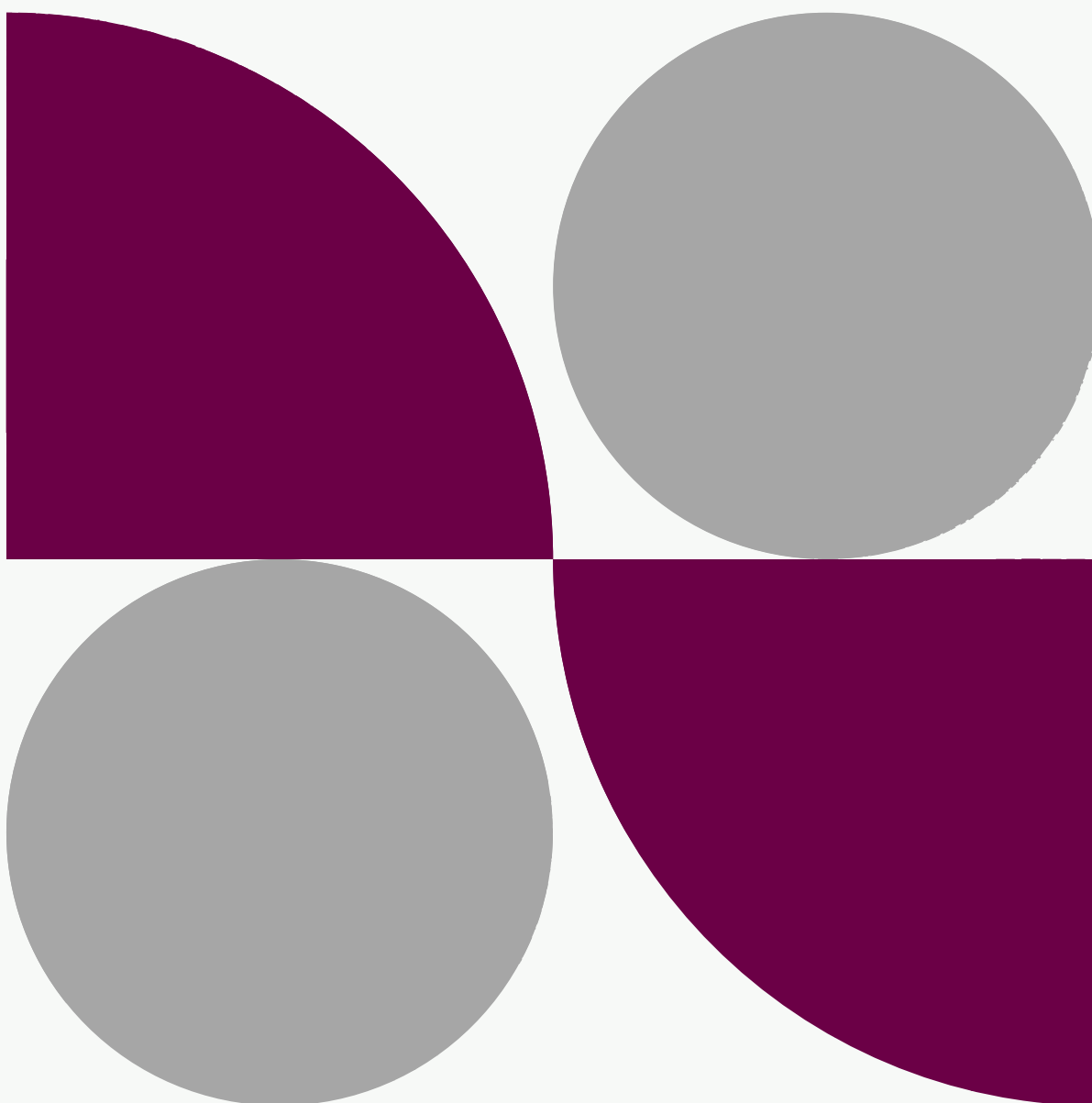


**SENIORS
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Acknowledgements

Thank you to our funders



We thank you for your continued support in our efforts to contribute to the vitality of English-speaking seniors in Quebec

President's Message

It has only been seven months since our last AGM, but so much has happened since. Most significantly, Seniors Action Quebec was able to achieve most of its goals, notwithstanding the many obstacles that needed to be overcome. Promises made, promises kept. Our Annual Report provides details.

With restrictions related to the Covid-19 pandemic being lifted incrementally over the past seven months, we have benefited from every opportunity to meet with our partners, funders, government officials and elected officials, at all levels of government. What a pleasure that was!

From day one, our new board members jumped in with both feet and rolled up their sleeves to deal with the governance needs of Seniors Action Quebec. Our treasurer, Dian Cohen, has worked diligently to ensure that our financial records and reports are in order. Our Policies and Practices Committee, Diane Lemay, Mona Beck and Linda Marion, has been working on developing these important guidelines for the organization. Our Nominations Committee, Martin Murphy, Lyna Boushel and chaired by Ruth Pelletier, has ensured that the organization respects its traditional guidelines for nominations to the board. Our Bylaws Committee, Richard Silver, Deirdre Shipton and Walter Duszara, has begun its review of the bylaws. All current board members, and some former board members, have been working together to enable the organization to prepare itself for the next cycle of submission of contribution agreement requests.

The past three years have been difficult for everyone. Seniors, in particular, have been traumatized by the pandemic. Quebec's English-speaking seniors, in addition to their personal challenges, have witnessed an attack on their historical status and future place within Quebec. These are hard times for us.

As an organization, with a provincial mandate, we have a duty to advocate for the needs of seniors and in particular the needs and rights of English-speaking seniors. We have done this in every forum we have participated in. We have also recognized that as an organization we need to enhance our capacity for policy development, interpreting legislation, research and communications.

Going forward we will develop a new strategic plan for Seniors Action Quebec. We look forward to your support for our efforts.

Walter Duszara

New Executive Director

Time certainly moves in strange ways – this year has seven months! It has been a pleasure to face all of the challenges with the support of the board. Thank you everyone.

As an organization we have numerous deliverables specified within our contribution agreements with provincial and federal government funding departments. Although the pandemic challenged all of our partner not-for-profit organizations in ways that were unimaginable, it also brought us closer together. Pivot was the order of the day. Like others, we pivoted. This past year we worked to ensure that projects we had committed to were delivered. No mean feat with a full-time staff of one!

We now have a slate of fifty instructional videos and webinar videos on a range of topics of particular, but not exclusive, interest to seniors – please refer to the annual report for details on this year’s production. We produced a manual for the Resilience Training Project for community groups. We added three new categories to our map of services – Mental Health, Palliative Care and Home Care. We produced a short documentary video on English-speaking seniors’ sense of belonging in Quebec and on the important role that various community groups and organizations play in sustaining this sense of belonging. We held six webinars on a range of topics of interest to individuals and community groups.

In the fall, we assumed the management of the One Voice Coalition – a table of organizations working directly with or on behalf of seniors in the Greater Montreal area. In addition, we have been engaged in discussions and consultations with a number of government departments at the municipal and provincial levels. These include addressing issues related to elder abuse, the Secrétariat des Aînes Action Plan – A Quebec for All Ages (unofficial translation) and the Montreal Age-friendly Municipality Initiative.

We joined numerous partners to meet with ministers, MPs and senators in Ottawa in November to share our concerns related to Bill-96 and the draft legislation of the updated Official Languages Act. In January, we were invited to a pre-budget consultation with the Minister of Finance and for Relations with the English-speaking community, Mr. Eric Girard, to express our concerns related to the needs and circumstances of English-speaking seniors.

In January, we attended the first day of the CHSSN Community Health and Social Services *Network Building Exchange* Conference. This face-to-face meeting gave us the opportunity to meet with representatives of many regional organizations associated with the CHSSN-NPI programme. In March, we participated in CHSSN's Supporting and Promoting Mental Health conference in Montreal. In the same month, we attended the QCGN workshop on Community Vitality that addressed the themes of Data, Organization Health, Representation and Funding. A few days later our One Voice partner, English-Speaking Catholic Council, invited us to join them at the Saint-Patrick's Day luncheon hosted by the Saint Patrick Society.

Looking forward, we will seek to fill our policy development and research capacity needs. I am grateful to everyone who worked with me and supported me this past year. Without your commitment to our projects we would not have been able to succeed. Thank you!

Katia Toimil-Bramhall

New Board Members

After our Annual General Meeting held on November 17 2022, Seniors Action Quebec was pleased to announce the appointment of four new Board members. They are: Debbie Ford-Caron (Saguenay Lac-St-Jean); Treasurer Dian Cohen (Eastern Townships); Sharon McCully (Eastern Townships) and Deirdre Shipton (Lower Laurentians). Remaining on the Board of the Directors are: Mona Beck (Montreal), Syeda Bukhari (Montérégie), President Walter Duszara (Montreal), Darla Fortune (Montreal), Secretary Diane Lemay (Montérégie), Linda Marion (Abitibi-Témiscamingue), and Vice-President Richard Silver (Montreal). Seniors Action Quebec is pleased and excited to have more Board members from the regions. As a province-wide organization, our aim is to have board members from different regions and ensure that comprehensive viewpoints are represented at a Board and governance level.

The Board of Directors bade farewell to Debbie Horrocks, immediate past-President, whose six-year term as Board member came to an end.

“Debbie served the board and members of Seniors Action Quebec generously and effectively at a time when SAQ was experiencing many changes and new demands. In the name of SAQ, I thank her for her leadership and dedication. On a personal note, thank you Debbie for your support and counsel when I needed it. We all look forward to your continued support and contribution to the mission and goals of Seniors Action Quebec.” Walter Duszara

New Offices

In the summer of 2022, Seniors Action Quebec packed up our offices in Valois village on the West Island and moved back to downtown Montreal, setting up shop in The Catholic Centre building in the hub of Concordia University and St-Catherine Street.

We're All In This Together Project



2022 also saw Seniors Action Quebec completing the final chunk of the We're All in This Together Project, a partnership project managed by the English-Language Arts Network (ELAN). The final stage of the project involved the creation of seven training videos on how to use an iPad. The objective of these videos was to create an educational tool for those organizations who received iPads as part of the project and to teach seniors in their respective communities digital literacy skills to combat the increased isolation brought about by the pandemic. The videos were created by Monica Escobedo from Concordia University's engAGE Living Lab. All of the videos can be found on our [website](#) and [YouTube](#) page.

Resilience Training Project

In autumn 2022, we wrapped up our Resilience Training Project after two years of hard work and pandemic re-pivoting. Project Coordinator Mirella Castrechini created a manual for organizations who wish to continue training staff on teaching and building resilience skills to their seniors. Included with the manual is a USB stick with all six training videos. Big thank you to Mirella and the team for wrapping up the project! There are hard copies that are still available for distribution. If you are interested in receiving copies, send us an email at: info@seniorsactionquebec.ca

CHSSN Adapting Services Project



Funding from CHSSN, and the hiring of two part-time contractual staff, enabled the organization to add three new subcategories to our map of services website. These included: Mental Health, Palliative Care and Home Care. Launched in 2021 thanks to funding from the Department of Canadian Heritage, Seniors Action Quebec's map of services website is an online database of services that are available to seniors and English-speaking seniors. The aim of the site is to identify services in either or both official languages in the regions throughout Quebec.

COM-Unity Project



After three years improvising, pivoting and thinking outside the box, 2022-2023 saw us book-end our project *Je Me Souviens: Portraits of Who we Are* and the COM-Unity Project. The third and final year project entailed producing a short documentary on English-speaking seniors' sense of belonging in Quebec and the role that English-speaking organizations play in creating and fostering this sense of belonging in their respective communities. Seniors Action Quebec would like to thank everyone who gave their time, shared their stories, opened up their homes and organizations to us and allowed us to get glimpses into their lives. Thank you to our production team, Jesse Meyer and Maxime Bélanger-Rhéaume from Avenue 8, for rolling with the punches. Working on this project during a pandemic was not for the faint of heart!

ONE VOICE COALITION

In the fall of 2022, Seniors Action Quebec took over the mantle of the One Voice Coalition – a table largely made up of organizations working directly with or on behalf of seniors on the island of Montreal, Laval and the South Shore. The goal of the Coalition is to advocate for the interests of the diverse and multicultural English-speaking seniors in the Greater Montreal region. To learn more about the Coalition, visit its Facebook page (<https://www.facebook.com/Onevoicecoalition/>). Stay tuned for more developments and news.



2022-2023

WEBINARS

Thanks to our partnership with Éducaloi, Seniors Action Quebec produced six more educational webinars on legal information for seniors. Thank you to everyone who participated in the webinars and shared their expertise with us. Another big “thank you” must be extended to Ruth Pelletier for organizing these webinars. We hope that these six webinars served to provide information to both seniors and organizations who work with seniors.

September 13, 2022: What You Need to Know About the Car Industry

Presenter: Mr. George Iny

Topics covered:

- The impact of vehicle shortages
- Hybrid vs Electric vs Gas
- Issues Specific to Older Drivers
- Dealer extras, separating the good add-ons from those that offer poor value.

October 26, 2022: Things to Know to Have Successful Volunteer Governing Boards

Presenter: Frances Ravensbergen, PhD

Topics covered:

- Bylaws and the journey of a board member from recruitment to end of term
- Roles & Responsibilities of a Volunteer Board Member
- Other key items such as: staff and boards working together, liability insurance, effective board meetings, the Board’s role in HR management, conflict resolution, etc.

November 8, 2022: With the Higher Interest Rates and Increased Costs: Are You Worried About Your Debt Load? What Can You Do to Protect Yourself and Family

Presenters:

Kenneth De Melo, Senior Branch Manager at BMO in Kirkland

Monica Sourour, Money and Budget Coach

Topics covered:

- Know the signs when you are in trouble.
- What are the misconceptions people have when approaching the bank for help?
- What can your bank do for you?
- Preparing an Expense Worksheet, reducing utility costs, Seniors programs and discounts, and Government Benefits. Controlling credit card debt.

December 6, 2022: Protecting Yourself from Frauds and Scams

Presenters:

Kenneth De Melo, Senior Branch Manager at BMO in Kirkland

Stephanie Senecal, Senior Support Unit Coordinator Canadian Anti-Fraud Centre

Brad Russell, Senior Competition Law Officer in the Deceptive Marketing Practices Directorate of the Competition Bureau of Canada

Topics that we covered:

- Understanding common consumer frauds and tactics.
- The different types of frauds and scams as seen at the bank.
- Spotting Financial Abuse. Know Your Customer Rule and how it can benefit us.
- Understanding the current trends that affect seniors.
- The impact of fraud and how to report it.
- Tips and advice.
- What types of deceptive marketing investigations does the Competition Bureau undertake? What resources are available to protect people and businesses against fraud?

February 7, 2023: Understanding Your Consumer Rights

Presenters: Richard Goldman, lawyer and plain language specialist with Éducaloi

Topics covered:

- Refunds and exchanges
- Pricing errors
- Warranties
- Online shopping
- What you can do when problems occur

March 14, 2023: Estate Planning: What You Need to Know in Advance

Presenters:

Me. Linda Hammerschmid

Me. Samy Staltari

Danny Sirgnano, Financial Advisor

Topics discussed:

- The importance of planning ahead – How to prepare your finances and reduce tax burden on estates through proper tax planning
- The importance of having a will and the necessity of reviewing your will – Types of wills, what documentation should be put together in advance to help with the subsequent liquidation of the estate, and sharing information with heirs
- The role of the liquidator – Duties and obligations and how to carry out a will search

2022-2027 ACTION PLAN ELDER ABUSE



Since the spring of 2022, Seniors Action Quebec has been participating in meetings and attending public consultations on the 2022-2027 Action Plan on Elder Abuse. Now in its third installment, this Action Plan will include the realities of both English-speaking seniors and cultural communities. During these consultations, we have intervened to discuss and highlight the inherent challenges faced by English-speaking seniors and have tied them into the realities faced by both French-speaking seniors and seniors whose mother tongue is neither English nor French. We plan to continue our participation in these consultations and work closely with our partners in English-speaking organizations throughout the province to learn more about the needs and issues and to collaborate with French-speaking organizations to continue these important discussions and to tie in the unique perspectives of the English-speaking community. To learn more about the Action Plan click here:

<https://publications.msss.gouv.qc.ca/msss/document-003402/>

SECRÉTARIAT DES AÎNÉS

ACTION PLAN FOR

SENIORS

Starting in the fall of 2022, Seniors Action Quebec met with representatives of the Secrétariat des Aînés to discuss the challenges and needs faced by English-speaking seniors, caregivers and organizations working in the English-speaking community. Policy issues that were discussed revolved around isolation, health and social services, the pandemic and its impact on English-speaking seniors and organizations and any issues relating to helping the government of Quebec adapt to the rising aging population. We hope to continue to work with the Secrétariat des Aînés in the 2023-2024 financial year and will provide more updates as they come!

MONTREAL AGE-FRIENDLY MUNICIPALITY (AFM) INITIATIVE

2022-2023 also saw Seniors Action Quebec participating in conversations with representatives of the island of Montreal on the new Action Plan on Age-Friendly Municipality initiatives (AFM)- since being recognized as an “Age-friendly Municipality” in 2012. 2023-2024 will see the city organizing public consultations with seniors, caregivers and organizations on ways to improve the Age-Friendly Municipality Initiative. Seniors Action will be present and will continue to work with the city on the project both as SAQ and with the One Voice Coalition. To learn more about the new phases of the initiative visit the official page: <https://www.makingmtl.ca/seniors-2023>

SAQ OUT AND ABOUT

EVENING ON THE HILL Ottawa November 2022

At the beginning of November 2022, Seniors Action Quebec was invited by the Quebec Community Groups Network (QCGN) to attend their first Evening on the Hill since 2020. We, along with other organizations in the English-speaking community, met with several MPs and Senators to discuss issues facing populations in our respective sectors and the potential impact that Bill-96, now law 96, would have on our spheres.

CHSSN NETWORKING EVENT

On November 30 2022, Seniors Action Quebec attended the Community Health and Social Services Network's (CHSSN) networking lunch. After nearly 3 years of ZOOM meetings, it was an absolute treat to finally meet people in-person and to chat face to face over food. The relaxed atmosphere and energy allowed everyone to learn about different English-speaking organizations on the island of Montreal and the tremendous work that has been done both pre- and post-pandemic. It was an afternoon of taking stock of the amazing work done by organizations and by CHSSN. Batteries were definitely recharged after this afternoon! Thanks to the CHSSN team for the invite!





Montérégie West Community Network Health Fair

On November 12 2022, Ruth Pelletier graciously represented Seniors Action Quebec at an all day health fair and introduced the organization and what we do to curious members of the public.

January 2023 trip to Quebec City

2023 started with a bang! Seniors Action Quebec was invited by the Secrétariat aux relations avec les Québécois d'expression anglaise (SRQEA) to participate in a pre-budget consultation with Minister Eric Girard, the Minister of Finance and of the SRQEA. It was an informative session, where we were able to learn about the challenges faced by other sectors within the English-speaking community. We were also able to outline the challenges faced by English-speaking seniors, explain the increased strains caused by the pandemic on both seniors and organizations working with seniors, while being mindful of adding how the current political climate is affecting English-speaking seniors. We hope to continue these conversations in the future.

While in Quebec City, we also took the opportunity to attend day one of CHSSN's Community Health and Social Services Network Building Exchange 2023 Conference. This was the first in-person conference since the pandemic. It focused on health services and adaptive services in the English-speaking community. Some very inspiring and interesting presentations were given, and Seniors Action Quebec was happy to finally be able to meet many organizations from different regions of the province who are involved in CHSSN's NPI program. It was lovely to finally meet people in-person after nearly 3 years of ZOOM! Seniors Action Quebec very much looks forward to working with these organizations in the future. Thank you CHSSN for the invite!



Minister Eric Girard and Seniors Action Quebec President Walter Duszara

CHSSN event March 3 2023

On Friday, March 3 2023, CHSSN invited SAQ to attend a full-day event highlighting the work being done by organizations who received funding from the Supporting and Promoting Mental Health in OLMCs (official language minority communities) in Quebec 2022-2024 project. Many of the presentations revolved around services, created and run by community organizations and groups, that addressed general mental health and related issues that had arisen from the COVID-19 pandemic, a reminder of the toll the pandemic has had on various populations - both young and old.



From left to right: Jennifer Johnson (Executive Director CHSSN), Margo Legault (Executive Director Literacy Quebec), Katia Toimil-Bramhall (Executive Director Seniors Action Quebec), Russell Kueber (Director of Programming CHSSN), Anne-Marie Cech (Program Manager for Early Childhood, Youth and Families CHSSN) and Walter Duszara (President Seniors Action Quebec)

QCGN and vitality community-funding roundtable

On March 10 2023, Seniors Action Quebec attended a one-day event organized by the Quebec Community Groups Network (QCGN) on the Community Vitality Plan – an action plan highlighting the set of priorities that were identified by the English-speaking community. Four roundtables, made up of representatives of various English-speaking organizations, have been meeting regularly since 2021 to discuss four areas of priority for the English-speaking community: Data, Organization Health, Representation and Funding – we have been an active member of the Funding roundtable since its inception. It was an informative day, and we will share any information that comes out of the work with the roundtables in the future!



St-Patrick's lunch with English-speaking Catholic Council (ESCC)



Another sign that life was returning to same sense of normal or new normal, was the return of the annual St-Patrick's day luncheon hosted by the Saint-Patrick Society. Our One Voice partner and downstairs neighbour English-Speaking Catholic Council (ESCC) invited Seniors Action Quebec to the event. We were pleased to meet some of ESCC's Board members and were joined by Jenn Cooke from CHSSN and other familiar faces. Thanks to ESCC's new Executive Director Maria Centoni and Suzanne Brown for the thoughtful invite and for being able to mingle and hear bagpipes!



<https://www.seniorsactionquebec.ca/>



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