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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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 selection 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
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:
Citizen Advocacy Ottawa 2017 Annual Report

- 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 waitlist 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 waitlist have 2 or more disabilities or disabling conditions (67%).
- More than half of the Friends on our waitlist are unemployed with no plan of seeking employment (55%). This does not include retired Friends or students.
- Our waitlist 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 11th-November 5th)

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 29th 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 3rd 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 incapacité.*
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.”

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**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
**Children’s Sibling Group**

*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

**Le Groupe pour les jeunes frères et sœurs**

*Une occasion de rencontrer d’autres enfants qui comprenent ce que cela signifie d’avoir un frère ou une soeur vivant avec un incapacité.*
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 1st 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 2nd 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 vivent avec les TSAF et leurs familles, en plus de l’éducation et le développement de leadership communautaire.

4% of Canadians have Fetal Alcohol Spectrum Disorder.

That’s 1,406,069 people in Canada with FASD today.
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

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**Event Volunteers**
- 211

**Local Business Supporters**
- 138

**Event Attendees**
- 2606

**Event Sponsors**
- 25

**Corporations**
- 36
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.

$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 Perechini 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 Cratzbarg
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
Robert Anderson
Sue Anderson
Anonymous (22)
Banff Airporer
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
Cyclologik
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 Greais-Sturton
Great Canadian Theatre Company
Tracey Green
Robert Hammond
Seaward Higdon
James and Dorothy Higgins
Hunt Club Pharmacy
Jake Kennedy
Lucie Kocum
Neena Kushwaha
Richard Lee
Mike Leo
Les Fougères
Amy Lockwood
Lockwood Lands Corporation
Lord Elgin Hotel
André and Francine Loyer
Nils S. Lundahl
Maple Leafs Sports & Entertainment Ltd.
Paul Martin
Boyd McBride
Randy McBride
David McCann
Mc Gee’s Inn
Ian McPhail
Robert and Janet Meldrum
Ursula Menke
Evelyn Monson
Margot Montgomery
Viren Naik
National Gallery of Canada
Nikosi Bistro Pub
Nordik Spa
Notary Public
Novotel
Ottawa Chamberfest
Ottawa City Rafting
Ottawa Hunt and Golf Club
Ottawa Little Theatre
Ottawa–Carleton Lifeskills Inc.

Alberto Palacios-Hardy
Joyce Peadly
Meagan Perks
Tony and Sue Perry
Dan Pooler
Pure Yoga Ottawa
R.V. Holdings Corp.
Michelle Richard
Leonard Robillard
Chris and Elspeth Ross
John and Deborah Rowan-Legg
Lisa Sadler
Kevin Sampson
Second Glance
Service Coordination des services
Sandy Sharkey
Mary Ann Siok
Theresa Siok
Sleep Country
Snell House Foods
Stella Luna Gelato Café
Lazaro Sternic
Bob Stevenson
Lori Streefkerk
Sublime Hair Salon
Mark Sutcliffe
The Hilton Homewood Suites Halifax
The Loft
Third Avenue Spa
Kevin Thompson
Beverly Townsend
Regina Traczyk-Jurjonas
Turn, Turn, Turn
Unique Accessories
WANT Les Essentiels de la Vie
Ron Warren

Peter Weiser
Wilderness Tours
Eric Wilson
Trevor Woodside
Bill and May Wu
David Yeo
Yogatown
Yuk Yuk’s Comedy Club

$25-$99
Veronica Anderson
Angela Automotive Service
Anonymous (11)
Rhoda Aronson
Jann Atkinson
John and Maria Barker
Marnie Beaubien
Beaudry’s Flowers
Elizabeth Bezeqeh
Melissa Bindner
Joanne Bocking
Bonnechere Caves
Boston Pizza Orleans
Rich Boughen
Cheryl Bourgeois
Keith Bourns
Bridgehead
Allan Burns
Oswald and Florence Butler
Noelle Caloren
Canada Agriculture and Food Museum
Canada Aviation and Space Museum
Canadian Museum of History
Canadian War Museum
City of Ottawa
Kevin Clinton

Carl Conboy
Cosmic Adventures
Crete-Ryan Construction
Gail D’Ascenzo
Steve and Seleena Desjardins
Jane Devlin
Lawrence Donegan
Greg and Debbie Driscoll
Richard and Fran Duchesne
Phil Edgar
Glenn Elder
Janet Elder
Escape Manor
Ian and Julie Gessner
Clyde Goodlet
Goodlife Fitness
Barrie Goodman
Philip Gore
Ed and Lorraine Gorn
Erika Govas
Dom and Ruth Herrick
Melissa Hillary
Greg Hitchon
Home Depot – Barrhaven
Peter Humber
Queenie Huynh
Chloe Jackson
Olga Janoska
Thony Jean-Baptiste
Jet Black Hair Studio
Kate Johnson
Jerry Jones
Jim and Valerie Judd
Kanata Theatre
Alana Kennedy
Kent Massage Therapy & Wellness Centre
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 McKibbon
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
Canadian Mental Health
Association
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

Thank You
Citizen Advocacy Ottawa 2017 Annual Report

Citizen Advocacy Board of Directors and Committees

Executive Officers
President Kirk Boyd,
Partner, Borden Ladner Gervais LLP
Past-President Mike Giunta,
President/Owner, Aerie Communications Inc.
Past President Ruth Koch-Schulte,
Retired Social Worker **
1st Vice-President Simone Joanisse,
Parent
2nd Vice President Maria McClintock,
Manager, Strategic Communications (Finance and Administration), Carleton University
Secretary Neena Kushwaha, A/Director, Industrial Technologies Office, Innovation, Science and Economic Development Canada/Government of Canada
Treasurer Alison Bradford,
Finance Director, Kott Lumber Company

Directors
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
Jeff Snyder, Vice-President – Sales & Solutions,
Capital Office Interiors Ltd
Ron Warren, Project Manager,
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 **
- Nancy Lockwood (staff)
- Holly MacKay *
- Tanya Northcott
- The Hon. Justice Heather Perkins-McVey
- Dr. James Reynolds
- Elspeth Ross
- Barbara Sabourin (Chair)
- Brian Tardif (staff)
- Kaila Totten *
- Kathy Unsworth **

Lifetime Networks Advisory Committee

- Emmanuelle Bouliane
- Kelly Howson (Chair and staff)
- Simone Joanisse
- Claire Leduc
- Rob Meredith
- Andrea Podruski (staff)
- Anna Przednowek
- Natalie Sanna
- Brian Tardif (staff)
# Financial Statements

## CITIZEN ADVOCACY

**STATEMENT OF FINANCIAL POSITION**

**AS AT DECEMBER 31, 2017**

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CURRENT ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cash</td>
<td>$45,458</td>
<td>$77,058</td>
</tr>
<tr>
<td>Short term investments</td>
<td>238,028</td>
<td>229,549</td>
</tr>
<tr>
<td>(note 4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts receivable</td>
<td>177,846</td>
<td>115,183</td>
</tr>
<tr>
<td>Sales tax receivable</td>
<td>25,650</td>
<td>21,111</td>
</tr>
<tr>
<td>Prepaid expenses</td>
<td>4,907</td>
<td>6,017</td>
</tr>
<tr>
<td><strong>Total Current Assets</strong></td>
<td>491,899</td>
<td>448,924</td>
</tr>
<tr>
<td><strong>LONG TERM INVESTMENTS</strong></td>
<td>84,296</td>
<td>84,016</td>
</tr>
<tr>
<td>(note 4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INVESTMENT IN 1 COMMUNITY</td>
<td>282,358</td>
<td>278,106</td>
</tr>
<tr>
<td>PLACE (note 5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CAPITAL ASSETS</strong></td>
<td>48,205</td>
<td>43,042</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>411,859</td>
<td>405,164</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accounts payable</td>
<td>$128,233</td>
<td>$122,486</td>
</tr>
<tr>
<td>Deferred revenue (note 7)</td>
<td>273,506</td>
<td>152,597</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>401,741</td>
<td>275,083</td>
</tr>
<tr>
<td><strong>DEFERRED FUNDING OF</strong></td>
<td>46,163</td>
<td>61,069</td>
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<tr>
<td>CAPITAL ASSETS (note 8)</td>
<td></td>
<td></td>
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<tr>
<td><strong>NET ASSETS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Invested in capital assets</td>
<td>286,009</td>
<td>273,172</td>
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<tr>
<td>Internally restricted for</td>
<td>150,000</td>
<td>150,000</td>
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<tr>
<td>contingencies (note 9)</td>
<td></td>
<td></td>
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<tr>
<td>Unrestricted</td>
<td>19,935</td>
<td>94,744</td>
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<tr>
<td><strong>Total</strong></td>
<td>455,944</td>
<td>517,916</td>
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<tr>
<td><strong>Approved on behalf of</strong></td>
<td>$903,848</td>
<td>$854,088</td>
</tr>
<tr>
<td>the Board:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Treasurer

President
CITIZEN ADVOCACY

STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2017

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United Way of Ottawa-Carleton</td>
<td>$79,247</td>
<td>$76,334</td>
</tr>
<tr>
<td>Ministry of Community and Social Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Core activity funding</td>
<td>389,755</td>
<td>357,563</td>
</tr>
<tr>
<td>Other projects</td>
<td>31,356</td>
<td>81,260</td>
</tr>
<tr>
<td>Independent Facilitation Demonstration Project (note 2)</td>
<td>2,754,677</td>
<td>2,788,257</td>
</tr>
<tr>
<td>Independent Facilitation and Planning</td>
<td>18,467</td>
<td>50,073</td>
</tr>
<tr>
<td>Lifetime Networks</td>
<td>34,435</td>
<td>36,920</td>
</tr>
<tr>
<td>City of Ottawa</td>
<td>109,764</td>
<td>87,747</td>
</tr>
<tr>
<td>Trillium Foundation</td>
<td>67,700</td>
<td>75,200</td>
</tr>
<tr>
<td>Fetal Alcohol Resource Program</td>
<td>133,176</td>
<td>82,407</td>
</tr>
<tr>
<td>Family Supports</td>
<td>21,590</td>
<td>23,836</td>
</tr>
<tr>
<td>Self generated</td>
<td>570,016</td>
<td>497,951</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td>4,210,033</td>
<td>4,167,648</td>
</tr>
</tbody>
</table>

|                              |         |         |
| **EXPENDITURE**              |         |         |
| Fund development             | 219,572 | 235,469 |
| Community relations / marketing | 73,485  | 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 |
| **Total Expenditure**        | 4,272,355 | 4,186,614 |

**NET EXPENDITURE FOR THE YEAR**
$ (61,972)  $ (19,066)
Citizen Advocacy Ottawa
312 Parkdale Avenue
Ottawa ON, K1Y 4X5

www.citizenadvocacy.org
info@citizenadvocacy.org
Tel: 613-761-9522
TTY: 613-725-6175

Charitable Registration Number: 13036 2817 RR0001