

**PROCEEDINGS OF THE 56TH ANNUAL CONVENTION
OF THE
UNITED SENIOR CITIZENS OF ONTARIO INCORPORATED
HOLIDAY INN PETERBOROUGH WATERFRONT
PETERBOROUGH, ONTARIO
AUGUST 11, 12, & 13, 2014**

The 56th Annual Convention of the United Seniors Citizens of Ontario was held in Peterborough on August 11th, 12th and 13th, 2014.

Monday, August 17, 2014

At 1:00pm in the afternoon the Executive of the U.S.C.O. was led into the convention room by RCMP Constable Rick Allen, OPP Officer Robin Sanders and Town Crier Bill McKee. Town Crier Bill McKee read out the edict for the start of the 56th Annual Convention. President Bernard Jordaan welcomed all the delegates to the convention. After the singing of *O Canada* and the hymn *Let There be Peace on Earth*, President Bernard Jordaan introduced the head table.

It was during this time that our Past President Joyce Mitchell took a tumble. 911 was called and at this time Bernard Jordaan cleared the convention room so that paramedics could get into the room and do their assessment. Joyce went off to the hospital and returned to the convention with a broken arm and scrapes.

We reconvened at 2:30pm. Bernard Jordaan at 2:30pm asked the Rev. Beverly Sumbler to do the Invocation Prayer. **Greetings** were extended by the following and who were introduced by Bernard Jordaan.

MPP Jeff Leal brought greetings and expressed his thanks to the U.S.C.O. for picking Peterborough for our convention.

Mayor Daryl Bennett also brought greetings on behalf of Peterborough. He also thanked Susanne Robarts for all her help as well. He also spoke about all the wisdom seniors have and the importance to keep going.

The Warden for Peterborough J. Murray Jones also brought greeting from Peterborough and the surrounding area.

National Pensioners John Gatens brought greetings from the executive and also mentioned that President Herb John would not be running for President this year. He also mentioned their convention in Saskatoon September 17th – 19th.

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Hon. Mario Sergio, *Minister Responsible for Seniors*. Introduced and thanked by Bernard Jordaan.

I'd like to first recognize my colleague Jeff Leal for his continued advocacy for seniors in Peterborough. It's truly an honour to once again join an organization that has worked for 56 years on behalf of Seniors in Ontario. With over 300,000 members and 1000 clubs, United Senior Citizens of Ontario is leading the change you want to see in the world.

As I look back on the past year, I see a vibrant record of partnership – a partnership between the province, the USCO and various other seniors' organizations that work tirelessly to ensure that Ontario is the best place to live, from childhood to retirement. As we know, over the next two decades, the number of seniors in North America is projected to more than double.

I know the people in this room are more than familiar with the important issues that accompany an aging population - issues surrounding healthcare, retirement and safety for seniors. It is because of this that we created Ontario's Action Plan for Seniors to address the challenges and opportunities of our aging population. As a part of the plan, our government introduced the Age-Friendly Community Planning Guide last summer to help communities develop physical and social environments that enable seniors to live healthy, active and meaningful lives.

Ontario also introduced the Seniors Community Grant Program which encourages greater social inclusion, volunteerism and community engagement among seniors. The importance of this program resonated with a large number of community organizations across the province. Which is why it is so exciting that the 2014 provincial budget that we passed just last month doubled the Seniors Community Grant Program from \$500,000 to \$1M in 2014-15. **And I'm more than pleased that the Seniors Community Grant Program was able to support the very meeting we are attending today!**

Our government is also committed to addressing the needs of nearly 200,000 Ontarians who have dementia, many of whom wish to live safely at home for as long as possible. To help address the issue of safety, we've expanded the Finding Your Way program to offer materials in three additional languages. This program was developed, in partnership with the Alzheimer Society of Ontario, to educate and empower seniors, families, caregivers and the broader community in recognizing and responding to seniors who have wandered or gone missing. We know how valuable elderly person centres are to the well-being of seniors as they offer social and recreational programs, preventive and health education, and support services. I'm happy that the responsibility for Ontario's 270 EPCs has now transferred to the Ontario Seniors' Secretariat from the Ministry of Health and Long-term Care.

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We've made progress in keeping seniors safe. This past January, further protections for seniors under the Retirement Homes Act came into force. These protections include a formal complaints process, police background checks for staff and volunteers, and mandatory extra expense insurance for retirement homes to ensure coverage of residents' accommodation and care costs during emergencies.

Ontario is committed to a strong and secure retirement income system to help ensure that today's workers maintain a comparable standard of living when they retire. That's why the province is moving forward with the Ontario Retirement Pension Plan (ORPP) – that would expand pension coverage initially to more than three million working Ontarians who are most at risk of under-saving, in particular middle-income earners without workplace pension coverage.

As Minister Responsible for Seniors Affairs I am proud of the strides we've made together to improve the quality of life for seniors and families in Ontario. We recognize that growing old does not mean losing our place in society, or losing our connection to our network of family, friends and our communities at large. Our government remains committed to improving the quality of life for seniors and families across the province.

My goal – my personal commitment – is to get it right. And I know I will have the continued support and wisdom of the people here today to help me do that.

Catherine Turner, *Johnson Insurance*. Introduced by Bernard Jordaan and thanked by Richard Kratz.

She thanked the U.S.C.O. for again asking her to come to speak at our Convention. Catherine re-iterated that it is **very, very** important when asking for a quote or asking about our Travel Insurance to give your name and tell them you are a member of the U.S.C.O. and give your club name and number. For every member that takes out their travel insurance or house & car insurance under the U.S.C.O. umbrella, Johnson Insurance will give us back a percentage.

Robin Sanders, *Constable OPP Community First*. Introduced by Bernard and thanked by Peggy Hawthorn.

WE WILL DISCUSS:

The program
The process
The evidence
The future

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ONTARIO POLICE SERVICES ACT

- Crime prevention is the first duty and key principle of all police services
- Responsibility of each and every one of us to: Prevent Crime
Reduce Victimization

COMMUNITY PARAMEDICINE:

Decreases

- Paramedic Service Utilization
- Emergency Department Use

Decreases

- Demand on Alternate Level of Care
- Demand on Long term Care

Decreases

- Repeat Paramedic Service users
- Repeat Emergency Department users

COMMUNITY PARAMEDICINE WILL:

Case find:

- Identify and refer vulnerable population to matched services
- Provide community based assessment, education, treatment and advocacy
- Improve quality of life

PARAMEDIC / POLICE REFERRAL PROCESS

1. Case Findings:

- Data analysis
- Community engagement
- External referral

2. Evaluation:

- Clinical prediction tool
- Evidence based

3. Referral:

- Electronic record transmission
- Tele referral
- Warm transfer

4. Follow up:

- Quality improvement metrics
- Academic evaluation
- Provider feedback
- Client feedback

PERIL CLINICAL PREDICTION RULE

1. Any problems in the home preventing safe discharge?
2. Are the patients medications disorganized or is there evidence of clutter syndrome?
3. Have there been any 911 calls in the last 30 days?

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InterRAI – COGNITIVE SCREENING GUIDE

- Memory / Recall Ability
- Cognitive Skills for Daily Decision Making
- Change in Decision Making
- Periodic disordered thinking or awareness
- Medical Conditions
- Health Problems
- Self Reported Health
- Behaviour Symptoms
- Managing Medication
- Self-Reported Mood
- Home Environment

ADD CASE STUDY VIDEO FROM DEAN

- 911 hang up call
- 2nd time in a week
- John is sitting on the floor next to his bed
- Too weak to make it to the washroom
- Hasn't eaten in days
- Chronic breathing problems
- Depression / No support system / Lives alone
- Hasn't bathed in weeks
- Clutter / Spoiled food / Garbage
- Disorganized medication
- Refuses transportation

After a very short break Bernard Jordaan introduced Peggy Hawthorn, Chairperson of the Resolutions Committee. Peggy introduced the resolution committee: Sylvia Gagnon, Gerry Graham, Dorothy Kelley, Debra Ann McBride. Peggy outlined how we were going to go about doing the resolutions. There were 54 resolutions to be considered.

We adjourned the first day of proceedings, and dinner would be here in the convention room at 6:00pm followed by entertainment. After a lovely dinner Susanne Roberts introduced Janet McCue, Native Women's Choir. Carson Elliott thanked them for their lovely performance. Call to order would be Tuesday August 12, 2014 at 8:45am.

Tuesday August 12, 2014

Call to Order at 8:45am by Bernard Jordaan.

First time delegates were asked to raise their hands. This year we had quite a lot of new people. We need resolutions from the clubs every year. The resolutions are then put in a brief to go to every cabinet minister in the provincial government for their response. The resolution's that are of a Federal nature are sent to the National Pensioners and will be discussed in September at their convention.

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Marie Smith Convention Chairperson was introduced by Bernard Jordaan to give the credential report:

93 delegates
12 executive
10 field rep's
5 visitors
120 in total

Bernard Jordaan, President asked that executive reports in your booklet be read at your leisure and that there be a motion at this time to accept them as presented.

Bruce Hanna, *OPP Constable S.A.L.T.*

Introduced by Bernard Jordaan and thanked by Lois Jordaan.

S.A.L.T. Seniors and Law enforcement Together. Established in 2007, (S.A.L.T.) is a volunteer community based program involving senior volunteers, community service providers and Peterborough County OPP, in partnership to educate seniors about crime prevention and senior safety issues.

S.A.L.T. offers a 'peer-to-peer' approach whereby senior volunteer present, in collaboration with the OPP, information to their peers on crime prevention initiatives. Through outreach to senior communities in the County, concerns of seniors' safety are communicated to the police. Seniors are provided with a variety of handouts and resources on Seniors' safety and issues and crime prevention.

Rhonda Martin—Christine Gillis, *Hear for Life*

Introduced by Bernard Jordaan and thanked by Dorothy Kelley

As you may be aware, 3.5 million Canadians are currently living with some degree of hearing loss. At Hear for Life we are committed to providing the best hearing healthcare services to help you hear better so you can live better. Hear for Life has been in the community for over two decades offering comprehensive free hearing tests, professional advice, ongoing exceptional client care and an award winning dispensary.

The company was founded in 1988 when Rhonda Martin, Founder and Hearing Instrument Specialist began providing hearing healthcare home services in the community on her bicycle.

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She opened her first hearing clinic in 1991 in Toronto's east end and was soon joined by her sister, Lisa Martin. Working together they established a strong presence providing community based hearing healthcare services. Now with more than two decades of experience, Hear for Life continues to deliver exceptional service, professional service and an unparalleled commitment to client care.

The Hear for Life team consists of the best Hearing Healthcare professionals that conduct complete hearing tests as well as consult recommend dispense, fit and service the very latest in hearing aid technology to match your lifestyle needs. All of our specialists are certified to the highest provincial and national qualification standards and are members of all affiliated industry associations. Our team also includes our Client Care Managers who are here to help you book hearing tests, organize necessary follow-up appointments, assist with insurance and any government approval processes.

Peggy Hawthorn, Chairperson Resolutions Committee
Review of Resolutions *continued*

12:00pm we had a break for lunch.

Pamela Hillier, *Community Connections 211* Introduced by Bernard Jordaan and thanked by Sylvia Gagnon.

211 is a free, confidential, province-wide helpline that simplifies finding support and community services for Ontario residents.

211 helps people find basic needs such as food, housing and emergency financial assistance. It connects those in need with agencies who can help someone cope with health issues like cancer or elderly citizens stay in their own homes. 211 also supports staff and volunteers at agencies who are in need of information about community services for their clients.

When you dial 2-1-1, you reach a real person, 24/7, who is highly trained to listen and help.

211 offers multilingual service in 170 languages as well as TTY service at 1-888-340-1001.

The 211 service in Simcoe County is delivered by Community Connection, a professionally accredited information and referral agency located in Collingwood.

To request a 211 presentation to your group or staff team or to order print materials visit www.211Ontario.ca.

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Peggy Hawthorn, Chairperson Resolutions Committee
Review of Resolutions *continued*

Carol O'Neil and Mark Clarke, *Next Step Solutions* Introduced by Bernard Jordaan and thanked by Sylvia Gagnon.

Be proactive...don't leave your full house for your family to clear out.

Use the FAST rule;

“F” a fixed amount of time per day...no more than 30 min.

“A” anything that hasn't been used in 1 year..i.e see what items of clothing you didn't wear all season and donate what you didn't use if possible....also follow the one in/one out rule.

“S” Storing other person's belongings, i.e. grown children, family members...give them a time frame to go through the items and remove them.

“T” let go of trash, i.e. broken items that cannot be fixed, old paper work.

Start looking at “smartsizing” while the decisions are yours to make.

We adjourned at 3:30pm.

Banquet at 6:30pm followed by entertainment.

At 6:30pm Robert Stewart piped the executive into the dining room. Banquet Chair Gerry Graham asked for Grace, and then the Toast to the Queen. Gerry Introduced the Head Table. We enjoyed a turkey dinner with all the trimmings.

After dinner Susanne Roberts introduced Kitchen Kuties. They entertained us for about 1hr. Debra-Ann McBride thanked them for the wonderful show.

We will reconvene at 9:00am Wednesday morning.

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Wednesday August 13, 2014

We were called to order at 9:00am by Bernard Jordaan.

Marie Smith Chairperson Convention

The final credential report:

94 delegates
12 executive
10 field rep's
6 visitors
122 in total

Bernard Jordaan vacated the chair. David Bradley election chair person with assistance from Ron Shelley dismissed the old executive. They then conducted the elections for the 2014 – 2015 year. Following are the results of the election:

President: Bernard Jordaan

1st Vice President: Gerry Graham

2nd Vice President: Sylvia Gagnon

Treasurer: Susanne Robarts

Secretary: Peggy Hawthorn

Executive Members:

Lois Jordaan

Jim Laidman

Debra-Ann McBride

Marie Smith

Dorothy Kelley

Peggy Graham

Motion to destroy the ballots was made by: Ken Peters and 2nd by Ron Shelley.

Bernard thanked the following people: Our Parliamentarian Richard Kratz

Our Timekeeper Cliff Flavell

All the delegates for a successful convention.

We had the singing of the Hymn: *May the Lord, Mighty God*, then *God Save the Queen*.

Motion to adjourn.