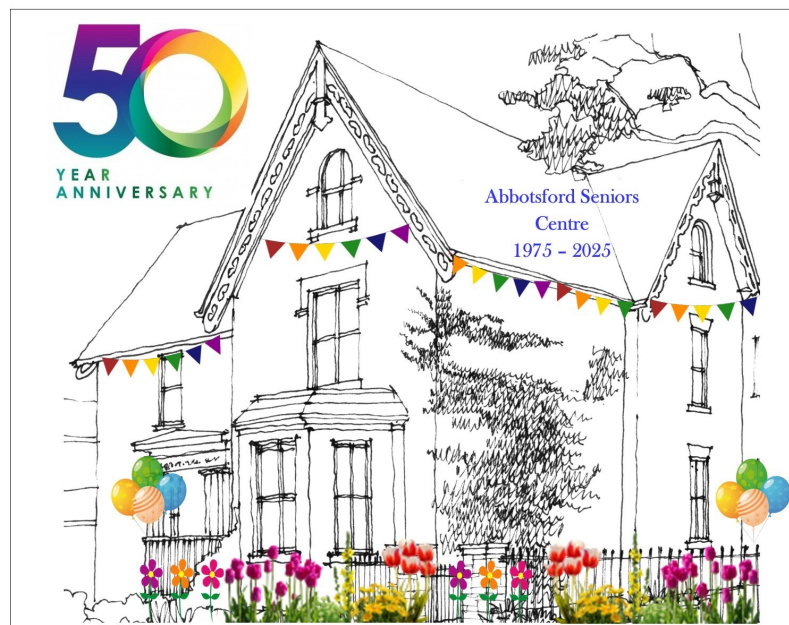


Abbotsford Seniors Centre

MEMBER HANDBOOK



- Abbotsford Senior Centre

2025



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What We Do

Abbotsford Seniors Centre offers a comprehensive range of programs and services to seniors living in community.

We are located at 950 Bank Street in the Victorian heritage building across from Lansdowne Park.

Our programs and services are designed for Adults 55 + and aim to assist those living in the community to remain at home safely and with dignity.

The general public is most welcome to tour our facilities; please ask at reception or call to book a tour.

Programs and Services include:

- social and recreational activities including fitness, computer classes, art lessons and informative speakers and social events (listed in quarterly program guides);
- community support services including home help, housekeeping, yard work, minor repairs;
- medical transportation, respite care, friendly visiting and telephone assurance;
- two specialized day programs: for the physically frail and for those in the early to middle stages of dementia / Alzheimer's';
- foot care and acupuncture.



Abbotsford Membership Privileges

- ◇ Pay reduced rates for classes and select services
- ◇ Participate in clubs and activities for members only
- ◇ Have the Program Guide and notices delivered to you by post or by e-mail
- ◇ Receive free copies of any Abbotsford Members Council publications
- ◇ Join *Abbotsford Members Council** to have a say in how your Centre is run
- ◇ Receive a membership key-tag for registration and attendance purposes.
- ◇ Receive a membership card that enables you to enjoy partnership benefits with local businesses
- ◇ Benefit from any other privileges set out by Council in conjunction with The Glebe Centre

*Copies of the *Abbotsford Members Council Constitution, By-Laws and Notes* are available upon request.

Who can be a member: Anyone 55+ living in the Ottawa area

Membership Year: January 1st to December 31st.

Membership Fee: \$50 per year

(\$25 starting in July for **new** members)

Abbotsford Seniors Centre offers subsidized memberships to low income seniors. Please enquire at Reception if you are in need of a subsidized membership.

In Person: Fill out a Member Registration form and pay at our Reception desk or call us



Partnerships

These local businesses welcome Abbotsford members! *Simply show your Abbotsford membership card to receive these privileges:*

Bloomfields Flowers

783 Bank St. (613-230-6434) 10% discount on all flowers and floral accessories

Compact Music

785 Bank St. (613-233-8922) 10% discount on all classical CDs

Amica The Glebe

33 Monk Street (613-233-6363) Supports Learn & Explore 'Speakers Series' and Special Events

Chartwell Lord Lansdowne Retirement Living

920 Bank Street (613-230-9000) Sponsoring Men's Breakfast and Special Events

CAA, North and East Ontario

Save up to 20% on CAA memberships. Offer includes Every day, Classic, Plus and Premier membership levels



*The stated cost of classes in the program guide are for **members** only. Non-members are welcome to register for any of our classes but will be **charged \$25 extra per class**.*

You need to keep your membership active in order to qualify for membership rates.

Instructors and Leaders

Abbotsford offers a wide range of programming for Adults 55+. These programs are led by qualified instructors and facilitators.



Fitness classes are led by instructors who are certified to teach older adults. They encourage participants to strive towards their personal fitness goals. They also point out alternative exercises when a person is unable to fully participate in a group exercise due to injury or reduced physical capacity. Instructors will also recommend appropriate classes according to fitness levels and abilities.

Abbotsford is a Heart Wise Facility. When you see this symbol you know that your fitness instructor is trained in Heart Wise.



Yearly ParQ (Physical Activity Readiness Questionnaire) forms are filled out by every person participating in fitness classes.

Specialty classes such as Poetry, Art, Pottery and Memoir Writing are all taught by qualified, competent instructors who enjoy working with older adults.

Abbotsford encourages autonomy of its members. All members are encouraged to make suggestions for new programs, provide feedback concerning ongoing programming and make staff aware of any questions or concerns they may have.

Members can make suggestions directly to the Coordinator of Community Programs or to the Director of Community Programs, contact their Members Council or leave a suggestion in the Suggestion and Ideas book located at reception.

Annual Surveys are conducted to help collect feedback from members.

Staff

Karen Anne Blakely, Director of Abbotsford Seniors Centre

kablakely@glebecentre.ca 613-230-5730 (322)

Pat Goyeche, Coordinator of Community Programs

pgoyeche@glebecentre.ca 613-230-5730 (326)

Elleni Adani, Reception/Program Support

abbotsford@glebecentre.ca 613-230-5730 (321)

Kirsten O'Brien, Program Facilitator, In-Home Services

kobrien@glebecentre.ca 613-230-5730 (327)

Jane Stallabrass, Program Facilitator, Transportation &
Tuesday Luncheon Club

jstallabrass@glebecentre.ca 613-230-5730 (328)

Tim Dale, Van Driver

Drive clients to and from Abbotsford 613-230-5730 (325)

tdale@glebecentre.ca

Shirley Lee, Program Facilitator, Day Away Program

slee@glebecentre.ca 613-230-5730 (309)

Cassandra Ford, Program Facilitator, Day Away Program

cford@glebecentre.ca 613-230-5730 (309)

Micelle Simard, Program Facilitator, Day Away Program

msimard@glebecentre.ca 613-230-5730 (309)

Bridget Mcinnis, Volunteer Coordinator: 238-2727 (353)

volunteerservices@glebecentre.ca

Emma Tibbo, Director of the Glebe Centre: 238-2727(303)

etibbo@glebecentre.ca

Charitable Giving Questions are directed to **Emma Tibbo**



Members Council & The Fine Print

Members Council 2024-26



President:	Christine Nassarallah
Vice-President:	Elizabeth Ballard
Secretary:	Joan Massey
Treasurer:	Brenda McCagherty
Members at Large:	Anne Marie Korba
	Sue Wheeler
	Susan Burgess

THE FINE PRINT

You may register for courses at the Abbotsford Reception Desk, by telephone or online at <https://myactivecenter.com/> with your key- tag.

Payment must be made at the time of registration to secure your place in the class. You may be asked to show your membership card.

Members are expected to be self-sufficient and capable of looking after their own needs while at the Centre.

Membership can be revoked at the Director's discretion if a member is in conflict with the Mission, Vision and Values of the Glebe Centre (see page 16 & 17), for example disruptive behavior.

A minimum number of participants is required to run any course, and each course also has a maximum number of possible participants, so it pays to register early if you are interested.

Courses that have not met the minimum enrolment requirement one week prior to their scheduled start date will be cancelled. Full refunds will be granted if a course is cancelled.

Refunds for any other reason will be made only if the Centre is notified at least one week prior to the course start date. A \$5.00 administrative fee will be charged on these refunds.

Abbotsford Members Council

The Abbotsford Council is a group of members who advise on programs and policies that affect Abbotsford members. There are six meetings per year, typically held on the **3rd Tuesday of the month at 9:30 am** in the Games Room in the months of **September, November, January, March and May**. The **AGM is held in June** of each year (see Members' Board by Reception for details).

The Council is made up of an executive committee: President, Vice-President, Secretary, Treasurer and three Members-at-large. The President is responsible for reporting to the Glebe Centre Inc. regarding the activities of the Council.

The term of office for the President, Vice-President, Recording Secretary, Corresponding Secretary and Treasurer is two years. The term for Members-at-large is three years on a rotating basis. All members are encouraged to join.

The purpose and objectives of the Council are to enhance the quality of life of its members, foster and promote the interests of its members, encourage and promote social, mental and physical practices among its members and recruit Ottawa area seniors to become active members. Members are also encouraged to volunteer in the planning, organization and operation of the activities of Abbotsford and to contribute to the material needs of its members through generous donations of time, materials and funds. They are asked to work in concert with and to support the Glebe Centre's Mission, Vision and Values and may be part of Liaison Committees.

Members are considered to be in good standing when they have paid their fees in full. Fees are due upon registration for the winter programs and/or the first day of January that the Centre is open in the New Year.

How We are Funded

We rely on funds from the Province of Ontario; the City of Ottawa; user fees such as membership fees, class fees and client fees for services; grants; donations and organizational contributions to operate Abbotsford Seniors Centre.

The next time you check the “**Abbotsford House Seniors Community Centre**” box on your donation card from The Glebe Centre, you are helping to keep the programs and services in Abbotsford operating.

If you would like more information about donating to the Glebe Centre’s Community Programs at Abbotsford please check out the Donate section on our website: www.glebecentre.ca

<https://www.canadahelps.org/en/>



The Glebe Centre, which incorporates Abbotsford Seniors Centre and the long-term care home, relies on the generosity of donors to fund programs and the purchase of equipment. The Glebe Centre is a registered Canadian charity (BN# 1052-15024 RR – 0001) and raises funds from people, companies, foundations, associations, events and the government. A tax receipt is issued for all donations over \$20.



Charitable Giving

Please Support Abbotsford Seniors Centre

The Glebe Centre, which includes Abbotsford Seniors Centre is a registered charity and not-for-profit. Abbotsford counts on tax-receipted charitable donations to fund programs and special projects. Please consider one of these giving options to help us.

One-Time Donation

Donations can be made by cheque (payable to The Glebe Centre with Abbotsford House noted in the memo line or by credit card online at <https://www.canadahelps.org/en/>.

Another alternative is a gift of appreciated securities. Please speak to your financial advisor or accountant for more information.

Monthly Gifts

A monthly donation by credit card or cheque provides Abbotsford with a predictable stream of revenue it can count on. In considering this way of giving it frees you from having to make a larger one-time donation.

A Gift By Your Will

A last will and testament is a legal document that names the people who will inherit your assets when you die and specifies who gets what. A will is also needed to identify your favourite charities that will benefit from select assets. After providing for family and others please consider a bequest for The Glebe Centre to benefit Abbotsford.

This is the wording for your new or current will: “I give and bequeath the sum of \$_____ (or a percentage of the residue of my estate) to The Glebe Centre (Reg.# 1052-15024 RR0001) at Ottawa, Ontario, Canada, for the general purposes of Abbotsford. The receipt by an appropriate officer of The Glebe Centre shall be a sufficient discharge of my trustee. “

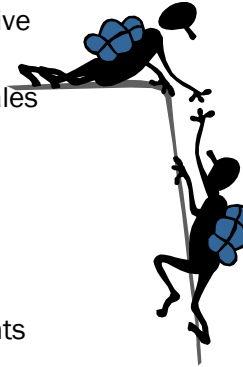
More Information

Please contact **Emily Holmes-Brewster**, at 613-238-2727 ext. 316 or by email at EHolmes-Brewster@glebecentre.ca

Volunteerism

Volunteers are at the heart of Abbotsford; they enhance the programs and lend a hand to staff, members and clients. Examples of volunteer opportunities at Abbotsford are:

- Join the Abbotsford Members Council Executive
- Reception Desk Hostess
- Boutique: Ladies clothing sorting, pricing & sales
- Kitchen Hostesses: serve meals, tidy kitchen
- Lead and/or participate in craft group
- Lead and/or participate in Teddy Bear group
- Help in the Dementia Day Away Program
- Help in the Luncheon Club Program
- Provide drives to & from medical appointments
- Friendly visiting, telephone assurance
- Sort and display books for sale
- Sort and display jewelry for sale
- Sort and display flea market items
- Sort and display elegant treasure items
- Sort and display art work
- Sort and display cards for sale
- Join the Craft or Teddy Bear group
- Help facilitate fundraising events
- Facilitate and/or teach classes
- Special Projects
- Garden
- Share a special talent
- Be a 'Special Events' volunteer



Members can be volunteers as well. If you are interested in a volunteer opportunity at Abbotsford, please contact our Volunteer Coordinator at 613-238-2727 (ext. 353) or on our website: www.glebecentre.ca for more details.

All Policies and Procedures regarding volunteerism can be accessed through The Glebe Centre Volunteer Coordinator at ext. 353 or volunteerservices@glebecentre.ca.

Accessibility, Parking and Transit

Accessibility Plan: All programs and services provided by community program staff at Abbotsford follow the principles of dignity, independence, integration and equal opportunity.



The environment and programs are welcoming to all people including those with special needs. The program staff try to be accommodating so as to promote participation for all members and clients. Please let us know how we can assist you.

A copy of the Accessibility plan can be made available upon request to the Director.

Parking: There are nine parking spots in front of Abbotsford. One parking spot is designated as Accessible. All of these spots are for the use of members, clients, volunteers and guests who are visiting Abbotsford. Anyone using this parking lot **must prominently display a current parking pass or visitor's pass, otherwise they may be ticketed by a City of Ottawa By-Law Officer. The current fine is \$95.** This is strictly enforced. No curbside parking available at any time.

You may lock your **bicycle** to the bike rack located in front of Abbotsford.

OC Transpo buses # 6 & 7 stop directly in front of Abbotsford. Members, Clients, Volunteers and Guests are encouraged to utilize public transit. Friendly reminder: Seniors travel for *free* on Wednesdays.

There is limited 2 hour parking on the side streets west of Abbotsford.

There is **underground parking at Lansdowne Park**. We can no longer validate parking at Lansdowne, we no longer have a subsidy. The going rate is currently \$4.00 per hour, you pay per hour there.

Diversity Program

The Glebe Centre's Diversity Program guides the organization's response, acknowledging both our own personal diversity and the diversity of others in order to create and maintain an environment which promotes the dignity of all members of its community.

The overriding goal of the Program is to nurture a culture of acceptance within the organization, strive to increase sensitivity and awareness, and enhance knowledge, skills and competence.

Diversity means: "...the variety of experiences and perspective which arise from differences in race, culture, religion, mental or physical abilities, heritage, age, gender, sexual orientation, gender identity and other characteristics."

Applicability: This program applies to all aspects of Glebe Centre operations including all programs and services that are provided to Residents, Clients, Members, Staff, Volunteers, Students, Visitors, and members of the community at large.

A copy of the Diversity Program will be made available upon request to the Director.



Risk Management



A risk management plan is in place to ensure a safe environment where all potential risks are identified.

Safety of clients is of foremost concern. All activities are analyzed for potential hazards and specific measures are implemented to mitigate risks.

Staff participate in annual health and safety training. They are trained in CPR and use of the defibrillator which is located on the first floor of Abbotsford opposite the Multi-Purpose Room doors.

Emergency fire exits are clearly marked, members are asked to take note of Fire Exit signage and routes in each room.

Members participating in fitness classes are asked to complete a physical activity readiness form annually.

Members participating in classes will be informed of class cancellations due to inclement weather.

Emergency codes will be announced when required and staff will guide members to safety as required.



**Patrons of Abbotsford are
encouraged to LOITER!**

**Coffee & Tea are available for purchase
courtesy of your Members Council**

Mission, Vision and Values

Mission

The Glebe Centre is a charitable organization that provides Long-Term Care and Community Services. We draw inspiration from our long history of excellence in care and innovation.

We are committed to:

- Providing quality of care as defined by those we serve;
- Developing new and innovative approaches to care to respond to changing needs and systemic pressures in healthcare;
- Creating a culture that attracts and retains employees and volunteers committed to exceptional care and services.



Vision

To be the Home of choice for those who require long-term care and help seniors to stay safe and healthy in their homes as long as possible.

Values

Our Values speak to the way in which we are committed to provide care and services to our Residents and Clients, the way in which we interact with our key stakeholders and providers, our business ethic and our appreciation for the vulnerable population that we serve. They speak to our responsibilities as a corporate citizen and our commitment to the betterment of our community.

Civility and Respect

We value Civility and Respect. We believe that we must provide the highest quality of care possible with a focus on Professionalism and Customer Service.

Safety and Security

We value Safety. We believe we must provide a safe place to live, visit, and work, free of abuse, neglect and discrimination, which are expressed through a policy of zero tolerance and proactive education and training.

Mission, Vision and Value continued...

Compassion for Those We Serve

We value Compassion for those we serve, which is expressed through the cultivation of loving kindness. It recognizes that all human life is sacred and embodies empathy for those less fortunate with enhanced sensitivity to the suffering of others.

Innovation

We value innovation. We encourage new ideas that create value and an improved dimension of performance.



Suggestions

Members are encouraged by the Members Council as well as by the Director of Community Programs to bring their suggestions for new or improved programming, maintenance and quality improvement to the attention of the organization.

Informal suggestions for speakers and new programming and ideas can be made directly to the Coordinator of Community Programs or by writing your suggestions in the *Suggestions and Ideas* book located at reception.

We value the ideas and initiatives of our members. and strive to meet reasonable expectations wherever possible.



Feedback

We strive to ensure that all clients and other stakeholders have the opportunity to express complaints and have them followed up in a timely fashion.

Our policy is that all stakeholders may report complaints either verbally or in writing to any staff member. Each complaint shall be responded to by the Director of Community Programs or designate. Options for resolution will be discussed, documented and followed up.

Boutique, Books, Art and Crafts

The **Ladies' Boutique** at Abbotsford sells previously owned ladies clothing, shoes, scarves, hats, jewelry and bags at very *reasonable* prices.

Hours: Monday through Friday from 9 am to 4 pm.

Books and Cards are sold near reception throughout the year. Our volunteers sort books and keep the book shelves near reception and in the atrium stocked with mysteries and best sellers for modest prices.

We also have beautifully displayed **jewelry** on sale all year round.

Our **Teddy Bear Group** works to produce hand-made teddy bears. **These are made in house and are displayed and sold at the annual Craft Fair. (4th Saturday of November)** Some of the bears are available for sale near reception throughout the year.

The **Craft Group** creates crafts throughout the year to sell at the **Craft Fair**. Some of their handiwork is also on sale in the reception area. Hand made aprons, bags, baby outfits, blankets and wreaths are some of the items you can purchase. **These are made in house and are displayed and sold at the annual Craft Fair (4th Saturday of November)**

The **Great Glebe Garage Sale** is a major fundraiser. We sell Jewelry, Art, Elegant Treasures, Flea Market items and Books. We appreciate your donated items which our volunteers, sort, price and sell every year for this sale at the end of May.



Community Support Services

Arranging Services

Do you need help with housecleaning, yard work, odd jobs, minor repairs or snow removal? We provide screened workers at reasonable rates for members and clients living in our geographical catchment area. For isolated seniors we provide a Telephone Assurance Program and Friendly Visiting.



Snow Go Seniors and Adults with disabilities find reliable, insured, snow removal companies. You pay provider directly.

Snow Go Assist Supports low-income seniors and people with disabilities who may be reimbursed up to a maximum of \$250. Applications are available in September, deadline November 30.

Telephone Assurance Program & Friendly Visiting:

For seniors at risk of isolation.



Medical Transportation

Do you need transportation to medical appointments? We offer reasonably priced transportation to medical appointments via volunteers and a community van.

Day Away Program

This program, offered 4 days per week, serves seniors in the early stages of Alzheimer's Disease and related dementias, providing an enjoyable day of activities, socialization and a nutritious lunch. Caregivers benefit from a day of respite.



Luncheon Club

If you'd like to make new friends and need the assistance of our van to get here, the Luncheon Club offers a supportive environment to seniors living in our geographical area.

Footcare Service

This service, provided by an R.P.N., is available
Wednesdays by appointment. 24hr notice to cancel.
Call Reception 613-230-5730

New and returning clients (*have not had an appointment for three months*) will need to book and pay for two consecutive appointments. The first appointment in an assessment the next is treatment.



Acupuncture

We now offer Acupuncture treatments with:

Acupuncturist: Winnie Fok

**Thursday afternoon appointments available through
Reception Call 613-230-5730**



**Abbotsford Seniors Centre is part of the
Glebe Centre.**

Find out more about our services by dropping by **950 Bank Street** (the old stone house) Mon - Fri 8:30 am - 4:30 pm, telephoning 613-230-5730 or by checking out all of The Glebe Centre facilities and programs at **www.glebecentre.ca**

Phone: 613-230-5730
Fax: 613-238-0889
abbotsford@glebecentre.ca



OPEN: Mon - Fri 8:30 am - 4:30 pm
(closed for statutory holidays and between Christmas & the New Year)