

Annual Report 2017-2018



Office of the
Seniors Advocate
Alberta

Contents

Use of Terms	1
Letter to the Minister	2
Letter to Albertans	3
Executive Summary	4
Mandate of the Office	6
Mission, Vision, Values	6
Meeting our Mandate: Administration	7
Meeting our Mandate: Resolution Support	10
Meeting our Mandate: Identifying Trends and Issues	16
Meeting our Mandate: Advice and Recommendations	19
Looking Forward, Looking Back	21

Contents (continued)

Figures

Figure 1	Map of Travel	9
Figure 2	Action(s) by Staff to Resolve Cases (Closed Cases)	11
Figure 3	Action(s) by Client (Closed Cases)	11
Figure 4	Initial Contact Distribution	12
Figure 5	Method of Initial Contact	12
Figure 6	Age Distribution of Clients	13
Figure 7	Sex Distribution of Clients	13
Figure 8	Location Distribution of Clients	13
Figure 9	Primary Issues Categories	14
Figure 10	Income and Financial Supports	16
Figure 11	House and Home Supports	17
Figure 12	Social Supports	17
Figure 13	Health Care and Supports	18

Appendices

Appendix A	a) Meetings and Engagement Activities	22
	b) Media Appearances	26
Appendix B	Agencies Referred to	27

Use of the term senior

Throughout this document, the term “senior” is used. Some people feel that this term and references to “they, “them” and “our seniors” is artificial and segregating. The Alberta Office of the Seniors Advocate acknowledges this sentiment. Use of the term in this document is for practical and conventional purposes with no intent to endorse its use or to offend.

The Alberta Office of the Seniors Advocate recognizes diversity amongst people and the increasing heterogeneity that comes with age. Inclusive policies, programs and services accommodate diversity in all its forms, including age.

References to senior Albertans

In this document, reference to “seniors tell/told us” or “we hear from senior Albertans” is limited to a sample of older Albertans that connected with the Alberta Office of the Seniors Advocate; no claim is made that an identified trend or issue applies to all senior Albertans or represents what all senior Albertans might say. The Alberta Office of the Seniors Advocate acts as a voice for seniors issues and refers to senior Albertans in a general sense.

Letter to the Minister

May 6, 2019

The Honourable Josephine Pon
Minister of Seniors and Housing
404 Legislature Building
10800 97 Avenue
Edmonton, AB T5K 2B6

Dear Minister Pon:

I am submitting to you the 2017-2018 Annual Report of the Alberta Office of the Seniors Advocate, the second in my term as Alberta Seniors Advocate. This fulfills the reporting requirement as outlined in [Ministerial Order 001/2016](#) and covers the period April 1, 2017 to March 31, 2018.

This period overlaps the beginning of my medical leave for cancer treatment at the end of January 2018. Because of my absence, some initiatives of the Office were slowed but the Office generally met its goals outlined in our last annual report. In our resolution support activities (individual advocacy), we served more Albertans than in our first seven months of operation and we see action around the general ageism recommendation made in our last annual report (issues advocacy). During the fiscal year, I submitted recommendations regarding adoption of ageism communication guidelines within the Ministry. I also began work on another report on immigrant sponsorship breakdown. Because of my leave, I completed the latter report, and recommendations coming from it, upon my return. I submitted this report after fiscal end but report it in the 2017-2018 fiscal to reflect when the issue was identified as a systemic issue.

We look forward to continuing our advocacy for seniors and seniors issues in the coming year.

Respectfully submitted,

[original signed by Sheree Kwong See]

Sheree Kwong See, PhD
Alberta Seniors Advocate

Letter to Albertans

May 6, 2019

Dear fellow Albertans:

It has been my honour to serve as the Alberta Seniors Advocate since Sept. 1, 2016. This is my submission to the Minister of Seniors and Housing outlining the activities of the Office during the 2017-2018 fiscal year. This time period overlaps the beginning of my medical leave for cancer treatment at the end of January 2018. This has curtailed some progress but I am pleased to report the Office continued its work during my leave and for the most part, met its goals outlined in our last annual report.

In our resolution support activities (individual advocacy), we have served more Albertans than in our first seven months of operation and are seeing action toward recommendations for change (issues advocacy). In this fiscal year, I made more recommendations for improvements to government programs and services.

If you need assistance in finding, accessing or utilizing government programs and services; or simply want to offer feedback or share information or an experience, please contact our Office. All information is documented and analyzed to help inform recommendations on the issues faced by seniors, families and supporters.

We look forward to continuing our advocacy for seniors and seniors issues in the coming year.

Sincerely,

[original signed by Sheree Kwong See]

Sheree Kwong See, PhD
Alberta Seniors Advocate

Executive Summary

This is the second annual report submitted by the Alberta Seniors Advocate, Dr. Sheree Kwong See. During the fiscal year the Office continued to refine its administrative processes, including launching a Facebook page, and building the profile of the Office through public engagement activities (45 meetings and sessions with the public).

To meet our mandate to **provide information and resolution support** to senior Albertans and their families, the Office:

- Opened 1,254 new client cases and closed 1,269 cases (some carried over from last fiscal)
- Engaged in almost 8,100 contacts with clients and/or external agencies to close cases
- Supported resolution primarily by facilitating self-advocacy, referral, and if necessary, advocating on behalf of clients.

Albertans contacted the Office for information and referral about:

- Income and financial supports (26%)
- House and home supports (21%)
- Social supports (21%)
- Health care and supports (32%).

To meet our mandate to **identify trends and issues** impacting seniors, the Office:

- Analyzed issues raised during resolution support activities and feedback from public engagement activities, and
- Identified areas Albertans had difficulty finding, accessing and utilizing government or government-funded programs and services in each of the four categories above (income and financial supports, house and home supports, social supports, health care and supports).

To meet our mandate to **make recommendations and provide advice** to government for improvements to programs and services, based on analyzed issues, the Office put forward recommendations:

- To clarify the registration process for the Alberta Blue Cross Coverage for Seniors Program
- To clarify information about the Direct to Tenant Rent Supplement Program
- That the Ministry of Seniors and Housing adopt communication guidelines to avoid ageism and
- To address the unique challenges to self-sufficiency faced by immigrant seniors in sponsorship breakdown.

To provide advice to government the Office:

- Provided input and the seniors perspective for five government initiatives
- Participated in three regularly occurring government committees and Minister's stakeholder forums and
- Provided input at two government-funded community program initiatives.

Overall, the Office met its goal of expanding resolution support activity (individual advocacy) by more than doubling service from 2016-2017 levels. For issues advocacy, the Office is seeing some progress on its ageism recommendations put forward last fiscal and has put forward more recommendations. We look ahead to maintaining and evaluating our resolution support activity and continuing to chart progress toward previous and new recommendations.

Mandate of the Office

The Alberta Seniors Advocate was appointed Sept. 1, 2016 and operates under the authority of [Ministerial Order 001/2016](#). The Ministerial Order outlines a number of functions of the Alberta Office of the Seniors Advocate. To summarize, the mandate of the Alberta Office of the Seniors Advocate is to:

Provide information and resolution support to senior Albertans and their families:

Resolution support: The Office fulfills this function by providing individualized information and referrals to appropriate government programs and/or government-funded/regulated community programs and services. This support work includes making referrals and requests for action under relevant legislation (public assurance).

Identify trends and issues impacting seniors:

Identification of issues: The Office identifies issues that emerge from resolution support activities and by actively seeking feedback on issues of importance from seniors, seniors groups and stakeholder groups.

Make recommendations and provide advice to government for improvements to programs and services:

Offer advice and make recommendations: The Office analyses resolution support activities and listens to seniors and stakeholder groups to offer advice and make informed recommendations.

Mission, Vision, Values

Vision

All older Albertans have access to programs and services that contribute to a full life.

Mission

The Alberta Office of the Seniors Advocate supports older Albertans and families by:

- Providing resolution support
- Identifying and analysing relevant trends and issues
- Putting forth recommendations and advice to government for improvements to seniors programs and services

Values

- Client-centred
- Responsive
- Compassionate
- Collaborative
- Ethical

Meeting our Mandate: Administration

The Office continued to refine administrative processes and build the profile of the Office through our public engagement activities.

Human Resources

The staff complement in the fiscal year was six full-time and one wage employee: the Seniors Advocate, three Seniors Advocate Representatives, an Executive Officer, an Administrative Assistant and an Issues Analyst (wage). Occasional staff was also hired to assist with short-term targeted tasks and the Office hosted a Bachelor of Social Work student from MacEwan University for a 300-hour practicum between January and April of 2018.

Back: Marj, Leslie, Cindy, Robin
Front: Tadra, Sheree, Carolina



To provide the best service possible to clients, staff engaged in continuous learning. During this fiscal year, professional development focused on the topics of:

- Privacy protection and information security management (annual)
- Communication with/to older adults
- Records management
- Condo Boards/Corporations
- Residential Tenancies Act, Housing Act and Regulations, Lodges
- Legislative processes
- Ageism and seniors rights in health care
- Mental health in aging
- Continuing care system
- Challenges faced by members of the LGBTQ2S community
- Safety, security and special needs of complex clients.

Award for Service

The Office received a Seniors and Housing Impact Award, an honour recognizing individuals/teams demonstrating leadership, employee/stakeholder engagement and exemplary contributions that have a Government of Alberta/Ministry-wide impact.

Website

Our site (www.seniorsadvocate.alberta.ca) is a public communication tool and an up-to-date information resource. Albertans can contact the Office directly through the website to provide feedback or request assistance.

Web activity in the fiscal year:

- 10,288 visits, or 857 average visits per month
- 30,541 page views
- 9,586 users - 798 average users per month (87.6% new, 12.4% returning)
- 90% of the visitors to our website were from Canada
- 6% from the US
- 4% from other areas including India, Brazil, China, Mexico, United Kingdom, Italy and Germany.

Social Media — Facebook

The Office selected Facebook as its social media platform (www.facebook.com/AlbertaSeniorsAdvocate) and launched an account April 21, 2017. The platform is used to share information, highlight the Office's community outreach and engagement work and serves as another way for Albertans to contact the Office.

Facebook activity in the fiscal year:

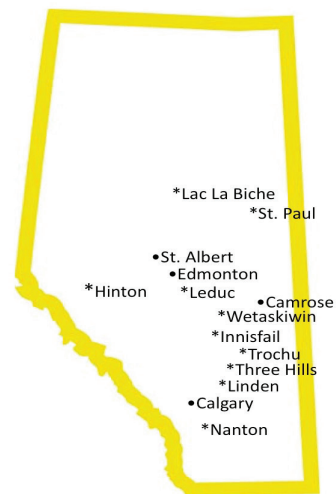
- 100 posts
- 297 likes
- 92 shares
- Reached 12,453 people.

Public Engagement

During the reporting period, the Office actively listened to seniors and stakeholder groups during 45 meetings and public engagement sessions (see Appendix A, Section A). Sessions included presentations on the roles and responsibilities of the Office; presentations and workshops on issues of importance to seniors; and participation on panels on aging topics. For public engagement, Office representatives visited 14 municipalities and travelled 7,914 kilometers. The Office visited 10 of the 14 communities for the first time.

The Seniors Advocate gave interviews and appeared in six media outlets (Appendix A, Section B).

Figure 1. Map of Travel (* not previously visited)



Financial Summary

This table represents the budget allocated for the Office as well as the actual amount spent during the 2017-18 year. The Office exercised fiscal restraint in operational expenses and there was a staff position vacancy for part of the year.

Expenses	2017/18 Budget	2017/18 Actual
Salaries	693,000	603,608.25
Benefits	175,000	137,007.58
Travel	10,000	3,307.26
Operational Expenses	106,000	55,388.93
Total	\$984,000	\$799,312.02

Meeting our Mandate: Resolution Support

The Alberta Office of the Seniors Advocate is mandated to provide resolution support to senior Albertans and their families. The Office fulfills this role by providing individualized information and referrals to government programs and/or government-funded/regulated community programs and services. This work includes making referrals and requesting action under relevant legislation (public assurance).

Between April 1, 2017 and March 31, 2018, the Office opened 1,254 new client cases and closed 1,269 cases (1,155 from cases opened during the current fiscal and 114 from cases that were still active at the end of the previous fiscal).

How does the Office provide resolution support?

A case is opened when Albertans contact the Office:

- For resolution support (i.e., to seek information and support in resolving concerns related to government and/or community programs and services)
- To provide feedback (i.e., to comment on an experience or an issue with community, government or other services).

Resolution cases accounted for the vast majority of cases opened over the reporting period:

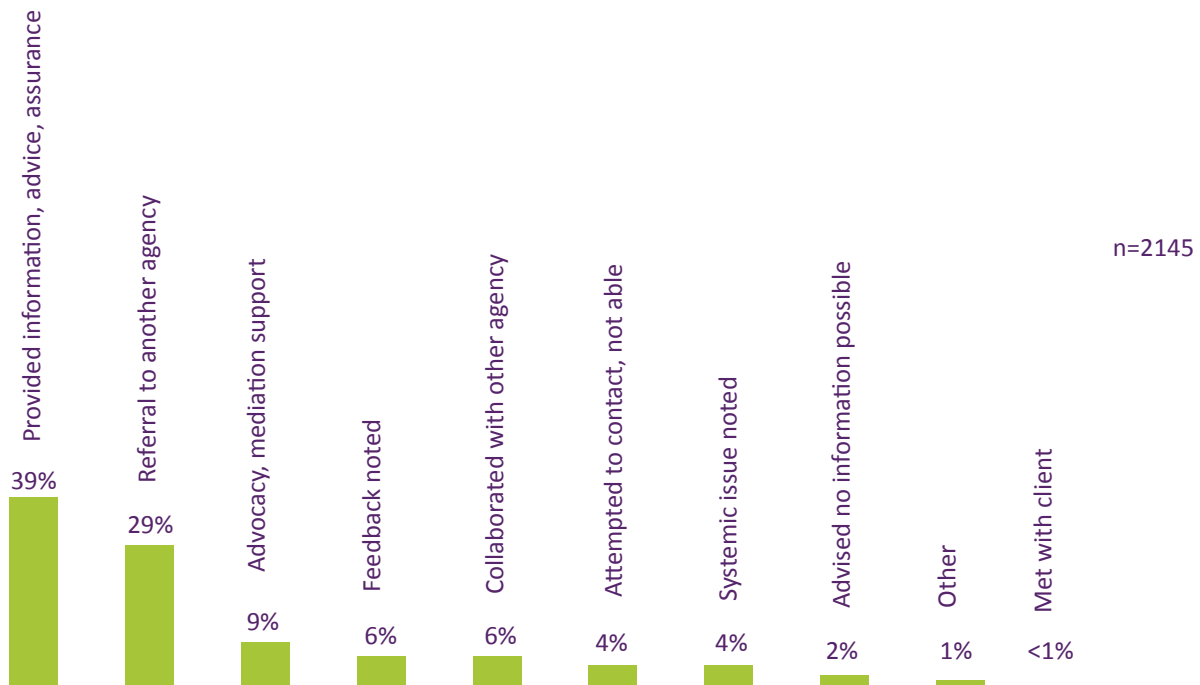
- 1,132 cases (90%) were resolution cases
- 122 cases (10%) were feedback cases.

Resolution support actions often involve multiple contacts with clients/their representatives as well as with external agencies, including other government agencies. Contacts by Office staff to resolve closed cases totalled 8,096:

- Contacts with clients/representatives totalled 6,683 (range 1 to 241 contacts per case, average 5.3 contacts per case)
- External contacts with agencies/parties totalled 1,413 (range 0 to 106 contacts per case, average 4.7 contacts per case).

Coding the actions by Office staff to resolve the closed cases, the Office supported resolution by facilitating self-advocacy, referral to other agencies and when necessary, advocated on behalf of clients (see Figure 2). Appendix B lists the agencies the Office referred to during the fiscal year.

Figure 2. Action(s) by Staff to Resolve Cases (Closed Cases)



Where possible, data on follow-up with clients indicated that for the most part, clients act on the information, advice and referral provided by the Office (see Figure 3).

Figure 3. Action(s) by Client (Closed Cases)

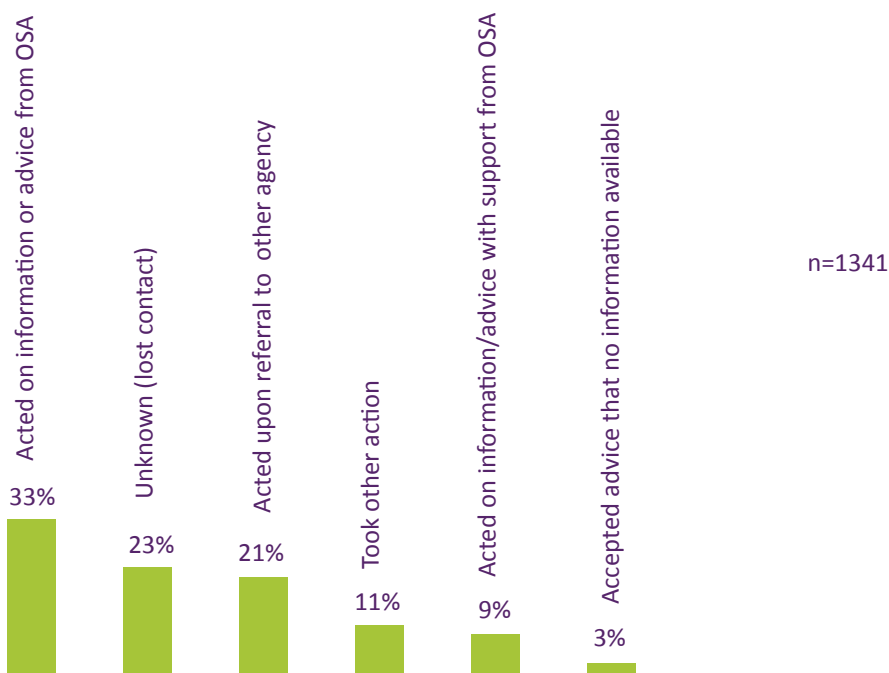
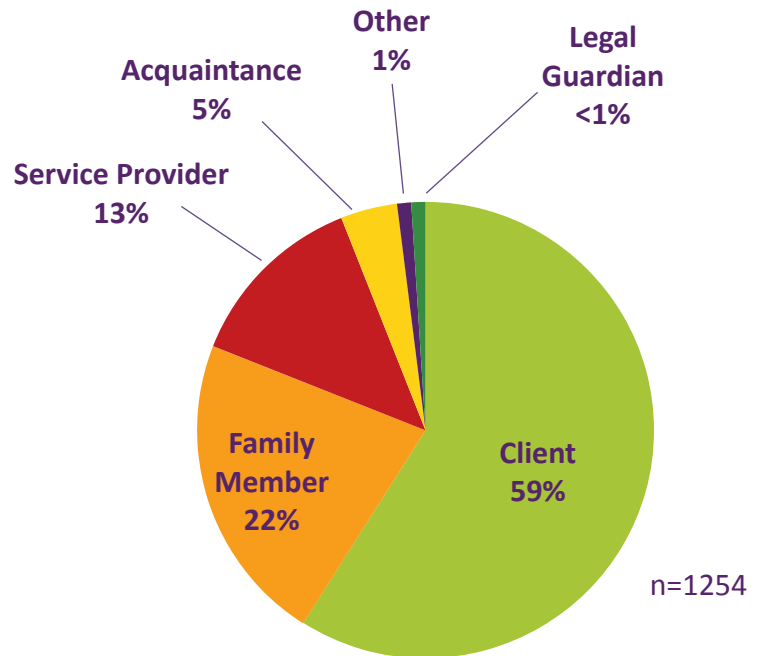


Figure 4. Initial Contact Distribution



Who are our clients?

Figures 4 and 5 outline how clients first contact the Office and the initial contact for a case (e.g., senior themselves, family member calling for a senior). Typically, seniors in need of resolution support contact us themselves and that contact is by telephone.

Figure 5. Method of Initial Contact

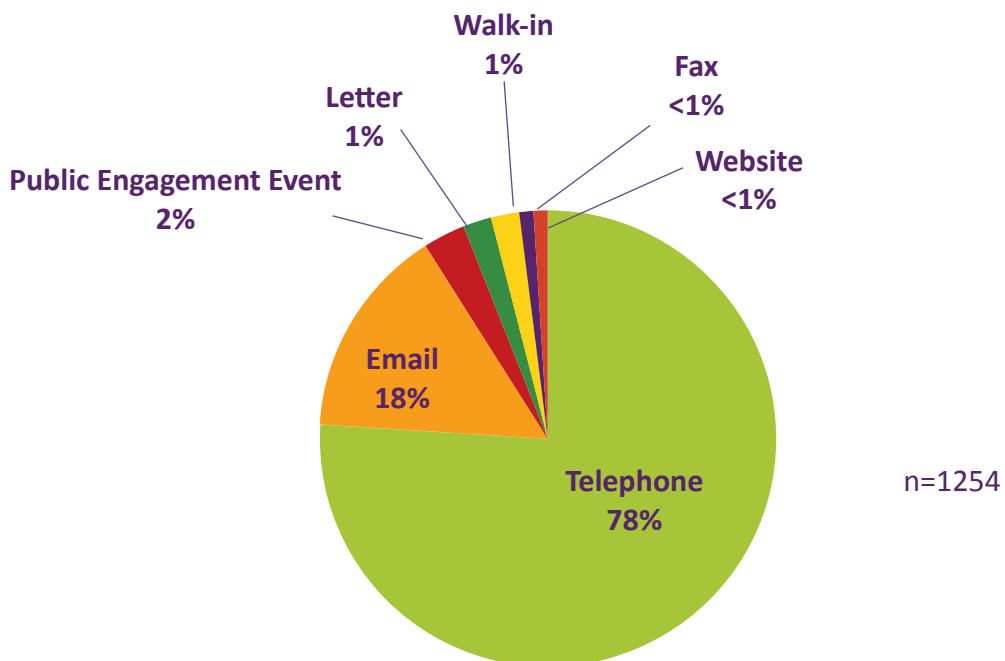
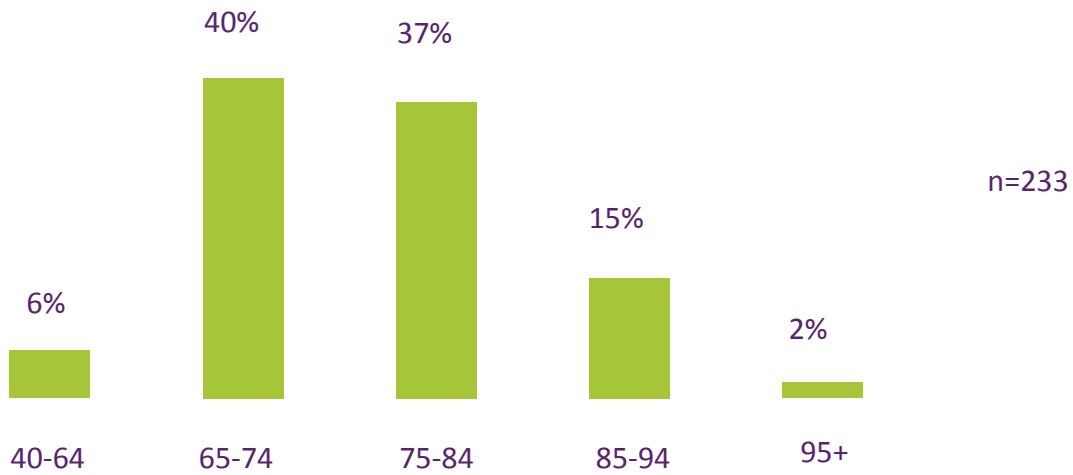


Figure 6. Age Distribution of Clients



The Office does not routinely probe a client for demographic information if not relevant for resolution support. For available data, Figures 6-8 outline client characteristics. The typical client is female, between 65 and 84 years of age and contacts us from anywhere in the province, though in large part from the urban areas of Edmonton and Calgary.

Figure 7. Sex Distribution of Clients

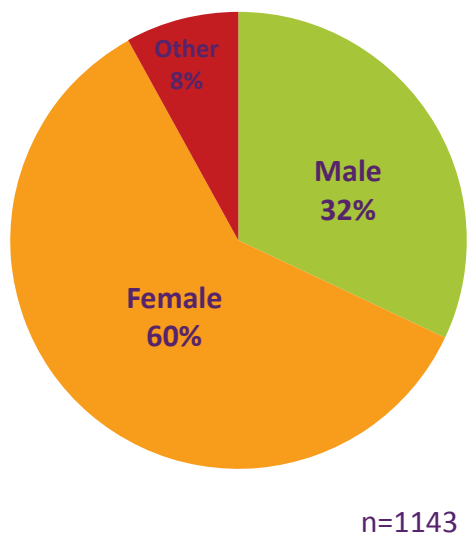
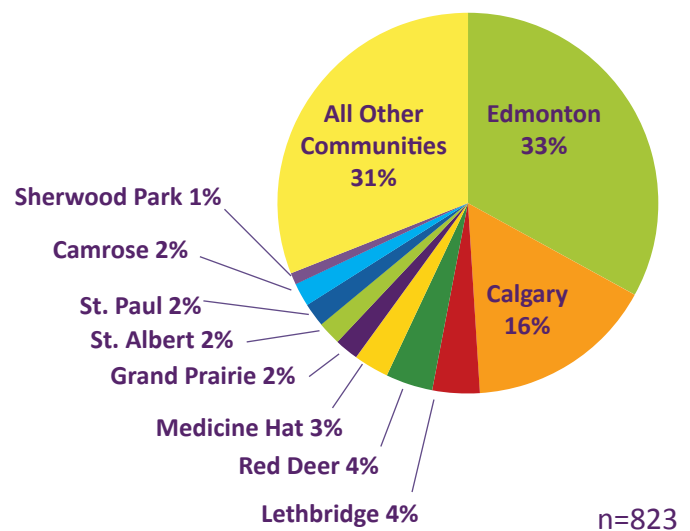


Figure 8. Location Distribution of Clients



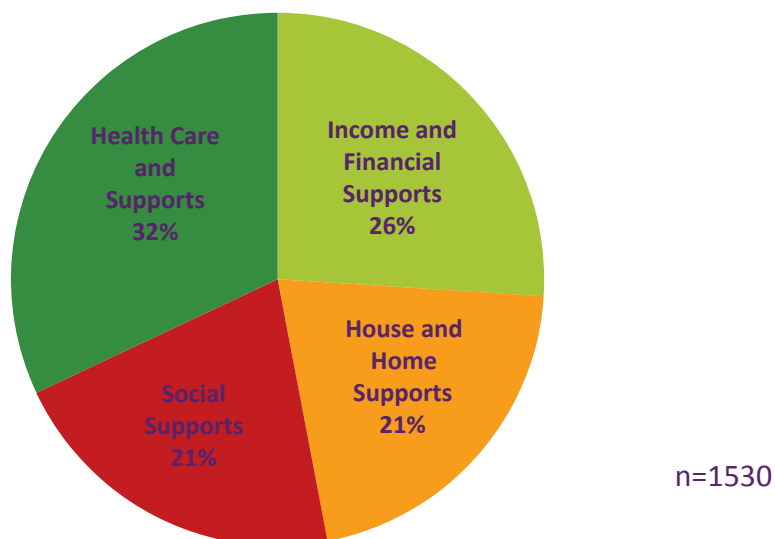
Note: Other=Unknown or Not Applicable (e.g., group of clients)

What do our clients contact us about?

The reasons Albertans contact the Office can be categorized into one or more of four main, or primary categories. The total number of issues coded for the 1,254 cases opened in fiscal were 1,530; some cases had more than one key issue. Figure 9 shows the distribution of issues in the four categories: Income and financial supports; house and home supports; social supports and health care and supports.

For each category, a case example highlights the nature of the coded issue and the number of contacts with the client and/or external agencies to resolve the case.

Figure 9. Primary Issues Categories



Income and Financial Supports case example: Assisting clients leads to a recommendation

A senior couple contacted the Office to relay their experience and receive assistance with applying to the Direct to Tenant Rent Supplement program. Providing information on the process to the couple revealed unclear communication about eligibility, qualification, wait lists and availability of funding. Identifying a trend from this and other cases, the Office not only assisted the couple through the process but also developed a recommendation to the Ministry of Seniors and Housing to improve communication and information about the program.

Four contacts with the clients to resolve the case.

House and Home Supports Case Example: Retrieval of a damage deposit from supportive living site

The Office was contacted by a family who felt a supportive living provider incorrectly kept their senior family member's damage deposit and were withdrawing additional funds from the senior's account to replace flooring. The Office provided information about resolution mechanisms and offered advice in communicating with the site. The family received a partial refund and was thankful for the guidance provided by the Office.

Nine contacts with the clients to resolve the case.

Social Supports case example: Consumer issue complicated by language barrier

A non-English speaking, older man contacted the Office for assistance returning an item purchased for reimbursement under the Special Needs Assistance for Seniors program. A Seniors Advocate Representative, using a translation service, advised the older person about the available resolution mechanisms and policies. The Representative connected the senior with an outreach worker in his community who spoke his language to help him follow that policy, obtain a refund, and assist the senior to find other supports in his community as needed.

Six contacts with the client + eight contacts with external parties = 14 total contacts to resolve the case.

Health Care and Supports case example: Accessing funding for dentures

A family member of a senior with low-income contacted the Office for assistance accessing special funding for new dentures through the publicly funded dental program. The Seniors Advocate Representative explored options for the individual's circumstance and advised the family of an avenue to request additional assistance for dentures that required implants due to gum recession.

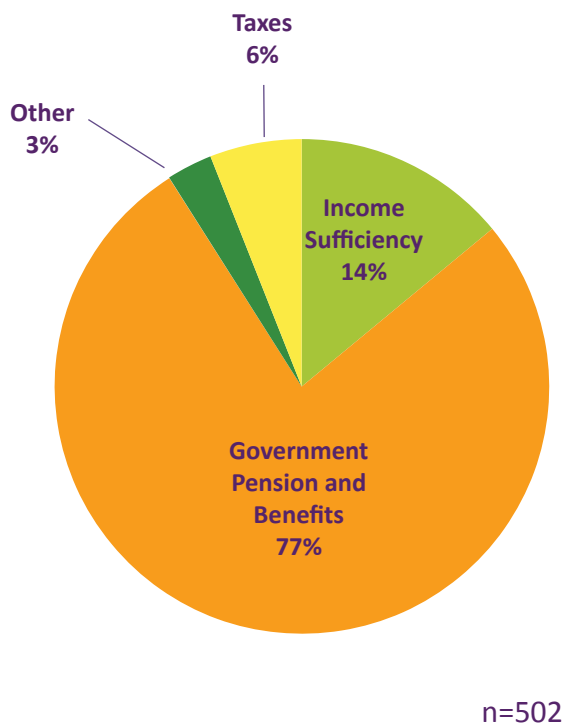
Nine client contacts + eight external contacts = 17 total contacts to resolve the case.

Meeting our Mandate: Identifying Trends and Issues

The Office is mandated to identify issues and trends impacting seniors. The Office identifies the issues based on resolution support (1,254 opened cases) and from public engagement activities that involve meeting with stakeholders and seniors groups (45 meetings and sessions).

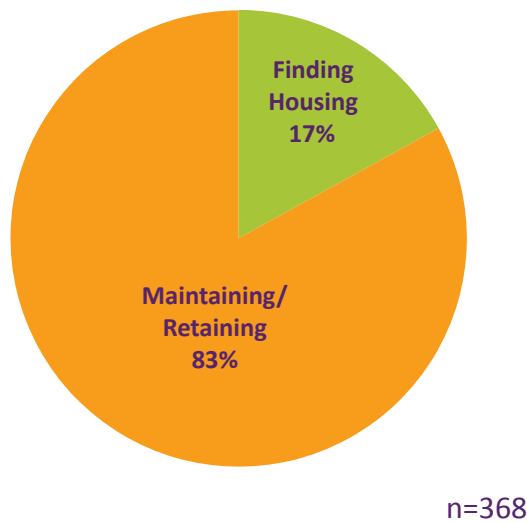
Overall, analysis of trends from feedback and resolution activities continue to highlight that some seniors and their families experience barriers to finding, accessing and utilizing relevant government programs and services. Figures 10-13 show the distribution of issues emerging in each of the four primary issues categories outlined above from casework and visually summarizes the trends “we hear.” Cases could be captured by more than one sub-issue in the primary category.

Figure 10. Income and Financial Supports



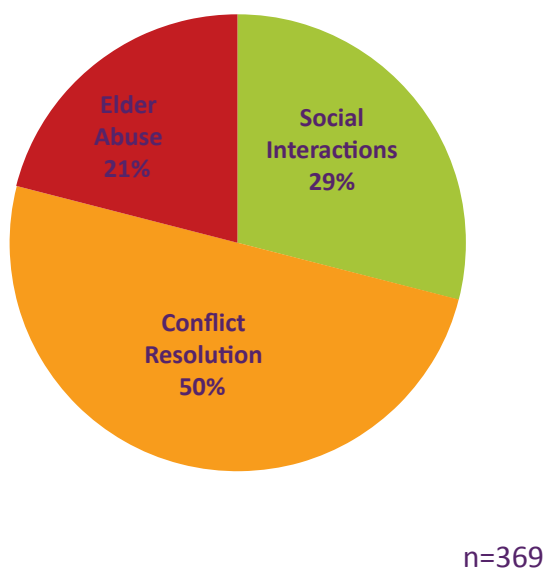
For the income and financial supports category, seniors tell us information about government pension and benefits (provincial and federal) is not always clear or readily available. Seniors contact us to ensure they are receiving all due benefits; and/or for information on targeted benefits, such as the Special Needs Assistance for Seniors program (SNA) or the Direct to Tenant Rent Supplement program; and/or to give feedback about challenges to applying to programs, including long processing wait times. We heard again that for some seniors, income sufficiency is a challenge and some seniors experience financial hardship transitioning from Assured Income for the Severely Handicapped (AISH) to Seniors Financial Assistance programs at age 65. Some seniors expressed concern about the financial impacts of some taxes, such as the education portion of property taxes.

Figure 11. House and Home Supports



Issues arising from the house and home supports category often overlapped with financial issues. In this category seniors tell us that costs (e.g., utilities, repairs, rent, essential appliance replacement) of maintaining/retaining a home can be a challenge. Seniors living in congregate settings contact our office for information about resolution disputes mechanisms, or lack thereof, for dealing with conflicts arising with others, managers/management bodies or when faced with eviction. Two areas of conflict identified in this fiscal were around life leases and damage deposits. Related, we heard of challenges with aging infrastructure in some seniors buildings (such as elevators) or pests (e.g., bed bugs) that are barriers to remaining in a home. The other significant challenge we heard from some seniors/families is finding suitable housing, especially housing that is affordable and/or pet friendly.

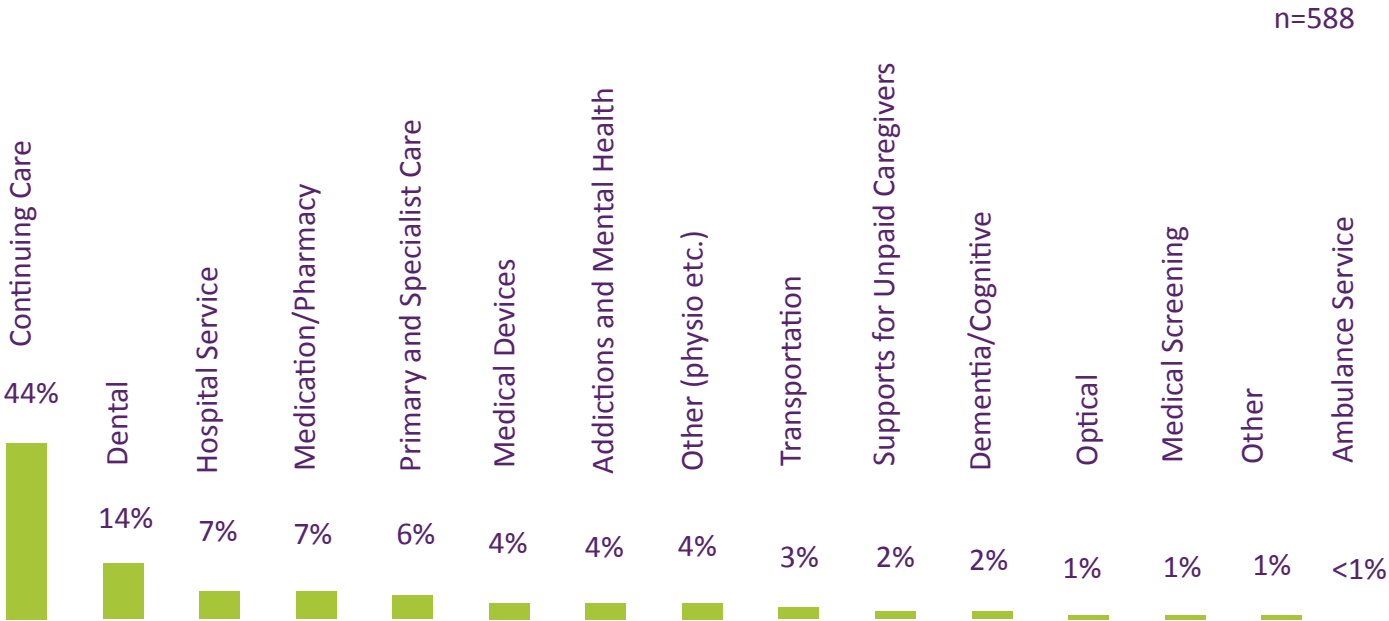
Figure 12. Social Supports



Issues arising within the social supports category often overlapped with financial and home issues. Albertans contacted the Office for information and navigation finding community supports for family conflict resolution; including mediation supports and legal issues arising from disputes, particularly around wills and power of attorney. Albertans asked for information and referral around resources for community-based elder abuse, especially in the area of financial abuse, scams and fraud. Seniors and their families tell us there are seemingly few supports or attention given to helping prevent or deal with financial abuse of seniors. We heard some immigrant seniors, because of language and other barriers, might be particularly susceptible to isolation and abuse. Other issues centre around barriers to maintaining social interactions. Barriers include suspension of driving licences, lack of transportation options (e.g., reduced bus routes), lack of or costly life-long learning opportunities and ageism.

Topics around which Albertans contacted the Office in the health care and supports category were many. Issues in this category overlap the other primary categories (financial, housing, social supports) but within a health setting. Albertans contacted us to receive help finding and accessing funding sources for costs arising from health supports (such as dental procedures, medications, massage therapy, medical devices). Feedback we received was that for some seniors the costs for health supports are challenging and government assistance is not inclusive enough or sufficient. Albertans also contact the Office looking for information on supports for caregivers, dementia and mental health. We heard conflict or abuse resolution mechanisms (e.g., Protection for Persons in Care, Patient Relations) accessed to deal with issues arising within the context of caregiving, dementia, and mental health challenges, do not always meet the needs of clients.

Figure 13. Health Care and Supports



As detailed in our first annual report, concerns and requests for navigation most commonly arise around the continuing care system. Albertans tell us home care supports are sometimes insufficient for needs, and could be broader in scope and higher in quality. We heard from families about seniors released from hospital and returning home without adequate supports in place. We heard from Albertans who wanted to move senior family members into long term care from other provinces and the challenges associated with this family reunification scenario. Overall, we were told the transition into higher levels of care, including continuing care, were sometimes difficult. We also worked with clients experiencing medication-dispensing issues in care, including challenges arising from requirements for a common pharmacy provider in facilities.

Meeting our Mandate: Advice and Recommendations

The Office is mandated to make recommendations and provide advice to government for improvements to programs and services. Based on the Seniors Advocate's expertise in aging and interactions with seniors (from resolution support activities and public engagement), the Office provided a seniors perspective and advice to:

Government initiatives:

- The *Missing Persons (Silver Alert) Amendment Act 2017* that included amendments to the Missing Persons Act and Regulations to provide a safeguard for missing seniors
- Amendments to Section 4 and 5 of the *Alberta Human Rights Act* to include age as a protected ground pertaining to discrimination regarding goods, services, accommodation, facilities and tenancy
- *Resident and Family Councils Act* and Alberta Resident and Family Councils Act Toolkit, to allow residents and families to establish self-governing councils in long-term care and licensed supportive living facilities
- Alberta Education changes in the K-12 Curriculum to include ageism as a concept
- The *Long Term Care Information Act*, new legislation to provide Albertans with additional information about long-term care in the province.

Government committees and Minister's stakeholder forums:

- Alberta Health's Continuing Care Collaborative Committee (April, September, December 2017)
- Minister of Seniors and Housing Advisory Forum (November 2017)
- Minister of Health's Annual Continuing Care Forum (October 2017)

Government-funded community program initiatives:

- Input meeting with the Edmonton Seniors Coordinating Council on ageism ambassador initiative (February 2018)
- Leadership workshop with the PEGASIS project addressing senior isolation in Edmonton (February 2018)

Based on analysis of issues arising from resolution support activities and listening to stakeholder and seniors groups, the Office makes recommendations for improvements to government programs and services. Recommendations and outcomes of recommendations can be found on the Seniors Advocate website (<https://www.seniorsadvocateab.ca/reports>) as these become available throughout the year.

Recommendations are of two types: administrative/operational and systemic.

Administrative/operational recommendations pertain to identified operational issues that if remedied may improve finding, accessing and/or utilizing a government program by Albertans. These are addressed to the relevant administrator(s) having jurisdiction of the operational process, normally a Deputy Minister(s).

The Office put forward:

- Recommendations to clarify the registration process for the Alberta Blue Cross Coverage for Seniors program with respect to options for providing proof of age and for improving the clarity of the forms that are used
- Recommendations to clarify information about the Direct to Tenant Rent Supplement program application process, wait-times and funding availability; and to provide standard messaging to/for housing management bodies advising applicants about the process and funding availability.

Systemic issue recommendations pertain to identified issues arising because of system structures or processes, remedy of which will likely require structural, organization and/or policy changes. These recommendations are addressed to the relevant minister(s).

The Office put forward:

- A recommendation that the Ministry of Seniors and Housing adopt communication guidelines to/with seniors that are mindful of ageism
- Recommendations to address the unique challenges to self-sufficiency faced by immigrant seniors in sponsorship breakdown.

Looking Back, Looking Forward

Individual Advocacy. Looking back, the Office set a goal to expand resolution support activity. Compared to our first seven months in operation (last fiscal), the Office more than doubled the number of Albertans served. Goal achieved.

Looking forward, the goal is to sustain this high level of support activity. The goal to begin evaluating resolution support service was not achieved. This must carry over as a future goal.

Issues Advocacy. Looking back, the Office recommended a cross-ministry approach to address ageism in the first annual report and there is evidence activity to address ageism is underway (e.g., addition of ageism as a concept in the K-12 curriculum).

Further, the goal was set to put forward additional recommendations. This goal was achieved.

To address administrative service barriers to finding, accessing and utilizing government/government funded programs and services, an area of focus identified in our 2016-2017 annual report and the current report, the Office put forward two operational recommendations.

Two recommendations on systemic issues came forward.

Looking forward, the goal is to track uptake of these recommendations and to continue to put forward new recommendations. The Office will continue analysis of issues identified in this report and the last (e.g., sufficiency of income supports, barriers to aging in community and dementia care).

Appendix A

A. Meetings and Engagement Activities

- April 4, 2017–The Seniors Advocate co-presented a session at the 2017 Connections Conference of the Calgary Chamber of Voluntary Organizations (CCVO). The session topic was about changing demographics and the presentation highlighted broad factors that need to be considered in preparing for an aging population (Calgary).
- Apr 21, 2017–A Seniors Advocate Representative spoke to the Catholic Women’s League, Diocese of Edmonton, about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- April 25, 2017–The Seniors Advocate spoke to the Seniors’ Action and Liaison Team (SALT) about the role and responsibilities of the Office of the Seniors Advocate; and received information from the group about pressing seniors issues (Edmonton).
- April 26, 2017–The Seniors Advocate spoke at the Seniors United Now (SUN) Annual General Meeting about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- May 5, 2017–The Seniors Advocate met with a representative of the Alberta College of Pharmacists to hear about their work, and about issues that impact seniors (Edmonton).
- May 10, 2017–A Seniors Advocate Representative attended the St. Albert Seniors Association Seniors Expo with a display to represent the Office and answer questions about the Office of the Seniors Advocate (St. Albert).
- May 11, 2017–The Seniors Advocate met with representatives from Covenant Health (Seniors Care & Environmental Supports) to hear about projects supported by the Network of Excellence in Seniors Health and Wellness (Edmonton).
- May 17, 2017–The Seniors Advocate spoke to the Edmonton Chapter of the Canadian Association of Retired Persons (CARP) about the role and responsibilities of the Office of the Seniors Advocate; and received information from CARP members about pressing seniors issues (Edmonton).
- May 18, 2017–The Seniors Advocate spoke at an Alberta Continuing Care Association (ACCA) members meeting; and received information from the group about pressing seniors care issues from the perspective of care providers (Calgary).
- May 18, 2017–The Seniors Advocate met with the Calgary Chinese Elderly Citizen’s Association to hear from seniors and service providers about the challenges faced by seniors around affordable housing, interpretation services when receiving health care, and when sponsorship breaks down (Calgary).

- May 18, 2017–The Seniors Advocate met with representatives of Bowside Manor’s Tenant Advocacy group to hear about pressing issues and concerns (Calgary).
- May 27, 2017–The Seniors Advocate spoke to a dementia support group in Innisfail about the roles and responsibilities of the Office of the Seniors Advocate and the topic of ageism in our society (what the research tells us about what it is and why as a society we should care); and received information from the group about pressing seniors issues, including dementia care (Innisfail).
- June 1, 2017–As a Seniors Week event, the Seniors Advocate spoke to Family and Community Support Services (FCSS) and Community Development in Lac La Biche about ageism as a barrier to healthy and engaged aging (Lac La Biche).
- June 5, 2017–As a Seniors Week event, the Seniors Advocate spoke at Strathcona Place 55+ about ageism and received feedback from the group about ageism and pressing seniors issues (Edmonton).
- June 7, 2017–During Seniors Week, the Seniors Advocate spoke to the Millwoods Seniors Association about the roles and responsibilities of the Office and received feedback from the group on pressing seniors issues (Edmonton).
- June 8, 2017–As a Seniors Week event, the Seniors Advocate presented to a group of seniors at the Westend Seniors Activity Centre and participated in the Older Bolder Centre resource fair with a senior advocate representative. The Seniors Advocate presented on the roles and responsibilities of the Office and received feedback from the group on pressing seniors issues (Edmonton).
- June 9, 2017–As a Seniors Week event, the Seniors Advocate spoke to seniors in St. Paul about the roles and responsibilities of the Office of the Seniors Advocate and received feedback from the group on pressing seniors issues (St. Paul).
- June 12, 2017–The Seniors Advocate spoke to the Alberta College of Social Workers in Camrose about the roles and responsibilities of the Office of the Seniors Advocate and delivered a workshop on effective communication with older adults (Camrose).
- June 19, 2017–The Seniors Advocate attended the 50th Anniversary celebration for the Alberta Council on Aging and spoke at the event on the importance of community agencies supporting seniors and increasing awareness around issues facing seniors and families (Edmonton).

- June 20, 2017–The Seniors Advocate spoke to the PROBUS club in Edmonton on the roles and responsibilities of the Office of the Seniors Advocate and received feedback from the group on pressing seniors issues (Edmonton).
- June 20, 2017–A Seniors Advocate Representative spoke to Family and Community Support Services (FCSS) in St. Albert about the roles and responsibilities of the Office of the Seniors Advocate (St. Albert).
- June 21, 2017–A Seniors Advocate representative spoke to the Seniors Solutions Team in Edmonton about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- July 13, 2017–A Seniors Advocate Representative spoke at the Senior Centre without Walls (via conference call) about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- Sept. 11-13, 2017–The Seniors Advocate and a Seniors Advocate Representative presented at the Grey Matters Conference in Hinton. The Advocate led a workshop on communicating with seniors, and co-presented with the representative at a breakout session about the roles and responsibilities of the Office (Hinton).
- Sept. 19, 2017–The Seniors Advocate spoke to members of Petrolia Seniors in Edmonton about the roles and responsibilities of the Office of the Seniors Advocate and ageism and received feedback from the group on pressing seniors issues (Edmonton).
- Sept. 20, 2017–The Seniors Advocate spoke to seniors at the Southeast Edmonton Seniors Association (SEESA) on the roles and responsibilities of the Office of the Seniors Advocate and received feedback from the group about seniors issues (Edmonton).
- Sept. 28, 2017–The Seniors Advocate met with representatives from the Edmonton Pride Seniors group to hear about initiatives and challenges faced by LGBTQ2S seniors (Edmonton).
- Oct. 2, 2017–The Seniors Advocate spoke to members of the Elder Law subcommittee in Edmonton about the roles and responsibilities of the Office of the Seniors Advocate and received feedback from the group about issues they are encountering (Edmonton).
- Oct. 16, 2017–The Seniors Advocate presented about quality of life of older Albertans and was part of a panel discussion hosted by the Alberta Association on Gerontology in Calgary on this topic (Calgary).
- Oct. 17, 2017–The Seniors Advocate spoke to members of the community in Nanton on the roles and responsibilities of the Office of the Seniors Advocate and received feedback from the group on pressing seniors issues (Nanton).

- Oct. 19, 2017–A Seniors Advocate Representative spoke to Family and Community Support Services (FCSS) Leduc about the roles and responsibilities of the Office of the Seniors Advocate (Leduc).
- Oct. 20, 2017–A Seniors Advocate Representative spoke to members of the Southwest Edmonton Seniors Association (SWESA) about the roles and responsibilities of the Office of the Seniors Advocate and discussed issues with the group (Edmonton).
- Oct. 25, 2017–The Seniors Advocate spoke to seniors in Edmonton at Touchmark at Wedgewood and gave a presentation on ageism and active living, answered questions from the group and received feedback on seniors issues (Edmonton).
- Nov. 7, 2017–The Seniors Advocate spoke to seniors at the Wetaskiwin Senior Citizens Society about the roles and responsibilities of the Office of the Seniors Advocate and answered questions from the group following the presentation and received feedback on seniors issues (Wetaskiwin).
- Nov. 16, 2017–The Seniors Advocate spoke to members of the CommUnity Drop In Centre in Three Hills about the roles and responsibilities of the Office of the Seniors Advocate, answered questions from the group following the presentation and received feedback on seniors issues (Three Hills).
- Nov. 16, 2017–The Seniors Advocate spoke to members of the Care & Share 50 Plus Group Society in Linden about the roles and responsibilities of the Office of the Seniors Advocate, answered questions from the group following the presentation and received feedback on seniors issues (Linden).
- Nov. 17, 2017–The Seniors Advocate spoke to seniors at the Seniors Citizen’s Drop In Centre in Trochu about the roles and responsibilities of the Office of the Seniors Advocate and gathered feedback from the group (Trochu).
- Nov. 17, 2017–The Seniors Advocate spoke to seniors at the Golden Hills Lodge in Three Hills about the roles and responsibilities of the Office of the Seniors Advocate, answered questions from the group following the presentation and received feedback on seniors issues (Three Hills).
- Dec. 19, 2017–A Seniors Advocate representative helped prepare and deliver hot meals as part of the Edmonton Meals and Wheels Christmas with Friends event and took the opportunity to speak with seniors receiving meals (Edmonton).
- Jan. 13, 2018–The Seniors Advocate spoke to the Delta Kappa Gamma group about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).

- Feb. 26, 2018—A Seniors Advocate Representative spoke to the St. Albert chapter of SUN about the roles and responsibilities of the Office of the Seniors Advocate (St. Albert).
- Feb. 28, 2018—A Seniors Advocate Representative spoke to a group from the Catholic Women’s League about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- March 13, 2018—A Seniors Advocate Representative presented to members of the Edmonton Gyrettes about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- March 21, 2018—A Seniors Advocate Representative spoke to the Grace United Church Seniors Youth Group about the roles and responsibilities of the Office of the Seniors Advocate (Edmonton).
- March 24, 2018—Representatives from the Office of the Seniors Advocate hosted a table at the North West Seniors Health and Wellness Fair in Edmonton and talked to seniors and seniors groups about the roles and responsibilities of the Seniors Advocate Office (Edmonton).

B. Media Appearances

Date	Outlet	Type
June 6, 2017	Innisfail Province	Newspaper
July 11, 2017	CBC French	Radio
Oct 12, 2017	Nanton News	Newspaper
Oct 12, 2017	Vulcan Advocate	Newspaper
Nov 16, 2017	Three Hills Capital	Newspaper
Spring, 2018	Dementia Connections	Magazine

Appendix B

Agencies Referred to

During the reporting period, the Office provided information about and made referrals to 146 organizations, programs and services. In the interest of fairness, and to avoid any conflict of interest, referrals are only provided to government-funded/regulated programs and services (federal, municipal, and provincial), regulatory enforcement bodies and non-profit or grant-funded agencies.

Below are the agencies/programs/individuals:

211/Distress Line/Support Network

Alberta Aids to Daily Living

Alberta Blue Cross

Alberta College of Pharmacists

Alberta Community and Social Services (formerly Human Services Ministry)

Alberta Dental Association & College

Alberta Dental Service Corporation

Alberta Elder Abuse Awareness Council

Alberta Family Mediation Society

Alberta Health (Minister of Health; Continuing Care Branch; Standards Compliance and Licensing Branch)

Alberta Health Care Insurance Plan

Alberta Health Services (includes Community Care Access and Patient Relations)

Alberta Human Rights Commission

Alberta Insurance Council

Alberta Justice and Solicitor General

Alberta Law Foundation

Alberta Motor Vehicle Industry Council

Alberta Securities Commission

Alberta Seniors & Housing (includes Senior Services Division, Housing Advisors)

Alberta Seniors Benefit

Alberta Seniors Communities and Housing Association

Alberta Supports (Includes Alberta Supports Contact Centre and Alberta Supports Centres, Income Supports)

Alberta Transportation

Alberta Treasury Board and Finance

Alberta Works

Alternative Dispute Resolution Institute of Alberta

Alzheimer Society of Alberta and Northwest Territories

Association of Condominium Managers of Alberta

Assured Income for the Severely Handicapped (AISH)

Bankruptcy Alberta

Better Business Bureau

Calgary Elder Abuse Resource Line

Calgary Heritage Housing

Calgary Homeless Foundation

Calgary Legal Guidance

Calgary Seniors' Resource Society

Calgary Urban Project Society

Canada Pension Plan

Canada Revenue Agency

Canadian Mental Health Association

Canada Mortgage and Housing Corporation

Canadian Radio-television and Telecommunication Commission

Canadian Red Cross

Capital Region Housing

Caregivers Alberta

Carya

Central Alberta Community Legal Clinic

Centre for Public Legal Education Alberta

Cerebral Palsy Association in Alberta

City of Calgary
City of Edmonton
City of Leduc
City of Medicine Hat (seniors services, etc.)
College of Alberta Denturists
College and Association of Registered Nurses of Alberta
College of Licensed Practical Nurses of Alberta
College of Physicians and Surgeons of Alberta
Community Mediation Calgary Society
Consumer Contact Centre
Covenant Health
Dental and Optical Assistance for Seniors program
Dial-A-Law
Direct to Tenant Rent Supplement program
Drive Happiness (LIFT)
DriveABLE
Edmonton Community Legal Centre
Edmonton Immigrant Services Association
Edmonton Police Service
Edmonton Seniors Centre
Edmonton Seniors Coordinating Council
Elder Advocates of Alberta Society
Eye Physicians and Surgeons Association of Alberta
Family and Community Support Services
Foothills Foundation (HMB)
Golden Circle Seniors (Red Deer)
Good Neighbour Fund
Government of Alberta
Government of Canada

Greater Edmonton Foundation
Green Acres Foundation (Lethbridge)
Guaranteed Income Supplement
Health Canada
Health Link, 811
Inclusion Alberta
Innisfail Seniors Drop-In Centre
Kerby Centre
Law Society of Alberta
Lawyer Referral Service
Legal Aid Alberta
Lethbridge Senior Citizens Organization
Mediation & Restorative Justice Centre
Medically At Risk Driver Centre (MARD)
Medicine Hat Community Housing Society
Medicine Hat Legal Help Centre
Member of Parliament
Member of the Legislative Assembly/MLA Office
Mill Woods Seniors Association
Minister of Seniors and Housing
Money Mentors
North Edmonton Seniors Association
North West Edmonton Seniors Society
Office of the Child and Youth Advocate
Office of the Alberta Health Advocate
Office of the Public Guardian and Trustee
Old Age Security
Operation Friendship Seniors Society of Edmonton
Office of the Alberta Mental Health Patient Advocate

Office of the Seniors Advocate (British Columbia)
Office of the Superintendent of Bankruptcy Canada
Persons with Developmental Disabilities
Piper Creek Foundation (Red Deer)
Premier's Office
Primary Care Network
Pro Bono Law Alberta
Protection for Persons in Care
Provincial Court of Alberta
Residential Access Modification Program (RAMP)
Residential Tenancy Dispute Resolution Service
Robin Hood Association
Royal Canadian Mounted Police
Senior Citizen Opportunity Neighbourhood Association
Senior Citizens Outreach Grande Prairie
Seniors Association of Greater Edmonton
Seniors Financial Assistance
Seniors Home Adaptation and Repair Program (SHARP)
Seniors Outreach Support Services (Edmonton Area)
Seniors Property Tax Deferral Program
Seniors Protection Partnership
Service Alberta
Service Canada (for questions about OAS, GIS and CPP benefits)
Society of Seniors Caring About Seniors
South East Edmonton Seniors Association (SEESA)
South West Edmonton Seniors Association (SWESA)
Special Needs Assistance
St. Vincent de Paul
Strathcona Place Senior Centre

Student Legal Assistance (University of Calgary)
Student Legal Services of Edmonton (University of Alberta)
Supplementary Accommodation Benefit
The Family Centre
The Way In
University of Alberta Dental Clinic
University of Alberta
Utilities Consumer Advocate
Westend Seniors Activity Centre
Wise Owl Program



Contact Information

By Mail: Alberta Office of the Seniors Advocate
4th Floor, 9940 106 Street
Edmonton, AB T5K 2N2

By Phone: 780-644-0682 (in Edmonton)
1-844-644-0682 (Toll Free)
Language Interpretation Available
1-844-392-9025 TDD/TTY (Toll Free)

By Fax: 780-644-9685

By Email: seniors.advocate@gov.ab.ca

By Web: seniorsadvocate.alberta.ca
(Click the “Contact Us” tab)

By Facebook: www.facebook.com/AlbertaSeniorsAdvocate