Brain Health Network at the Child Bright Conference and FARP was invited to join conversations with organizations from the Yukon, Alberta and British Columbia to discuss replicating the FARP model to meet the needs in their respective communities.

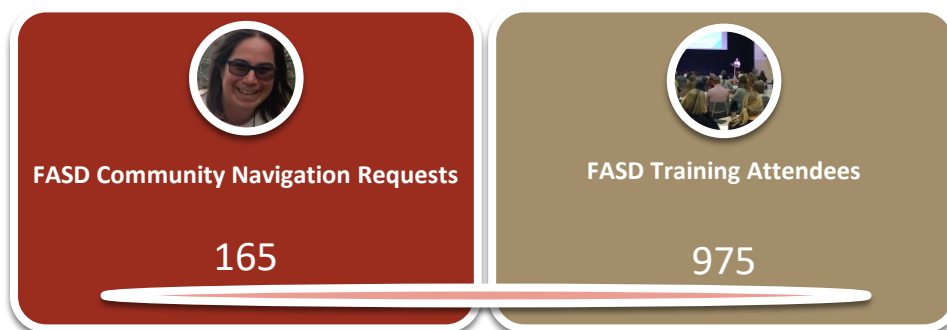
In the spring, Citizen Advocacy Ottawa hosted the 1<sup>st</sup> annual Eastern Ontario FASD Symposium, where Kim Barthel, Occupational Therapist, was the invited keynote speaker. Kim Barthel is a world-renowned speaker who specializes in sensory processing and neurobiology to help people understand brain differences and the impact of trauma. She provides practical strategies for helping people emotionally regulate themselves and the people they work with and care about. The planning committee included representatives from the Public Health Agency of Canada, Wabano, Ottawa Children's Aid Society, Valor & Solutions, Ottawa Catholic School Board, Youth Now, FASD Group of Ottawa, Citizen Advocacy Ottawa and caregivers. Over two days, Kim illuminated the impact of invisible disabilities upon the lives of countless people around us. She guided us to better understand what is hidden behind the complex behaviours we see, and equipped us with compassionate strategies for change.

The symposium included afternoon breakout sessions lead by experts from the community and facilitated panel discussions that gave voice to caregivers, individuals with lived experience and community partners.



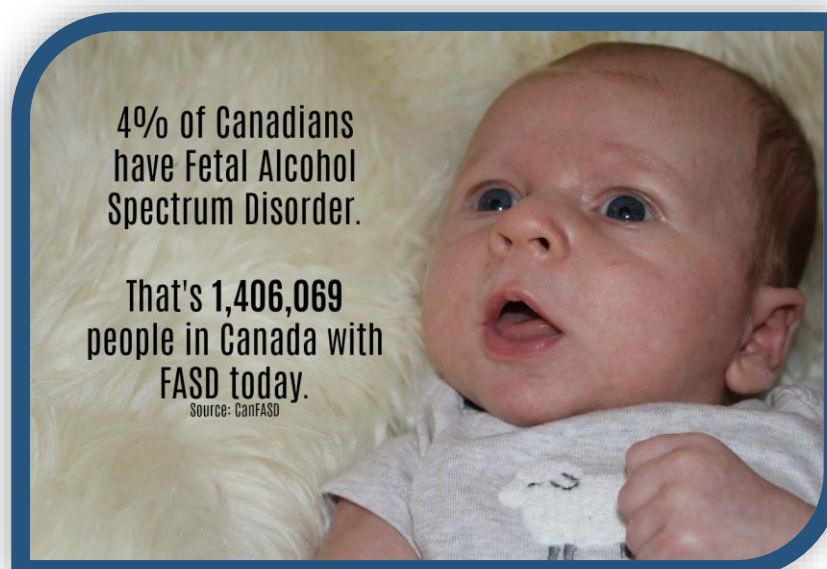
A unique element of the symposium was the availability of free, onsite childcare, which enabled caregivers to attend. Training was provided to the childcare providers to equip them to support children with neurodevelopmental disabilities. Plans for the 2<sup>nd</sup> Eastern Ontario FASD Symposium (November 2-3, 2018) are well underway. This event will take a closer look at mental health and the complexities for individuals with neurodevelopmental disabilities as well as the mental health of caregivers. The invited keynote speaker is Dr. Brenda Knight, Psychologist. Brenda Knight is well known and respected nationally and internationally for her broad knowledge, sensitive, humorous and creative approach to understanding the needs of individuals and families living with the complexities of FASD.

FARP is regarded as a leader in providing research-based FASD training, building community capacity and meeting the needs of individuals and their families to navigate local services. With several initiatives already underway for 2018, FARP is well positioned for another successful year.



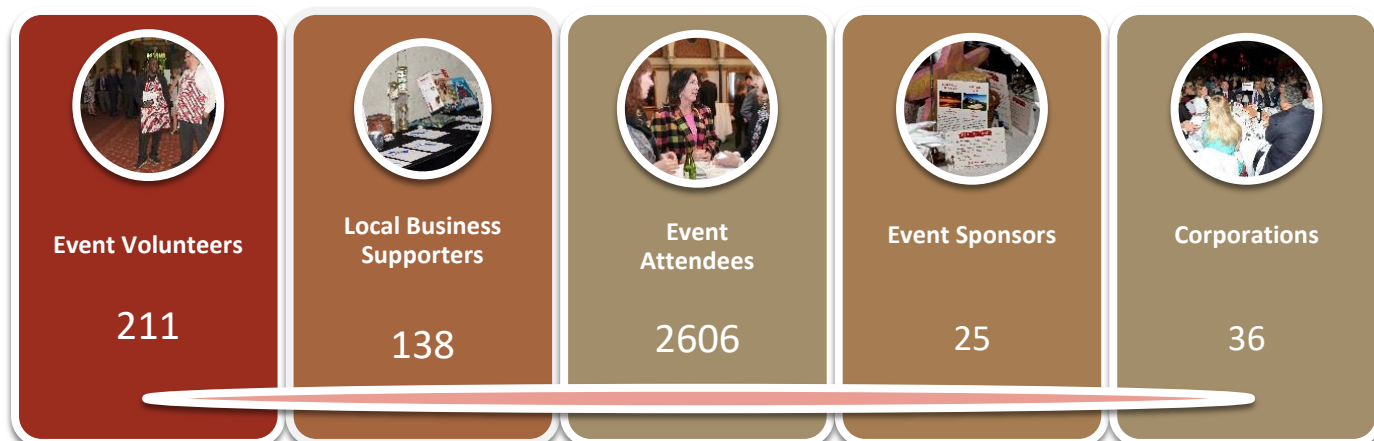
### Programme de ressources sur les troubles causés par l'alcoolisation fœtale

*Navigation de service pour les personnes vivant avec les TSAF et leurs familles, en plus de l'éducation et le développement de leadership communautaire.*



## Fundraising & Community Events

Each year the staff and volunteers work tirelessly to plan and implement countless fundraising and community events in support of Citizen Advocacy's programs and services.



### Fundraising Events

Evening in the Maritimes/Soirée dans les maritimes

In the Spotlight

Ottawa Race Weekend/Fin de semaine des courses Ottawa

Bowl-a-thon

Bottle Drive

### Community Events

Celebration of People/Célébration pour tous

Dovercourt Dances/Danses de Dovercourt

Annual Picnic/Pique-nique annuel

Holiday Dinner & Dance/Souper et danse du temps des Fêtes

Volunteer Information Sessions/Séances d'information

Chow Down for Charity

Annual General Meeting

Volunteer Recruitment Fairs

FASD Symposium

Onboarding Workshops

Safe & Secure Book Club

G1 Study Group

Art of Belonging

Creative Housing Possibilities

TYZE Personal Networks

Lifetime Networks Wills, Estates, Trust and Inheritance Planning

Planning a Meaningful Life

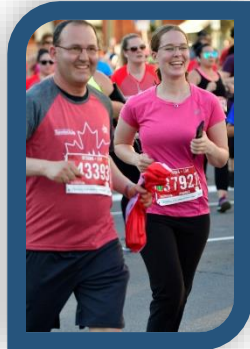
RDSP Workshop

Power of Attorney & Guardianship

Navigating the System

Sexuality Workshop

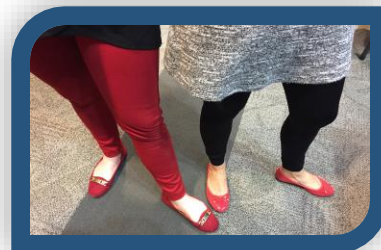


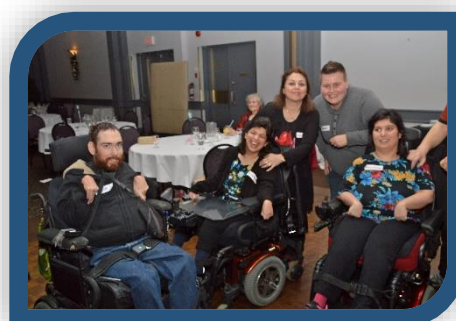
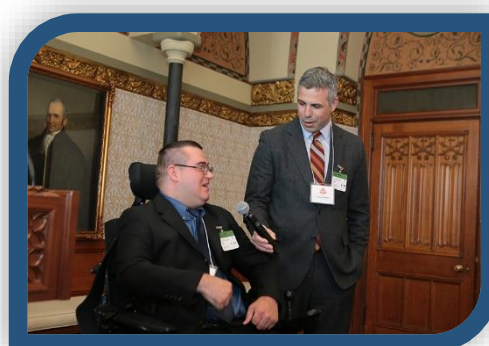


## Fundraising and Community Events











## Donors and Supporters

Thank you to all supporters of Citizen Advocacy. Your generous contributions of time and resources help us reduce the isolation and vulnerability of people with disabilities in our community. Together, we are making great strides and making Ottawa a better place to live.

## À nos donateurs et supporteurs

Un grand merci à tous les supporteurs du Parrainage civique. Vos généreuses contributions en matière de temps et de ressources nous aident à réduire l'isolement et la vulnérabilité des personnes handicapées de notre communauté. Ensemble, nous sommes entrain de faire de grands progrès en faisant d'Ottawa un meilleur endroit pour vivre.

### \$50,000-\$100,000

One Ocean Expeditions

### \$20,000-\$29,999

Children's Aid Society of Ottawa

The University of British Columbia

### \$10,000-\$19,999

Anonymous

CHEO

Giant Tiger Stores Limited

The McKay Cross Foundation

### \$5,000-\$9,999

Mona and Nav Aggarwal Foundation

### \$1,000-\$4,999

Anonymous

Cajole Inn Foundation

CI Investments

Bill Clelland

Colonnade Restaurant (K.D. Holdings Ltd)

Warren Creates

Enterprise Holdings Foundation

Export Development Canada

Richard Fisher

Frank Ryan Catholic School

Franklin Templeton Investments

Hilton Lac-Leamy

Koyman Galleries

Lions Club of Gloucester Inc.

Gordon McMillan

Merovitz Perechin LLP

Ottawa Police Service

Marie Isabelle Palacios-Hardy

Pauline Ramsey & Marcel Joyal Foundation

RBC Wealth Management

RBC Foundation

Dave Sangster

Austin Thorne and Sheila Copps

Roz Tabachnick

Taggart Parkes Foundation

Brian Tardif

The Embassy of Argentine Republic

The Embassy of Peru

Clementine Van Veen

WestJet

Vern White

### \$500-\$999

Tim Aubry

Frank Blouin

Brookstreet Hotel

Capital Office Interiors

Sid Cratzburg

Cornelia Duck

Margaret Fietz

William Gelling

Bruce Good

Andrea Hitchon

ICOR Technology Inc.

Jerome Photography

John Orr

Ottawa Senators Alumni

Patricia Parker

Polaris

John Sylvestre

The Sheraton Hotel

Heather Turner

VIA Rail

Norman Wong

### \$100-\$499

Advocacy School

Robert Allen

Raphael Amato

Andaz Hotel

Matthew Anderson

Roberta Anderson

Sue Anderson

Anonymous (22)

Banff Airporter

Clare Bermingham

Big Rig Brewery

Anna Bilsky

Denise Boudreau

Cheryl Bourgeois

Alison Bradford

Grace Brooks

Calabogie Peaks

Ian Calvert

Calvin Klein

Canada Mortgage and Housing Corporation

Frances and Paul Caron

Jane Caskey

Chapeaux de Madeleine

CHEO Foundation

Lorne and Gail Clark

David Cork

Courtyard Marriott Ottawa East

Mary Beth Currie

Susan Currie

Teri Currie

Cyclelogik

D.L. Building Materials Inc.

Davidson's Glebe Jewellers Ltd.

Delta Ottawa City Centre

Destination St. John's

Dow Honda

Alix Duncan

FCI

Funhaven

Tim and Nancy Garrard

Mike Giunta and Colleen Wrighte

Allan Gladstone

Glebe Chiropractic

Trudy Grealis-Sturton

Great Canadian Theatre Company

Tracey Green	Alberto Palacios-Hardy	Peter Weiser	Carl Conboy
Robert Hammond	Joyce Peadly	Wilderness Tours	Cosmic Adventures
Seaward Higdon	Meagan Perks	Eric Wilson	Crete-Ryan Construction
James and Dorothy Higgins	Tony and Sue Perry	Trevor Woodside	Gail D'Ascenzo
Hunt Club Pharmacy	Dan Pooler	Bill and May Wu	Steve and Seleena
Jake Kennedy	Pure Yoga Ottawa	David Yeo	Desjardins
Lucie Kocum	R.V. Holdings Corp.	Yogatown	Jane Devlin
Neena Kushwaha	Michelle Richard	Yuk Yuk's Comedy Club	Lawrence Donegan
Richard Lee	Leonard Robillard		Greg and Debbie Driscoll
Mike Leo	Chris and Elspeth Ross	<b>\$25-\$99</b>	Richard and Fran Duchesne
Les Fougères	John and Deborah Rowan-Legg	Veronica Anderson	Phil Edgar
Amy Lockwood	Lisa Sadler	Angela Automotive Service	Glenn Elder
Lockwood Lands Corporation	Kevin Sampson	Anonymous (11)	Janet Elder
Lord Elgin Hotel	Second Glance	Rhoda Aronson	Escape Manor
André and Francine Loyer	Service Coordination des services	Jann Atkinson	Ian and Julie Gessner
Nils S. Lundahl	Sandy Sharkey	John and Maria Barker	Clyde Goodlet
Maple Leafs Sports & Entertainment Ltd.	Mary Ann Siok	Marnie Beaubien	Goodlife Fitness
Paul Martin	Theresa Siok	Beaudry's Flowers	Barrie Goodman
Boyd McBride	Sleep Country	Elizabeth Bezzegh	Philip Gore
Randy McBride	Snell House Foods	Melissa Bindner	Ed and Lorraine Gorn
David McCann	Stella Luna Gelato Café	Joanne Bocking	Erika Govas
McGee's Inn	Lazaro Sternic	Bonnechere Caves	Dom and Ruth Herrick
Ian McPhail	Bob Stevenson	Boston Pizza Orleans	Melissa Hillary
Robert and Janet Meldrum	Lori Streefkerk	Rich Boughen	Greg Hitchon
Ursula Menke	Sublime Hair Salon	Cheryl Bourgeois	Home Depot – Barrhaven
Evelyn Monson	Mark Sutcliffe	Keith Bourns	Peter Humber
Margot Montgomery	The Hilton Homewood Suites Halifax	Bridgehead	Queenie Huynh
Viren Naik	The Loft	Allan Burns	Chloe Jackson
National Gallery of Canada	Third Avenue Spa	Oswald and Florence Butler	Olga Janoska
Nikosi Bistro Pub	Kevin Thompson	Noelle Caloren	Thony Jean-Baptiste
Nordik Spa	Beverly Townsend	Canada Agriculture and Food Museum	Jet Black Hair Studio
Notary Public	Regina Traczyk-Jurjonas	Canada Aviation and Space Museum	Kate Johnson
Novotel	Turn, Turn, Turn	Canadian Museum of History	Jerry Jones
Ottawa Chamberfest	Unique Accessories	Canadian War Museum	Jim and Valerie Judd
Ottawa City Rafting	WANT Les Essentiels de la Vie	City of Ottawa	Kanata Theatre
Ottawa Hunt and Golf Club	Ron Warren	Kevin Clinton	Alana Kennedy
Ottawa Little Theatre			Kent Massage Therapy & Wellness Centre
Ottawa-Carleton Lifeskills Inc.			David Lauder
			Tom Lauder

Michel and Lucie Legault  
 Vesa Lehtonen  
 Cedrick Lelièvre  
 Dail Levesque  
 Suzanne Liska  
 Susan Livergant and Jack Marcovitch  
 Brad and Nancy Lockwood  
 Heather Low  
 LWI Consulting Partners Inc.  
 M&M Food Market  
 James Malizia  
 Mama Grazzi  
 Camillia Mamic  
 Mastercard  
 Ann Matejicka  
 Stephanie McGregor  
 Peter McIsaac  
 Jean McKibbin  
 Michael McMullen  
 Merivale Fish Market & Seafood  
 Millie Mirsky  
 Ruth Mohammed  
 Brenda Morris  
 Jack and Elaine Murphy  
 Surjit and Angela Oberoi  
 Lynne O'Connell  
 Barry O'Neill  
 Dan Paquette  
 Jane Parsard  
 Marlene Patrick  
 Petit Bill's Bistro  
 Robbyn Plumb  
 Protak Consulting Group Inc.  
 Franco Radeschi  
 Joan Ramsay  
 David Ready  
 Tim and Maria Redpath  
 Shirley Reid

Sally Rideout  
 John and Donna Rietschlin  
 Kayla Robillard  
 Rockport Cruises  
 Virginie Roux  
 Patsy Royer  
 Barbara Sabourin  
 Saunders Farm  
 Weldon Shouldice  
 Marta Siemiarczuk  
 Glen Sloan  
 Eileen Smith  
 Joyce Smith  
 Jeff Snyder  
 Raymond St Aubin  
 Mike Stewart  
 Marty and Sandra Stone  
 Ingeborg Szelzki  
 Dave Teal  
 Pauline Tessier-Chabot  
 The Haunted Walk  
 The Mud Oven  
 The Whalesbone  
 Three Wild Women  
 Amandeep Tiwana  
 Albert and Shirley Treichel  
 Erika Trommerhausen  
 David Wake  
 Pansy Waterman  
 Susan Wheatley  
 Marianne Wilkinson  
 Dana Wojtas  
 Wayne and Berthe Worth

## Sponsors

Algonquin College  
 Bell Media  
 Canada Mortgage and Housing Corporation  
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 Carleton University: Paul Menton Centre for Students with Disabilities  
 CHEO Foundation  
 City of Ottawa  
 Emond Harnden  
 Employment Accessibility Resource Network  
 Hilton Lac-Leamy  
 Invesco Canada Ltd  
 Lundbeck Canada Inc.  
 One Ocean Expeditions  
 Ottawa Citizen  
 Ottawa Developmental Services Network  
 Otsuka Canada Pharmaceutical Inc.  
 Rogers Communications  
 Scotia Wealth Management  
 Scotiabank  
 Service Coordination des services  
 Taggart Parkes Foundation  
 University of Ottawa: Student Academic Success Service  
 VHA Health & Home Support  
 Vista Centre Brain Injury Services

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## Citizen Advocacy Board of Directors and Committees

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Partner, Borden Ladner Gervais LLP

Past-President **Mike Giunta**,  
President/Owner, Aerie Communications Inc.

Past President **Ruth Koch-Schulte**,  
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Parent

2nd Vice President **Maria McClintock**,  
Manager, Strategic Communications (Finance and  
Administration), Carleton University

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Canada

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Finance Director, Kott Lumber Company

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**Veronica Anderson**, Program Leader, Hintonburg  
Community Centre, City of Ottawa /  
Consumer /parent

**Nicholas Korhonen**, Certified Public Accountant  
MNP LLP Consulting \*

**Damon Lauder**, Consumer

**Claire Leduc**, Parent

**Robert Meredith**, Financial Planner,  
RBC Wealth Management, RBC Dominion Securities

**Mike Murphy**, Senior Associate,  
Hill+Knowlton Strategies

**Barbara J Sabourin**, Retired / Parent

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Capital Office Interiors Ltd

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Canada Border Services Agency

**William Wells**, Senior Communications Advisor,  
Canadian Coast Guard/Fisheries and Oceans Canada

**Jim Wright**, Retired Ambassador  
Currently a Foreign & Security Policy Consultant \*\*

### Children's Sibling Group Advisory Committee

**Rachel Amyotte \***  
**Claudette Boilard**  
**Kelly Howson** (Chair and staff)  
**Thony Jean-Baptiste** (staff)  
**Barb Juett \*\***  
**Brenda Morris \*\***  
**Janet Robinson**  
**Heather Rose**  
**Helena Sonea**  
**Marcel St. Jean**  
**Brian Tardif** (staff)

### Consumers Advisory Committee

**Veronica Anderson** (Chair)  
**Stacey Bielaski \***  
**Shelly Bolger**  
**Margaret Cunningham**  
**Joe Donegan**  
**Linda Gray**  
**Thony Jean-Baptiste** (staff)  
**Damon Lauder** (Co-Chair)  
**Michael Meagher**  
**Mona Meagher**  
**Barbara J Sabourin** (Coach) \*  
**Dylan Sayer \***  
**Michelle Schafer** (Coach) \*\*  
**Brian Tardif** (staff)

\* joined during the year  
\*\* resigned during the year  
\*\*\* contract completed during the year

## Fetal Alcohol Resource Program Advisory Committee

**Patsy Agard \***  
**René Bibaud \*\***  
**Janet Carioni (staff) \***  
**Maude Champagne (staff) \***  
**Tanya Eichler (staff) \***  
**Caroline Granger \*\***  
**Andree Guillemette**  
**Dr. Simone Kortstee \***  
**Chantal Krantz \*\***  
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**Tanya Northcott**  
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**Dr. James Reynolds**  
**Elsbeth Ross**  
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**Kathy Unsworth \*\***

## Lifetime Networks Advisory Committee

**Emmanuelle Bouliane**  
**Kelly Howson (Chair and staff)**  
**Simone Joannis**  
**Claire Leduc**  
**Rob Meredith**  
**Andrea Podruski (staff)**  
**Anna Przednowek**  
**Natalie Sanna**  
**Brian Tardif (staff)**

## Citizen Advocacy Staff

**Brian Tardif**, Executive Director  
**Susan Campbell**, Special Events Assistant  
**Janet Carioni**, FASD Coordinator  
**Erica Carson-Sami**, Coord. of the Waitlist Project \*\*\*  
**Maude Champagne**, FASD Coordinator \*  
**Darlene Donnelly**, WIMS Facilitator \*  
**Tanya Eichler**, FASD Coordinator\*\*  
**Jennifer Graves**, Resource Development Officer \*\*  
**Josh Gray**, Facilitator\*\*  
**Karla Hough**, Facilitator \*\*  
**Kelly Howson**, Lifetime Networks Coordinator  
**Thony Jean-Baptiste**, Program Manager  
**Josaphat Joseph**, Executive Assistant  
**Manon Leblond-Leduc**, Facilitator  
**Erin Levesque**, Facilitator  
**Rachel Levine-Katz**, Social Worker  
**Min Li**, Administrative Assistant \*  
**Steve Lind**, Financial Administrator \*\*  
**Nancy Lockwood**, Program Manager  
**Doug McKenzie**, Social Worker  
**Leonard Minni**, Facilitator \*  
**Kimiya Missaghi**, Facilitator \*  
**Ruth Ann Moore**, Facilitator  
**Sari Musta-White**, Social Worker  
**Dana Notarandrea**, Facilitator \*  
**Lynne O'Connell**, Facilitator  
**Nadine Pilon**, Administrative Assistant  
**Andrea Podruski**, Program Manager  
**Sara Rafiei**, Facilitator  
**Maria Redpath**, Community Engagement Coordinator  
**Donna Rietschlin**, Facilitator \*\*  
**Olivia Shaw**, Facilitator \*\*  
**Michael Song**, Social Worker  
**Tracy Stocks**, Social Worker  
**Emily Taylor-King**, Facilitator  
**Helen Yu**, Finance Officer \*

## Financial Statements

### CITIZEN ADVOCACY

#### STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2017

	2017	2016
<b>CURRENT ASSETS</b>		
Cash	\$ 45,458	\$ 77,058
Short term investments (note 4)	238,028	229,549
Accounts receivable	177,946	115,189
Sales tax receivable	25,650	21,111
Prepaid expenses	4,907	6,017
	491,989	448,924
<b>LONG TERM INVESTMENTS (note 4)</b>	84,296	84,016
INVESTMENT IN 1 COMMUNITY PLACE (note 5)	282,358	278,106
<b>CAPITAL ASSETS (note 6)</b>	45,205	43,042
	411,859	405,164
	\$ 903,848	\$ 854,088
<b>CURRENT LIABILITIES</b>		
Accounts payable	\$ 128,233	\$ 122,486
Deferred revenue (note 7)	273,508	152,597
	401,741	275,083
<b>DEFERRED FUNDING OF CAPITAL ASSETS (note 8)</b>	46,163	61,089
<b>NET ASSETS</b>		
Invested in capital assets	286,009	273,172
Internally restricted for contingencies (note 9)	150,000	150,000
Unrestricted	19,935	94,744
	455,944	517,916
	\$ 903,848	\$ 854,088

Approved on behalf of the Board:

 Treasurer

 President





**CITIZEN ADVOCACY****STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED DECEMBER 31, 2017**

	2017	2016
<b>REVENUE</b>		
United Way of Ottawa-Carleton	\$ 79,247	\$ 76,334
Ministry of Community and Social Services		
Core activity funding	389,755	357,563
Other projects	31,356	81,260
Independent Facilitation Demonstration Project (note 2)	2,754,677	2,788,257
Independent Facilitation and Planning	18,667	50,073
Lifetime Networks	34,435	36,920
City of Ottawa	109,764	97,747
Trillium Foundation	67,700	75,200
Fetal Alcohol Resource Program	133,176	82,407
Family Supports	21,590	23,836
Self generated	570,016	497,951
	<b>4,210,383</b>	<b>4,167,548</b>
<b>EXPENDITURE</b>		
Fund development	219,572	235,469
Community relations / marketing	73,495	52,102
Independent Facilitation and Planning	9,682	35,320
Independent Facilitation Demonstration Project (note 2)	2,754,677	2,788,257
Lifetime Networks	102,155	112,192
Community Partnerships	238,751	184,553
Fetal Alcohol Resource Program	133,174	82,407
Family Supports	58,380	52,035
Matching Program	682,469	644,279
	<b>4,272,355</b>	<b>4,186,614</b>
<b>NET EXPENDITURE FOR THE YEAR</b>	<b>\$ (61,972)</b>	<b>\$ (19,066)</b>





Citizen Advocacy Ottawa  
312 Parkdale Avenue  
Ottawa ON, K1Y 4X5



**[www.citizenadvocacy.org](http://www.citizenadvocacy.org)**  
**[info@citizenadvocacy.org](mailto:info@citizenadvocacy.org)**

Tel: 613-761-9522

TTY: 613-725-6175

Charitable Registration Number: 13036 2817 RR0001

