



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg
Caring for Health *À l'écoute de notre santé*

Support Services to Seniors Healthy Aging and Seniors Care

Accomplishments

&

Priorities

2020

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Support Services to Seniors Funded Agencies

Downtown Community Area

Congregate Meal Programs

- Manitoba Housing – 515 Elgin St
- Manitoba Housing – 444 Kennedy St
- The Bethania Group – 880 Arlington St and 790 Wellington Ave

Tenant Resource Programs

- The Bethania Group – 880 Arlington St and 790 Wellington Ave
- Manitoba Housing – 515 Elgin St
- Manitoba Housing – 444 Kennedy St
- Manitoba Housing – 555 Ellice St
- Manitoba Housing – 340 Princess St
- Lions Manor – 320 Sherbrook St
- Lions Place – 610 Portage Ave
- Lions View – 311 Furby St

Seniors Resource Finder

- East Downtown Seniors Resource Finder – 640 Main St
- West Downtown/Broadway Seniors Resource Finder – 823 Ellice Ave

Winnipeg Regional Health Authority

- Downtown/Point Douglas Healthy Aging Resource Team – 425 Elgin St

Senior Centre

- West End Active Living Centre – 1312 Strathcona St

Point Douglas Community Area

Tenant Resource Programs

- Manitoba Housing – 269 Dufferin Ave
- Winnipeg Housing and Rehabilitation Corporation – 145 Powers St
- Winnipeg Housing and Rehabilitation Corporation – Canadian Polish Manor – 300 Selkirk Ave
- KeKiNan Centre – 102 Robinson St

Senior Centres

- Aboriginal Senior Resource Centre – 527 Selkirk Ave
*Serving the Indigenous 55+ population within the city of Winnipeg
- North Point Douglas Seniors Association – 99 Euclid St

Seniors Resource Finder

- Point Douglas Seniors Resource Finder – 640 Main St

Winnipeg Regional Health Authority

- Downtown/Point Douglas Healthy Aging Resource Team – 425 Elgin Ave

Inkster Community Area

Congregate Meal Program

- NorWest Food Centre – 61 Tyndall Ave
- Brookslands Active Living Centre – 1960 William Ave West

Tenant Resource Programs

- Willow Centre – 61 Tyndall Rd
- Fred Douglas Apts – 1280, 1286, 1290 and 1300 Aberdeen Ave
- Westlands – 50 Oddy St

Seniors Resource Finder

- Keewatin/Inkster Seniors Resource Finder – 1625 Logan Ave

Senior Centre

- Brookslands Active Living Centre – 1960 William Ave West

Seven Oaks Community Area

Congregate Meal Program

- Gwen Secter Creative Living Centre – 1588 Main St

Senior Centre

- Gwen Secter Creative Living Centre – 1588 Main St

Seniors Resource Finders

- Seven Oaks Seniors Resource Finder – 1588 Main St
- Middlechurch Home of Winnipeg – Senior Resource Finder 280 Balderstone Rd
*serves West St. Paul and East St. Paul

River East Community Area

Congregate Meal Programs

- River East Meal Program – 1100 Henderson Hwy
- Parkside Plaza Meal Program – 1630 Henderson Hwy
- Kingsford Haus Co-op – 426 Kingsford Ave
- Elmwood East Kildonan Active Community Lunch Program – 180 Poplar Ave

Tenant Resource Programs

- Donwood Manor – 165 Donwood Dr
- Bethania Haus – 1060 Kimberly St

Senior Centres

- Good Neighbours 55+ Active Living – 720 Henderson Hwy
- Elmwood East Kildonan Active Living Centre – 180 Poplar Ave

Seniors Resource Finder

- River East Seniors Resource Finder – 720 Henderson Hwy

Winnipeg Regional Health Authority

- River East/Transcona Healthy Aging Resource Team – 720 Henderson

Supports to Seniors in Group Living

- Donwood Manor – 165 Donwood Dr
- 210 and 220 Oakwood Ave
- 1080 Henderson and 1100 Henderson Hwy

Transcona Community Area

Congregate Meal Program

- Transcona Council for Seniors – 209 Yale W
- Transcona Council for Seniors – 501 Widlake St.

Seniors Resource Finder

- Transcona Seniors Resource Finder – 845 Regent Ave

Winnipeg Regional Health Authority

- River East/Transcona Healthy Aging Resource Team – 720 Henderson

Supports to Seniors in Group Living

- East Park Lodge – 720 Kildare Ave. E.
- Columbus Villa – 680 Kildare Ave. E.

Fort Garry Community Area

Congregate Meal Programs

- Fort Garry Rotary Villa – 528 Hudson St
- Delmar Congregate Meal Program – 110 Adamar Rd

Tenant Resource Programs

- Fort Garry Rotary Villa – 528 Hudson St
- Lindenwood Manor – 475 Lindenwood Dr

Seniors Resource Finder

- Fort Garry Seniors Resource Finder – Location TBD

Supports to Seniors in Group Living

- Lindenwood Manor – 475 Lindenwood Dr

Senior Centre

- Pembina Active Living (55+) – 50 Barnes St

River Heights Community Area

Congregate Meal Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- 601 Osborne Inc. – 601 Osborne St

- 64 Nassau Meal Program – 64 Nassau St

Tenant Resource Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- 601 Osborne Inc. – 601 Osborne St
- 285 Pembina Inc. – 285 Pembina Hwy

Seniors Resource Finder

- River Heights Seniors Resource Finder – 1 Morley Ave

Senior Centre

- Rainbow Resource Centre – 170 Scott St * Serving Manitoba’s Two Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer communities

South Assiniboine Community Area

Congregate Meal Programs

- Manitoba Housing – 170 Hendon Ave
- Manitoba Easter Star Chalet – 425 Cathcart St

Tenant Resource Program

- Manitoba Housing – 170 Hendon Ave

Senior Centre

- Charleswood 55 Plus Active Living Centre – 5004 Roblin Blvd
- Rady Jewish Community Centre – 123 Doncaster St

Seniors Resource Finder

- Assiniboine South Seniors Resource Finder – 1 Morley Ave

Winnipeg Regional Health Authority

- St. James/Assiniboine South Healthy Aging Resource Team – 203 Duffield

St. James/Assiniboia Community Area

Congregate Meal Programs

- Metropolitan Kiwanis Courts – 2300 Ness Ave
- Manitoba Housing – 125 Carriage Rd
- St. James/Assiniboia 55+ Centre – 203 Duffield St

Tenant Resource Program

- Manitoba Housing – 22 Strauss Dr
- Manitoba Housing – 125 Carriage Rd
- Winnipeg Housing Rehabilitation Corporation – 529 Country Club Blvd

Senior Centre

- St. James/Assiniboia 55+ Centre – 203 Duffield St

Seniors Resource Finder

- St. James/Assiniboia Senior Resource Finder – 203 Duffield St

Supports to Seniors in Group Living

- Metropolitan Kiwanis Courts – 2300 Ness Ave

Winnipeg Regional Health Authority

- St. James/Assiniboine South Healthy Aging Resource Team – 203 Duffield

St. Vital Community Area

Tenant Resource Program

- Winnipeg Housing Rehabilitation Corporation– 60 Chesterfield Ave

Seniors Resource Finder

- St. Vital Seniors Resource Finder – 1188 Dakota St

St. Boniface Community Area

Congregate Meal Programs

- Manitoba Housing – 875 Elizabeth Rd
- L'Accueil Columbien Inc – 200 Masson St
- Place des Meurons – 400 rue des Meurons St
- Foyer Vincent – 200 Horace St
- Columbus Manor – 303 Goulet St

Tenant Resource Programs

- Manitoba Housing – 101 Marion St
- Manitoba Housing – 875 Elizabeth Rd
- L'Accueil Columbien Inc – 200 Masson St
- Place des Meurons – 400 des Meurons St

Seniors Resource Finders

- Conseil des francophones 55+ – 400 des Meurons St
*Serving the French speaking population within the city of Winnipeg
- St. Boniface Seniors Resource Finder – 1188 Dakota St

Senior Centre

- Archwood 55 Plus - 565 Guilbault St

Winnipeg Regional Services

- Aboriginal Senior Resource Centre – 527 Selkirk Ave
*Serving the Indigenous 55+ population within the city of Winnipeg
- A & O: Support Services to Older Adults – 280 Smith St
- Alzheimer Society of Manitoba – 10-120 Donald St
- Canadian National Institute for the Blind: The Mrs. Daya and Chander Gupta Centre – 1080 Portage Ave
- Creative Retirement Manitoba – 448 Burnell St
- Deer Lodge Centre Dental Program – 2109 Portage Ave
- Home Dental Care Program – P128, 780 Bannatyne Ave
- Conseil des francophone 55 Plus – 400 des Meurons St

- *Serving the Francophone speaking population of Winnipeg
- Manitoba Association of Senior Centres – 203 Duffield St
- Meals on Wheels of Winnipeg – 174 Hargrave St
- Rainbow Resource Centre – 170 Scott St
 - * Serving Manitoba’s Two Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer communities

Background

Each year Support Services to Seniors (SSS) funded organizations complete an annual planning document/grant application for the upcoming year as well as attend the annual planning and collaboration day. Due to COVID 19, the 17th annual planning and collaboration day has been canceled. This booklet has been prepared based on the feedback reflected in the planning document/grant applications.

The goal of this booklet is to create the opportunity for organizations to review, acknowledge and celebrate accomplishments, to network on how organizations have assessed, planned, collaborated, implemented, and evaluated the pathway to achieve these accomplishments. This booklet also presents an opportunity to work collectively on upcoming priorities for the upcoming year.

Each organization is encouraged to reach out to our partnering Support Services to Seniors organizations to discuss the who, what, where, why and how accomplishments were achieved and to collaborate on upcoming shared priorities in order to continue providing innovated services and programs based on an increase in health promotion and well-being and to assist older adults to continue to live independently in their community.

St. James Assiniboia Community Area

Metropolitan Kiwanis Courts (MKC)

Name: **Sheila Hunter**

Supports to Seniors in Group Living and meal program

Accomplishments:

- MKC was able to maintain meal program with modifications to ensure adherence to provincial health orders. Provided over 700 Meals per day some meals were delivered, we were able to accommodate 45 residents in the dining room twice a day, and now have resumed dining room service with two assigned seating for all three meals.
- Supports to Seniors in Group Living funded staff provided critical assistance with screening residents, staff, and visitors. COVID has forced changes in our community but we feel we were able to keep residents supported during these challenging and uncertain times.

Priorities:

- To get back to pre-COVID meal delivery where residents and community had more flexibility to access our program. We will continue to monitor provincial health orders and make changes as appropriate.

St. James Assiniboia 55+ Centre

Name: **Meaghan Wilford/Sarah Vinck**

Senior Centre/Senior Resource Finder/ Meal Program

Senior Centre

Accomplishments:

- We have been able to survive the first 6 months of the COVID pandemic. As soon as COVID hit, we quickly transitioned to offer online programming and share as many resources as possible with the community.
- We were very successful at keeping our programs going and helping with social isolation during this very isolating time period.

Priorities:

- Work on continuing our virtual programming as an addition to our in-person programming so that we are able to be a support to more seniors in the area during this terrible COVID period. We hope to work with community partners to have a plan in place to work together if there is a further lockdown period. We are also prepared and ready to transition to full time virtual programming should the need arise

Congregate Meal Program

Accomplishments:

- Increased the nutritional value of the meals, tried out new foods with the older adults and increased the diversity of the programs offered at the Centre.

Priorities:

- Work with the Healthy Aging Resource Team to increase our soup delivery program to the older adult blocks in the neighbourhood. Will increase our soup numbers and meet a need for the neighbourhood.

Senior Resource Finder

Accomplishments:

- Adapting the entire program to support the senior population in the St. James Assiniboia community the best way we could throughout the pandemic.
- Created a list of local grocery stores, pharmacies, and other resources, updated the hours regularly. Mentioned if they had delivery methods, senior hours for shopping and increased sanitation and what method of payment was accepted. During the beginning of the pandemic many low-income people were faced with the barrier of many places ONLY taking credit or debit. It was very important to highlight the stores that accepted cash transactions.
- Measured achievement by the number of seniors we contacted by phone and how often the resources list was referenced and how many shares on Facebook the St. James Covid-19 Resource list guide received.

Priorities:

- Prioritize virtual and remote programming and work on the barriers when accessing connections. Make sure that the regularly updated Covid-19 local resource list is accessible online and shared widely but also available to the people that don't have computers. Sharing it with the Seniors that are contacted by phone as well. We will measure by the amount of seniors that participate in the online activities and how many shares online and on the phone the resource list was utilized.

Bethania Housing - 529 Country Club Blvd.

Name: **Cristine Schroeder**

Tenant Resource Services

Accomplishments:

- We provided senior services and foot care, presentations, special events, tenant activities, clinics, one on one needs assessments and advocacy to meet those needs, support for Tenant Association Committee (TAC) groups.
- As Covid -19 changed our ability to provide some of the above – we provided wellness kits, information on food security, one on one connections by phone, mental health support and kept tenants informed of supports offered by senior service agencies; provided activities such as word search books and coloring pages, and met tenants’ personal needs on a one on one basis. Through phases 2 and 3 we increased social connection through the TAC group having BBQs and allowing daily coffee times with social distancing and disinfecting in place. Bingo has also started. Community Home Services are back in action which is super positive for this building!
- We measure our success by the number of tenants who come to our events and tenants who comment positively on efforts made to provide them with activities and services. We handed out a survey to all tenants at the beginning of the covid-19 pandemic so that they could let us know how they were doing and whether they needed assistance. We may do that again soon.
- When tenants express a need they receive Tenant Resource Coordinator or Management assistance to meet that need. There have been numerous positive comments from tenants who express satisfaction about changes that have taken place since The Bethania Group started managing the building in the spring of 2019. Even workers from other support services to senior organizations have expressed positive feedback.

Priorities:

- Continue partnerships with Red River College Nursing student practicums – we have one happening Oct./ Nov. Community Home Services and I are working well together to assist tenants who need help with cleaning. Many situations are looking so much better! I will keep in touch with numerous other organizations who we work together with to keep our tenants living safe and well – like Care at Home Pharmacy, etc.
- Our priorities are to reinstate all services and activities that were happening prior to covid-19 provided the situation allows for this. The TAC is planning a Fall Dinner and then Christmas Dinner with 3 sittings – 15 people in each sitting and disinfecting in between but will monitor public health orders.
- I plan to work more one on one connections with our tenants to ensure their well-being during this time. I will do this by working on updating tenants ERIK kits with them.
- I will measure and monitor our progress on above items through feedback from tenants and the managers.

Manitoba Housing - 22 Strauss Avenue

Name: ***Titi Tijani/Margaret Graham***

Tenant Services Program

Accomplishments:

- Monthly meal events: - 10 dinners and brunches, and 4 Barbecues events.
- Tenant held bingo weekly and 15 movie events in the year.
- Coffee was served at every event.
- Overall, there was an increase in participants to these events and I believe that by doing these number of events, the tenant had a successful year as they were able to engage more tenants than previous year.
- We also continued and strengthened our partnerships with Ness Baptist Church & Healthy Aging Resource Team who provided activities for the tenants such as – Cooking demos, living better, nursing clinic, and some meals through Ness Church for tenants who did not subscribe to the Meal program.

Priorities:

- Due to the pandemic, the priority is to reduce isolation and assist tenants in accessing resources needed. Monitoring tenants comfort & organizing activities accordingly. Monitoring/measuring will include number of wellness checks/visits, referrals provided, group activities organized on site, time spent providing assistance in adhering to safety guidelines. Utilizing existing partners for now. The second priority is increased compliance with pest control measures, which will be measured monthly. This is an ongoing undertaking.

Manitoba Housing - 125 Carriage Road

Name: **Titi Tijani/Margaret Graham**

Tenant Services Program

Accomplishments:

- Tenants offered a number of in-house activities throughout the past year (Dinners, BBQs, Bingo, Movies, Coffee/Tea, Craft and Colouring activities; as well as a group outing to a restaurant. Tenants also received presentations from outside agencies (Pharmacy, Safety Aid, and Winnipeg Transit Plus)
- These activities were regular and consistent. Tenants really warmed up to the activities and participation went up from the past year. It was good to see that all tenants in the building participated in some organized activity in the building in the year. Thanks to the efforts of volunteers and the community facilitator who encouraged and engaged tenants to ensure that they at least attend one event in the year. That was a great accomplishment.
- We were able to accomplish the above because we obtain input from tenants regarding their interests and considered that when planning activities.
- We developed new partnerships with the Healthy Aging Resource Team and other community resources.

Priorities:

- See above. Same as Manitoba Housing 22 Strauss Ave

Manitoba Housing Congregate Meal Program-125 Carriage Rd

Name: **Josh Maxwell**

Accomplishments:

- We did not have to shut down during the pandemic and continued services with minor changes

Priorities:

- Continue growing our programs trying to get more clients

Assiniboine South

Charleswood 55+ Active Living Centre

Name: **Jakee Werbek**

Senior Centre

Accomplishments:

- Fall of 2019 saw an increase in Memberships and an abundance of new and interesting programs and activities at the Centre. - With the arrival of COVID 19 the Centre quickly changed gears and became a resource and information hub for our members and others living in the community. A partnership with Councilor Kevin Klein ensured food delivery and other resources were available to the more vulnerable in the community.

Priorities:

- Our main priority is to continue to provide opportunities for our members to remain physically and mentally active and engaged by offering an array of fitness programs, activities and events, while ensuring we operate with the COVID safety and health guidelines and recommendations.

Manitoba Eastern Star Chalet

Name: **Sonja Nehring/Barb Pasaur**

Congregate Meal Program

Accomplishments:

- During COVID maintaining our tenants trust in a safe meal program and encouraging new tenants to try a meal with offering a complimentary free meal.

Priorities:

- As with every year growing our meal program participant numbers.

Manitoba Housing - 170 Hendon Avenue

Name: **Titi Tijani/Nicholas Rush**

Tenant Services Program

Accomplishments:

- Restarted the Tenant Advisory Committee and brought back coffee time, community outings, Wi-Fi in the lounge, Computers, pizza events, sense of community/more volunteers, and Cable TV Service.

Priorities:

- Organized events in-house (Christmas concert, magician, etc.) more clinics and educational seminars, field trips, community garden rental (so tenants can grow own produce), volunteering (with churches or in hospitals).

Name: **Josh Maxwell**

Congregate Meal Program

Accomplishments:

- We did not have to shut down during the pandemic and continued services with minor changes.

Priorities:

- Continue growing our programs trying to get more clients.

Rady Jewish Community Centre (RADY JCC)

Name: **Tamar Barr**

Senior Centre

Accomplishments:

- Met the needs of the frail elderly through the programs of the Stay Young Club which supports the social and cultural requirements of the demographic
- Continued partnerships between the Rady Jewish Community Centre and various other senior serving organizations such as the Gwen Sector Creative Living Centre, Jewish Child & Family Service, South Winnipeg Seniors Resource Council, and the Shaftesbury
- Supported on-going partnerships with community-based agencies to better serve unique needs of older adults living with chronic conditions: Parkinson's Society of Manitoba/ Parkinson's Exercise; MS Society/ MS Action; Alzheimer Society of MB/Minds in Motion

- Rady Wellness Series continued to provide older adults options to learn about health and wellness topics through the expertise of specialists in a relaxed and interactive setting
- Music ‘N’ Mavens, daytime concert and speaker series saw attendance increase by 20%
- Continued to offer programming that is diverse and culturally relevant such as Jewish films, In the Know speaker/art series concerts, holiday programming while at the same time appealing to the community -at-large
- Introduced the Caregiver’s Forum; opportunity for participants to meet others going through similar experiences, meet professionals, learn techniques for self-care and empowerment etc.
- Expanded the quality of life of the older adult through specialized programs and classes such as: Fit for Life, PACE, Aquacise, Mat Pilates, Feldenkrais, Alignment & Chair Yoga, Zumba Gold, Fitness Walking Groups & Pickleball
- Presented “MOSAIC”, an event highlighting the range of wellness, cultural, social and fitness classes and program available for older adults at the Rady JCC.
- Supported and enabled scholarship funding for individuals to ensure equity to meet the needs of the population
- Provided volunteer and leadership opportunities for persons 55+.
- Provided transportation options for older adults requiring transportation support

Priorities:

- The onset of COVID-19 has impacted us profoundly on staff and financial resources to carry out programs. In addition, we are mindful of safety consideration regarding in-person programming for older adults.
- Many of older adult members/participants have returned to the fitness center to maintain their wellness goals and activities. Our priorities are to continue to monitor which senior-specific programs we can roll out that would be meet safety practices and meet seniors needs/interests
- Identifying new program opportunities that can be presented virtually to our constituents. Since we are not currently presenting in-house programming, we are looking at creative and interesting activities that will appealing to seniors on-line be it wellness, culinary arts, concerts, films, lectures.

Fort Garry

Fort Garry Rotary Villa

Name: **Crystal Cameron/Jennifer Brookman**

Tenant Resource Program

Accomplishments:

- Our continued partnership with the University of Manitoba faculty of social work has helped create more touchstones for client base addressing gaps in services, created networking opportunities, and helped build social capital.
- Our team’s top priorities this year include: Mental wellness, access to technology, building community & personal resilience as well as chronic disease management and access to care/supports in a timely manner.

Priorities:

- As identified in a small survey from early 2020, our clients want improved socialization and emotional supports in a steady and expected manner. Implementing social support groups will be key in 2020-2021 with the assistance of the practicum students. Qualitative individual surveys administered by social work students can highlight recommendations and perspectives/expectations for future service delivery. We are hoping to partner with several PhD’s out of the university of Manitoba’s center on Aging to make recommendations about formal community assessments.

- We would very much like to partner with My Health Teams, our seniors resource finder, other blocks in our community at high risk and the quick care clinic based out of Fort Garry Access to have a Registered Nurse Practitioner on site several times per month in 2021 (pending grant approval via the Winnipeg foundation).
- Dr. Stephanie Chesser (University of Manitoba: Kinesiology) will be making recommendations for Manitoba Association of Senior Centres regarding internalized ageism and the impact on social behaviors throughout the pandemic. Further insights into independent living communities would be invaluable for the program development, policy implementation, continuity as well as funding opportunities in the short and long term.

Pembina Active Living 55+

Name: **Alanna Jones**

Senior Centre

Accomplishments:

- Celebrated PAL (55+)’s 10-year anniversary. The occasion was marked at several events throughout the year with cakes and cupcakes, a 10-year seal, and several commemorative speeches by PAL (55+) and community leadership.
- Swift response to COVID-19 changes, as required by Federal and Provincial regulations. An ad-hoc committee was struck to make changes as required to programming and communications; new programs were developed to connect to and communicate with our members during extremely challenging times and the work of the organization forged on, and expanded, despite substantial setbacks and challenges. Informal - Self-assessment and reflection.
- The Government of Canada’s, ‘New Horizons for Seniors’ funded project titled “Making Connections” has been working in the community to develop inroads and partnerships with various ethnic communities, organizations and small businesses, as well as with Indigenous and Métis groups. This committee has had our promotional brochure translated into five languages (Ojibwe, Punjabi, French, Mandarin, and Persian); developed a Membership Benefit program for 2020/21 which provided all new and renewing members a \$15 gift card to a local ethnic restaurant; and coordinated a series of online presentations on topics related to diversity and inclusion. This project is in progress and an evaluation of its success, in relation to its stated goals, has not been completed.
- Renewed and expanded our commitment to the City of Winnipeg’s ‘Indigenous Accord’.
- Expanded our IT and online capacity with the acquisition of a Square Reader to accept credit card payments for fundraising and membership purposes, adoption of Eventbrite for a portion of our registration process, expansion to include e-transfer as an acceptable form of payment for programming and membership renewals, and the acquisition of several licenses for the Go To Meeting video conferencing platform.
- Our first annual fundraising concert was a huge success with the *Sisters of the Holy Rock*. A second concert, an Elvis and Johnny Cash tribute concert with Corny Rempel was planned for April 2020 but had to be cancelled due to COVID-19. Post-mortem evaluation, attendance, feedback, and funds raised.
- Our third annual Wine-Pairing fundraiser, in partnership with Riverwood Square was extremely popular and will be continued once it is safe to congregate in large groups again. Post-mortem evaluation, attendance, feedback, and funds raised.
- Developed a Flex Pass program to allow members flexibility in their program planning. Program participation.
- Supported a 13% increase in the number of volunteer hours contributed to the ongoing operation and to the development of projects and programs within the organization and the community at large.
- Developed six new policies and procedures.
- Converted our email system from Gmail to MailChimp, resulting in a more reliable and efficient system and additional useful statistics. Informal assessment and feedback.
- Revised and redesigned our Facebook page – still to be launched.

- Expanded outreach initiatives into the community, including a monthly Coffee PALS program at the Fort Garry ACCESS Centre in partnership with the WRHA.
- The Fundraising Committee raised over \$20 000 for the organization – met our goal for the year.
- Was supported by two corporate sponsors – Right at Home Canada and Reliable Home Care Agency.

Priorities:

- To respond to the needs of our members and our community through the development of innovative programming and partnerships, within the changing reality and confines of the COVID-19 community health and safety requirements.
- Advancing our search for a permanent home for the organization.

Winnipeg Mennonite Seniors Care – Lindenwood Manor

Name: **Bonnie Coble**

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- Due to Covid 19 we needed to be creative in meeting our resident's needs. Assisting with virtual doctor's appointments, Wellness check phone calls, and assisting with medication deliveries.
- Due to closure of the dining room we assisted filling out Residents menus.

Priorities:

- My goal is to make sure all ERIK's (emergency response information kits) are up to date and that every Resident has one including the health care directive.
- Reinstate some form of a blood pressure clinic.
- Visit more Residents in their suites. Due to Covid many feel isolated and need help problem solving day to day issues.

Winnipeg Mennonite Seniors Care – Lindenwood Terrace

Name: **Bonnie Coble**

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- Wellness check calls during COVID lockdown to decrease isolation. Residents were receptive to calls and would give positive feedback regarding the weekly contact.
- Resumed three groups for isolated twice a week. Consistent attendance at men's group and they give support top each other. Stats are recorded on attendance of programs residents are seeking out tenant resource coordinator for ADL's.

Priorities:

- Maintain social isolation groups with physical distancing during COVID if protocols allow. If program restrictions occur then reinstate wellness phone calls

Fort Garry Seniors Resource Council

Name: **Amanda Macrae/Patti Berube**

Senior Resource Finder

Accomplishments:

- Implemented the "Stepping up with Confidence " exercise programs in 2 seniors housing blocks. These programs reduce the barriers to physical activity by offering on site and free of charge through a peer leader. Each class averaged between 10-12 people each week.
- Partnered with Sobey's Pharmacy to offer a flu clinic in one of the seniors housing blocks There was an increase from 70 to 100 residents who received the immunization over the last year.

- Offered an income tax clinic for low income seniors with volunteers from Craig and Ross Accounting Firm. When Covid-19 pandemic hit, the Seniors Resource Coordinators collaborated with Community Financial Counselling Services to offer remote tax form preparations.
- Continued to provide Welcome Baskets for A & O's Safe Suite program.
- Offered "pop-up offices" in the community at various venues (7)
- Attended community events such as health fairs, bbq's and picnics to promote the Senior Resource Finder program. (22)
- Partnered with A & O to deliver Be a Santa to a Senior gifts to recipients living in the Fort Garry area.
- Partnered with Sara Guillemard, MLA- Fort Richmond to provide a shuttle bus to St. Vital Shopping Centre.
- Hosted a summer day trip to Emerson-Franklin area of the province for 41 seniors.
- Connected with over 1100 over the telephone or e-mail to provide information and referrals to community resources.

Priorities:

- Due to the Covid-19 pandemic, the priorities are to restore services that had been cancelled such as exercise programs, pop-up offices and community outreach. Would also like to connect with more seniors through telephone, e-mail and social media platforms.
- I would like to recruit volunteers and implement a formal telephone support program and/or a volunteer driving program to complement the Ring-a-Ride program.

River Heights

Bethania Housing - 285 Pembina

Name: **Ashley Derkacz**

Tenant Resource Program

Accomplishments:

- We have had great accomplishments teaching our tenants about COVID-19 and how to be safe. Though we received some negativity at first, tenants slowly starting to understand. We provided several different resources and information regarding COVID-19. Many tenants used these resources and continue to use these resources to get through this pandemic.

Priorities:

- Our priorities would be to safely reintroduce social activities and education in a safe way due to COVID. We would need to look at our programming and education session to see how we can change them up to fit into the safety guidelines surrounding COVID.

Bethania Housing – 601 Osborne Street

Name: **Bill Griffin**

Tenant Resource Program

Accomplishments:

- Establishment of primary medical care clinic in building
- Application of trauma-informed practice principles in interactions with tenants
- Implementation of "Respectful Community Initiative" in common areas of building
- Reorientation of Tenant Advisory Committee into Volunteer Association
- Partnered with South Osborne community groups on "Adopt a Senior" initiative
- Developing enhanced collaborative working relationships with health and social service systems representatives

- Provided practicum supervision to summer student
- Forward plan for anticipated spike in Covid cases in the fall

Priorities:

- Build a culture of volunteerism in the building
- Establish dedicated tenant resource centre on main floor of building
- Reestablish regularized group education and recreation programming consistent with current public health directives
- Continue to enhance collaborative partnerships with community-based health and social service entities
- Continue to build partnerships with South Osborne community groups

Bethel Place

Name: **Joanne Schmidt**

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- We contacted each resident during the first 2 months of COVID and continue to provide support to our residents. i.e. written communication and limited programming.
- In response to COVID-19 the congregate meal program was transitioned to a takeout delivery service to all residents.

Priorities:

- To continue to provide nutritious meals to our residents/community.
- We are striving to apply for a one-time \$100,000 grant with the Winnipeg Foundation for upgrades and renewal to our dining room.

Manitoba Housing - Congregate Meal Program 64 Nassau

Name: **Josh Maxwell**

Congregate Meal Program

Accomplishments:

- We did not have to shut down during the pandemic and continued services with minor changes.

Priorities:

- Continue growing our programs trying to get more clients.

Villa Cabrini

Name: **Taylee Wolfe**

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- Increase number of participants with group information sessions, social gatherings, exercise and craft club. Increased number of volunteers from the community and within our building.
- Are priorities this year are focused on our Congregate Meal Program and increase our number of participants who use our CMP
- Engaging more volunteers

Priorities:

- Increase number of participants with the meal program - keeping records of how many tickets are sold, and how many people sign up for meals.

- We would also like to improve our 2nd floor common area to make designated areas for puzzles, cards, crafts, exercise and coffee, this will help with Covid-19 regulations along with keeping areas set up and more inviting for participants. Survey participants to learn what kind of services and programs they would benefit from and use.

Senior Resource Finder – Assiniboine South/River Heights

Name: **Martin Landy**

Senior Resource Finder/congregate meal program (110 Adamar)

Accomplishments:

- Our E-blast has been well received throughout the community with continuous growth (pre-covid) in number of submissions and requested to be add to our database
- Through community input we established a new 5 year strategic plan. The plan is continually reviewed and timeline updated at every other Board meeting.
- Outreach through community Pop-ups increase our community impressions by over 300%

Priorities:

- Develop more partnerships such as ours with Connected Canadians to educate seniors in digital literacy. We have received funds to operate this project and hope to expand our connections in the community.
- Increase digital outreach programming, through zoom discussion groups and E-blasts.
- Internal organizational development.
- Adjusting to the NEW normal (post Covid) in our daily outreach, & board operations.

St. Vital

Senior Resource Finder – St. Vital / St. Boniface

Name: **Melissa Larter**

Senior Resource Finder

Accomplishments:

- 250 seniors participated in programming including chair yoga, floor curling, growing stronger, cribbage, whist, floor shuffle. We hosted our annual Floor Curling Bonspiel with 20 teams from across Manitoba.
- Additional funding from the WRHA allowed us to order supplies for 7000 E.R.I.Ks and distribute them to the Senior Resource Finders throughout Winnipeg.

Priorities:

- Distribute 200 wellness kits to vulnerable seniors in the community for Covid-19 support
- Start iPad Loan Program and volunteer daily hello program for vulnerable seniors - Support as many people as possible
- Introduce new fitness classes including tai chi, Zumba gold, barre and Pilates both in person and virtually via Zoom

Winnipeg Housing and Rehabilitation Corporation - 60 Chesterfield Avenue

Name: **James Heinrichs**

Tenant Resource Program

Accomplishments:

- Supported and increased engagement in the tenant association committee. This has built a sense of pride within the building. Brought informative presentations that allowed tenants to make healthy and safe decisions for themselves. Made quick and timely referrals for resources that supported tenants being comfortable in their homes.

Priorities:

- Find and implement more programming that would be needed and desired for the older adults of 60 Chesterfield. Encourage more engagements between the tenants and the community at large. Continue to foster and support a safe and respectful environment in which the older adults at 60 Chesterfield live

St. Boniface

Archwood 55 Plus

Name: ***Krista Johnson Billeck***

Senior Centre

Accomplishments:

- We offered a wide variety of classes and event to members and community members, monthly luncheons, Movie days, monthly legal clinic and several presentations on a variety of topics.
- All activated were well attended and great feedback was always received from our participants.

Priorities:

- Our biggest priority for the next year is to deliver as many classes, as much information to member as we can during the pandemic while following the rules. Our success will be monitored by attendance and delivery of services through a variety of avenues and keeping in contact. We will partner with Archwood Community Centre and Archwood school. Try to stay open.

Foyer Vincent

Name: ***Kathy Levacque***

Congregate Meal Program

Accomplishments:

- 9 menus sent out every week by email
- Keeping the program going during the Covid-19 by take-out
- Masks and Sanitization

Priorities:

- Depending on the virus most programs are in limbo
- Continue providing Meals as long as we can but safety being our number one

Place Des Meurons

Name: ***Maria Garcia/Diane Leveque***

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- Despite the Covid-19 pandemic, we managed to get the residents involved with the meal program, offering them the delivery service.
- Communicating with the residents and making sure they weren't feeling isolated and lonely, giving them updates on our new normal routine.

Priorities:

- Following the health authorities' guidelines and keeping a safe building, we will come up with fresh ideas to have them involved with our community.
- Communicating with the Residents Association and obtaining their feedback.

Manitoba Housing - 875 Elizabeth Road

Name: **Titi Tijani/Cathy Cortvriendt**

Tenant Services Program

Accomplishments:

- Altered Christmas party where gifts were distributed through the Be a Santa to a Senior drop off program (A&O), individual wrapped snacks provided as well as songs and activities while following PH orders.
- Held a curbside concert during COVID while adhering to social distance guidelines and wearing masks
- Beautiful huge garden plot was tended and planted bringing many tenants outside.
- Success is measured by participant numbers and their feedback

Priorities:

- Everything is up in the air due to Covid-19 and restrictions in place. However, would like to be able to schedule some presentations indoors over the winter months if possible.
- There seems to be an increased sense of community during this time. There are expansion plans for the garden plot and we would like to engage more tenants actively planting.
- Hopefully we are able to once again have the Red River Community Nursing students come do their practicum with the seniors.

Manitoba Housing - 101 Marion Street

Name: **Titi Tijani/ Liz Shewchuk**

Tenant Services Program

Accomplishments:

- Last year's goals were to decrease pest control activity and the amount of tenants refusing pest control treatments in the building. Unit inspections were completed in February 2020 to identify pest activity levels. Since inspections, we have seen an increase in tenant compliance measured by lower amounts of refusals.
- 101 Marion's Tenant Advisory Committee members also voted to change Tenant Representatives. Their goal was to start planning more outings, but have been unable to due to COVID-19 pandemic. However, the Tenant Advisory Committee meeting attendance has increased and we have seen an increase in volunteer interest.

Priorities:

- Manitoba Housing staff at 101 Marion are continuously working closely with the St. Boniface Community Facilitator, Employment and Income Assistance, Senior Resource Finder, Home Care, CWI, and Community Mental Health. A goal for next year will be to offer more supports to tenants during pandemic. We are looking into providing additional supports, such as cleaning supply kits to tenants in the building who are struggling with maintaining their unit or accessing cleaning supplies during pandemic. We will continue to measure progress through unit inspections and management of premises.

Manitoba Housing - Congregate Meal Program 303 Goulet

Name: **Josh Maxwell**

Accomplishments:

- We did not have to shut down during the pandemic and continued services with minor changes.

Priorities:

- Continue growing our programs trying to get more clients.

L'Accueil Colombien-200 Masson Street

Name : **Norm Touchette**

Tenant Resource Program/Congregate Meal Program

Accomplishments :

- We have partnered with St. Boniface Street Links, for daily security checks inside of Chez Nous at 187 de la Cathedrale Ave. Tenants feel more comfortable in the common areas and around the building as a result. In exchange we house unsheltered clients coming out of drug abuse.
- Organized information sessions on how to avoid memory loss.

Priorities:

- We want to re-instate regular programming that was suspended due to Covid-19. We received the donation of a BBQ and are going to hold BBQ suppers once or twice per year. A volunteer tenant has offered to drive tenants to doctors appointments. We are replacing the upholstery on all the Café chairs. We want to provide a grabber to tenants who cannot bend down to pick up notices slipped under their doors.

Senior Resource Finder – St. Vital / St. Boniface

Name: **Melissa Larter**

Senior Resource Finder

Accomplishments:

- 250 seniors participated in programming including chair yoga, floor curling, growing stronger, cribbage, whist, floor shuffle. We hosted our annual Floor Curling Bonspiel with 20 teams from across Manitoba.
- Additional funding from the WRHA allowed us to order supplies for 7000 E.R.I.Ks and distribute them to the Senior Resource Finders throughout Winnipeg.

Priorities:

- Distribute 200 wellness kits to vulnerable seniors in the community for Covid-19 support
- Start iPad Loan Program and volunteer daily hello program for vulnerable seniors - Support as many people as possible
- Introduce new fitness classes including tai chi, Zumba gold, barre and Pilates both in person and virtually via Zoom

Transcona

Senior Resource Finder - Transcona (and CMP for 209 Yale W and 500 Widlake)

Name: **Colleen Tackaberry**

Senior Resource Finder/Congregate Meal Program

Accomplishments:

- This past year we were able to start three new programs; Men's Shed, Drums Alive and Women Empowering Women.
- We were able to revamp our programs during the pandemic and to continue to function although we were not able to run all of our in-person programming.

Priorities

- Our priorities this coming year is to provide meals and transportation as well as grocery shopping during the time of the pandemic. We will open other programming when it is safe to do so such as art classes, and exercise programs. We hope to focus on providing on line programming as well as conference calls to keep seniors connected during this time of isolation. We are hoping to have grant money to train seniors to use social media.

Park Manor Care

Name: ***Abednigo Mandalupa Jr.***

Supports to Seniors in Group Living

Accomplishments:

East Park Lodge – 720 Kildare Ave E

- Community Incentive Grant from the City of Winnipeg in the amount of \$10,203.00. This application was made on the basis of improving the mental and physical wellbeing of tenants at East Park Lodge during COVID-19. Due to COVID-19 there has been an increased loneliness, isolation, limited family/visitor supports, and the ability to socialize safely. The funds received were used to purchase outdoor patio sets, BBQ, portable PA system and Storage Shed with the goal to encourage more outdoor socialization. It is important to note, tenants have expressed appreciation and been utilizing the outdoor seating areas regularly.

Priorities:

- Coordinators reinforce the Tenant Manual Respectful Community/Safe Environment Policy. The goal is to provide education & resources to recognize and prevent bullying behaviors and provide conflict resolution strategies.

Columbus Village 680 Kildare Ave E

- Community Bed Bug Grant: Received from Province of Manitoba the amount of \$2000.00. Bed bug prevention supplies were purchased to help alleviate worries, fears and education on Bed Bug bites and infestations, e.g. Educational handouts, specialized mattress & box spring covers, insect interceptors. Tenants have expressed appreciation for the grant.

Priorities:

- Coordinators plan to create & implement a Respectful Community/Safe Environment Policy. The goal is to provide education & resources to recognize and prevent bullying behaviors and provide conflict resolution strategies.

Both Sites and Overall Program

- Coordinators continued to provide services to tenants as required throughout the COVID-19 Pandemic, following Public Health Guidelines. Also provided much needed emotional supports, encouragement, reassurance and clarification on Public Health Guidelines. Coordinators received increased expressions of appreciation, i.e. “Thank goodness you are here, I need help....” “Miss you when you are not here. You bring us comfort”. Providing their presence and reassurance has been very important during these uncertain and lonely times due to isolation and limited family/visitor supports.

Priorities:

- Develop rotating small group programming in order to meet tenant socialization needs while meeting Public Health Guidelines.
- Monitor, assess and evaluate programming by receiving feedback from tenants in a variety of ways, i.e. interview, evaluation forms, etc.

River East

Good Neighbours Active Living Centre (GNALC)

Name: **Susan Sader**

Senior Centre/Supports to Seniors in Group Living/River East- Senior Resource Finder/Congregate Meal Program

Accomplishments:

GNALC – Senior Centre

- New three-year strategic plan developed and implemented on November 28, 2019.
- Development of Marketing Committee.
- Continued to offer over 60 programs a week.
- Increased volunteer hours by 8.5%.
- Obtained grant money (\$19,000) to cover the cost of electronic blinds for Hobnobs Cafe.

Priorities:

- Develop and implement a volunteer speaker's bureau.
- Review/redevelop the Good Neighbours bi-monthly newsletter.
- Explore the interest in and potentially offer some evening and/or weekend programming.
- Develop and implement a subsidy program for seniors with limited financial means.
- Address challenges faced due to COVID 19 - in particular, membership decline and decline in participation in programs.

Support to Seniors in Group Living

- In 2019/2020 we set out to do more presentations and activities in year than we've ever done and we achieved our goal. Presentations were done by Delta 9 on cannabis, Winnipeg Police on frauds and scams, Victoria Lifeline, Rossmere pharmacy and Sobey's did blood pressure clinics and Ebeling Pharmacy did flu clinics (80 shots).
- Partnerships with organizations resulted in running United Way Canada's pilot of the Day of Action where we worked with United Way and Powerland Computers to make 434 gifts, which we then distributed through two teas and in home or in office for those that could not attend. United Way also worked with us through Day of Caring to offer two large teas in the blocks providing \$500 and volunteers from Price Waterhouse Cooper and Momentum Healthware. IG Wealth donated all the baking and RBC provided volunteers to make the food and \$2000 used towards buying gifts for all the seniors! This is our pride and joy event of the year.
- We did a game day with a game designed by us a few years ago that everyone loves and we giveaway dollar store prizes. Trips to the zoo, Human Rights Museum, St. Norbert's Farmers Market were well attended. Ongoing activities like faith study, exercise and coffee days happen.
- We also partnered with University of Manitoba Community Researcher, Shayna Plaut on her project reporting to the federal government on Manitoba's Rent Assist program. We arranged for tenants using Rent assist to be interviewed by Shayna in our office space, answered survey questions ourselves and encouraged the building manager's participation. The launch was very successful and has resulted in a more in-depth study focusing on seniors navigating Rent Assist.
- Our last project of the year was to be a partnership with some Brandon University Psychiatric student nurses and the River East-Transcona HART. We successfully planned the project together and did one day of the three-week mental wellness workshop, due to covid-19 stopping programming.

Priorities:

- 2020 has been a very challenging year with unfathomable twists and turns. We are proud that we have functioned through the pandemic; altering tasks to suit the time. When in home client visits and in

office operations stopped. We switched gears to higher phone volume and hallway conversations (at a distance). We took on delivering meals from the River East and Parkside Plaza meal programs to our 4 buildings. We spoke with numerous grocery stores and created partnerships to benefit our seniors getting food delivered and we placed a number of orders online for them. We partnered with CAA to have hampers delivered to the seniors. We continue to work with the seniors' social clubs, supporting them and keeping them well informed of current changes/procedure. Currently our 4 seniors clubs have activities suspended until the end of the year. We worked on four different projects with United Way to deliver goods, supplies and activity items. We also received 15 care packages from A&O which we dispersed to higher risk clients. We will continue to adjust and deliver care to the best of our ability. Our priority is to keep our seniors safe, and to combat the increasing isolation and loneliness that is compounding daily.

River East – Seniors Resource Finder

- Transitioned the congregate meal program to deliver due to COVID. Significant increase in meals served.
- Transitioned delivery of meals at 1590, 1630 and 1660 Henderson from 3 days a week to 5 days a week due to COVID. This has been very successful.
- Expanded meal delivery to 210/220 Oakland 3 days a week. Has had moderate success.
- Community Resource Coordinator was on leave from Aug. 26/19 - March 10/20. Good Neighbours staff managed to maintain the Rides for Senior Program, the meal programs and responded to all information and referral requests.

Priorities:

- Continue to expand the delivery of meals through the congregate meal program.
- Develop and implement virtual ERIK presentations
- Recruit volunteers to participate on RESRF Advisory Committee
- Reimplement Rides for Seniors when COVID restrictions are lifted

Donwood Manor Elderly Persons Housing

Name: Nina Labun

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- This year has been marked by the impact of the global pandemic. COVID19 has strained all of our resources as we seek to keep the seniors in our care safe, and mentally well. We have had to pivot and readjust many times to evolving Public Health directions, as well as 'way-find' through some of the information as it relates to a seniors housing community (versus a PCH or acute care setting). Through this, our major accomplishment has been maintaining and even increasing our tenant connections. This has been crucial for the mental well-being for our seniors.
- Some additional milestones for the past and current year have included, ensuring stability of staffing through past and upcoming retirements, and a focus on mental well-being of the seniors (due to the isolating impact of COVID19). Supports to Seniors in Group Living (SSGL) staff have enjoyed the opportunity to increase their tenant interactions related to a change in meal programming where there are now 2 meal sittings. Although this was driven by the need for physical distancing in the congregate meal program, it has created opportunities for greater social interaction. This will be adjusted as public health orders roll out.

Priorities:

- A priority for the coming year is to focus on risk mitigation related to COVID19. We have just come through managing a situation with a tenant testing positive and the team worked closely with Public Health to ensure all recommendations were followed.

- In light of COVID, we hope to create 'Floor Families' (groupings of tenants on the same floor) and have a Floor Family Activity every second day of the week. The invitation is extended to all on the same floor, so that even during Code Orange circumstances, whereby no visitors are allowed in, tenants do not face endless hours of isolation. We need to repurpose the larger common areas of each floor to accommodate these Floor Families.
- Statistical reporting will be utilized as they will be staff supervised/led.
- We also want to introduce an Outdoor Market onsite, in the Spring/Summer months.
- Implementation of an online grocery and general item ordering system administered every 2 weeks (several local grocery stores no longer take phone orders) – projected additional time spent annually handling requests: 10min x 40 tenants x 26weeks = 10,400min / 60min = 174hrs x \$14/hr = \$2,610
- Resolving our bed bug issue in the building
- And, Exceeding our program targets

Elmwood East Kildonan Active Living Centre

Name: **Leilani Esteban**

Senior Centre/congregate meal program

Accomplishments:

- Significant accomplishments throughout the year can be measured by our consistent and increasing membership.
- Developing, establishing and sustaining new partners, bringing in a more diverse group of members and community into the facility. New partnerships have also meant much more diverse programming services and resources to the original members of our Center.
- Another source of success has been the feedback we have been receiving from our membership and partners on the environment that we create here at the Centre. It is a source of joy for us knowing that our members treat the Elmwood EK Active Living Centre as their home away from home.
- Over the year we have served over 1500 hot meals to over 350 seniors, delivered over 500 programs, have over 2500 hours of volunteer time, offered over 75 workshops and presentations and assisted over 200 seniors with housing, navigation of services, finding resources and filling out forms.
- New partners, such as Taoist Tai Chi has brought new elements into our programming and additional memberships.

Priorities:

- Priorities will be to ensure the safety and mental wellness of our members, our seniors and the community.
- Collaboration with commonality partners will allow us to offer programs to provide workshops and programs that allow for our members to come back feeling safe and reassured that despite COVID they can continue to stay active and healthy.
- We are currently working with the Elmwood Mental Wellness Coalition, Public Healthy Nurses, Healthy aging Resource Team and the Elmwood Community Resource Centre to access some of the resources, programs and services they offer. We are also meeting and working with members of the Centre on an individual basis to assist them with their needs.
- This year and the next, we are focusing more on collaborations which will allow us to bridge and create a more cohesive bond between our seniors and the community. We are focusing this year on diversity and inclusion, through our collaborations with partners such as the Chalmers neighbourhood Renewal Corporation, and the Together in Elmwood Parent Child Coalition, we will be able to access funding, programs and services that were not as readily available as they were in the past.
- Overall, we will monitor activities by: tracking number of activities delivered, attendance and participation of clients. Weekly check in with participants to determine and inform immediate program activities. A recording through photographs of sessions at different times (with image release) to highlight program experiences. Conduct bi-yearly in-depth interviews with up to 15 participants and community stakeholders for feedback (e.g. what is going well, what needs to be improved, other

potential activities). Number of volunteers engaged from the community and their involvement. Number of partners engaged and their role. Types and number of neighbourhood resources leveraged.

Bethania Housing – BethaniaHaus

Name: **Jodi Barbosa**

Tenant Resource Program

Accomplishments:

- Applied for and received grant to build raised garden beds for our tenants. Garden beds were built, new, safer garden plots were put in and distributed among tenants, making it easier for them to garden.
- Provided support for tenants during time of isolation (COVID-19) during the months of March- June.
- Restarting activities safely from June-August, under the guidelines from the government to support tenants socialize in a safe way.
- Applied for and received a grant to provide technology for (senior) tenants.
- Will measure the success of achievements by observing the tenant's satisfaction as well as the health and safety of all tenants. (For example, tenants are able to safely garden and there are no accidents in the garden area.) Also, will measure the success of achievements by the number of people that have used the services provided. Since COVID-19 has started, and there are less opportunities to go out, more people (that were not involved before) have been involved in activities since re-starting.

Priorities:

- Will be starting project for the grant received for technology for tenants. We will be able to show live church services, and many other topics of interest via the Internet. We will also be able to provide a computer for tenants, if they do not have one.
- Continue to make adjustments to provide services to seniors amid COVID-19. This means changing services and activities to accommodate social distancing, and providing information for individuals as well, in their home.
- Monitor and/ or measure reaching these priorities by checking to make sure all health guidelines are observed, as well as checking on how tenants are doing concerning social isolation or health concerns. Will also measure success by number of seniors' involvement in the new programs made possible by the technology grant we have received.

Bethania Housing – Kingsford Haus

Name: **Lena Harder**

Congregate Meal Program

Accomplishments:

- We adapted quickly and efficiently to the COVID 19 outbreak. Made every effort to comply with health guidelines and government directives.
- In March until August we exclusively provided tray service to tenants. The meals were prepared, packaged and delivered to tenants by staff and volunteers.
- On August 1, 2020 our dining room reopened. Tenants who attend the dining room have cooperatively complied with health guidelines including seating in accordance with physical distancing practices. Change can be difficult, but when explained and implemented with care, patience and understanding the adjustment can be better tolerated and adapted to.

Priorities:

- We continue to provide a nutritious noon meal for our tenants. We will continue to adapt and comply with health recommendations to provide a safe environment for serving our seniors. Future planning includes incorporating a monthly themed noon meal. Menu items would reflect the theme. Tenants

would be encouraged to provide input. This initiative would generate excitement as the tenants experience something out of the ordinary.

Bethania Housing – ArlingtonHaus

Name: **Daphne Frose**

Congregate Meal Program

Accomplishments:

- Managing COVID and being able to reopen the Dining Room for the congregare meal program as per public health orders.

Priorities:

- Maintaining services and trying to promote the meal program to have more participants.

Seven Oaks Includes East and West St. Paul

Gwen Sectar Creative Living Centre

Name: **Becky Chisick**

Senior Centre/Congregate Meal Program/Seven Oaks- Senior Resource Finder

Accomplishments:

- Major accomplishments this year have been the implementation of additional social programming for seniors with both the adult day program as well as the music series. The music series has brought in a crowd of 70-80 seniors monthly integrating music with a congregare meal program.

Priorities:

- Priorities for our next year is the concentration of isolated seniors. We have developed a fantastic meal delivery program to assist those who are isolated as well as a medical appointment transportation service, and we are about to launch an online music series to help engage seniors remotely through music.

Seniors Resource Finder – Seven Oaks

Name: **Susan Fletcher**

Senior Resource Coordinator

Accomplishments:

- Essential care bags delivered to 127 isolated low-income seniors complex. Positive feedback from seniors and more attendance in programs.
- Developed 3 conference call programs for seniors without internet access: positive verbal feedback
- Developed tax program for low income seniors: positive verbal feedback
- Website to provide information to seniors with internet access: still developing
- Developed a weekly program in the park for seniors during Covid when all centres closed while following public health orders.

Priorities:

- Survey of needs will be conducted by email and by phone. The programs/services below will be monitored by # of participants as well as verbal/written feedback:
- Zoom presentations
- Conference call programs and workshops
- Partnering with various organizations to provide venues for a variety of seniors programs indoors during winter

- Ambassador program in each seniors block - volunteer who will disseminate information about Seven Oaks Resource Finder to fellow neighbours.

Senior Resource Finder- Middlechurch Home – Community Supports Program

Name: **Bev McCallum**

Senior Resource Coordinator/Tenant Resource Coordinator

Accomplishments:

- All clinics have had maximum capacity of clients.
- All workshops were very well attended, in some cases we added additional days at secondary locations to accommodate the interest and attendance.
- Monthly Supper Clubs continue to be very well attended and we developed a great relationship with our new external catering service (after internal food preparation was discontinued).
- For the 13th year we ran the 'Santa to a Senior' donation program for the holidays, it was again very successful bringing cheer and much needed items/gifts to 32 seniors in our community.
- Partnerships with other SRF continue to expand to reach seniors who have now have the opportunity to meet others from different area and form friendships.
- New contacts & attendees continue to grow from St. Benedicts Place and from programs now being offered at Sunova Centre- West St. Paul Recreational Centre.
- For the last 6 months a 'Weekly Hello' initiative has reached 60+ seniors in the community, this program is an opportunity to stay in contact with clients during the pandemic, answer any concerns or questions, to give referrals to programs and resources, or just engage in happy conversation. Accompanying their newsletter in April, I personally made homemade masks for each client in the community, to protect them should they have to venture out.

Priorities

- Due to Covid -19 all clinics, programs and services that were held in Middlechurch Home, East St. Paul 55+ Activity Centre & Sunova Centre had been suspended. To compensate for the loss of some of these clinics and services, Community Services Program (CSP) has developed and secured new resources and service providers to fill the gap until our own clinics and programs can restart. With the efforts from other SRF's we are able to offer these services under the restrictions and guidelines set up the seniors. As each location has their restrictions lifted we will address how we can move forward restarting our clinics, services and programs under all guidelines set forward for us. We will have to assess and adjust to meet guideline and restrictions for reopening as it happens. Planning has started for 'Santa to a Senior' so that we can continue to offer this much needed charity to seniors who are in need, but this year will face the effects from Covid-19 in fundraising efforts and will have to find innovative ways to raise funds. Continuing to have CSP available to assist in any way especially through this difficult time.

Inkster

Senior Resource Finder - Keewatin Inkster

Name: **Harvey Sumka**

Senior Resource Coordinator

Accomplishments:

- We continue to view our ability to collaborate with community partners as one of our greatest accomplishments. KINRC has been relied on to provide insight into the needs of our older adult

population to other community partners and have been able to bring more options to the table for our community as each year progresses.

- We have been able to operate beyond the scope of Information and Referral with programs and services that our community has come to rely on.
- In Income Tax preparation alone, we provided peace of mind with completed Wills and Power of Attorney. We have also been able to provide meaningful volunteer opportunities for older adults to share their gifts with the community they live in.
- We are also proud to have been able to respond quickly to the emerging pandemic and provide Covid preparedness kits to over 200 older adults by March 21st, 2020.

Priorities:

- Our priority for this fiscal year is to ensure that we are providing the most up to date and efficient information and supports to older adults as they navigate through the challenging days of the pandemic. KINRC has remained working in the community during the entire duration of the pandemic to ensure that we can seek every possible advantage for those living in our community. We will work with all of our other community partners to ensure that no matter who has the time, talent, or treasure that we will accomplish great things and increase our collaborative outreach together. Programs will all be evaluated and evolved to fit the current needs of life in a pandemic. Some programs may require ongoing suspension such as escorted rides while others will become more important to offer than ever before.

Keewatin Inkster Neighbourhood Resource Council

Name: **Tracy Antonation**

Tenant Resource Coordinator

Accomplishments:

- We worked diligently to manage Tenant Resource Support in 7 separate apartment blocks including the reopening of Bluebird Lodge and Fred Douglas Apartments at 1300 Aberdeen. This involved starting from the basics as most tenants that moved into the buildings were not familiar with Tenant Resource programs which required time and education to new residents as they moved in. At the end of our fiscal year we dealt with the emerging concern of the COVID-19 pandemic.
- We were able to rush to produce an emergency pandemic kit, delivered within the first week of the shut down, that included information on the definitions of covid-19, why we were needing to social distance and/or quarantine and what that meant, proper handwashing procedures, in room exercise options and posters, word games and puzzles, emergency and important local support phone numbers and websites, and a pack of life essentials including face masks, vinyl gloves, hand soap, hand sanitizer, Kleenex, toilet tissue, and some comfort beverages and snacks.

Priorities:

- Thank you Kathy Henderson for keeping us all well connected with each other throughout the year and being there for us when we need additional information on the supports we can offer!

NorWest Co-op Community Food Centre

Name: **Lila Knox**

Congregate Meal Program

Accomplishments:

- We have three goals at the Community Food Centre. These 5 meals and a few other programs (after-school smoothie bikes and affordable fruit and veggie markets are under our primary goal of Providing Access to Good Food.

- Our second goal is to Build skills in kitchen and garden. This past year we added 6 sessions of a program called Food Fit – a 12-week cooking and light exercise class; very popular with senior women.
- Our third goal is (broadly) to build community through Advocacy and volunteer program. Many seniors volunteered with us last year
- Another accomplishment we are proud of: This past year we had funding from New Horizons for Seniors, and we able to run a program of free events (2 day trips- Gimli and Red River Ex, 2 in city trips- Human Rights Museum and Christmas Light tour and 2 social events- Valentines and Halloween). These were planned and executed by seniors, for seniors and were very well received – Harvey Sumka was instrumental in their success.

Priorities:

- Since March 16, 2020 our priorities have been focused on Food Access (our primary goal). We have doubled meals and increased the budget per meal, added grocery hampers to 200 isolated seniors (April – June), and distributed \$20,000 in Safeway food cards to seniors. We have a few volunteer opportunities and some cooking classes, but with reduced number for each due to social distancing. We do not anticipate any major changes to the meal program other than remaining in take-out format. We monitor all programs and do an annual survey each fall.

Brooklands Active Living Centre

Name: **Alice Steinke/Marlene Hazzard**

Senior Centre/Congregate Meal Program

Accomplishments:

- Changing programs to engage more seniors to participate and enjoy. Although membership was done more seniors were coming out.
- Keep program costs to participants low by getting businesses to pay part of instructor fees and equipment.
- Offer an exercise program at no cost by using a volunteer instructor.

Priorities:

- Finding and adapting programs to keep participants safe during the pandemic.
- Registering lower # of participants to allow for safe distancing.
- Keep in contact with members who are staying home because of the pandemic
- Partnering with other groups in the area for resources

Point Douglas

Seniors Resource Finder – Point Douglas

Name: **Amanda Macrae/Monica Grocholski**

Senior Resource Coordinator

Accomplishments:

- Awarded Healthy Together Now Grant to facilitate free acrylic paint classes in various 55+ Seniors apartment blocks and health/recreation centers in collaboration with Studio Central/Art Beat Studio.
- Continue to develop and facilitate AAIM Stepping Up With Confidence exercise classes in 55+ apartment blocks and recreation centers.
- As a result of Covid-19, partnered with A&O: Support Services for Older Adults and secured a Help Age Canada Grant to offer Wellness Kits to the community in collaboration with WRHA Healthy

Aging Resource Team, Home Care & Community Mental Health Program, and Hope Centre Health Care.

- Partnered with Community Financial Counselling Services to offer Income Tax Preparation services to community members.
- Expanded the Point Douglas Service to Seniors Network Group to include Downtown service providers.
- Program success is measured by testimonials of participants and service providers.

Priorities:

- Reduce the risk of social isolation by continuing to offer social engagement opportunities/activities (i.e. paint classes and fitness classes), all in accordance with safety guidelines.
- Partner with 55+ apartment blocks Flu Clinics to offer ERIK's and Information Packages (COVID-19 Info, Support Service Info). Continue to deliver POP UP-Offices in accordance with safety guidelines.
- Partner with WRHA Healthy Aging Resource Team to deliver Healthy Spaces & Bed Bug Prevention Program in Point Douglas.
- Continue to offer Income Tax Prep services in partnership with Community Financial Counselling Services.
- Offer assistance on navigating virtual platforms (i.e. Zoom) for interested individuals.
- Continue to facilitate the quarterly Point Douglas & Downtown Service to Seniors Network Group.
- Programs will be measured for its success by asking for participant testimonials.

North Point Douglas Seniors Association

Name: **Sandy Dzedzora**

Senior Centre

Accomplishments:

- Acquired the use of a van for one year to help provide a weekly food bank and delivery of food for our shut-ins. We are able to check to see how our shut ins are doing and they appreciate a short visit
- We still firmly believe that food matter as without a proper diet people become ill and end up with numerous major health concerns, diabetes being just one of them.
- We continue to assist seniors by attending hospital, Doctors and social worker appointments as requested. We had breakfast twice a week and coffee and conversation sessions. At these times we discuss Elder abuse, Health and Wellness, cooking for one, how to deal with landlords, social services, pensions etc. advocacy and counseling.
- Basic computer and Internet training for five seniors at a time, this will greatly improve senior's capacity to interact with the community, participate in computer activated and communicate with friends.
- Crock pot cooking sessions at 817 Main St. Art and Craft Marketing: assist indigenous seniors in marketing their creation by setting up an online store through a local site.
- Maintained communication with seniors during the start of lockdown due to Covid-19. A decision was made by Aboriginal Seniors Resource Centre to continue to operate on an emergency basis while closed to respond to needs of seniors as may were isolated without supports.

Priorities:

- In the Process of setting up our on-line store site using shopify.
- We will have to find a way to get use of a van for the food bank. We plan to repeat our programming as described above.
- We will monitor/measure these priorities by keeping records and statistics.

Manitoba Housing - 269 Dufferin Avenue

Name: **Titi Tijani/ Lenore Sylvester**

Tenant Services Program

Accomplishments:

- The major accomplishment this past year was having the tenants at LSP-Towers continued to collaborate with various community organization within their neighborhood. One of the major accomplishments was the (WARP's) Whole Action Recovery Peer Support that address men life issues in a supportive environment. The building has a large male population, and the feedback from the men is that there are several centers in and around the neighborhood that focus on women's issues. The men feel that they do not have a positive role model in their community as mentors. The group meets once a week in the tenant lounge and offer solutions for men through teaching, listening, education, and sharing.
- Connected with the INC-Church that provided free food packages during the pandemic to 76 tenants.
- Connected with Ma Mawi Wi Chi Itata Centre Inc that offered free lunch meal kits to 39 tenants in the building during the isolation of Covid 19 pandemic. The program still continues to support and offered these meals twice a week to tenants.
- Some of the existing programs are Merchandized Bingo, which continues to be a success. Winnipeg Feed, which offers a food bank, services on a monthly basic. The annual BBQ was held on July 3 of this year, which caters to the needs of 40 tenants. All the meals were delivered to the tenants' home by volunteers who practiced social distancing due to Covid 19.
- October 2019, the Tenant Advisory Committee held their annual Thanksgiving Dinner. There were thirty-nine residents that came forward and fellowship together. The Annual Christmas Dinner that is held in December 2019 brought forward seventy-eight tenants, who work alongside each other, to ensure that everyone enjoyed the festive season by building strong relationship with each other.
- The major goals and achievement is too continue to support the tenants, listen, provide resources, partnered with community members, and advocate for services to meet their basic needs within the community.

Priorities:

- Continue to link and collaborate with community support services such as Turtle Island Neighborhood Centre, Lord Selkirk Park Resource Centre, North End Renewal Corporation, North End Women's Centre, Mount Carmel Centre, Access Centre Downtown, North Point Douglas Seniors Coalition, Community Police Services, Aboriginal Health services.
- Continue to work WRHA, Mental Health, and Age & Opportunity.
- Surveys and feedback from tenants can be implemented to measured how services are provided.

Winnipeg Housing and Rehabilitation Corporation - 145 Powers Street

Name: **James Heinrichs**

Tenant Resource Program

Accomplishments:

- Organizing and facilitating tenant advisory meetings pre-COVID, where we would plan and organize events/presentations for the tenants of 145 Powers. Also, adjusting scope of work to more Covid-related matters (i.e. helping tenants navigate helpful Covid resources, food banks, counselling, home care etc.) We measured successful achievements based on the feedback received from tenants.

Priorities:

- Abuse, safety, aging adult concerns etc. I would like to have Winnipeg Police and Age & Opportunity host these presentations. In order the monitor/measure reaching these priorities, I will have booked these presentations ahead of time, with topics being suggested by the needs and requests of tenants while following public health orders.

KeKiNan Centre

Name: **James Heinrichs/Anna Murray**

Tenant Resource Program

Accomplishments:

- In collaboration with Manitoba University, have successfully secured Occupational Therapist student placements and Kekinan is participating in a Macro project with the students to identify the different challenges and needs for Indigenous peoples. Establishing a Tenant Advisory Committee.

Priorities:

- In collaboration with Manitoba University, have successfully secured Occupational Therapist student placements and Kekinan is participating in a Macro project with the students to identify the different challenges and needs for Indigenous peoples. Establishing a Tenant Advisory Committee.

Winnipeg Housing Rehab Corporation - Canadian Polish Manor

Name: **James Heinrichs/Eva Wadowska**

Tenant Services Program

Accomplishments:

- Continuing to build rapport with my clients.
- Establishing programs that residents will attend.
- Arranging more presentations
- Attending workshops.

Priorities:

- To gain knowledge about program that would benefit my clients, as well as implementing them at Canadian Polish Manor.
- Promote safety and respect for all tenants.

Downtown

Manitoba Housing - Ellice Place - 555 Ellice Avenue

Name: **Titi Tijani/Liz Shewchuk**

Tenant Services Program

Accomplishments:

- Ellice Place Assisted Living was able to fill vacancies this past year.
- Manitoba Housing also secured a full-time Tenant Activity Worker to provide more recreation and education programming for tenants in the building. Participation in tenant activities has increased this past year with higher attendance than the year prior.

Priorities:

- A goal for Ellice Place for next year is increasing tenant's safety and security in the West End area and enhancing Security presence onsite. We will be increasing our onsite Security hours onsite and adding more staff hours on the weekends. We will measure tenant's feelings of safety and security from feedback from the tenants and their families.

Manitoba Housing - 444 Kennedy Street

Name: **Titi Tijani/Jason Simonson**

Tenant Services Program

Accomplishments:

- Implementing safe and effective Covid strategies in our buildings. Success is measured by the fact that there have been no outbreaks in our buildings.

Priorities:

- Safe reopening of our tenant lounges, gyms and common areas. Staff and tenants will be required to use/wear proper PPE material in common areas. Once it is safe to reopen, we are planning holiday events; (Christmas dinner, Easter dinner).

Manitoba Housing - 340 Princess Street

Name: **Titi Tijani/ Kendall Jackson**

Tenant Services Program

Accomplishments:

- Maintain and develop relationships with community stakeholders and tenants in the building to support successful tenancies.
- Developed relationships with the tenants of 340 Princess and community supports to encourage development in community.
- Help schedule and attend monthly meetings to discuss tenant activities for the year.
- Assist new applicants to get housed at 340 Princess through the interview process and connecting with supports to collect supporting documents for application process.
- The measure of successful achievements would be determined by the 99% occupancy rate of the 340 Princess building and willingness of the tenants in the building to be involved with community development.

Priorities:

- The main priorities include: Encouraging successful tenancies for tenant by providing information related to tenancy agreement.
- Improve existing relationships with community stakeholders for tenant to receive support through free food programs from Iglesia ni Cristo (INC) church.
- Develop a program for mental health awareness to decrease social isolation for seniors and other tenants in the 340 Princess building.
- To monitor and measure reaching priorities, meetings with tenants and community stakeholders will be scheduled on a monthly basis and a survey will be completed by tenants 2 times during the year to get an idea of what the clients of 340 Princess need for successful tenancies.

Manitoba Housing - 515 Elgin Avenue

Name: **Titi Tijani/ Kendall Jackson**

Tenant Services Program

Accomplishments:

- Maintain and develop relationships with community stakeholders and tenants in the building to support successful tenancies.
- Developed relationships with the tenants of 515 Elgin and community supports to encourage development in community.
- Help schedule and attend monthly meetings to discuss tenant activities for the year.
- Assist new applicants to get housed at 515 Elgin through the interview process and connecting with supports to collect supporting documents for application process.
- The measure of successful achievements would be determined by the 99% occupancy rate of the 515 Elgin building and willingness of the tenants in the building to be involved with community development.

Priorities:

- The main priorities include: Encouraging successful tenancies for tenant by providing information related to tenancy agreement.
- Improve existing relationships with community stakeholders for tenant to receive support through free food programs from INC church.
- Develop a program for mental health awareness to decrease social isolation for seniors and other tenants in the 515 Elgin building.
- To monitor and measure reaching priorities, meetings with tenants and community stakeholders will be scheduled on a monthly basis and a survey will be completed by tenants 2 times during the year to get an idea of what the clients of 515 Elgin need for successful tenancies.

Bethania Housing– ArlingtonHaus and Autumn House

Name: ***Cristine Schroeder***

Tenant Resource Program

Accomplishments:

- Pre Covid: We provided senior services – foot care, hair care, presentations, special events, tenant activities, outings, clinics, one on one needs assessments and advocacy to meet those needs, support for Tenant Advisory Committee (TAC) groups.
- As Covid -19 changed our ability to provide some of the above - we provided wellness kits, information on food security, one on one connections by phone, mental health support and kept tenants informed of supports offered by senior service agencies; provided activities such as word search books and coloring pages, and met tenants’ personal needs on a one on one basis. Through phases 2 and 3 we increased our social connection by having a few special events like ice cream sundae event, watermelon day, ice cream bar sale day, and apple pie and ice cream day. Tenants are grateful for any special event that’s planned. We are still not doing a lot of regular programming.
- The meal program started up again in August, hair care and foot care services are available again and Community Home Services are back in action.
- We measure our success by the number of tenants who come to our events and the number that comment positively on efforts made to provide them with services. Any person who expresses a need will receive TRC and Management assistance to meet that need.

Priorities:

- Our priorities are to hopefully reinstate all the services and activities we provided before covid-19 - until that time we are finding creative ways of connecting with tenants through smaller group gatherings and volunteer appreciation as Public Health orders permit. For example, we will provide Christmas Dinner for anyone who wants one by bringing the meal up to their suite. We will also make up a little gift package for anyone with chocolates, word-search books and other goodies.
- I would like to work on more one on one connections with our tenants to ensure their well being during this time. I will do this by working on updating tenants ERIK kits with them.
- I will measure and monitor this with feedback from tenants and the managers.

Lions Housing Centres - Lions Place, Lions Manor and Lions View

Name: ***Gilles Verrier***

Tenant Resource Program

Accomplishments:

- New to position. Accomplishments include but are not limited to; building trusting relationships with residents, merging my job description with the needs of our residents, fostering successful and proactive programs and services for the betterment of all residents.

- Secured transportation for a weekly Safeway run.
- Secured an income tax clinic for all buildings.
- Due to Covid-19 we had to be extremely flexible as the needs of the residents were changing on a daily basis.
- Assisted the Recreation Coordinator with implementing creative programming to help Residents cope with the isolation and shut down due to COVID-19.
- Help foster better communication and transparency with our residents. This has greatly improved over the last 6 months, and will continue to be developed.

Priorities:

- First priority is to keep our residents safe during this COVID -19 pandemic. I am hoping to re-schedule programs and services that had to be suspended because of COVID restrictions. Clinics are being scheduled to assist our aging population with ongoing forms and paperwork that needs to be completed in a timely fashion for programs such as Rent Assist and Rent Supplement. As Residents experience pandemic fatigue and exhaustion much time will be devoted to ongoing mental health.
- I will be able to deem programs a success if the residents are happier and their quality of life is positively constant or improves.

West End Active Living Centre

Name: **Sheryl Bennett**

Senior Centre

Accomplishments:

- Our Major accomplishments in past years would be the substantial improvement in social interaction, cheerful, confident, alert and more active members physically, psychologically and spiritually.
- We measure our success with the enthusiasm and increase in participation of our programs. We started about 7 years ago with a group of about 30 subdued older adults who were there mostly for coffee and tedious conversations. Now we have the dance hall always full to capacity with blooming older adults in their amazing attires dancing for hours and looking forward to the next social event not only in our program but also outside other community events. Conversation are no longer monotonous but when and where the next event is.
- We believe dancing is the best form of exercise without knowing you are exercising. What is hard to believe is when we introduced some form of exercise, most of them would not last more than 15 minutes, but could dance for hours. Medical studies also shows that dancing activates the mind and is the best way to reduce the risk of dementia.

Priorities:

- Our priorities will be to improve our quantitative performance, and to resume activities when the pandemic protocol is lifted.
- To continue to work closely with our volunteers and dance instructors to develop modified fascinating dance variations for older adults and offer a venue and services to enhance our quality of life.
- We have been invited to participate in other community functions who were amazed to see how our group performed. We got some requests to partner in expanding our programs to other communities. We will request our volunteers and more advanced students to assist in expanding our program to benefit other older adults as it has benefited them and share it forward.

Senior Resource Finder - West Downtown / Broadway

Name: **Melanie Reimer**

Senior Resource Coordinator

Accomplishments:

- We moved our office to Daniel McIntyre/St. Matthews Community Association's building, this provided the opportunity to provide monthly presentations to older adults in the community, starting Jan. 2020.
- We hired a new volunteer driver for our Escorted Rides Program.
- We have written many policies and procedures for various programs and updated the personnel policies.
- We made some changes to our website, through the assistance of IT support.
- We hosted our Annual Community Resource Fair at Lions Place.
- We hosted Financial Literacy Presentations throughout the community with support from Canadian Foundation for Economic Education.
- We hosted monthly presentations at Robert A. Steen Community Centre to assist them in reaching out to older adults in the community.
- We started providing Legal Clinics.
- Provided a day of education with food and refreshments at 20 Fort St.
- Participated on the planning committee for the Annual Association of Senior Support Coordinators Conference, which was successful.

Priorities:

As we are already so far in to 2020, and with COVID having changed so much of what we do, and may have planned for this year, I will list what has been done to date, and some of our plans for the remaining months of the year:

- We had continued plans to provide presentations monthly at Daniel McIntyre/St Matthews Community Association Inc - DMSMCA, which we did, until March.
- We continued our Legal Clinics until March.
- We provided weekly drop-in office hours, until March.
- We continued working on updating/writing policies and procedures.
- We connected with numerous pharmacy and grocery store managers to assist us in advertising to older adults in the community that we were still available when COVID hit, and how we could help.
- We initiated a partnership between the Community Financial Counselling Service (CFCS) and the Seniors Resource Finders to creatively provide a Remote Income Tax Program to low income seniors unable to access Community Income Tax Clinics due to COVID.
- We secured media interviews to communicate that all Seniors Resource Finders were open and able to assist when COVID hit.
- We overhauled our website to focus on COVID facts and resources (food security, mental health, activities, exercise, transportation, on-line programming, etc.)
- We secured \$18,800 in funding to provide computers with 7 months Internet to 25 low-income older adults in our catchment community to assist with combating isolation, and accessing on-line resources, such as our webpage.
- We secured \$2,500 to create Good Food Boxes.
- We secured \$800 to create Activity Kits.
- We have obtained numerous activity/food security kits, and other donated materials to disburse to older adults in our catchment.
- We will be providing monthly presentations on-line.
- Rather than providing our Resource Fair in the community, we will provide a day-long, on-line conference type series of educational presentations on a variety of timely subjects and resources.

Senior Resource Finder - East Downtown

Name: ***Amanda Macrae***

Senior Resource Coordinator

Accomplishments:

- Developed a partnership with the Canadian Network for the Prevention of Elder Abuse (CNPEA), A & O Support Services for Older Adults, CJNU- FM on two Bullying Awareness campaigns. With the help of our partners the campaign had a national breach through the use of social media. The goal is to deliver this campaign again next year to further increase the awareness of bullying and elder abuse.
- Partnered with the Health Aging Resource Team for the Downtown Connection in which many older adults participated in, it was also very well attended.
- Partnered with the Central Neighborhood Association to deliver 100 Well-being kits every two weeks from March to the end of July. Connected with other community partners to secure donations for these kits as well as other Manitoba business. Many businesses donated items for our senior community. This program was inspired by another Senior Resource Finder and was also continued by A & O Support Services for Older Adults.
- Partnered with HART team and the My Health team to promote and support a program called Healthy Spaces working on Bed Bug and Cockroach prevention as well as cleaning and maintaining a healthy home. This initiative helps to prevent evictions and maintains healthy spaces. There is overwhelming interest in the program. My Health team is providing food from (Elizabeth Fry) as well as storage bins to clients that are at risk of eviction due to pests. In addition, My Health team is providing assistance with food security and housing.

Priorities:

- Increase community presence and partnerships with community organizations.
- Increase the number of ERIK kits distributed and presentations held. Also, increase outreach to individuals in the community with information and activities.
- Continued, media outreach as well as promotion and potential program development based on community needs and outreach.
- Conduct exit surveys with program participants as well as increase the number of kits distributed and track attendance at information sessions.
- An additional priority will be to receive an increase in the number of calls from older adults living in the downtown community area.

Regional/Provincial

Aboriginal Seniors Resource Centre Winnipeg (ASRC)

Name: ***Pat Munch***

Senior Centre

Accomplishments:

- Maintained partnerships with SEED Winnipeg, Urban Circle Training Centre, Manitoba Indigenous Cultural Education Centre and Niji Mahkwa School.
- Aboriginal Senior Resource Centre offered outings into the community that included Prairie Dog Central Train Rides, Manitoba Museum, Human Rights Museum, Berry Picking, Medicine and Diamond Willow Picking and outdoor Music in the park for the ASRC singing club.
- Cultural Visits, Healthy Living Series and Health Fairs

Priorities:

- Secure suitable location as the current space is no longer conducive for programs and services. Covid-19 interrupted the process of finding a suitable location early on in the year. This will be an active search utilizing community resources to assist with re-location.
- Ongoing partnerships with WRHA, Manitoba Health, Seniors and Active Living, The Winnipeg Foundation.

- Building new partnerships with Ma Mawi Chitata Centre Inc., Southwest Personal Care Home, Kekinan Centre, Manitoba Metis Federation- Winnipeg Region, Makoosag Daycare, Winnipeg Collaborative on Homelessness and Volunteer Manitoba.
- With the development of new partnerships there will be space available for ASRC to offer on-going satellite programs. The outcome of running community satellite programs would be an increase in seniors from the community attending as well an increase in senior membership to ASRC.
- Because of Covid-19 the centre will have to change the way programs and services are delivered. An Outreach Team will now be available to respond to the seniors in their place of residence. This will include assisting seniors with food support, grocery shopping, forms needed to be filled out, providing resources determined by evaluation of senior's needs, friendly visitor for seniors with limited supports and well-being checks. This Outreach service will continue to evolve based in needs and supports of seniors.
- Continue to secure sources of revenue for the centre as the need for services/programs increases.
- Continue with the Healthy Living Series through information hand-outs to seniors during home visits.
- Assist with food supports/supplies for the seniors as many are struggling financially to make ends meet. This would be accomplished through the Emergency Funding sources that were made available to the centre to meet this need.

Canadian National Institute for the Blind

Name: **Christall Beaudry**

Specialized Services

Accomplishments:

- In May 2019 we kicked off the Outings Program with a trip to Starlite Hutterite Colony. There were 30 participants, with a great mix of sighted guide volunteers (some clients with adequate sight) and clients.
- In 2019 our Annual Outings Program provided ample opportunity for fun, leisure, peer support and partnering. Some examples include:
 - Partnering with the Winnipeg Folk Festival as part of their 'Guest for a Day'. Tickets, lunch, transportation, and a tour guide were provided at no cost.
 - Participants enjoyed a day at the beach. Manitoba is known for its lakes and Grand beach is rated one of the 10 best beaches in the world. Everyone enjoyed the coach bus ride in which we had our summer student assume the role of tour guide and provide participants with narrative facts of the different points of interest as they proceeded to their destination of Grand Beach.
 - We had our annual trip to Gimli Manitoba. Thirty-five participants enjoy going to this lake side town in the Interlake where there is a variety of activities. These activities range from shopping in the local unique gift stores, going for a walk on the board walk and enjoying a lunch consisting of local pickerel. It is worth noting, this trip is a great awareness tool for many businesses in Gimli. They have greatly improved their customer service, which adds a level of enjoyment to the whole experience for participants.
 - Finally, a full complement of participants attended the Prairie Dog fall supper. The Prairie Dog is a unique train experience, which many take in for the first time, along with several returnees (this was the third year).
- Feedback from the Adjusting to vision loss group was very positive and included - " I learned a lot about CNIB"; "I still feel worried about my failing sight, but it makes it easier knowing others are like me and I am not alone". As important as addressing isolation, three participants also registered for our Outings Program and two individuals from the group applied to become volunteers with CNIB.
- There were a total of 328 group or workshop sessions provided to over 250 participants (aged 55+) in 2019-20. These groups and workshops make a world of difference towards rebuilding participant's confidence, their independence, and a sense of hope. Research indicates that peer support and recreation programs reduce the incidence of depression and isolation associated with sight loss while helping people gain self-confidence and improve their quality of their lives.

- CNIB recently deployed a new database to capture data on participants in each of our programs. Phase 2 of the deployment will include evaluation tools that will enable us to measure both short- and long-term outcomes resulting from participation in program activities. Surveys will be sent to all individuals who have consented.
- Some specific outcomes that will be targeted and measured for these programs include:
 1. Adjustment to vision loss
 2. Confidence
 3. Social Participation and community participation
 4. Self-esteem
 5. Quality of Life
 6. Independence

Priorities:

- Since March 2020, we have had to change the way we deliver our programs due to COVID-19. We very quickly moved to a "virtual" platform of providing all existing programs to seniors in various formats such as Zoom Conferencing, teleconferencing, etc. As we implement the various Phases of the return to office, virtual programs will continue, new programs will be added, and some existing programs will be a "hybrid" model (both in-person and virtually). Having participants return to our Centre located at 1080 Portage Avenue, is a very "cautious" approach with the first group returning in-person (limited numbers based on capacity and physical distancing) at the end of September with other groups phased in over time. Given the uncertainties of the pandemic, we need to continue to monitor the number of cases in the City of Winnipeg and base our approach on provincial guidelines and recommendations.
- Our priorities will be to continue to engage blind and partially sighted individuals in all the programs by whatever means necessary to mitigate isolation and to improve the quality of life for those individuals who blind or partially.
- In April, again because of COVID-19, we implemented a brand-new program – Virtual Vision Mate. It became very clear after connecting with all individuals personally, that isolation and loneliness was one of the top concerns expressed to us by the participants in our programs. After hearing this feedback, we quickly implemented the Virtual Vision Mate Program in Winnipeg. During this unprecedented time, one of the easiest things we can do is reach out to each other to engage in friendly conversation and offer support. When we put the call out looking for volunteers. We had a tremendous response from the community, and we were able to match 30 new volunteers with 30 seniors. These volunteers then connected virtually with the seniors either by phone or online and have been doing so on a weekly basis. If appropriate or necessary, these volunteers will also arrange to pick up groceries and prescriptions for the CNIB participants. With physical distancing measures in place, it can be difficult for people with sight loss to pick up their own groceries and prescriptions.
- As we move forward with implementing a new database (Salesforce) for program participants, an outcome evaluation platform will be implemented to measure both short- and long-term outcomes resulting from participation in program activities. We began this implementation in this fiscal to have results available after April 1, 2021 for all programming that took place in fiscal year 20-21.

Manitoba Association of Senior Centres

Name: **Connie Newman**

Specialized Services

Accomplishments:

- Promotion of member centres (through CJNU93.7FM, Lifestyles 55+, weekly eblasts) and the activities they do, both in Winnipeg & Beyond - the public is more aware of Centres, getting more phone calls from people wanting information on their local Centre
- 58 member centres have renewed, 2 will not reopen so far and 2 new member centres

Priorities:

- Partner with 5 other provincial organizations, CJNU 93.7FM and Lifestyles 55+
- Continue to partner with 5 provincial organizations on the New Horizons Older Winnipeggers Social Engagement Project (OWSEP) (Winnipeg)
- Partner with the Association of Support Services Coordinators
- Continue to partner with Sanoufi Pasteur in promotion of FLU SHOTS

University of Manitoba Centre for Community Oral Health

Name: **Mary Bertone**

Specialized Services

Accomplishments:

- Due to the unforeseen COVID-19 situation we had to temporarily close both programs. The last clinic day for Deer Lodge Centre (DLC) was March 16, 2020, and Home Dental Care Program (HDCP) was March 12, 2020. We triaged our patients for both clinics during this closure time until our return to work. Centre for Community Oral Health (CCOH) returned to operational clinical functions for DLC on September 8, 2020. We are still working on the strategy for return to work for the patients at Long Term Care Homes (LTC) which runs through our HDCP. To date, the HDCP patients are still getting triaged by our staff. Every year in the Fall, CCOH plans strategic goals for the upcoming year. Our goals for the 2019-2020 year, for the most part, were only partially met due to COVID 19. We still managed to have a very busy successful year. See below for our accomplishments.
 - 1274 patients treated by the Home Dental Care Program (HDCP) (all Long-Term Care Facilities)
 - Increased our visits to provide dental care to 21 private home visits (we met this goal)
 - 505 patients treated at the Deer Lodge Centre (DLC) Dental Clinic
 - 33 dental and 26 dental hygiene students each participating on site in a 4 – 5 day externship; also had 33 Dent 3 students attend for a two-day observation
 - 26 dental hygiene students attended a Health Promotion Unit (HPU) externship one day a week, participating in HPU activities
 - 4 dental hygienists with the Centre for Oral Health (CCOH) continue to provide clinical care, education and promotion in addition to the services provided by the Health Promotion Unit (HPU) which includes one part-time dental hygienist with HPU
 - Provided 24 dental hygiene student with oral care education when working in long term care
 - During this semi-annual activity summary period we have provided free dental services over \$500 in both programs DLC and HDC
 - Our Quality Assurance Lead has been instrumental in creating establishing new, updating and maintaining our process, policies and procedures for our community clinics. Our dental teams are constantly provided feedback and opportunities for continuing education in this ever-changing environment. With COVID-19 our new reality, oral health care delivery will be changing. CCOH stands behind our ability to manage and provide safe care that protects both the patient and the oral health provider
 - Quality Assurance and IPAC strive for excellence and stay with the now of infection process and policies. Initiatives included multiple visits to Deer Lodge and 14 Long term Care facilities to observe staff compliance with infection prevention and control protocols as well as occupational safety and maintenance of patient safety
 - Health Promotion Unit (HPU) provided 17 oral health presentations to various communities. The presentations represent a cumulative attendance of approximately 316 community members within Winnipeg (this goal was met)
 - Participated in a project with NorWest Co-op Community Health Centre, Access NORWEST to provide oral health care for their residents. We saw 29 residents for oral health care screenings and oral health education and dental hygiene care. Due to COVID 19 we had to suspend the HDCP to provide dental treatment

- Participated in a project with St. James Assiniboine 55+ Centre, Healthy Aging Project (Healthy Aging Project), we had 4 Oral Health Clinics and provided oral health care information, along with free supplies (toothbrush/toothpaste) to 95 seniors received advice and gained knowledge on oral health care, of the 95, 29 residents had for oral health care screenings and oral health cleaning treatment and or restorative therapy required
- Ongoing participation of committees through the WHRA and Manitoba Dental Association looking to improve oral care and access to dental care for seniors in long term care
- We measured our achievements by knowing that we have served our patients with dignity and respect
- This is an ongoing moving journey to get our oral health services to the communities in need. We are constantly working on providing additional oral care to our community and increasing the clinics days and visits
- We feel the number/ volume of patients that we have seen has a positive impact with the community, the feedback we get from our patients tells us that yes, we are fulfilling their needs
- Our staff/ team continue taking ongoing educational courses to keep up with the changes of the needs of our community and adapting these changes in our day-to-day operations. We are currently planning our first virtual mouth care training session and will evaluate the session and provide it to interested LTC facilities.
- We have demonstrated and have the ability to overcome the circumstances with the ever-changing difficulties with courage and find contentment in these ever-challenging times.

Priorities:

CCOH was unable to have their annual Strategic Planning day for the upcoming year. With staff still on furlough and not all programs up and running, we will continue to work on the goals from the previous year.

- Returning back into the long-term care facilities as quickly as we can (monitor Shared Health recommendations)
- Provide these oral health services, CCOH will keep all generated revenue and assume responsibility for all dental programming and administration, including funding of all non-clinical activities (year-end budget review)
- Expansion of our existing programs include additional providers and dental hygienists (we have lost providers due to lack of work available)
- Maintaining our patient oral health care that we have in place (quarterly chart audits)
- Continue to target seniors with limited means living in the community regarding access to dental care with a focus on where to go for dental care (# of HPU activities)
- Inner- city seniors programs - provide education and oral screenings (# of HPU-activities)
- Continue with the mouth care education in LTC (# of HPU Activities)
- Continue partnering with PRIME at DLC and at Misericordia Place for education and oral screenings (# of HPU activities)
- To provide oral health education and training to: (# of HPU Activities)
 - Residents
 - Frontline staff
- Seek continued educational course topics for our dentists, dental hygienists and support staff working with the geriatric population (annual review of staff)
- Opportunity to engage in interdisciplinary research to improve quality of life of patients (# of research projects)
- Continue to provide a safety net for learning to work with seniors for our future dental professionals (# of students attending rotations)

A & O Support Services for Older Adults

Name: **Amanda Macrae**

Specialized Services

Accomplishments:

Senior Centre Without Walls (SCWW)

- This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults (55+) living in the province of Manitoba to join interactive educational and recreational programs from the comfort of their own homes.
- The free programs are accessed through a toll-free number. Participants are encouraged to join as many programs as they like.
- The goal of this program is to reduce social isolation through recreational and educational phone activities. Educational programming and presentations are offered to older adults living in Manitoba, including rural and remote communities
- In 2019-20, the agency delivered 454 classes (compared to 559 in 2018-19). This number was lower due to financial constraints in the program, limiting the agency's capacity to offer increased programming.
- Due to the reduced number of classes offered, the number of callers decreased this year to 7,146 (compared to 7,608 in 2018 - 19). This is the second time since the program started in 2009 that the number of callers has decreased.
- Despite offering fewer classes, the average number of participants per program increased to 15.7 in 2019 - 20 from 13.5 in 2018 - 19.
- The program worked with 35 different community partners this year including the Manitoba Psychological Society and the Department of Psychology at the University of Manitoba.
- A & O switched from Mercuri Teleconferencing to Cisco WebEx conferencing system that was used the previous year. This switch has helped lower program costs while continuing to ensure participants are able to take part without experiencing technical issues (no dropped calls, etc.).

Priorities:

- Continue to seek additional ongoing/long-term funding for the program.
- Maintain the number of classes offered.
- Work with SCWW participants to get new ideas for innovative sessions.
- Continue to develop relationships with community partners.
- Recruit and train additional volunteers.
- Continue to promote the program both in Winnipeg and rurally.
- Streamline the process to enhance the operational development of the SCWW each term (i.e. registration, mail outs, etc.).

Special Community Programs:

CONNECT PROGRAM

- The program's Registered Social Worker continues to both assess and address the more urgent and complex issues that are being seen with clients in the Connect Program. Program staff are able to provide seamless social work intervention whereby the client does not need to meet with multiple staff.
- The Connect program worked with 170 volunteers this year - this is an increase from 151 last year.
- The Connect Volunteers attended training sessions on Elder Abuse, facilitated by an A & O Registered Social Worker.
- Continued to mail out the quarterly "Connect Newsletter" to promote upcoming training and volunteer milestones.
- Continued to promote our Senior Centre Without Walls (SCWW) program to our Connect Program clients, including those on the waiting list.
- As a result of COVID-19, four weekly virtual groups were offered to clients on the current wait list.
- Clients that had in person visits cancelled due to COVID-19.

Priorities:

- Continue to publish the quarterly 'Connect Newsletter' for Connect volunteers to keep them engaged in the program.
- Continue to host a Connect volunteer appreciation event in April of every year – ensure creative ways to provide volunteer recognition during the COVID-19 pandemic.
- Continue to increase the promotion of the program to service providers, older adults, community groups, families, caregivers, etc. through presentations by the program staff.
- Refer Connect clients currently on wait list to the Senior Centre Without Walls program.
- Recruit daytime volunteers and volunteers with skills to match with clients whom have particular needs.
- Continue to provide training and educational opportunities to program volunteers.

Elder Abuse Services

- Continue to provide Safe Suites and Social Work support to older Manitobans that have left an abusive situation.
- Continue to work with partners regarding short term stay opportunities for clients needing to leave situations of abuse.
- Continue to distribute copies of the "It's Everybody's Business" Resource Guide to assist service providers, community members and potential clients to increase awareness about how to handle situations of abuse, and what resources are available.
- Partner and stakeholder in the Prevent Elder Abuse Manitoba Network (PEAM)
- Provided assistance to 350 clients with concerns related to elder abuse.
- Assisted over 60 clients and their family members with Protection Order related questions or concerns.
- Provided numerous community presentations on Elder Abuse, red flags related to elder abuse and the resources available.
- In partnership with WRHA, provided a half-day Elder Abuse workshop to over 70 service providers.
- Two staff Social Workers provided a series of presentations in the northern RHA region (September 29 – October 3, 2019). These communities included: The Pas, Flin Flon, Snow Lake and Thompson. The presentations focused on the Prevention of Elder Abuse, informing community members on how to identify situations of abuse, how to respond, resources available, case studies, and how to increase the capacity for communities to respond.

Priorities:

- Continue to develop the Penelope web based data management system.
- Continue to provide timely and efficient services to older adults seeking support in situations of abuse.
- Continue to partner with other agencies towards the development of a user friendly (clients and services providers) elder abuse model.
- Continue to provide training and educational opportunities to staff Social Workers to keep them informed of best practices
- Continue to provide presentations and training opportunities for services providers and community members on elder abuse services and resources that are available
- Continue to explore outreach possibilities in various areas of Winnipeg

Counselling

- Assisted clients through Intake, short-term and long-term individual counselling and support groups.
- Continue to update and develop the online case management system to ensure accurate and secure client information.
- Provide Social Worker on site at Access River East and Access Transcona to provide regular support to clients in these community areas.

- Offer bereavement support groups to clients from all community areas within the City of Winnipeg.
- Conducted presentations on topics such as bereavement, managing caregiver stress and planning for retirement at senior centres, senior housing complexes and to retiree groups.
- Participation in committee work to help identify and address the needs of older adults living in Winnipeg (Manitoba Caregivers Network, Grief Interagency Network, Vulnerable Persons Committee, Winnipeg Suicide Prevention Network – hosted by Klinik Community Health Centre, Open Doors Community Network of River East)
- In response to COVID-19, A & O created a virtual check in group that allowed current counselling clients the opportunity to speak with other older adults throughout Winnipeg. This group was led by an agency Registered Social Worker.

Priorities:

- Continue to explore outreach possibilities in various community areas.
- Develop support groups informed through client consultation (i.e. counselling, intake)
- Continue to screen older adults accepted onto the Counselling wait list, and develop strategies to keep wait lists to a minimum
- Continue to adapt and provide alternate ways of meeting and assisting clients during COVID-19.

This Full House (TFH)

- Ran two Buried in Treasures (BIT) support groups
- Recruited participants for Buried in Treasures support groups.
- Established professional contacts with other service providers working to deliver programs that address Hoarding Disorder.
- Started and continued to offer an Unburied from Treasures support group to past BIT group members. This group provides a long-term support group 1x/month where clients receive both peer support and staff Social Work support.
- Worked with over 230 TFH clients to avoid eviction, implement homecare where they were unable to receive the service before, and assist with easing back into their home safely following discharge from hospital among other positive outcomes.
- Held quarterly meetings for Social Work staff to specifically discuss and learn techniques and skills related to the TFH program.
- Provided staff Social Workers with an online Motivational Interview Training series that will assist with their client work within the program.

Priorities:

- Develop training sessions with leading experts in the field of Hoarding Disorder specifically focused on A & O's This Full House program, and provide this specialized training to agency staff working in the program.
- Continue to deliver the "Buried in Treasures" Support Group.
- Continue to offer and potentially expand the Unburied from Treasures Support Group.
- Further develop and explore potential partnerships with professional contacts working to deliver programs that address Hoarding Disorder.
- Explore and initiate the development of a Hoarding Task Force.
- Continue to adapt and provide alternate ways of meeting and assisting clients during COVID-19.

Caring with Confidence (CWC)

- Callers to the Telephone Support Program have increased. This is measured by the number of clients registered/matched with volunteers compared to the previous year.
- Volunteer hours have increased.

Priorities:

- Increase the number of caregiver participants in the Time Out Respite Program
- Maintain the current caregiver telephone support numbers

55 + Housing & Active Lifestyles Expo

- The 55+ Housing & Active Lifestyles Expo was held on May 29, 2019 from 10:00 a.m. to 5:00 p.m. at the Victoria Inn Hotel & Convention Centre.
- The expo was very successful with 100 exhibitors and 1500 attendees.
- This year's expo provided expanded venue space, informative presentations, and two intergenerational fashion shows.
- The main stage featured presentations that included: Medications and Fall Prevention offered by the Exchange District Pharmacy; Camelot Introductions with "Can you believe Grandma's dating? Do's and don'ts about dating in today's world"; RBC with Financial Flexibility; Becoming Engaged and Empowered in Your Healthcare Journey by Integrity Healthcare Consultants; The Life Lease Concept and Advantages by Shelter Canadian Properties Ltd.

Annual General Meeting (AGM)

- The Agency's AGM was held on Friday, June 19, 2019 at 1:30 pm via Zoom. Participation was excellent and the agency was happy to have Minister Friesen, bring greetings on behalf of the Province of Manitoba, Mayor Bowman, brought greetings on behalf of the City of Winnipeg and Kathy Knudsen from the United Way Winnipeg brought greetings and spoke about A & O's involvement in the 311 Call Centre in response to the pandemic.

Staff Development

- In February, the agency held a professional development opportunity for A & O staff and community partners at the Radisson Hotel. United Way Winnipeg's Living on the Edge: Taking a Look at Poverty is a unique, interactive group experience. It provides a glimpse of what it might be like for Winnipeg families / older adults struggling with poverty.
- Participants take on a role within a family or as an individual that is living on a low income. The three-hour simulation covers four short "weeks" during which families and individuals perform daily tasks such as accessing social services and transportation, finding work, paying bills, buying groceries, cashing cheques, and more.
- Participants said that this experience made them more conscious of the barriers and challenges that the clients they work with face.

Creative Retirement Manitoba (CRM)

Name: ***D'Arcy Mansell***

Specialized Services

Accomplishments:

- LOCATION: The lease on our former home came due in August of 2020 and so much of the year prior to that was devoted to finding a new location. We were determined to find a location which satisfied several requirements which would address both our members needs and our own. We wanted to be centrally located, pay a reduced rent, have bus and parking access, have room on site for all clubs and classes, have offices for staff and reception. All of these needs and more are being met by our recent move to the Valour Community Centre, Orioles Site at 448 Burnell. Our rent is a fraction of what we formerly paid, we have ample room in a central location and accessibility for all. Further, in moving from a private location to a community organization we will be able to become a vital part of a central Winnipeg community and offer programs for the seniors at our doorstep.

- PROGRAMS: Prior to the Covid-19 outbreak, CRM offered a multitude of in-house programs ranging from lectures and classes to fitness programs. Our topics vary widely and cover areas from history and current issues to technology, art, fitness and much more. After we closed our doors to visitors on site in March of 2020 we refocused our efforts to include online learning. From March until the present we have offered learning programs online in an effort keep seniors active and engaged during the lockdown. We have received excellent feedback from our community on this new endeavor and have reached even more people than was possible with in-person classes. Our online programs cover multiple areas of interest from tech to history, languages and the arts.
- EVENTS: While we were not able to offer an event this Spring due to the lockdown, we were pleased to have hosted a sold-out wine tasting fundraising event in November of 2019.

Priorities:

- CRM's priorities for the upcoming year will be centred around providing meaningful programs to the community in a safe and sustainable manner.
- IN-PERSON PROGRAMS: We will be starting to offer in person programs again at the beginning of October. We have a number of classes and clubs scheduled to run and will roll out our fall program over the coming weeks as we learn how best to manage safely with only one staff person and limited volunteers who are willing to work with the public. We will run one or two classes at a time while maintaining social distancing, mask wearing and other safety precautions. Classes will be offered in a morning or afternoon time slot. Our Board of Directors is committed to helping our hands-on with the management of the classes and will assist with safety precautions and hosting our events. This is an exciting and welcome development which the Board and staff are looking forward to.
- ONLINE PROGRAMS: The online learning programs which we have developed will be added to and updated during the coming year. We will be adding more interactive online Zoom classes and clubs for those members who feel unsafe to attend in-person classes. Our first Zoom sessions began over the summer with existing club members and will be opened to new members in October.
- COMMUNITY: We are excited to have become part of a central Winnipeg neighbourhood and are looking forward to offering programs to members of this community. Our first task will be to research local community senior groups and providers to learn who our neighbours are and what we can offer to enrich the lives of those who live near to our centre.

Rainbow Resource Centre

Name: **Ellie Caslake**

*Specialized Services *Serves the 2SLGBTQ+ older adult 55+ population of Winnipeg*

Accomplishments:

- Our major accomplishments include twice weekly coffee and chats, intergenerational dinners, a variety of learning events (including Lunch & Learns), participation in community events as a group (Fringe Festival, theatre outings, sporting events, rural Pride parades, etc.), contribution to major research projects through both focus groups and individual engagement.
- Success was measured through informal feedback and written post learning evaluations. Also, by repeat attendance and engagement in activities. Worthy to note, we successfully pivoted at year end to move on-line for Coffee & Chat when the COVID-19 pandemic hit in mid-March.

Priorities:

- Our priorities are to continue to support 2SLGBTQ+ older adults through social support and programming – weekly Coffee & Chats, drop in events, Lunch & Learns, pot lucks, intergenerational programming, special events and participation in community events where/when possible. We want to support our older adults and maintain social engagement through the current pandemic. We intend to extend partnerships with other senior serving organizations, and serve as a resource

to them in their delivery of services to their public. Data will be collected through both qualitative and quantitative methods with a 360 view

Meals on Wheels of Winnipeg

Name: **Rhonda Gardner**

Specialized Services

Accomplishments:

- To continue providing delivery services to our clients through the challenges of COVID 19 by carefully managing volunteers and client compliments.

Priorities:

- To continue providing delivery services to our clients through the challenges of COVID 19 and to resume volunteers being able to physically see the clients which reduces the social isolation once the city has fully re-opened.

Senior Resource Finder- Conseil des francophones 55+ de Winnipeg

Name: **Lucienne Châteauneuf**

Senior Resource Finder – Serves the Francophone speaking population of Winnipeg

Accomplishments:

- En collaboration avec la FAFM, le Conseil 55+ a veillé à la mise en oeuvre d'une variété d'initiatives en matière de vie saine. Le Conseil 55+ a continué l'offre des activités suivantes, entre autres :
 - Santé 55+, bougez à votre rythme
 - Grouille ou rouille
 - Activités intergénérationnelles et santé
 - Sessions d'information sur divers sujets.
- En chiffres
 - Plus de 2 500 personnes ont participé aux activités du Conseil 55+ et de la FAFM
 - Une vingtaine d'initiatives (sessions d'exercices, sessions d'information, sessions de formation)
 - Près de 4 000 heures d'exercices
 - Une trentaine d'animatrices et animateurs
 - Plus de 40 bénévoles et plus de 60 partenaires
 - Une dizaine de communautés rurales, et dans Winnipeg même, une dizaine de lieu
- En bref, l'équipe du Conseil des francophones 55+ :
 - a continué à faire avancer les projets du comité santé primaire de la FAFM,
 - a participé aux réunions des Chercheurs de ressources pour personnes âgées,
 - a continue sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Club Éclipse et le Centre communautaire Winakwa.

Accomplishments (*English Translation*):

- FAFM's Conseil 55+ has ensure a variety of programs and activities highlighting healthy living to older adults. To name a few:
 - Physical activities within the project : Santé 55+, bougez à votre rythme
 - The health fair : Grouille ou rouille
 - Intergenerationnal and Health oriented activities
 - Information sessions d'information touching a variety of topics.
- Numbers
 - More that 2,500 persons have participated in Conseil 55+ / FAFM actiiviities and programs
 - More than 20 initiatives have taken place (exercise classes, information sessions, workshops)

- Close to 4,000 hours of physical activities
- Close to 30 facilitators
- More than 40 volunteers and more than 60 community partners
- More than 10 communities / halls within Winnipeg.
- In addition, the Conseil des francophones 55+
 - has continued to promote projects and activities pertaining to FAFM's Comité santé primaire,
 - has participated in Seniors Resource Finder Network meetings, has continued its collaboration with community partners, such as for example, Club Éclipse and Centre communautaire Winakwa.

Priorities:

- Au cours des prochains mois, le Conseil 55+ étudiera davantage l'offre d'une programmation en mode virtuel afin de répondre aux besoins des personnes âgées francophones en ce temps de pandémie.
- Continuer l'offre de sessions d'information et la distribution de la *Trousse d'information sur les situations d'urgence (T.I.S.U)*. L'équipe étudiera la possibilité d'offrir ces sessions en mode virtuel.
- Assurer le bon fonctionnement du programme et diriger la mise en oeuvre de toutes ses activités de programmation.
- Continuer à rechercher, à sonder et évaluer les ressources disponibles en français afin de mieux répondre aux demandes de renseignements et aux besoins des personnes âgées francophones dans Winnipeg.
- Collaborer avec la FAFM pour sensibiliser les personnes de 55 ans et plus des tendances qui concernent la population vieillissante.

Priorities (*English Translation*):

- Over the course of the next months, the Conseil 55+ will further look into offering virtual programs in order to better respond to and meet the needs of older francophone adults in this time of the pandemic.
- Continue to offer information sessions and continue to distribute the *Emergency Response Information Kit (E.R.I.K)*. The Conseil 55+ will look into the possibility of offering these sessions virtually, in French.
- Continue to provide, coordinate and promote French language activities.
- Continue to research, explore and evaluate the resources available in French in order to better meet the requests for information and the needs of francophone older adults in Winnipeg.
- Collaborate with FAFM to bring awareness to persons 55 years of age and over in regards to matters concerning the aging population.
- Continue to participate in various committees, in English as well as in French, within the community.

Alzheimer Society of Manitoba

Name: **Erin Crawford**

Specialized Services

Accomplishments:

- We have made nearly 10,000 contacts with clients in the past year, including 1,547 contacts with new clients who were connected to the Alzheimer Society of Manitoba through either formal referral or by reaching out on their own initiative; wait lists for support groups for Persons With Dementia persist and while not ideal, stands as an indicator that the service is one that persons with dementia continue to value; requests for education continued to be received and delivered, with nine 32-hour sessions reaching 221 staff and another 258 staff taking individual modules.

Priorities:

- Our priority is to continue delivering excellent support and information to persons with dementia and their caregivers, connecting them with existing community resources as early as possible in their dementia journey, helping them understand and anticipate changes that come with the progression of the disease, and helping them with advance planning so that they are able to manage transitions and avoid crisis. Financial, legal, health, housing and end-of-life planning are key areas. In addition, in the coming year we will continue to refine our virtual offerings and work to support persons with dementia and their caregivers in accessing virtual programming wherever possible, while also making in-person options available for those who prefer it whenever possible. We will continue to work with community partners to expand the programming available for persons with dementia, to make the community more responsive to the needs of persons with dementia, and to train professional and family caregivers to provide appropriate care for persons with dementia.