



ANNUAL REPORT

2020/2021



For more information, visit us at www.coahamilton.ca



The Hamilton Council on Aging (HCoA) is a non-profit charitable organization founded in 2005. A group of retired professionals, academics, and community leaders identified the need for an independent group that focuses on and addresses the systemic issues that affect the aging experience, recognizing that some seniors fall through the cracks between existing agencies and government departments.

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BOARD OF DIRECTORS

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Dr. Faiza Hirji, Director

Ram Kamath, Director*

Sharon Pierson, Director

Anne Pizzacalla, Director

Dr. Julie Richardson, Director

Mary Tice, Director

Judit Zsoldos, Director*

* indicates director exited prior to year end

MESSAGE FROM THE PRESIDENT

This past year has been very challenging for older adults in Hamilton. The Hamilton Council on Aging has continued to advocate for older adults through a series of editorials and articles in the Hamilton Spectator, cable television broadcasts and outreach activities focused on positive aging and creating a more age and dementia-friendly community. In this annual report you will read how we continued to meet our mission despite the limitations that COVID placed upon all of us.

We cannot operate without the support of our generous donors and funders.

I would like to thank our board members, volunteers, and staff who have all worked so hard to bring our Strategic Priorities to life! We look forward to the day when we can once again gather and celebrate our successes in person.

— David Mifsud, *President*





STRATEGIC PRIORITY #1

Engaging and bringing forward the voices and perspectives of older adults on issues of concern.

Julie Richardson, Co-Chair

The Education and Advocacy Committee has had a busy year despite several of our activities being curtailed during Covid-19. We have continued to publish monthly Op-eds in the Spectator and they have included topics such as: Age-Friendly Hamilton, Social Participation in the Time of COVID, Financial Literacy, and Navigating the Health Care System.

We have partnered with Cable 14 for public broadcasts. Broadcasts in January included topics such as Housing, Social Participation, Financial Security, and Safe Driving. These may be rebroadcast in the future.

The Positive Aging series continues to have an impact in the Hamilton community. Our volunteer peer educators offered the 6 week GERAS series on Positive Aging both by Zoom and teleconference. Multiple community partners — including the

City of Hamilton Seniors' Centre Without Walls, the Hamilton Public Library, the Hamilton Jewish Family Services, the Retirees Chapter of Unifor 5555 and the Asociacion Fraternidad Hispana — invited us to deliver the talks to their membership. In June we piloted a new series on Navigating the Health Care System which we will be offering again this fall. The United Way continues to support this program, providing \$20,000 annually for the next three years.

We also partnered with Hamilton Aging in Community to support a series of talks with the Muslim community on resilience, seniors' housing and socialization. The Positive Aging team successfully submitted a poster abstract to the International Federation on Aging conference November 2021.

Finally, we are producing a HCoA Newsletter which we will circulate 3x per year, and include opinion editorials, positive aging portraits, resources and community opportunities, and updates about the activities of HCoA. We welcome any comments or suggestions about our community engagement.

Let's Get Moving guide is available on the HCoA website (Our Priorities > Age Friendly Resources > Things To Do) or <https://coahamilton.ca/wp-content/uploads/2021/03/Lets-Get-Moving-2021.pdf>

STRATEGIC PRIORITY #2

Creating an Age-Friendly Community and Reducing Ageism.

Lori Letts & Julie Richardson, Co-Chairs

The past year has been exciting in the collaborative efforts to make Hamilton a more Age-Friendly Community. Despite a pause in early 2020 due to the pandemic, the work of the Age-Friendly Hamilton Collaborative Governance Committee resumed successfully later in the year.

The collaborative effort involves three groups: The Hamilton Council on Aging, the Seniors Advisory Committee of the City of Hamilton, and City of Hamilton staff which have partnered to form the Collaborative Governance Committee.



Building on the successes of the first plan (2014-2019), Hamilton's Plan for an Age-Friendly Community 2021-2026 was officially released in June 2021 and is available as a full report or an executive summary from the HCoA website. This plan was developed in consultation with over 4,100 older adults and other stakeholders in Hamilton, with a focus on reaching diverse groups of Hamilton citizens and organizations that serve older adults. A new added focus to the 2021-2026 Plan has been to build in components that support making Hamilton not only Age-Friendly but also Dementia-Friendly. We are one of the first communities to incorporate a dementia-friendly lens in an Age-Friendly Plan.

The Hamilton Council on Aging has received funding from the City of Hamilton to support ongoing efforts to make Hamilton Age-Friendly. In addition, funding from a provincial Inclusive Communities Grant is supporting an intense effort to develop an implementation and evaluation plan for our 2021-2026 Hamilton Age-Friendly Plan.

With support from our funders, activities undertaken in the past year include:

- A review of our approach to organizing and governance of the Age-Friendly Hamilton Collaborative Committee. This has resulted in re-development of a collaborative committee made up of members of the three partner organizations, along with two goal champions for each of the seven goal areas, and roles for community members as working group members.
- Participation in a series of workshops, hosted by the Ontario Age-Friendly Communities Outreach Program, to support the development of an Evaluation Plan that will guide the Collaborative Committee's work to monitor progress in making Hamilton more Age-Friendly.
- Launching a survey that will help us to gather information from across the community. Recognizing that Age-Friendly activities are being led by diverse organizations, community groups, and the City of Hamilton, we hope to capture the many ways that people are working to support the interests, inclusion, and well-being of older adults across the city. The results of the survey will help the Collaborative Committee to recognize, celebrate, and build upon the many positive initiatives that are already underway.



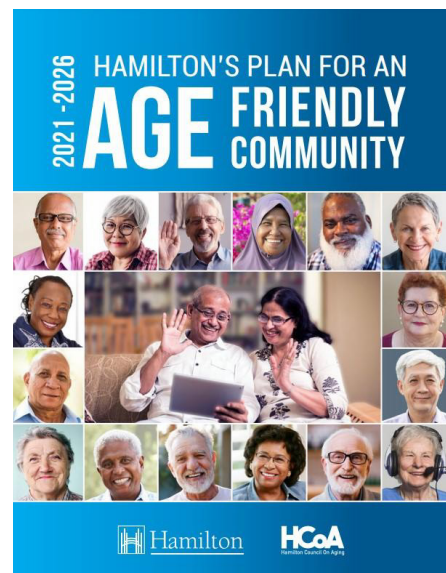
As we enter the fall of 2021, we anticipate that detailed implementation plans will emerge for each of the Strategic Goal Areas in the 2021-2026 Age-Friendly Hamilton Plan:

- Housing
- Transportation
- Information and Communication
- Health and Community Services
- Social Participation
- Civic Engagement, Volunteerism, and Employment, and
- Outdoor Spaces and Buildings.

In the next year, we anticipate hosting public events to report on the progress towards making Hamilton an Age-Friendly Community.

The Age-Friendly Hamilton Collaborative Committee recognizes that there are organizations in the not-for-profit, private and public sectors as well as individual citizens who have much to contribute to the recommended actions.

If you are interested in learning more or becoming involved in Age-Friendly Hamilton initiatives, please contact us at: agefriendly@hamiltoncoa.com.





STRATEGIC PRIORITY #3

Creating a Dementia-Friendly Community

Tracy Gibbs, Project Manager

The Alzheimer Society of Canada indicates that there are more than 500,000 Canadians living with dementia today and this number will almost double by 2030. It is estimated that 255,000 people are currently living with dementia in Ontario and approximately 12,000 people are living with dementia in Hamilton and Haldimand. A dementia diagnosis has an impact on the person living with dementia, their formal and informal caregiver(s) and whole communities. While dementia shortens the lives of people living with the disease, its greatest impact is upon quality of life, both for the individual with dementia and their caregiver(s). Dementia-friendly communities are emerging as a promising approach to help improve quality of life for people living with dementia and their caregivers.

The global COVID-19 pandemic and ensuing safety protocols disrupted the lives of everyone, and even more significantly, people living with dementia, their care partners, and families. For many people, programs and services were cancelled, routines of getting groceries and running errands were further complicated by new social rules such as masking and physical distancing. These have increased stress and confusion for people living with dementia due to new navigation challenges (e.g. physical distancing signs). Additionally, COVID-19 safety protocols have added strain on care partners and increased feelings of social isolation among people living with dementia, especially for those who are living alone.

FEDERAL GRANT — Public Health Agency of Canada, Dementia Community Investment The Empowering Dementia-Friendly Communities Hamilton, Haldimand Project

In 2020, The Hamilton Council on Aging successfully secured a four-year Dementia Community Investment grant from the Public Health Agency of Canada. This four-year investment provides an opportunity to engage people living with dementia, their care partners, families, and other stakeholders to develop, implement and evaluate promising practices, programs or initiatives that improve quality of life for persons living with dementia within their communities.

The Empowering Dementia-Friendly Communities Hamilton, Haldimand project is a collaborative initiative of multidisciplinary stakeholders and people with lived experience in Hamilton and Haldimand. The work of this project commenced at the onset of the pandemic and continued despite the COVID-19 challenges and uncertainties.

➤ *To learn more about dementia-friendly communities, or to get involved, visit www.coahamilton.ca*



KEY ACCOMPLISHMENTS – 2021 SUCCESSES

- Identified and worked with dementia champions to develop innovative virtual outreach and engagement strategies.
- Consulted with over 300 persons living with dementia, their care partners, families & friends in Hamilton and Haldimand to provide input about their experiences, challenges and solutions to creating dementia-friendly communities. In a follow up survey, we learned that 84% of participants felt that their community is somewhat, a little bit or not at all dementia-friendly. Additionally, when asked about the importance of this initiative, 97% of survey participants felt that it is very important or extremely important.
- Created and launched the What We Heard Hamilton, Haldimand Report, a summary of our key findings that reflect what we heard during the consultation and recommendations for how to make Hamilton and Haldimand dementia-friendly.
- Identified and integrated dementia-friendly specific recommendations into Hamilton’s 2021-2026 Age Friendly Plan creating one of the first Age Friendly/Dementia Friendly integrated plans in Canada.
- Raised awareness and amplified the voices of people living with dementia through multiple newspaper articles, radio and cable interviews.

1. Dementia numbers in Canada. (2020). Alzheimer Society of Canada
2. Developing Ontario’s Dementia Strategy: A Discussion Paper. (2016). Government of Ontario.
3. Hopkins, R, W. (2010). Dementia Projections for the Counties, Regional Municipalities, and Census Divisions of Ontario
4. Dementia Friendly Communities: Key Principles. (2015). Alzheimer’s Disease International.
5. What We Heard Hamilton, Haldimand Report. (2021). HCOA_WWH_EN_June2021.pdf (coahamilton.ca)

“I think that the lived experience of people living with dementia, their time, commitment, expertise and leadership has definitely facilitated the completion of work and also just the direction on everything... And I think that what it has done is that it has grounded our work in something that is meaningful and that is really truly informed by the experiences of people living with dementia. So I think that we’ve been able to, so far, come up with things that are going to be effective because they’re a part of it, and even in some cases leading it.”

— Participant on Project Stewardship Group



NEW WEBSITE (COMMUNICATIONS)

Faiza Hirji, Chair

In early 2020, we embarked on the process of overhauling the HCoA website, a long-time goal, given that the site had not been updated in some time and was neither as user-friendly nor as accessible as necessary. Quotes were gathered from three local firms and ultimately New Motto, a company with experience in designing accessibility-compliant websites for non-profit organizations, was engaged to undertake the re-design and to provide one year of support.

Input was collected from the board in terms of needs and navigation. The same information that was available on the old website design was transferred to the new website design, with images that reflect Hamilton's diverse senior population, different categories for organization, and the ability to display a calendar of events. Our administrative assistant has been trained to update the website and has been doing so regularly. This is work that would have been carried out regardless of the pandemic but given how much communication has shifted online, it was especially important to launch the new website design in 2020 and we are pleased that this was accomplished. Our hope is that community members will find this design engaging and easy to use. To view the website, visit www.coahamilton.ca.



Dr. Margaret Denton, Order of Hamilton 2020 Recipient



The Order of Hamilton recognized the exceptional voluntary contributions of individual Hamiltonians to the building of a better and improved City of Hamilton.

Dr. Margaret Denton has served as the Chair of the Age-Friendly Hamilton Collaborative Governance Steering Committee for six years. She has volunteered with the Hamilton Council on Aging for 15 years. She is a founding board member and has served as the president, vice-president and past-president of the Council. As a volunteer she chairs the Southern Ontario Age-Friendly Network and she is the treasurer of the Ontario Council on Aging.

HAMILTON COUNCIL ON AGING STATEMENT OF FINANCIAL POSITION

As of March 31, 2021	2021	2020
ASSETS		
Cash	164,825	36,867
Grants Receivable	-	146,416
Prepaid Expenses	6,765	6,254
HST Receivable	5,252	3,970
Due from Hamilton Health Sciences	9,532	4,556
	\$186,374	\$198,063

LIABILITIES		
Accounts Payable & Accrued Liabilities	58,307	134,098
Deferred Grants, Note 2	86,972	24,249
	\$145,279	\$158,347
Unrestricted Funds	41,095	39,716
	\$186,374	\$198,063

(Note 2) Deferred Grant Revenue		
Balance Beginning of Year	24,249	44,032
Amounts Received/ Receivable During the Year	332,323	556,172
Amounts Recognized as Revenue During the Year	(269,600)	(575,955)
	\$86,972	\$24,249

HAMILTON COUNCIL ON AGING STATEMENT OF OPERATIONS

Year ended March 31, 2021	2021	2020
REVENUE		
Grants, Note 3	269,600	575,955
Donations and Fundraising	1,005	548
Memberships	50	940
	\$270,655	\$577,443

EXPENDITURES		
Administration	19,194	23,597
Programs and Workshops	221,487	431,946
Wages and Benefits	28,595	119,654
	\$269,276	\$575,197

Excess of Revenue over Expenses	\$1,379	\$2,246
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(Note 3) Grants are comprised of the following		
Federal	227,600	527,780
Provincial	-	4,352
Municipal	42,000	43,823
	\$269,600	\$575,955

WE NEED YOUR HELP TODAY. BECOME A SUPPORTER OF HCOA.

Through donations we will continue to support education, advocacy, and programs, to improve the lives of older adults in our community.

How to Support Using E-Transfer

1. Log in to your online banking account or mobile banking app.
2. Select the Interac e-Transfer option.
3. Add Hamilton Council on Aging as a new recipient with email address: epayment@hamiltoncoa.com
4. To receive a tax receipt for a donation of \$10+ please include your first and last name and mailing address in the space provided for a message/comment.
5. Your donation will automatically be deposited into HCoA's account. You will not need to set up a security question (there are a few banks that do not support automatic deposit so please check with your bank if you are being asked to set up a security question).

How to Support by Cheque

You can donate by mailing a cheque, made payable to the Hamilton Council on Aging, to our temporary mailing address: c/o 700 -1575 Upper Ottawa Street, Hamilton ON L8W 3E2

How to Support by Online Donation

You can donate online via Canada Helps at www.canadahelps.org or follow this link: www.canadahelps.org/en/charities/id/99524/

CanadaHelps.org is an organization that works with registered Canadian Charities to help them manage online donations.

2020-2021 FUNDERS

Your support enables us to take strides in working towards our vision to ensure that positive aging is a visible reality in Hamilton.



Seniors Engagement
Age Friendly Hamilton



Inclusive Community Grant



Empowering Dementia-Friendly
Communities — Hamilton &
Haldimand Project



Improving Access for Seniors
from Diverse Communities
Program



MISSION

We advance positive aging — promoting the health, well-being and social participation of ALL older adults — by influencing attitudes, policies and programs to include their voices.

VISION

Positive aging is visible in Hamilton.

VALUES

INCLUSION

We value the wisdom and experience of older adults and their right to experience a high quality of life, free of ageism.

DIVERSITY

We value the rich diversity of the Hamilton community and strive to include the many voices of older adults in all our endeavours.

COLLABORATION

We value our shared work with volunteers and community partners, and know that their insights, knowledge, and experience make us stronger.

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Hamilton Council on Aging is a
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