



# SENIORS' VOICE

A PUBLICATION OF THE HAMILTON COUNCIL ON AGING

Volume 9

December 16, 2011

## Happy Holidays from the HCoA Board of Directors

Joyeuses Fêtes!

FELICES FIESTAS!

**Boas festas!**

Mutlu Bayramlar!

Sarbatori Fericitel!

JIE RI YU KUAI

Buone Feste!

Forhe Feiertage



Prettige feestdagen

VESELE PRAZNIKE

**Selamat Hari Raya!**

*SRETNI PRAZNICI!*

*naya sal mubarik*

ਨਵਾਂ ਸਾਲ/ਵਰਾ

*Manjeong  
Bageong Saen*



### **SEASON'S GREETINGS**

*BEST WISHES TO YOU AND YOURS FOR A  
SAFE AND HAPPY HOLIDAY SEASON.*

## HELP THE UNITED WAY RAISE \$4,799,999 for Programs in Hamilton!



**United Way**  
Burlington &  
Greater Hamilton  
*Change starts here.*

The Hamilton Council on Aging is pleased to report that our "Raffle for Change" raised a total of \$750 for the United Way of Burlington and Greater Hamilton. As a United Way funded organization, we are grateful to everyone who donated prizes and bought tickets for our raffle. 100% of proceeds will go to support programs of the United Way of Burlington and Greater Hamilton.

**RAFFLE FOR CHANGE**

As of December 16, The United Way had achieved 69% of its goal towards raising \$4,799,999 to support programs in Hamilton. There is still time to help! To make a donation, please visit: [www.uwaybh.ca](http://www.uwaybh.ca) or call: 905-527-4543.

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## FEATURE STORY: How Easy is it for you to Shop?

*By: Dr. Margaret Denton, President, Board of Directors*

*As we age and some of us find ourselves with physical challenges, an age-friendly shopping experience becomes an important factor that contributes to our continued independence and quality of life. In the report *Hamilton: A City for ALL Ages*, older adults identified many barriers and obstacles that exist in Hamilton's outdoor spaces and buildings that present a challenge to their quality of life and need to be addressed.*

As a part of the Hamilton Council on Aging's initiative to make Hamilton an age-friendly city, the HCoA partnered with McMaster's Rehabilitation Sciences and Department of Health Aging and Society to assess the accessibility of sixteen grocery stores and pharmacies located in eight Hamilton neighbourhoods. While the assessors found the stores were doing many things right, overall accessibility ranged from moderate to excellent, with one pharmacy assessed as "poor".

Issues found in some of the grocery stores assessed included crowded aisles, merchandise that was out of reach of those seated in a wheelchair, restroom doors not wide enough to access in a mobility device and toiletry items out of reach from a seated position. Some pharmacies were found to lack accessible parking spaces and drop-off areas, and assessors experienced bumpy, cracked and uneven routes leading to the entrance. Nearby curb cuts were in poor condition, entrance thresholds were often too high to safely navigate and some front doors were simply too heavy to open. Inside, merchandise was often out of reach from a seated position.

Eight neighbourhoods were chosen for the study for their large population of older adults, including four neighbourhoods in central Hamilton (City Building, Jamesville, Church of the Ascension, Beasley), three neighbourhoods from the east end (St. Peter's Hospital, Ottawa Street and Riverdale) and the Sackville Hill Neighbourhood on the central mountain.

**It is hoped that these study results will spark a public discussion about the way our shops and stores are designed, built and equipped.**

Based on the evaluations, recommendations are suggested to improve the accessibility of the buildings assessed. While we recognize that some of the standards utilized may exceed the requirements of city by-laws, building codes or the forthcoming Accessibility for Ontarians with Disabilities Act (AODA) built environment standards, they are consistent with features of an age-friendly city. Actions on the recommendations made are the responsibility of a combination of municipal government, building owners and the businesses themselves.

**We encourage retail and service organizations to reflect on the question of just how age-friendly are their operations.**

Given population aging, more and more of their customers will be in this demographic.

Copies of the full report titled "Accessibility of Grocery Stores and Pharmacies in Eight Hamilton Neighbourhoods" and "Hamilton: A City for All Ages" can be obtained on our website or by contacting: 905-777-3837 ext. 12238



**GIVE THE GIFT THAT KEEPS ON GIVING . . .**

Did you know? The Hamilton Council on Aging (HCoA) is a registered charity. Donors will be issued an income tax receipt and donations go directly to support our work in the community and projects to make Hamilton age-friendly.



**DONOR FORM**

Enclosed is my Gift of:

Amount (\$)

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

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**WEB:** www.coahamilton.ca

Please make cheques payable to:  
 The Hamilton Council on Aging

*Please contact: 905-777-3837 ext. 12238 if you would like to make a donation in honour of somebody special. We will work with you to personalize acknowledgement cards.*

**HCoA Volunteer Profile: KENNEDY**

*The Hamilton Council on Aging relies on the efforts of up to 100 volunteers to accomplish our work in the community.*

*In this newsletter we bring you the story of one of these commendable individuals.*



*In Picture: Kennedy with his dog Nhalá*

Kennedy is an artist and senior citizen who lives in an apartment building in central Hamilton.

All his life, Kennedy worked hard to support his family.

Although his kids are grown up and he is retired, Kennedy is working harder than ever.

Kennedy revealed that the two things that have driven him in his life are his artwork and human rights. From an early age, Kennedy remembers having the desire to help and advocate for the needs of others. Volunteering is a way that Kennedy can enrich the lives of others in his community.

When he learned about the Hamilton Council on Aging (HCoA) "Improving Access to Community Supports Program" at a presentation in his apartment building, Kennedy approached the Community Development Worker and volunteered to help to reach out to more isolated seniors in his building.

Kennedy recognized the need to raise awareness

about community services, particularly among individuals who are new to Canada and whose first language is not English.

In just 3 months, Kennedy worked alongside his peers to create a Tenants' Association in his building. Volunteers are working together to identify and address issues and help find solutions.

Kennedy is working to recruit seniors from ethno-cultural (EC) communities to participate in an advisory committee about programs, services and entitlements for seniors.

Kennedy feels good about the work he has been able to accomplish volunteering. Not only is he keeping busy, he has found a meaningful way to spend time, helping and making a difference in other people's lives.

## The Hamilton Council on Aging (HCoA)

*-We believe the community is enhanced by the wisdom, experience and participation of older adults-*

Hamilton Council  
on Aging

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The Hamilton Council on Aging exists to educate and advocate for improved aging experiences for older adults through a collaborative network of individuals and organizations.

*The Hamilton Council on Aging thanks the following for your generosity and support:*



Ontario  
Trillium  
Foundation



Fondation  
Trillium  
de l'Ontario



## IN THE COMMUNITY . . .

**Change starts here.**

"Improving Access"  
project funded by  
the United Way of  
Burlington and  
Greater Hamilton



St. Joseph's Home Care (SJHC) is a not-for-profit charitable organization, dedicated to providing quality home care, community nursing and personal support services. Approximately 200 staff members serve individuals in the Greater Hamilton community.

Glenys Currie, Director of Community Support Services at SJHC readily agreed when she was approached by the Hamilton Council on Aging to participate in The Improving Access Project to improve cultural competency in her organization.

Glenys and 14 other SJHC staff members attended a full-day Cultural Competency Workshop that focused on the importance of understanding cultural differences and how these differences can affect the people we work with and serve. *Individuals who attended the workshop left with more insight into how they are perceived by others and with an awareness of the need for sensitivity in addressing the cultural needs of others.*

SJHC intends to develop an organizational work plan to incorporate policies and

practices that better represent the needs of all ethno-cultural communities.

Glenys stated that the Improving Access Program has enabled her organization to recognize and strive to become a more culturally competent organization which will reflect in the programs and services provided to individuals in the community and in everyday dealings with staff and clientele.

SJHC is a real life example of an organization that is working to make a difference in creating positive change in our community.