



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

Healthy Aging and Seniors Care Support Services to Seniors

Accomplishments

&

Priorities

2021

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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 Sectar Creative Living Centre – 1588 Main St

Senior Centre

- Gwen Sectar 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

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 (PDGA) 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. It is worth noting that these accomplishments and priorities have been implemented during COVID 19 and showcases the innovative collective planning agencies have done to ensure services are being met to older adults throughout the community while adhering to ever changing Public Health orders.

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 requested to reach out to 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 to continue to increase health promotion and well-being of older adults living in the community and to assist older adults to continue to live independently in their own homes.

St. James Assiniboia Community Area

Metropolitan Kiwanis Courts (MKC)

Name: **Sheila Hunter**

Supports to Seniors in Group Living (SSGL) 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 (4 continuous months), and now have resumed dining room service with two assigned seating for all three meals.
- SSGL funded staff continue to provide 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.
- MKC is planning for post-pandemic needs in order to be able to offer enhanced programming when appropriate. 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:

- Switched to fully remote programming and offering daily zoom programs. Increased our social media reach and presence. We measured these achievements by looking at the numbers attending our programs, and the great feedback from our members. We truly gave those that attended something to look forward to daily and a bright spot in their pandemic.

Priorities:

- Our priorities for this fiscal year are to expand our programming to better reach the needs and diversity of the area and to increase our membership back to pre-covid numbers. We will also be preparing for a move to the St. James Civic Centre. We will monitor this by watching our membership numbers and comparing our program offerings from precovid to postcovid.

Congregate Meal Program

Accomplishments:

- Started to do more take-out meals, recipe planning and cooking videos due to Covid. Would have loved to have done more but we were 'locked' out of the building for many months.

Priorities:

- Work with the Healthy Aging Resource Team (HART) to increase our soup delivery program to the older adult Manitoba Housing blocks in the neighbourhood. Working with the HART team for the potential to get free ingredients to make free soups for those blocks. Continue to expand our takeout program until we can do in person meals again. We will monitor this by looking at our numbers and seeing how many new and more individuals we can get meals out to.

Senior Resource Finder

Accomplishments:

- Switched to fully remote programming and offering daily zoom programs in partnership with the Centre. Increased my output of Emergency Response Information Kits (ERIK) and helped get 2000 wellness kits out into the area.

Priorities:

- Increase community presence. Reach out to the tenant blocks and older adult programs and make presence known. Will monitor this by statistics and making a goal of contacting a couple new groups every month. Will also rebuild up transportation program and home maintenance providers list.

Bethania Housing - 529 Country Club Blvd.

Name: **Cristine Schroeder**

Tenant Resource Services

Accomplishments:

- Covid -19 changed our ability to provide many of our typical programs – we adapted and 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, bingo (posting numbers daily on a central board), and met tenants' personal needs on a one-on-one basis.

- We kept the tenants updated on Covid and ultimately vaccination protocols including organizing an in-building clinic.
- We measure our success by the number of tenants who come to our events (in normal times) 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.

Priorities:

- Continue partnerships with Red River College Nursing student practicums. 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 Tenant Advisory Committee is hoping to have a Fall Dinner and then Christmas Dinner.
- Plan to work more one on one connections with our tenants to ensure their well-being during this time. Will do this by working on updating tenants ERIK kits with them.
- 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:

- Major accomplishments include reducing isolation and keeping tenants engaged in check-ins. Number of phone calls or in-person visits was consistent. Tenants were also responding to announcements or resources posted by asking follow-up questions or picking up copies of announcements. Unfortunately, no on-site group activities were permitted due to public health restrictions but the Tenant Advisory group has remained engaged in planning future/upcoming social events, once permitted. The second accomplishment increase in reduction of infested suites by 30% and increased participation in chemical interventions by 50%.

Priorities:

- To continue with staying involved with tenants, advising of changes to health orders and assisting in planning activities once possible. Resuming social activities would be key. Partnerships opportunities with St. James/Assiniboia 55+ and the Community Facilitators will continue.
- In addition, continuing with pest control measures. Monitoring participation and reducing infested suites by increasing chemical interventions that were put on hold.

Manitoba Housing - 125 Carriage Road

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

Tenant Services Program

Accomplishments:

- Major accomplishments include reducing isolation and keeping tenants engaged in check-ins. Number of phone calls or in-person visits was consistent. Tenants were also responding to announcements or resources posted by asking follow-up questions or picking up copies of announcements.

Unfortunately, no on-site group activities were permitted due to public health restrictions but the Tenant Advisory group has remained engaged. For example, hot dog days (door-to-door delivery). The second accomplishment increase in pest control participation by 30%.

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:

- Despite all the restrictions, guidelines, and requirements for changes in service delivery, we have kept our members involved, active and informed and have changed and adapted our services to meet the needs of our members during these times. Reduced class sizes, and the eventual move to class cancellations, no in person presentations, events and activities led to a change in our delivery model. Book clubs went virtual, ZOOM presentations took place, a month-long walking challenge helped members develop fitness habits and learn to use technology and a book and puzzle delivery service helped to keep peoples' minds active. Weekly email blast shared resource links, kept members updated on ongoing COVID developments and provided much needed opportunities to connect through phone calls, and emails.
- Success was measured by the number of participants and by individual feedback to the Centre. One hundred people participated in the month-long walking challenge, online presentations saw record number of logins and books and puzzles are delivered on an ongoing basis to a large number of Centre members. Members have told us that the presentations, weekly update emails, access to books and puzzles and special programming such as the walking challenge have been invaluable to their physical and mental health during the pandemic.

Priorities:

- We will continue to provide programming within the parameters of provincial COVID guidelines, increase virtual delivery of programs, provide instructional sessions for members on the use of virtual platforms, provide the tools for at home physical activity, adapt physical fitness classes and other in-person activity to meet the needs of our members.
- Membership will be consulted, and enrollment numbers will determine the level of interest and effectiveness of the programs and activities being offered.

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 a 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:

- This has been a very difficult year and it is especially challenging to quantify success as it has been a year like no other and so a year over year comparison is not possible. Instead I have chosen to review/consider how frequently tenants reach out to me for support, how engaged or responsive they seem to be to my offers and attempts to connect with them, and how motivated or forward thinking they appear to be with planning for their own health and other specific events/outcomes. Despite all the challenges that the Pandemic and Code Red restrictions have had on the tenants at 170 Hendon I have seen an increase in the numbers of people wanting to engage in support, wanting to plan, wanting to be involved, and generally being proactive. As a coordinator, I think my achievements have been creating/maintaining an environment wherein tenants still believe that they will be listened to, can access support, and have hope that things will get better.

Priorities:

- The hope is that we can resume activities, gatherings, and other opportunities for social engagement. We'd like to recruit more volunteers (already in progress) and develop mini communities within our community so that should restrictions resume tenants have a tenant support group they can connect with outside of office hours (essentially help to build friend groups). I also plan to continue to advocate for basic internet and/or phone access as a key tool required for maintaining/ensuring mental health. Success will be measured based on the percentage of the total population that participates, the number of groups established, and whether internet or phone service can be secured.

Manitoba Housing Congregate Meal Program-170 Hendon Avenue

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.

YMHA Jewish Community Centre (RADY JCC)

Name: ***Laura Marjovsky***

Senior Centre

Accomplishments:

- The COVID-19 pandemic halted all direct Rady programming for older and active seniors due to our 3 closures that have occurred during the past 17 months. The staff involved in seniors programming were furloughed as we could not do group gatherings, which has been integral to our programming to date and because of the reluctance of active program participants to attend the facility when it was open. We transferred the administration of our taxi voucher program to the Jewish Federation of Winnipeg.
- On a positive note, we made great strides in providing on-line content to all of our members, including seniors. Using our “Rady@Home” website, we added two videos per week in many fitness areas including Zumba Gold and Chair Yoga. We live streamed concerts and speakers for our Music ‘N’ Mavens series, live streamed four Jazz concerts and hosted the Winnipeg Jewish Film Festival on-line. In addition, we have partnered with many local organizations and JCC’s to provide on-line content in music, fitness and speakers. And we have actively promoted self-help and seniors programming that we became aware of through the Rady Pulse, our weekly + email to our membership. Much of this information has been provided to us from our partner organizations and through regular emails from Support Services to Seniors - WRHA.
- Rady intends to go forward with a hybrid of in-person and on-line programming for seniors and members.

Priorities:

- Our priority for the coming year is to rebuild our Program Department for cultural and arts events as well as older seniors programming. This process is just beginning; it is the opportunity to take a look at what we were doing, what we were not doing, and then to plan and build accordingly. Our Active Living programming has been moved under our Fitness and Health Department to allow us to integrate fitness, specialty fitness and healthy living programming for active seniors into the curriculum for this department.
- Rady intends to build upon and grow our intended hybrid of in-person and on-line programming for seniors and members.

Senior Resource Finder – Assiniboine South/River Heights

Name: ***Martin Landy***

Senior Resource Finder

Accomplishments:

- On-Line Zoom Presentations to the community. Success was measured by the number of participants, increase in numbers and returning participants. Evaluations were taken and reviewed.
- Social Isolation, Digital Literacy (SIDL) project involved the distribution of portable technology, (iPads) to isolated seniors who meet the selection criteria for this project. Success was measured by survey, interviews with participants and number of participants who purchased iPads. We created a partnership with an Ottawa based Connected Canadians to supply knowledge and support to our program.
- South Winnipeg Seniors Resource Council’s internal development and capacity building. Success was measured by the development and implementation of new Policies and Procedures for the organization. This included a Code of Conduct for Staff and Volunteers, operating manual for Congregate Meal Program, updated and revised Human Resources Manual.
- To maximize funding opportunities to support the organization and allow us to continue to support our constituents. Dealing with dramatic increasing operational costs while no increase in support for the past 5 years.
- Continued dissemination of information and updates to the community. Our E-blasts and Facebook posts impression have increased by over 175%.
- Meal Programs ability to switch from a congregate model to a full delivery model, meeting all regulations without missing one day of service. Success was measured by the number meals served.

- South Winnipeg Seniors Resource Council's internal development and capacity building. Success was measured by the development and implementation of new Policies and Procedures for the organization. This included an operating manual for Congregate Meal Program, updated and revised Human Resources Manual and emergency operations guidelines.
- To maximize funding opportunities to support the organization through HelpAge Canada and the Federal Government. These funds supported our increased costs due to adapting to our "Delivery Model. These funds allow us to continue to support our constituents. While dealing with dramatic increasing operational costs while no increase in support for the past 5 years.

Priorities:

- To develop our meal program to new growth in revenue streams. Number of new clients and improvements to our revenue streams will provide us with the required information
- To continue to provide On-line access and connectivity to our community through the website and e-blasts. We will continue to monitor the numbers of participants as stated above.
- To continue with the Social Isolation, Digital Literacy (SIDL) project. We will work with our collaborative partners to find and refer older adults who would benefit from this program. We will continue to use the methods mentioned above.
- To rebuild our resources database as COVID had had a huge effect on our community of support.

Fort Garry

Fort Garry Rotary Villa

Name: **Crystal Cameron/Jennifer Brookman**

Tenant Resource Program

Accomplishments:

- Not a single COVID case in our block with the exception of one client who contracted it in Acute Care. Our client base and their loved ones made so many sacrifices and have struggled to endure the crippling isolation and overwhelming stress had it not been for the support of the University of Manitoba's faculty of Social Work and the four placement students who towed the line and showed tremendous grace and courage, Crystal would have had a nervous breakdown and burned out. Had it not been for the support of the board and keeping in our previous social work student (Jennifer Brookman) to help ensure continuity and follow up in the evening and on weekend with the students and residents.
- Priorities for the past year have centered around resilience, mental wellness, safety, appropriate boundary setting and ensuring our clients are receiving continuity with their case planning as many agencies have struggled to keep pace during the pandemic with staffing shortages/attrition of trained staff have had a negative impact on those receiving services. Priority moving ahead is to continue to capacity build in community as that was the overarching directive from Support Services to Seniors and also to advocate for more funding so as to be able to extend service hours for our clients.

Priorities:

- Smash that status Quo. The pandemic has put a spotlight on how we treat our older adults and it's time to get ready for the Grey wave. This department has operated from a space of scarcity for far too long. If you want healthier communities more resources be made available at the community level.
- We have met with Michelle Porter with the University of Manitoba's Centre on Aging to consider roles in their future research studies in order to highlight the need for greater supports.
- We will hopefully become members of Manitoba Association of Seniors Centres and the board will take over operational control of the block of Manitoba housing in order to make the necessary improvements and be eligible for funding opportunities that can have a meaningful impact on the health we continue to advocate for a Healthy Aging Resource Team in the south end and for broader

exposure and expansion of my health teams to bridge the gaps and ensure continuity of care for our older adults, we strive towards implementing a pathway chart to help future coordinators and students navigate with greater ease and improved communication with other agencies in the future.

Pembina Active Living 55+ (PAL (55+))

Name: **Alanna Jones**

Senior Centre

Accomplishments:

This past year has been extremely challenging, given the constraints to our operations and fundraising posed by the Covid-19 global pandemic. Despite these challenges we have accomplished the following:

- Move programming and presentations to an online format to continue to provide our members and community with opportunities to stay active and engaged.
- Completed our “Making Connections” diversity & inclusion project, which included the translation of our brochures to five languages, online presentations on topics of diversity & inclusion, the purchase of gift cards to local ethnic restaurants as a member incentive to renew memberships, and the expansion of our capacity to develop programs that promote diversity & inclusion at our centre.
- The acquisition of software & services to expand our online capacity including Mailchimp, GoToMeeting and NeonCRM.
- The renewal of our Database Development Project.
- Policy development (Temporary Closure, Accessibility, Records Retention, Reporting template).
- Membership outreach was pursued vigorously.
- Several successful grant applications (Winnipeg Foundation Stabilization Grant, Provincial Bridge grant, Safe at Home grant (Manitoba government), City of Winnipeg Wellness Grant, Manitoba Association of Senior Centre grant.
- A new Phone PALS program was started to connect with members who are not online. This program expanded to include a friendly wellness check to every member of PAL (55+) and then to all those who signed up to receive ongoing monthly phone calls from a PAL (55+) volunteer.
- Two PAL (55+) newsletters (The PAL Pulse) were published and distributed to members.
- The services of an IT developer/designer were retained.
- A successful online Christmas party was held.

Priorities:

- Our priorities in the coming year will focus on our move to the Whyte Ridge Community Centre. This move will be the first time in PAL’s 11-year history that it will have a place to call home, including a permanent office and indoor/outdoor programming space. This move will take us into a new part of our catchment area which will necessitate expanded outreach and will open new avenues for programming and community partnerships. We will be undertaking significant renovations at this site to accommodate our needs, and we are hopeful that we will be able to offer some on-site programming in the second half of this year.
- We will be prioritizing the health and safety of our members, staff, volunteers, and community, in the development of our Covid-19 protocols for a gradual and sustainable return to in-person programming - which will be guided and evaluated based on the provincial legislation and guidelines and the direction and oversight of the Board of Directors of PAL (55+).

Winnipeg Mennonite Seniors Care – Lindenwood Manor

Name: **Bonnie Coble**

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- Men's group conference call weekly with consistent attendance. Maintained weekly calls to isolated residents with positive feedback. Providing in house programs, take home activities.

Priorities:

- Maintain wellness calls. If COVID restrictions allow implement in person isolated groups with social distancing. Evaluate and learn from COVID programming experience may continue methods.

Winnipeg Mennonite Seniors Care – Lindenwood Terrace

Name: **Bonnie Coble**

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- All ERIK kits have been checked and supplied if needed. I provided help with filling them out when needed.
- We were available to monitor residents blood pressure.
- Dyna Care Lab continues to provide in house service.
- We assisted Residents with ordering their medication refills over the phone and delivered medications to the Resident's suites

Priorities:

- We will continue wellness phone call checks and in suite visits.
- Plan to organize a mobile walker clinic.
- Assist with virtual appointments for Residents.
- Assist with online educational information with Residents.
- Perform Rapid Covid testing as needed

Fort Garry Seniors Resource Council

Name: **Amanda Macrae/Patti Berube**

Senior Resource Finder

Accomplishments:

- Continued to provide ongoing support, information and referrals to older adults during the pandemic.
- Continued to provide outreach by networking and collaborating with various organizations.
- Collaborated with the Older Winnipeg Social Engagement Project (OWSEP) to offer technology training to older adults at the Fort Garry Rotary Villa. Each participant was given a tablet and access to the internet as well as lessons on how to use the device. Educational sessions were held virtually by MicroAge due to the pandemic. The Tenant Resource Coordinator, social work fieldwork placement students and Seniors Resource Coordinator provided ongoing support.
- Collaborated with Community Financial Counselling Services to assist low-income seniors with their income tax returns. Twenty-five seniors took advantage of this service.
- Collaborated with Victoria General Hospital Foundation and Fort Richmond Collegiate leadership students to provide Calls for Comfort telephone support program to older adults. This was a pilot project initiated by one of the students. Seniors were able to connect weekly with a student for a phone conversation.
- Christmas card for Seniors program – the council created a new initiative by sending over 50 Christmas cards to seniors living in apartment blocks.
- Assisted with A & O Support Services 'Be a Santa to a Senior program and delivered over 45 gifts.

- Created a free snow removal program for seniors living in Fort Garry with students from Vincent Massey Collegiate. Unfortunately, due to Covid restrictions, the program was deferred. The framework will be easily implemented once restrictions have lifted next winter.
- Volunteered for a variety of subcommittees (e.g. ERIK, RiiPEN Level Up)
- Delivered over 75 Wellness kits on behalf of A & O Support Services and the Victoria General Hospital Foundation.
- Participated in numerous professional development sessions offered by a number of community organizations (i.e. WRHA, TONS, PAL 55+, A & O Support Services)

Priorities:

- Restore pre-pandemic outreach opportunities such as pop-up offices, lunch and learns, bus trips, exercise classes and attendance at community events.
- Review Strategic Priorities plan (previous expired in 2020)
- Provide more seniors with the opportunity to access and learn about technology through new initiatives. (computers, tablets, smart phones.)
- Create a strategy for promoting / increasing visibility of the advisory working group and Seniors Resource Coordinator services.

Delmar Congregate Meal Program-110 Adamar

Name: ***Martin Landy***

congregate meal program (110 Adamar)

Accomplishments:

- Meal Programs ability to switch from a congregate model to a full delivery model, meeting all regulations without missing one day of service. Success was measured by the number meals served.
- SWSRC's internal development and capacity building. Success was measured by the development and implementation of new Policies and Procedures for the organization. This included an operating manual for Congregate Meal Program, updated and revised Human Resources Manual and emergency operations guidelines.
- To maximize funding opportunities to support the organization through Help Age Canadas and the Federal Government. These funds supported our increased costs due to adapting to our "Delivery Model. These funds allow us to continue to support our constituents. While dealing with dramatic increasing operational costs while no increase in support for the past 5 years.

Priorities:

- To update our kitchen equipment through the generous support of New Horizons.
- To develop our meal program to new growth in revenue streams. Number of new clients and improvements to our revenue streams will provide us with the required information

River Heights

Bethania Housing - 285 Pembina

Name: ***Samantha Loxton***

Tenant Resource Program

Accomplishments:

- Coordinator was hired and started working at 285 Pembina Highway in the middle of January 2021. As the new coordinator, I spent much of my time during the first couple of weeks of work, introducing and developing relationships with the tenants. It was really important to find out what the tenants needed as a resource, and how the required resources in the community could meet the tenants' needs. It has been an amazing opportunity work collaboratively with both the tenants, community agencies, and general community resources and supports to which have benefited the tenants greatly at 285 Pembina Highway.

Below are the accomplishments to date:

- Organized 2 in house Covid vaccination clinics for the tenants at 285 Pembina Highway. 90% of the tenants received 2 vaccinations.
- Organized with the St. John's Ambulance – Dog therapy program to have two therapy dogs come and visit tenants outside in small groups when covid-19 restrictions allowed for.
- Made strong networks with various community agencies that provide supports to many tenants that live at 285 Pembina Highway.
- Have advocated and worked with various community agencies, tenant family supports, and tenants to receive financial support to provide deep cleaning services and removal of furniture/new furniture in their suite.
- 285 Pembina Highway had many of its tenants infested with bed bugs and/or cockroaches. When I started in January 2021, Only 6 suites currently require treatment. Distributed complimentary bed bug covers to tenants.
- Arranged for homecare services to be provided to tenants who never have received before or require an increase of services due to increased personal health issues.
- Set up a successful tax return clinic for the tenants during Covid.
- Created a 4 month American Sign Language (ASL) - English picture menu for our Deaf tenants to be able to better communicate with our Café staff what they would like to order from the Café.
- Created monthly calendars filled with community activities that our tenants could access for free.
- Set up an immunization card clinic for our tenants to assist them in registering for their immunization card.
- Set up an Emergency Resource Information Kit (ERIK) clinic to update new relevant information for the tenants.
- Provided community resources to tenants to help with their mental health needs, social interaction opportunities and general health resources.

Priorities:

- Looking ahead to 2022 I would like to set up a Resource Centre at 285 Pembina Highway for all the tenants to access. Classes, programs, information sessions, clinics, computer training...etc. will be set up in this Resources Centre, in addition to a resource library with information about community supports, government agency information...etc.
- In addition to the Resource Centre, I would like to establish a clothing drive. Most of the tenants that live at 285 Pembina are considered low income. Purchasing new clothing is often a luxury item. With this clothing drive, tenants would receive wonderful new clothing and feel like a million bucks.
- As part of my monthly calendar of activities, we would like to have a social worker provide monthly group therapy sessions for the male tenants in our building.
- For all tenants have a beauty program, where students from the esthetic schools come down to provide free manicures and haircuts to our tenants.
- I would like to have a fundraiser that would promote the benefits to living at 285 Pembina Highway within our broader community. This fundraiser would involve our tenants and community celebrities.

Bethania Housing – 601 Osborne Street

Name: **Bill Griffin**

Tenant Resource Program

Accomplishments:

- Covid -19 changed our ability to provide many of our typical programs. I am summarizing my activities regarding current pandemic-focused practices that emphasize a population perspective.
- Began reorienting time to concentrate on ways and means to again monitor potential emerging mental status and material deprivation issues such as food security and access in the fall of 2020. Examples include regular communication and coordination with community-based agencies and WRHA services with clients in the building, utilizing an already developed internal communication strategy to tenants inside the building, and assisting in a supportive capacity with 601 volunteer association activities such as congregate meal distribution.
- Consistent with my primary programming development role, I have developed our communication and coordination ability with WRHA and community-based services. This includes closer cooperation with Home Care on issues affecting tenancy, utilizing a range of neurodegenerative and mental health assessment and supports such as Geriatric Program Assessment Team/Geriatric Mental Health Team - GPAT/GMHT, Canadian Mental Health Program -CMHP, Crisis Response Centre -CRC and agencies such as A and O and Canadian Mental Health Association -CMHA as necessary. I have developed a much closer transition relationship with some referring hospital social work and community-based transition services, thereby creating an orderly framework for new tenants to gain and maintain residency here. I maintain a particularly close working relationship with WRHA mental health services and community-based agencies in the building that support tenants with developmental issues as these are among the most vulnerable individuals in residence here.

Among my accomplishments over the past year;

- 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
- Implementation of the "Community Café" psychosocial education series
- Reorientation of Tenant Advisory Committee into a Volunteer Association
- Partnered with South Osborne community groups on "Adopt a Senior" initiative which attracted neighborhood and media interest
- Developing enhanced collaborative working relationships with health and social service systems representatives
- Partnered with A and O on "Be a Santa to a Senior" gift initiative
- Partnered with WRHA Access Fort Garry on distribution of individual care packages for tenants at Christmas
- Forward planning for anticipated continued spike in Covid cases in the building

Priorities:

- Build a culture of Volunteerism in the building
- Establish a 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 services entities
- Continue to build partnerships with South Osborne community groups

Bethel Place

Name: **Joanne Schmidt**

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- Take out delivery service
- Sustainability through the Canada Emergency Wage Subsidy funding

- Continue to engage in volunteers (limited) in meal delivery's, packaging & dishes
- Each resident received a free Thanksgiving dinner and a Christmas dinner delivered to their suite
- Continue to provide healthy, hot meals

Priorities:

- Full dining room service with limited delivery service
- Train a volunteer to become the Dining Room Supervisor, their role would be to note any deficiencies and meet the needs of our patrons.
- Provide additional training for our volunteers in the dining room to ensure safe food practices
- We are looking forward to renovating our dining room with fundraising initiatives

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:

- In the past year Villa Cabrini has completed renovations to our outdoor patio area as well as to our meal program. Our new patio will provide a beautiful, common outdoor space for our tenant to use to bbq, visit with family, garden, and much more.
- We have organized and updated our craft area with everything labeled and packaged, so we can provide tenants with crafts they can do in suite. We are also delivering puzzles and library books to suites as needed. Due to Covid-19 restrictions a lot of our programs and services had to be canceled or postponed. We continue to provide activities for our tenants by having in house scavenger hunts, contests and draws, word puzzles and themed days.
- We had two Covid-19 Vaccine clinics where 89 tenants and two staff got fully vaccinated.
- We ran a tax clinic to provide assistance for our tenants during tax season which had 35 participants.
- This last year of operation also marks the 35th Anniversary of Villa Cabrini Inc.

Priorities:

- We are hoping with the loosening of Covid-19 restrictions we can have regular programs and activities back up and running.
- We hope to provide different exercise classes, information sessions, coffee hours, musical performances, and bingo. Along with monthly outings to casinos, shopping malls, parks and many other outings. Weekly shuttles to grocery stores, and eye & foot care clinics.
- We are hoping more tenants will participate and eventually open our programs up to 55+ members of the community. We will continue to monitor participation numbers, and send out surveys to learn of the interests and wants of the tenants within Villa Cabrini.

Senior Resource Finder – Assiniboine South/River Heights

Name: **Martin Landy**

Senior Resource Finder

Accomplishments:

- On-Line Zoom Presentations to the community. Success was measured by the number of participants, increase in numbers and returning participants. Evaluations were taken and reviewed.
- Social Isolation, Digital Literacy (SIDL) project involved the distribution of portable technology, (iPads) to isolated seniors who meet the selection criteria for this project. Success was measured by survey, interviews with participants and number of participants who purchased iPads. We created a partnership with an Ottawa based Connected Canadians to supply knowledge and support to our program.
- South Winnipeg Seniors Resource Centre's (SWSRC) internal development and capacity building. Success was measured by the development and implementation of new Policies and Procedures for the organization. This included a Code of Conduct for Staff and Volunteers, operating manual for Congregate Meal Program, updated and revised Human Resources Manual.
- To maximize funding opportunities to support the organization and allow us to continue to support our constituents. Dealing with dramatic increasing operational costs while no increase in support for the past 5 years.
- Continued dissemination of information and updates to the community. Our E-blasts and Facebook posts impression have increased by over 175%.
- Meal Programs ability to switch from a congregate model to a full delivery model, meeting all regulations without missing one day of service. Success was measured by the number meals served.
- SWSRC's internal development and capacity building. Success was measured by the development and implementation of new Policies and Procedures for the organization. This included a an operating manual for Congregate Meal Program, updated and revised Human Resources Manual and emergency operations guidelines.
- To maximize funding opportunities to support the organization through HelpAge Canadas and the Federal Government. These funds supported our increased costs due to adapting to our "Delivery Model. These funds allow us to continue to support our constituents. While dealing with dramatic increasing operational costs while no increase in support for the past 5 years.

Priorities:

- To develop our meal program to new growth in revenue streams. Number of new clients and improvements to our revenue streams will provide us with the required information
- To continue to provide On-line access and connectivity to our community through the website and e-blasts. We will continue to monitor the numbers of participants as stated above.
- To continue with the SIDL project. We will work with our collaborative partners to find and refer older adults who would benefit from this program. We will continue to use the methods mentioned above.
- To rebuild our resources database as COVID had had a huge effect on our community of support.

St. Vital

Senior Resource Finder – St. Vital / St. Boniface

Name: ***Kunle Omomo***

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 in 2019.

- 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.
- We hosted a number of presentations at Dakota Community Centre (DCC) including Fall Prevention presentation seminar led by Luana Whitbread and “Where are my keys” presentation led by the Alzheimer’s Society.

Priorities:

- Distribute over 300 wellness kits to vulnerable seniors in the community for Covid-19 support. Provide or directing seniors in the community with assistance in transportation, food runs and other resources.
- Start iPad Loan Program and volunteer daily hello program for vulnerable seniors - Support as many people as possible
- Continue existing fitness classes including Tai Chi, Zumba Gold, and Pilates both in person and virtually via Zoom
- Introduce social and therapeutic programs including woodworking & craft (knitting and sewing), Virtual Reality programming, walking program, Brain games (i.e., Bingo, Trivia nights and word searches) and Community presentation programs that range from fall prevention, cultural & spiritual programs, to finance classes, etc.

Winnipeg Housing and Rehabilitation Corporation - 60 Chesterfield Avenue

Name: **James Heinrichs**

Tenant Resource Program

Accomplishments:

- One of our biggest accomplishment this year was encouraging tenants to abide by the COVID-19 restrictions. It took a lot of encouragement to get tenants to practice wearing masks, not gathering in groups and social distancing. It is a lot better although we still have to keep reminding tenants.

Priorities:

- Priorities for next year including resuming social activities and rebuild community connections amongst tenants.

St. Boniface

Archwood 55 Plus

Name: **Krista Billeck Johnson**

Senior Centre

Accomplishments:

- Created a pandemic mitigation plan for safe operation of the senior center that is in compliance with public health orders. Measured by audit by local public health inspector. No reported COVID spread traced back to the senior centre.
- Conducted on-site fitness activities (Functional fitness, yoga, chair yoga, line dancing, pickleball, billiards during 2020 when public health orders allowed their safe operation. Measured by attendance sheets submitted to WRHA.
- Conducted instruction to our members for video teleconferencing via Zoom to allow socializing of members in a safe manner. Measured by successful completion conduction of on-line programs.
- Conducted fitness classes by Zoom (functional fitness, line dancing and yoga). Measured by class attendance sheets submitted to WRHA.

- Conducted Annual General Meeting in April 2021 to elect a new Board of Directors and Officers and amended by-laws to allow video conferencing for meetings. Measured by meeting quorum achieved as well as establishment of a new oversight structure.

Priorities:

- Establish stable on-line accounting software by transitioning to QuickBooks On-line
- Diversify club funding through expanded programming and external donors and sponsors. Goal Measurement: Percent funding through other sources. Goal is being established.
- Review programming to better serve club member base. Goal Measurement: List created and vetted with membership to best serve our members.
- Address shrinking membership with new recruiting outreach. Approach Winakwa Community Centre regarding joint programming or other Joint Venture. Goal Measurement: Goal is being reviewed by board.
- Enhance IT back-up systems and establish on-line access to club administration files. Goal Measurement: Move key administration e-files to Cloud for virtual back-up utilizing Microsoft One-drive.
- Investigate on-line membership management system to better manage member renewals, programing registration and member database. Goal Measurement: Pilot Wild Apricot membership management software for better web interface with our members.
- Enhance password management system to keep it updated and managed. Goal Measurement: Create secure password spreadsheet with associated policy.
- Set up an on-boarding process for Officers and Directors to enhance sustainability of club management and improve performance. Goal Measurement: Create on-boarding system for new Board members.

Foyer Vincent

Name: ***Kathy Levacque***

Congregate Meal Program

Accomplishments:

- With Covid 19 we started take out & delivery and found that the residents were very pleased that they were able to access a meal, even if they could not congregate. Our building was very lucky to be one of the buildings that were able to get both Pfizer vaccine shots early on and this proved to be and uplifting as many are in their 70sand 80s. This made for a more worry-free environment.

Priorities:

- We are always trying to find new ways of acquiring meats and groceries at reasonable prices with different areas of shop (ie. Superstore, Valu Lots, Millers Meats, RCWC, No Frills). We will continue to deliver exceptional meals to our residents with delivery & take out in mind. Hopefully, the cuisine will reopen to congregate and we can have our monthly summer BBQs. To email out a list of our menus to the community.

Place Des Meurons

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

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- We managed to increase the number of meals by offering delivery and pick up services. Offering good food quality and variety made the meal program very successful and more residents are involved in the program now.

Priorities:

- Keep engaging the residents with the meal program. We offer one special meal every month related to “the holiday of the month” example: St. Patrick’s Day, Easter, Mother’s Day etc. The residents enjoy those special meals. We keep investing on buying utensils useful for the pick-up and delivery services (trays, disposable containers, reusable containers) Our volunteers help us with the sanitizing of all the utensils, set up the trays and with the delivery services and always following the current protocol regarding covid-19 and health safety regulations.

Manitoba Housing - 875 Elizabeth Road

Name: ***Titi Tijani/Cathy Cortvriendt***

Tenant Services Program

Accomplishments:

- Highest attendance at an event this summer: Sereena Ryder played a concert in the courtyard.
- More tenants participated in the ‘Be a Santa to a Senior’ program, well received given the restrictions due to Covid.
- Garden area continues to expand and be decorated. More tenants than ever are outside beautifying the courtyard and front of the building.
- Wellness packages were delivered to every tenant with many thanks to the Senior Resource Finder St. Vital.
- Despite restrictions we were able to have another successful income tax clinic. Staff delivered information packages to those that requested it, collected and completed the forms and delivered them to the tax preparer. *This is the first year where I did not receive one call after the fact due to errors or omissions.
- Tenants that I have not seen in the past outside of their units are becoming more socialable and venturing out, with the proper precautions.
- We were able to accommodate Red River College Nurses for two sessions this year.

Priorities:

- It would be nice to be able to have another courtyard concert, if health orders permit. At this point of the pandemic, keeping my tenants physically and mentally healthy are top priorities.

Manitoba Housing - Congregate Meal Program 875 Elizabeth 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.

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 number of tenants refusing pest control treatments in the building. Unit inspections conducted to identify pest activity levels and support tenants needed to maintain successful tenancies. 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 the COVID-19 pandemic. Tenant Advisory Committee meeting is on hold pending the lifting of all the Covid 19 public health restriction

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, Community Wellness Initiative, 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 :

- A drop-off/pick-up service was set up for tax filing. A spirit of cooperation was encouraged among residents for compliance with provincial health regulations. As a result, no known cases of covid-19 were declared.

Priorities:

- The Tenant Association will be building a rapport with the new Tenant Resource Coordinator. We will be able to measure achievements by noting new programming and services offered to tenants.

Senior Resource Finder – St. Vital / St. Boniface

Name: **Kunle Omomo**

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 in 2019
- Additional funding from the WRHA allowed us to order supplies for 7000 Emergency Resource Erik Kits - E.R.I. Kits and distribute them to the Senior Resource Finders throughout Winnipeg.
- We hosted a number of presentations at DCC including Fall Prevention presentation seminar led by Luana Whitbread and “Where are my keys” presentation led by the Alzheimer’s Society.

Priorities:

- Distribute over 300 wellness kits to vulnerable seniors in the community for Covid-19 support. Provide or directing seniors in the community with assistance in transportation, food runs and other resources.
- Start iPad Loan Program and volunteer daily hello program for vulnerable seniors - Support as many people as possible

- Continue existing fitness classes including Tai Chi, Zumba Gold, and Pilates both in person and virtually via Zoom
- Introduce social and therapeutic programs including woodworking & craft (knitting and sewing), VR programming, walking program, Brain games (i.e., Bingo, Trivia nights and word searches) and Community presentation programs that range from fall prevention, cultural & spiritual programs, to finance classes.

Transcona

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

Name: **Colleen Tackaberry**

Senior Resource Finder/Congregate Meal Program

Accomplishments:

- Our major achievements have been to turn our congregate meal program into a take-out and delivery program. We are serving between 50-100 meals each day.
- We have also been able to keep our volunteer ride program functioning.
- We are using Zoom to connect to seniors who have technology.
- We collect stats for number of users.

Priorities

- Next year our priorities are to train as many people as possible to be able to use Zoom and social media.
- We will continue to expand our takeout and delivery meal program to those most vulnerable.
- We hope to be able to safely restore all of our previous programming when it is allowed in person.

Park Manor Care

Name: **Abednigo Mandalupa Jr.**

Supports to Seniors in Group Living

Accomplishments:

Both Sites- East Park Lodge – 720 Kildare Ave E and Columbus Village 680 Kildare Ave E

- Due to the COVID-19 Pandemic, it has been hard to measure our accomplishments in the usual process. Accomplishments have included the ability to daily establish and maintain open communication with our tenants at both apartment blocks while following the Covid 19 regulations.
- Provide resources and support to our tenants has been essential as they seek us out as a source of their daily routine. Have assisted some tenants with daily needs such as shopping for essentials if they have no other supports available. Provide Conflict Resolution between, tenant to tenant, tenant to management, etc.
- Coordinators on site daily has been essential to our older adults and in meeting their needs, i.e.: liaison for management and tenants due to restrictions associated with Covid -19 pandemic.
- Helping interpret public health orders and restrictions according to Shared Health.
- Assist in the application process on behalf of our tenants, as challenges due to technological issues and online access i.e.: Census Canada, MB Rent Assist Program, Canada Revenue Agency, Services Canada, MB Health, etc.
- Organize & liaison Income Tax preparation services for tenants
- Collaborate with the WRHA Home Care program to support tenants
- Coordinate Wellness Clinics via telephone with nursing students with tenant participants at both buildings (East Park Lodge EPL & Columbus Village CV) during Covid -19 Pandemic.

- Providing social networking and emotional support to our tenants and supporting families during lockdowns and Shared Health restrictions which have prevented visitations i.e. friendly chats, wellness checks.
- Recognizing all events/holidays throughout the year, providing door to door drop offs i.e., Mother's Day, Easter, Christmas.
- Tenants responses and reactions to us being present in the buildings have been overwhelmingly positive, i.e. satisfaction survey results, and tenants asking for us to be their designates during these lockdowns.

Priorities:

- Our goals are to maintain open communication and relationships with our tenants.
- To continue to focus on providing emotional support, mental health support and encouragement.
- Restart of programming according to public health guidelines and recommendations i.e. education programs, walking program. exercise, coffee time, etc.
- Continue to provide resources & educational information to support independent living, i.e. emergency assistance agencies/companies such as Life Line, etc., specific health issue supports such as diabetes, heart health, hypertension, arthritis, stress, depression, etc.
- Continue to support management as liaison between tenants and management.
- Continue to work with local agencies and services, such as Transcona Council for Seniors, WRHA Transcona Access Centre, etc. to link tenants with services available in their community.
- Organize the yearly Flu Shot Clinics.
- Work with the Red River Nursing Program placement program.
- Continue to collaborate with the WRHA Home Care Program to support tenants.
- Continue to provide conflict resolution services for tenants.
- Continue to collaborate with the Tenant Associations in meeting the social needs of tenants.

River East

Good Neighbours Active Living Centre (GNALC)

Name: **Susan Sader**

Senior Centre (SC) /Supports to Seniors in Group Living (SSGL) /River East- Senior Resource Finder (SRF)/Congregate Meal Program (CMP)

Accomplishments:

GNALC – Senior Centre (SC)

- Resource information was sent to members regularly. Feedback was that members appreciate the contact and have been finding the information helpful.
- An email was sent asking our volunteers if they would be willing to phone seniors who are at risk of social isolation and have let us know they would like a social phone call. We had 25 volunteers who were willing to do this. Referrals came from the Supports to Seniors in Group Living staff, the Outreach in Elmwood program, the Healthy Aging Resource Team and the River East Senior Resource Finder. A letter was sent to our members, and also asked those interested in phone calls to let us know.
- Through Facebook, we launched the Good Neighbours Members Network, a group forum for Good Neighbours members. It is a place where our members can connect and share ideas, tips, etc. Fifty-three members have joined.
- We facilitated the delivery of donated groceries and supplies to our members and clients who are low-income or who had health/mobility issues that kept them from getting these items. Donations came from a community volunteer we were connected to through the United Way.

- We received two \$10,000 grants through New Horizons for Seniors and the United Way to purchase cognitively stimulating resources for low income seniors and seniors without access to technology. These resources included large print puzzle books, jigsaw puzzles, paint by number kits, model car kits and wool. The goal was to provide items that were cognitively stimulating to seniors who didn't have a lot of opportunities for passing the time as they were self-isolating.
- Through a partnership with the Healthy Aging Resource Team, occupational therapy students and family social sciences students, we created a Coping with COVID-19 Toolkit. The goal was to provide seniors with information on activities they could do to help destress, reduce anxiety, and to learn healthy coping techniques.
- We applied for and received \$50,000 from The Winnipeg Foundation's COVID Stabilization Grant. With the uncertainty of COVID, this grant was greatly appreciated.
- We started to offer virtual programming to our members. We offered approximately 20 fitness classes for 6 – 8 week sessions, drawing and painting classes, and presentations. We applied for and received \$10,000 from the Safe at Home Manitoba program which was used for virtual programming as well as \$3000 from the Winnipeg Wellness Fund. We were able to offer these programs at no charge from January – May. We received so much positive feedback from participants.
- We applied for and received three \$5000 installments from the Manitoba Bridge Grant program.
- Through Mottola Grocery and the Blake Wheeler family, we delivered over 600 free meals to low income and isolated seniors on Christmas Eve.

Priorities:

- Successfully reopen as public health regulations allow. This will be measured by participation statistics.
- Increase membership number to pre-pandemic number. We have gone from 1150 members to 700 due to the pandemic. This will be measured by counting memberships.
- Once operations resume some normalcy, restart working on the GNALC 3 year strategic plan. Four priority areas are Marketing, Space, Internal Capacity and Customer Management. Objectives include launching new website, development of a subsidy program for low income seniors, and developing key messages to be used in Marketing.

Support to Seniors in Group Living (SSGL)

- New Horizons for Seniors/United Way: New Horizons provided substantial amounts of grant money this year and United Way administered proposal review and funding. Good Neighbours was very fortunate to have been approved for two grants. These grants were used towards purchasing a variety of puzzle books, jigsaw puzzles, yarn, paint by numbers and model cars. These items were used by a number of groups, ours using a majority of the items for our buildings. Providing these resources have allowed us a great deal of individual interaction with our clients and kept us connected to the community. We were able to provide stimulation for our low-income seniors especially who do not have technology to entertain them. They also helped our clients to battle the ongoing isolation, loneliness, fear, hopelessness, anxiety and depression that are gripping our community.
- United Way (funding/care packages/supplies): United Way was one of our largest supporters this last year. On top of the funding mentioned above United Way also received a bulk of warehouse items from Bianca Amor's Liquidation Super centre. We were able to collect games, non-medical Personal Protective Equipment, hand sanitizer, jigsaw puzzles and some odds and ends items for ourselves and our clients. During the summer we received approximately 60 shopping bags full of care items to distribute.
- A&O Support Services for Seniors (care packages): A&O provided care packages twice within the last year. In the summer, we received 20 care packages with daily supplies for us to handout (shampoo, toothbrush/paste, hand sanitizer, masks, socks, combs, deodorant, etc.). The second

round of items was 20 boxes from the Rapid Relief Team filled with home essentials. We also advertised *Senior Centre Without Walls* to try and reduce the isolation seniors were experiencing.

- Community Volunteers: Community Volunteers been amazing in helping us support our struggling seniors. They provided us with eight deliveries of groceries and household supplies. Some of our highest risk seniors say they would not have made it without this support. Our community contact Kristie Pearson also connected with a lovely lady named Jeannette that did a yarn drive for us and brought a truck full of yarn for our seniors.
- City of Winnipeg Grant -Jeff Browaty: to help run any programs we could to break up the day for the seniors needing some contact.
- CAA (picked up & delivered Winnipeg Harvest hampers): During this pandemic, Winnipeg Harvest decided to provide monthly hampers (instead of bi-weekly) to decrease frequent pickups. This in result gave them larger boxes that were hard to carry and bring back home. CAA offered their services to help those in our community through our program. Once seniors were given a pick up day for their hampers, we would submit a request form to CAA and they would arrange for a driver to pick it up and deliver it to their door. This was absolutely valuable especially through winter as most seniors do not have vehicles and rides services had been suspended.
- Ebbeling Pharmacy: Ebbeling Pharmacy has been a very valuable partner in our program throughout the years. We arranged our flu clinics in November at 1100 Henderson Hwy and 220 Oakland Ave to do about 100 flu shots. We ran strict protocols for this day with sign-up, appointment cards, proper spacing and sanitization. Jeff Froese thanked us for our high level of organization and smoothness of the clinic stating (as he has before) that we run the best flu clinics.
- Mottola Grocery: This was an incredible surprise; they reached out to Susan Sader and asked if she knew of seniors that could use a Christmas meal. When she asked us, our question to them was, “can they do 500?”, and they did! On Christmas Eve day at noon they dropped the food/dessert off in our office and our little team of seven staff, students and two moms delivered 585 meals to seniors who were home alone in our 4 buildings. There were many tears and an abundance of appreciation that still makes us emotional today thinking about it.
- Be a Santa to A Senior (BASTAS): We first started working with A&O, but they found this year was quite challenging trying to use a new system with Amazon and the Home Instead data base. After a bit of confusion and difficulty with Amazon packages missing, we decided to work directly with Home Instead who coordinates BASTAS globally. Home Instead was incredibly accommodating. They truly believe that no senior should go without a gift and worked hard to fill our very large order this year. We too believed every senior deserved a gift; we picked up, wrapped and delivered almost 700 gifts in December (thank you to the six amazing volunteers who worked full time to help make this happen).
- A farmer who wanted to remain anonymous also donated 35 dozen eggs that were dropped off on Saturday December 19 and delivered on Monday December 21 to seniors that had signed up. In total, 49 people received half a dozen eggs.
- Santa Lucia Pizza on Henderson Hwy: They donated over 30 pizzas over a couple of Tuesdays in May that were for seniors in need and staff.
- Grocery services: We created some new relationships with grocery stores and private care services to make special arrangements for those that live in our four apartments. The majority of our seniors are low income and have no technology, so they were not able to use online ordering, so we did it for them. They would call us with their grocery lists and we would do the shopping online for them and have it delivered to their address. Our most unique arrangement was with Downtown Family Foods that created a special code just for our four buildings. We would place the order online for the seniors and the store would deliver; this was the only place that continued to accept cash/cheque (most of our seniors do not have credit cards).
- Private care services: As a result of COVID, families grew more fearful of coming to the homes of our seniors to provide help, and Homecare cut services for many individuals. We called all the private care services for quotes and time requirements. Some services offered to allow less of a time requirement. We did end up advocating for many of them that really needed the help to get

their Homecare services back, but it did take a few weeks to several months for some to be restored.

- Student Placements: This last year, we were one of the programs that stepped up to continue with practicum students. Our first partnership was with the University of Manitoba working with a Family Social Sciences placement from September through to April (the Centre had a student as well who spent some time with us). Both candidates have requested to continue volunteering with us. Our placement jumped right in to run a phone call program for 2 months with a focus on addressing feelings associated with grief and bereavement. She was hoping to run a 3 week program on “Discussions About Loss” but we needed to cancel after the first presentation due to public health restrictions. They worked hard in assisting with deliveries and managing phones. They also assisted us in bringing our filing up-to-date. Secondly we were approved for a green team placement over the summer for the first time. The individual was with us for 8 weeks and worked hard making many phone calls. Thirdly and maybe the most exciting this year, was the University of Brandon Nursing Program granted Megan permission to supervise three psychiatric nursing students. This placement was a huge success. Both we and the students (based on their praise and closing surveys) benefited greatly from the partnership. They created five brochures and ran two mini health check-ups (following very strict protocols). Our health check-up time slots were all filled and people were asking for more but unfortunately, we were out of time for the placement.
- Granite House (1100 Henderson Hwy) and Parkside Plaza (1630 Henderson Hwy) Meal Programs: When lockdowns began, one of the ethical decisions Good Neighbours Active Living Centre - GNALC needed to make was to stop using our volunteers to do our part in protecting them. When this decision occurred, the staff had to step up and adjust to fill in many of these roles. Regine and Megan worked with Meal Coordinator Robert Wanner from the River East Senior Resource Finder - RESRF meal programs to advertise and offer delivery in our four blocks. We took on doing the meal deliveries until the fall when the demand of our own program load required more of us and the meal program began to bring a few volunteers back in.
- We operated every day and served the tenants in our buildings in every area we could - filling out forms, referrals, advocating, communicating with doctors, property managers, families, homecare, agencies and more. We did 5-10 person events when we could throughout the year: offering movies (Hidden Figures) and opportunities to get together and discuss mental wellbeing, COVID, suicide and anxiety. We also created a lot of posters - posters with COVID updates, kindness, shopping resources, where to call for help like 211, the Healthy Aging Resource Team (HART), our SSSL program, and “Neighbours Helping Neighbours” posters which included helplines, crisis unit and more.
- Good Neighbours: Although the doors were closed for the year the staff continued finding ways to reach out. Our program was able to take advantage of a phone call program, zoom sessions and a “Coping with Covid Toolkit and Resource List for Older Adults” co-created with the Healthy Aging Resource Team Occupational Therapy students.
- Technology Issues: Mental well-being has been our number one issue this past year with the highest ratio of cases (some quite serious and ongoing) that we have had to work with. A substantial factor in this was the assumption by the government and society that everyone has technology. Out of our 900 (rotating) senior population, less than 10% have smart phones, tablets or computers. They had no way to watch zoom meetings, participate online, order supplies or groceries, or get the general stimulation much of society relied on their technology for during this time. We did our best to help submit things online, fax or email them for people. The large part of our workload was definitely done by phone.
- We received many thank you cards (and verbal feedback) in December and January especially, from seniors thanking us for all we were doing to make a difference. They loved the gifts and food and appreciated our efforts to keep them involved and up-to-date on information with our ongoing posters. We continue to receive letters and phone calls thanking us. One lady who lives in our block and is a nurse, not yet a senior herself recognized all we were doing and gave us a thank you letter

and \$200 donation as appreciation. Coming from a nurse who is working to literally save lives, we found this very moving and affirming that we are making a difference.

- We also monitor quantitatively via stats. Our stats were quite high this year with the increased contacts due to so many deliveries, phone assistance, check-ins and follow-ups (we were not able to keep up with our stats as we were so busy we missed counting many, many things). As an example, December 2020 stats were substantially higher than 2019 and 2019 were high due to many group activities. In 2020 we had no group events, each contact was a direct, in person contact!

Priorities:

- Unfortunately, our program is functioning more in a responsive manner than planning at the moment, as it is difficult to know what the future holds.
- We are trying to apply for grants to run some programs as the money isn't in the budget, especially with the extra costs of supplies and equipment required. We are hoping to do a wellbeing presentation series partly using Canadian Mental Health Association - CMHA zoom sessions and maybe some trips during the summer if funding comes through and restrictions relax.

River East – Seniors Resource Finder (SRF)

- Due to the pandemic the congregate meal program became delivery only. Robert Wanner, the Meal Coordinator prepared the meals and the staff did the delivery during times when COVID numbers were high. We did not want to put the meal program volunteers at risk. The meal program expanded to delivering meals five days/week at 1590, 1630 and 1660 Henderson, and three days a week at 1080/1100 Henderson and 210/220 Oakland. We received a \$10,000 grant from Food Rescue/Second Harvest to help with this program expansion. The meal program has been very successful this past year, with many new customers. The number of meals served (via delivery) increased by 36%. Feedback is the seniors appreciated the meal delivery as it meant they were better able to stay home and self-isolate.
- Due to the pandemic, we had to discontinue the volunteer drivers program, and Emergency Response Information Kits (ERIK) presentations.
- The Seniors Resource Coordinator has been on an extended health leave. The Good Neighbours staff has been able to take on different parts of this position to ensure seniors were receiving support as needed.

Priorities:

- As COVID numbers go down and vaccination numbers go up, we will reestablish the Rides for Seniors program.
- We will continue to offer delivery as an option as long as necessary, and will hopefully be able to restart the congregate part of the meal program

Donwood Manor Elderly Persons Housing

Name: **Nina Labun**

Supports to Seniors in Group Living (SSGL)/Tenant Resource Coordinator (TRC)

Accomplishments:

- COVID 19 has strained all of our resources as we seek to keep the seniors in our care safe, and mentally well. We pivoted and readjusted several times to evolving Public Health directions, and experienced a great need for Supports to Seniors in Group Living (SSGL) as loneliness set in with the majority of tenants. Our Tenant Resource Program (TRC) has to, and still needs to, 'way-find' through information as it relates to a seniors housing community, versus a PCH or acute care

setting, and communicates with our SSGL on a daily basis to ensure the information is consistent from position to position.

- Through this, our major accomplishment has been holding a vaccination clinic for our tenants and increasing our tenant, and family, connections with through our TRC/SSGL, which has been crucial for the mental well-being for our seniors.
- TRC is heavily involved in bed bug management and personally reviews all infected suites and works closely with families that are working through that experience. The TRC setup weekly checks on monitors for SSGL which has increased SSGL time spent in-suites and with residents. The TRC overhauled how our contractor performs their duties to ensure meticulous care is provided – this came about as we a tenant was cleared for bugs several times for nearly year – the TRC had previous experience with bed bugs and had a trusted contractor, and after the trial run, we committed to the new contractor and have not experienced bed bugs in our building since.
- TRC overhauled the suite-turnover process during the code Red, while we experienced an influx move-ins during strict government guidelines that did not allow for non-essential contractors to enter the building.
- SSGL staff have enjoyed the opportunity to increase their tenant interactions related to Code Red protocol and tenants requiring a greater need.
- SSGL's one-to-one interventions increased by at least 25% from April 2020 to June 2020. We experienced a significant dip when the guidelines suggested phone calls in lieu of face-to-face interventions in November 2020. As tenants age in place, and many experiencing their own forms of dementia, SSGL's were constantly redirecting tenants to isolate when government guidelines required, to repeatedly reminding tenants to wear masks, and to wear them properly while inside the building, to politely asking tenants to remain physically distanced on a daily basis.
- SSGL were involved in purpose driven activities - such as: breaking down cardboard, watering plants, sweeping the front entrance, etc. - for tenants suffering from isolation; tenants involved in these activities were grateful and thankful for the opportunity to contribute to their community in a meaningful way.

Priorities:

- Code Red exposed the needs of our tenants and the importance of convenience as they age in place. Being cut-off from family support systems due to restrictions, enhanced the reliance of our tenants and their families on our SSGL and TRC, as families and tenants sought direction from our staff members. With upcoming Provincial Pandemic Response changes, risk mitigation related to COVID 19 is still a top priority, and additional communication from the TRC with assistance with SSGL increases.

Additional priorities for this coming year include:

- Tuck Shop – many tenants did not feel safe leaving the building for essential services like groceries, and the online grocery/general item ordering system was not feasible from an administrative perspective. Many tenants do not own credit cards so the purchases would be completed using Donwood's corporate card, and we incurred administrative costs such as, account setup (30min/per), transaction approval with tenant (20min/per), post transaction administrative input (20min/per), and transaction delivery (10min/per). The additional 50min/per transaction, plus the initial 30min setup, is not feasible without additional funding to ensure information is collected and inputted correctly – we sought \$2,610 for funding this opportunity last year, and need to increase this funding to ~\$12,500. Projected additional time spent annually handling requests: 50min x 40 tenants x 26weeks / 60min x \$14/hr = \$12,133 + (30min x 80 tenants x \$14 = \$560) = \$12,693
- Increasing conveniences for our tenants by providing health awareness sessions, flu shot vaccines, continuous navigation and communication to/with tenants regarding government guidelines, iPad education with Apple, Google Nest education with Google – pending governmental restrictions.

Elmwood East Kildonan Active Living Centre

Name: ***Leilani Esteban Villarba***

Senior Centre/congregate meal program

Accomplishments:

- Over the course of the year we were able to adapt to the ever-changing climate and the conditions that were set forth by Public Health. During this time, we have maintained relationships with members and have developed cultural components to our programming and added new board members with different perspectives. We work with a Cultural Connector and a Truth and Reconciliation Facilitator to ensure that our programming and services are open and welcoming to all.
- This year has brought new initiatives and more intergenerational programming to our facility and when our doors opened our members enjoyed meeting new people and learning new things. Another great success where we had a lot of uptake was our free taxi rides to and from an essential appointments/and services. Our members were able to get to and from essential appointments, such as vaccine clinics, doctors' appointments and get to social service appointments at no cost. We hope to sustain funding that allows us to provide free taxi rides to our community to essential services. Traveling by bus for our vulnerable population is not recommended and we would like to remove the barriers that create more disparities for our low income and fixed income community members.
- We also were given 35 free cell phones with one-month free phone service and free data. With that we were able to provide 35 seniors with free cell phones and spend time with each of them training them how to use their device.
- Our successes were measured by the number of members/seniors in the community that are accessing services and becoming members or entering/or calling for resources, services or programs of the Centre.

Priorities:

- Our plan has always been to slowly phase into programming as restrictions start to lift. Despite the calls and the pleas for the restarting of regular programs from members who miss being at their home away from home, we have limited our programming to ensure that we are able to manage the cleanliness and the social distancing measures set forth by the Public Health Orders.
- As more and more of our members get vaccinated, we are slowly seeing more seniors come out despite the caution they should be taking around those who have yet to be vaccinated. We feel that we need to address this by providing accessible information for older adults- mail outs in simple language explaining what happens after you receive the vaccination. Information on understanding the risks or concerns after the vaccine; to themselves and to those they come in contact with.
- Our goal for next year is to bring members back and attract a diverse population. Our partnership with the Chalmers Neighbourhood Renewal Corporation will allow for more inclusive programming through the work of the Cultural Connector and the Truth and Reconciliation Calls to Action Coordinator. Also, the work of our Health Ambassador and the Community Relations Officer (CRO) ensure that our members are returning to a safe facility and that the most up to date and most relevant information is being shared in terms of resources, programs, protocols, and services. We currently have an iPad library where seniors can learn the use of technology by borrowing an iPad for one week at a time. Members can also spend one on one time with our CRO to help navigate through the technology and the virtual world that we are now moving into.

Elmwood EK Active Living Centre - Congregate Meal Program

Name: ***Leolani Esteban Villarba***

Accomplishments:

- Over the course of the year we were able to adapt to the ever changing climate and the conditions that were set forth by Public Health.

- We continue to provide seniors and the community with low cost, no-cost frozen meals and emergency hampers.
- We have served over 4000+ meals over the past year, frozen meals, hot meals to go, full dinners within Public Health Guidelines, cook at home meal packages and have provided individuals/families with emergency pantry/hampers at low-cost or no-cost to older adults, individuals/families in the community.
- We measure our success by the number of members, seniors, families and individuals, that access our services. Number of meals sold, and number of programs and resources accessed through our facility.
- We also base our success on the number of individuals, older adults, members and individuals who provide us with feedback through surveys, one-on-one conversations and through evaluations.

Priorities:

- We hope to encourage our members to come back knowing that they are safe to enter the facility and address the impacts of isolation that this has had on many of older adult population.
- We will continue to offer low-cost to no-cost meals weekly and would like to add an additional day to our one day offering. Pre-pandemic, we had a demographic with high percentages of vulnerable populations, systemic inequities are creating unprecedented numbers of challenges for our community. Our community is looking for equitable and accessible resources, and we hope to continue to provide more of those opportunities. We are working closely with the Chalmers Neighbourhood Renewal and through this partnership we will have access to funding streams and external funds that we normally wouldn't due to our non-charitable status.
- We measure our success by the number of members, seniors, families and individuals, that access our services. Number of meals sold, and number of programs and resources accessed through our facility.
- We also base our success on the number of individuals, older adults, members and individuals who provide us with feedback through surveys, one-on-one conversations and through evaluations.

Bethania Housing – BethaniaHaus

Name: **Jodi Barbosa**

Tenant Resource Program

Accomplishments:

- Provided support for tenants during time of isolation (COVID-19) by providing individual activities, crafts, and games.
- Restarting activities safely, when permitted under the guidelines from the government to support tenants socialize in a safe way.
- Received a grant to provide technology for (senior) tenants. Purchased technology items (laptop, projector and WIFI) to help tenants learn how to use zoom, look up information on the Internet and once permitted, show presentations videos and tours via Internet.
- In lieu of gatherings, during holidays we celebrated by dropping off treats and/or gifts at each tenants' suite to lift their spirits (following health regulations). This has been a wonderful way of connecting with individual tenants in this time of isolation. This included individually packaged Christmas Dinners, delivered fresh by myself and another BethaniaHaus staff member, and made by the food services at Bethania.
- We were able to have meetings with all tenants by dividing them up by floor in September. This was important to keep tenants informed about important information and hear from them as well.
- Our raised garden beds were installed last summer, and this has increased the popularity of the garden. This is a great way for tenants to keep active, get outside and socialize in a safe way (when permitted).
- We had a Flu shot clinic- partnered with Northway Pharmacy. This flu shot clinic was well attended, 28 tenants received the flu shot. (More than ever before) We had a well-run clinic, with forms filled

out ahead of time, tenants called down when it was their appointment, Screening questions asked and temperatures checked by our staff, a seating area to be observed afterwards.

- Instead of gathering items for a Christmas hamper, which we do annually, we collected and donated money to Winnipeg Harvest in January.
- I have kept tenants updated on COVID-19 immunizations and who is eligible during the vaccination rollout. We provided tenants with consent forms and information to help them get signed up for their shots. Many of our tenants have already had their first dose.
- COVID 19 immunizations were given out to some tenants who had not yet had the first dose, in coordination with the vaccination team and Kingsford Haus. Upcoming COVID-19 second dose clinic, with over 40 tenants signed up.
- In lieu of Birthday parties that we would normally have, there will be delivery of Birthday cards to tenants to help celebrate them and keep in contact.
- Measured the success of achievements by observing the tenant's satisfaction as well as the health and safety of all tenants.
- Measured 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 continue to adjust 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.
- Plan to resume social activities with tenants once restrictions allow including Exercise, Bingo, and other social events.
- Will be arranging events for tenants to attend where they can watch presentations, and other things via the Internet.
- Looking for funding opportunities to expand our Garden area, adding more raised garden beds as we have had so much interest in our garden since we added raised garden beds.
- Will 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 have adapted exceptionally well during all three waves of COVID outbreaks. Our staff and volunteers have been in compliance of all health guidelines and restrictions during 2020. We have continued to do so throughout 2021 and onward. Our Congregate Dining Room had remained closed and will remain so until restrictions are such that we can reopen to in person dining. Our main priority has been to meet the needs of our tenants in a safe and professional manner. Our volunteers provide meal service to their suite door, complying with PPE precautions.

Priorities:

- We continue to value feedback from our tenant. We are planning an outdoor summer come and go event as restrictions allow. In future we will continue to provide new meal options/menu items. Our goal is to continue to provide nutritious, cost effective meals for tenant purchase.

Bethania Housing – ArlingtonHaus

Name: **Daphne Frose**

Congregate Meal Program

Accomplishments:

- We have adapted exceptionally well during all three waves of COVID outbreaks. Our staff have been in compliance of all health guidelines and restrictions during 2020/21. Our Congregate Dining Room had remained closed with meals being delivered to individual suites. We are proud to announce that the dining room reopened on July 26, 2021. Our main priority has been to meet the needs of our tenants in a safe and professional manner. Our volunteers provide meal service to their suite door, complying with PPE precautions.

Priorities:

- We have a new manager at ArlingtonHaus who is bringing new energy to the program. In future we will continue to provide new meal options/menu items. Our goal is to continue to provide nutritious, cost effective meals for tenant purchase.

Seven Oaks Includes East and West St. Paul

Gwen Secter Creative Living Centre

Name: **Becky Chisick**

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

Accomplishments:

- This year was very different from others. We pivoted our congregate meal program to a delivery service delivering 620 meals weekly to isolated seniors. We developed a transportation hotline assisting seniors to get to medical appointments and vaccinations.

Priorities:

- We will continue to ensure seniors, especially those who are isolated are tended to. We are committed to do our part to assist with food security and getting seniors vaccinated. Once regulations allow we are committed to reopening in a safe way, reaching out to all seniors (existing membership and new participants).

Seniors Resource Finder – Seven Oaks

Name: **Susan Fletcher**

Senior Resource Coordinator

Accomplishments:

- Still supplying essential care bags to seniors
- Offering free rides to vaccine appointments
- Continuing to offer programs by phone 3 times per week (added a 6-week workshop by phone (pilot program) for Get Better Together
- Offering programs in the park until restrictions prevented programs

Priorities:

- Offering more programs by phone and online
- To have a website up and running
- Offering webinars/presentations on seniors' issues.
- These will be measured by attendance and senior feedback.

Senior Resource Finder- Middlechurch Home – Community Supports Program

Name: **Bev McCallum**

Senior Resource Coordinator/Tenant Resource Coordinator

Accomplishments:

- The past year has been a difficult year for everyone and arguably the most difficult for seniors, especially those who count on family members or others in the community for their basic needs. The pandemic has been an extremely isolating and lonely time for seniors and so since the start of the pandemic, I wanted to have a way to remain connected to them. I continued a bi-weekly Hello program, reaching out by telephone to those clients 65+, having a chat, checking in on their wellbeing, answering any questions they might have and providing them with undated health and resource information. This also gave me the opportunity to ensure they were taken care of and had some support to access the things they needed. Both my clients and I looked forward to these calls; it was a way to stay connected and to show concern and support of their physical and mental health. It also gave insight into what they might be needing or wanting, and I could adjust my work and services based on those needs.
- I also began sending out a monthly newsletter, rather than a newsletter every two months, to give more timely and current information. With information changing so fast, it was important to ensure they were up to date on different resources and services available to them. In my newsletters I also included crosswords, puzzle activities and in some cases, included a small gift with the newsletter; a handmade mask, a storage pouch for masks, bookmark, notepad, tea, etc. to add a bit of fun and levity to the other heavier but important topics covered.
- Throughout the year I also sent greeting cards for Christmas, Valentines, Easter, Mother's & Father's Day and other holidays, as an additional way to stay connected with seniors who were no doubt missing seeing their families and friends on such occasions. I was always happy to hear that the cards and letters brought a smile to their face, or hearing how much they looked forward to an extra little something in the mail – sometimes checking the mail was the only activity some could do safely outside of their home. In some cases, I even received thanks from family members, letting me know they appreciated me taking the time to reach out their loved one.
- For the last 14 years I have organized the Be A Santa to a Senior program and although I was very concerned the pandemic would impact my fundraising efforts, with not being able to raise awareness and funds face-to-face, I was glad I decided to go forward with the program again this past holiday season. I was so relieved that there was no negative effects and this past was the most successful to date. The public and community really opened their hearts to make Christmas very special for our community. We received enough monetary donations for gifts, toiletries and treats for 37 seniors, the most ever, and were able to purchase 6 iPads (which included 2 generous families and 1 staff work group that purchase iPads) so that residents could face time with their families during restrictions when on-person visiting was not permissible.
- I measure my success this past year by receiving feedback from my client group telling me that I have helped to make the last year less lonely for them, that I made difference by being someone they could come to, for a chat, for help with finding resources, or help make arrangements to get them what they needed. The gratitude I received from the community made the work I did feel important, meaningful and by making communication with my clients a priority it really gave me the opportunity to change what I was doing to meet the needs of seniors in East & West St. Paul this past year.

Priorities

- Priorities for the coming year include continuing to develop new supports, resources and services until I can resume our normal programs and services. This includes changing the work I am doing as conditions and restrictions change in the Province to ensure I am meeting the needs of my clients. I

plan to continue to keep that lines of communication open with my clients, addressing any questions and concerns they have and to offer any services, resources and assistance available and directing them to resources when I am not about to assist them directly.

- The Hello program, monthly newsletters, answering client inquires and mailing out of consent forms contributed to 98% of Community Services Program clients in East and West St. Paul receiving both or the first Covid-19 vaccination shots. This is wonderful news. As we move forward with lifting restrictions and seeing everyone receiving vaccinations, we will continue revisit how to safely restart services, clinics and programming under all the guidelines provided.

Inkster

Senior Resource Finder - Keewatin Inkster

Name: **Harvey Sumka**

Senior Resource Finder

Accomplishments:

- The Keewatin Inkster Neighbourhood Resource Centre (KINRC) Senior Resource Coordinator was able to continue working directly in the community and by following safety protocols avoid a work from home strategy. During this timeframe we worked hard to obtain some incredible advantages for residents in our community including but not limited to:
- KINRC successfully advocated for residents of Fred Douglas Apartments and Courts, Westlands at Oddy, Bluebird Lodge, Brooklands Inn and multiple independent living seniors residing in homes to receive 28-30 full weeks of NO COST delivered food hampers. Norwest Community Food Centre had received funding to provide food support to the community and KINRC's voice at the table was able to translate that funding into hampers which would assist in several ways. At the early stages of the pandemic, we were all able to quickly identify that older adults were at extremely high risk of infection from COVID-19 and therefore considered at greatest risk. These regular hamper deliveries prevented a trip to the grocery store and allowed individuals to continue self-isolation measures. Additional benefits of the hamper delivery included the uplifting notion that they were thought of for this support during a time of great stress and anxiety – restrictions not allowing family to be present made for troubling times and we heard countless comments about how much it meant to them that organizations like KINRC and all the ones involved were so thoughtful to recognize them in this way. Food hampers were entirely thoughtful and health focused to include fresh fruits and vegetables, dairy products such as milk and cheese, eggs, and staple pantry and toiletry items. Teams were assembled at each facility to ensure safe delivery of each hamper and a true collaborative effort from all partners involved ensured the success of this project. Each weekly hamper delivered was valued at \$20.00 and this component of the project represented approximately \$110,000.00 in direct food support to older adults.
- We were also able to provide approximately \$35,000.00 in support via Gift Cards to Sobeys/Safeway through a \$25,000 grant KINRC obtained and an additional \$10,000 in Gift Cards from the Norwest Community Food Centre. These gift cards greatly helped grocery budgets due to rising costs and allowed them to purchase items not included in the usual hamper deliveries.
- In the earliest stages of the pandemic, we created and delivered information packages on March 27, 2020 to approximately 300 older adults that included:
- Manitoba Health printable information sheets on COVID-19, explanations on why social distancing and self-isolation may be required, in-room exercise instruction sheets, reminders to self-check blood sugar and blood pressure at home and how to obtain the supplies to do so, proper hand washing instructions, various word search, crossword, riddles and brain teasers, a list of relevant phone and web supports in our community. We also included in the package life supplies including face masks, latex gloves, hand sanitizer, toilet paper rolls, mini shampoo, conditioner, hand lotion,

bar soap, comfort beverages including teas and hot chocolate, diabetic friendly candies, and a roll of full sugar life savers in case of a low blood sugar event. These packages provided some immediate answers and support and afforded us the opportunity to open a line of communication to our organization to remind them all that we were going to be there for them, especially to provide information referrals and supports in every way possible. This template was shared and utilized by other Resource Councils in the ensuing weeks and months.

- KINRC also aided with vaccination appointment scheduling and provided over 300 older adults with the proper documentation to fill out for both first and second shot doses. At every step we have been able to remain connected to our community and through positive word of mouth have gained additional familiarity of our organization and the services we provide. Information and referrals were of extreme value to all during this timeframe as many indicated running into dead ends before finding out about SRF's in the city. 211 did a fine job of spreading the word as well when they received calls for assistance.
- In retrospect, the greatest accomplishment for KINRC this year would have to be viewed as just how necessary and relevant an organization we were to the community at large. Despite all the challenges of the COVID-19 pandemic we have learned how to adapt and pivot and ultimately excel at fulfilling our obligation to support the older adult community we serve.

Priorities:

- As we slowly work towards the Provincial vaccination goals with signs for great optimism ahead, we hope that this year we can begin to encourage and engage older adults in accessing all the social opportunities that will be available to them. We have seen a definite decline in the state of mental health of many as the access to living a healthy social life had been greatly diminished. Individuals who took great joy from volunteerism still without that outlet have added to feelings of isolation and being undervalued as a contributing member of their community.
- We will, as always, continue to work on and strengthen partnerships with other community service organizations as we work together to engage our community through all opportunities new and old.
- We will also re-evaluate our current slate of programs and services to ensure that we are able to re-open them thoughtfully and safely and modify where necessary.

Keewatin Inkster Neighbourhood Resource Council

Name: **Harvey Sumka**

Senior Resource Coordinator

Accomplishments:

- The tenant resource coordinator (TRC) was largely able to continue working directly in the community and by following all safety protocols within the assigned buildings. At certain points, the TRC was required to work from home when there were known cases of COVID-19 existing in the building. As we are responsible for multiple buildings, we decided to position ourselves out of Willow Centre and not physically access our other buildings to prevent the potential spread of COVID-19. This strategy was discussed and agreed with all property managers as the safest way to proceed while still providing ongoing uninterrupted support. Days allocated to the building under normal circumstances were spent largely on the phone calling all residents to check in and determine if there were any questions regarding supports provided. Safe drop off at the door was utilized and distanced outdoor meetings were set up if face to face or providing of materials were required. We were also able to utilize hamper delivery days to provide additional exchanges as needed. During this timeframe we worked hard to obtain some incredible advantages for residents in our community including but not limited to:
- Successfully advocated for residents of Fred Douglas Apartments and Courts, Westlands at Oddy, Bluebird Lodge, Brooklands Inn and multiple independent living seniors residing in homes to receive 28-30 full weeks of delivered food hampers. Norwest Community Food Centre had

received funding to provide food support to the community and Keewatin Inkster Neighbourhood Resource Council's voice at the table was able to translate that funding into hampers which would assist in several ways. At the early stages of the pandemic, we were all able to quickly identify that older adults were at extremely high risk of infection from COVID-19 and therefore considered at greatest risk. These regular hamper deliveries prevented a trip to the grocery store and allowed individuals to continue self-isolation measures. Additional benefits of the hamper delivery included the uplifting notion that they were thought of for this support during a time of great stress and anxiety – restrictions not allowing family to be present made for troubling times and we heard countless comments about how much it meant to them that organizations like KINRC and all the ones involved were so thoughtful to recognize them in this way. Food hampers were entirely thoughtful and health focused to include fresh fruits and vegetables, dairy products such as milk and cheese, eggs, and staple pantry and toiletry items. Teams were assembled at each facility to ensure safe delivery of each hamper and a true collaborative effort from all partners involved ensured the success of this project. Each weekly hamper delivered was valued at \$20.00 and this component of the project represented approximately \$110,000.00 in direct food support.

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- In the earliest stages of the pandemic, we created and delivered information packages on March 27, 2020 to approximately 300 older adults that included:
Manitoba Health printable information sheets on COVID-19, explanations on why social distancing and self-isolation may be required, in-room exercise instruction sheets, reminders to self-check blood sugar and blood pressure at home and how to obtain the supplies to do so, proper hand washing instructions, various word search, crossword, riddles and brain teasers, a list of relevant phone and web supports in our community. We also included in the package life supplies including face masks, latex gloves, hand sanitizer, toilet paper rolls, mini shampoo, conditioner, hand lotion, bar soap, comfort beverages including teas and hot chocolate, diabetic friendly candies, and a roll of full sugar life savers in case of a low blood sugar event. These packages provided some immediate answers and support and afforded us the opportunity to open a line of communication to our organization to remind them all that we were going to be there for them, especially to provide information referrals and supports in every way possible. This template was shared and utilized by other Resource Councils in the ensuing weeks and months.
- KINRC also aided with vaccination appointment scheduling and provided over 300 older adults with the proper documentation to fill out for both first and second shot doses. At every step we have been able to remain connected to our tenants and through positive word of mouth have gained additional familiarity of our organization and the services we provide.
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- We will also re-evaluate our current slate of programs and services to ensure that we are able to re-open them thoughtfully and safely and modify where necessary

NorWest Co-op Community Food Centre

Name: ***Lila Knox***

Congregate Meal Program

Accomplishments:

- We have three goals at the Community Food Centre. These 4 meals and a few other programs (Thursday night dinner, 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 managed very few in-person programs and currently are offering cooking programs virtually.
- Our third goal is (broadly) to build community through Advocacy and volunteer program. Many seniors volunteered with us in previous years, but we have mainly relied on younger volunteers over the past year due to health risks. This may change as vaccines are given.
- Another accomplishment we are proud of: Bringing in enough funds to greatly expand our food access programs, providing hampers to seniors, Covid hampers to those isolating in their homes. We surveyed 53 Adults last fall and just recently did a specific Community Lunch survey. We surveyed 53 adults last fall and just recently did a specific community lunch survey.

Priorities:

- The numbers of meals served as take-out is currently almost four times our numbers from March 2020. We do not anticipate any major changes to the meal program; it is likely to remain in take-out format. We would like to find a way to reduce social isolation in the senior population (bringing back breakfast or food bingo) but we are waiting for the Covid situation to become safer first.
- We are also putting all staff resources towards food access, so will struggle to add anything back unless numbers needing food drop significantly. 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:

- Reaching out to isolated seniors on a regular basis – Called weekly to check on well being and having a friendly chat.
- Putting together “We Care Packages” and distributed to members – Lots of thank-you replies received.
- Made videos on cooking, crafts, exercise, etc. – These were highly praised by our members.

Priorities:

- We have developed a stronger partnership with the local elementary school. They made Christmas cards for our members, planted Amaryllis plants for Valentine’s Day to distribute to members.
- Survey members for programs of interest and ability to participate, once restrictions are off. We have lost so many members during the pandemic, some were transferred to personal care homes, others have passed away, or unable to get out. Therefore, we must have a huge membership drive this fall. We are hoping to set up programs, maybe change hours of operation to take in a younger age group than we presently have for members.

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 centres in collaboration with Studio Central/Art Beat Studio.
- Continue to develop and facilitate Active Aging in Manitoba (AAIM) Stepping Up with Confidence exercise classes in 55+ apartment blocks and recreation centres.
- As a result of Covid-19, partnered with A&O: Support Services for Older Adults and secured a HelpAge 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 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 Emergency Resource Information Kits (ERIK) 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 how our shut ins are doing and the appreciate the short visit. We still firmly believe that food matters 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.
- 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, pension's, etc. advocacy and counseling.

- We are also providing basic computer and internet training for five seniors at a time this will greatly improve seniors' capacity to interact with the community, participate in computer activities and communicate with friends.
- Crockpot cooking sessions at 817 Main St and Art and craft marketing: assist Indigenous seniors in marketing their creations by setting up an on-line store through a local site.

Priorities:

- In the process of setting up our on-line store using shopify. We will have to find a way to get the 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 Lord Selkirk Park (LSP)-Towers continued to collaborate with various community organization within their neighborhood. One of the major accomplishments was the Whole Action Recovery Peer Support (WARP's) 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 Iglesia ni Cristo (ING)-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 basis. 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.
- In October last year, 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 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 are to 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 A & O.
- Surveys and feedback from tenants can be implemented to measure 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, 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.) Measure successful achievements based on the feedback received from tenants. (i.e. helping tenants navigate helpful Covid resources, food banks, counselling, home care, etc.)

Priorities:

- Over the next year we plan on organizing more informative presentations, with topics including drug abuse, safety, aging adult concerns, etc. Would like to have Winnipeg Police and A & O host these presentations. In order to monitor/measure reaching these priorities, have booked these presentations ahead of time, with topics being suggested by the needs and requests of the tenants.

KeKiNan Centre

Name: **James Heinrichs**

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:

- Priorities will be to focus programming activities to reduce loneliness and isolation due to COVID-19
- Collaborate with further with University of Manitoba (UofM), Healthy Aging Resource Team (HART) to ensure continuing services and information/ programs to keep all tenants informed and safe.

Winnipeg Housing Rehab Corporation - Canadian Polish Manor 300

Selkirk

Name: **James Heinrichs**

Tenant Resource 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 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 was able to host door-to-door vaccine to Ellice place tenants. There is increased communication between staff and tenants care givers. Manitoba Housing secured a full-time Tenant Activity Worker to provide more recreation and education programming for tenants in the building. Due to recent Covid-19, pandemic and public health restriction participation in tenant activities decreased significantly this year.

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 hour's 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. Another goal is having a pest free environment and this will be measured through reports from pest management department.

Manitoba Housing - 444 Kennedy Street

Name: **Titi Tijani/Jason Simonson**

Tenant Services Program

Accomplishments:

- Continuing to provide safe support services during the pandemic.
- All tenants were provided reusable facemasks that were delivered by Manitoba Housing staff.

Priorities:

- Our priority this year is to for every tenant to be vaccinated and to have a safe re-opening of our common areas. Vaccine clinics have been operating in the downtown/Central Park areas for many months now. Many of the tenants have been vaccinated.

Manitoba Housing - 340 Princess Street

Name: **Titi Tijani/ Kendall Jackson**

Tenant Services Program

Accomplishments:

- Accomplishments this past year include maintaining and developing relationships with clients and community stakeholders to ensure successful tenancies for tenant and applicants within the Manitoba Housing program.
- Continue to develop and maintain relationships with clients and stakeholders throughout the state of emergency.
- Helping applicants to receive a unit at 340 Princess through the interview process.
- Posting and providing clients with up to date information about Covid-19 and other important resources for clients at 340 Princess.
- The measure of successful achievement this past year would be determined by the willingness of clients to participate in the success of the community.

Priorities:

- The priorities for year include encouraging successful tenancies at 340 Princess, by providing information to clients regarding tenancy agreement.
- Improve existing relationships with community stakeholders for clients to receive support through free food programs such as We got this Canada.
- Develop a program for mental health awareness to decrease social isolation for seniors and other tenants in the 340 Princess building due to state of emergency restrictions.
- To monitor and measure reaching priorities, virtual meetings with tenants and community stakeholders will be scheduled on a monthly basis until state of emergency is over. In addition, 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:

- Accomplishments this past year include maintaining and developing relationships with clients and community stakeholders to ensure successful tenancies for tenant and applicants within the Manitoba Housing program.
- Continue to develop and maintain relationships with clients and stakeholders throughout the state of emergency.
- Helping applicants to receive a unit at 515 Elgin through the interview process.
- Posting and providing clients with up to date information about Covid-19 and other important resources for clients at 515 Elgin.
- The measure of successful achievement this past year would be determined by the willingness of clients to participate in the success of the community.

Priorities:

- The priorities for year include encouraging successful tenancies at 515 Elgin, by providing information to clients regarding tenancy agreement.
- Improve existing relationships with community stakeholders for clients to receive support through free food programs such as We got this Canada.
- Develop a program for mental health awareness to decrease social isolation for seniors and other tenants in the 515 Elgin building due to state of emergency restrictions.
- To monitor and measure reaching priorities, virtual meetings with tenants and community stakeholders will be scheduled on a monthly basis until state of emergency is over. In addition, tenants will complete a survey 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:

- Covid -19 changed our ability to provide many of our typical programs – we adapted and 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, bingo (posting numbers daily on a central board), and met tenants’ personal needs on a one-on-one basis.
- Meals from the ArlingtonHaus meal program were delivered at individual suites during the year

- We delivered Christmas meals to all tenants that requested a meal.
- We kept the tenants updated on Covid and ultimately vaccination protocols.
- We measure our success by the number of tenants who come to our events (in normal times) 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 TRC or Management assistance to meet that need.

Priorities:

- Continue partnerships with Red River College (RRC) Nursing student practicums. 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 Tenant Advisory Committee (TAC) is hoping to have a Fall Dinner and then Christmas Dinner.
- 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.

Lions Place- 610 Portage Ave

Name: **Gilles Verrier**

Tenant Resource Program

Accomplishments:

- Application of Canada Aging Grants
- Flu Clinic
- Three successful COVID-19 Vaccine Clinics
- Santa for Senior Coordinator
- Rent assist Program Coordinator
- Assist the implementation of the Life Smart Health Clinic at Lions Place
- Developed a new “Welcome Package” used when doing the Tenant Resource Coordinator visits.
- Coordinator for the completion of the census 2021 program
- Assist in the Recreation Programs with the intention of helping residents deal with COVID-19 restrictions and long periods of isolation

Priorities:

- Help our residents safely transition to the “new normal” post-pandemic
- Continue to work with Life Smart Health Clinic

Lions Manor and Lions View

Name: **Gilles Verrier**

Tenant Resource Program

Accomplishments:

- Application of Canada Aging Grants
- Flu Clinic
- New Welcome Package for the new tenants- at Lions Manor and Lions View
- Successful COVID-19 Vaccine Clinics
- Santa for Senior Gift Distributon
- Assist the implementation of the Life Smart Health Clinic at Lions Manor/Lions View

- Providing support and resources for all tenants and following up regular check-ins at Lions Manor/Lions View
- Assist Tenants with Rent Assis Program
- Measure the achievements over the past year by the overall satisfaction by meeting the needs of tenants.

Priorities:

- Help our residents safely transition to the “new normal” post-pandemic
- Continue to work with home care and other support services to make sure tenants are receiving the care they need.
- Helping to encourage tenants to sign on to the Life Smart if it is a good fit for their needs.
- Provide information/seminars (Within Restrictions) about resource/supports/recreational services in the community for the Lions Manor and Lions View

West End Active Living Centre

Name: Sheryl Bennett

Senior Centre

Accomplishments:

- Our major accomplishment for this past year was to provide an equal opportunity for older adults in our Community to get involved to be active, provide opportunity to learn social skills and encouraged participation to develop leadership in their community, stay healthy and enjoy their golden years with dignity.
- We were very successful in our program but had to change plans when the pandemic locked down all our physical venues and implemented isolation for our highly vulnerable older adults.
- Activities for older adults is the key to healthy aging, Music and dancing are the favorite and most effective means of exercise and social interaction among older adults. To satisfy this need we started a Virtual dancercise program that has become very popular every Tuesday, Virtual sing-along on Mondays a Virtual meet and chat group on Fridays, and a virtual spiritual moment group bi-weekly with a retired pastor volunteer.
- Our first plan of action after all the COVID-19 safety protocol, was to arrange a virtual workshop for our program committees’ specially the phoning committee to familiarize them with MRM (Membership Relationship Management) as they will be the main connection with our members since most of them are not familiar with emails and technology. Our first and foremost objective are isolated older adults looking for guidance and keep them informed about this ever-confusing pandemic response with compassion, patience and understanding. We encouraged our members to call each other just to greet and say “Hello” specially on special occasions.
- We assigned the same group of members to each phoning committee volunteer to create familiarity with each other and note down any changes.
- As a consequence, to the alert volunteers, a few of our members to were referred to their families who were grateful for the information and given proper medical attention or moved to assisted living accommodation.

Priorities:

- Our priorities next year are to continue and improve what we are doing while we are still under the control of this pandemic with all the confusing responses. To advocate that all our membership complete their COVID vaccination as soon as possible to be able to attend any physical events when the situation allows.
- When everything goes back to normal, our first priority will be to reassess all our organizations physical structure, membership, activities, volunteers, venues and evaluate what services we can provide to be back to where we were. We are aware there will be a lot of challenges trying to resume our programs physically. We also plan to hire a qualified Technical resource person to provide basic

technical communication training to members to be prepared if and when needed. This will be one way to encourage our older adults to enjoy their remaining golden years with technological benefits.

Senior Resource Finder - West Downtown / Broadway

Name: **Melanie Reimer**

Senior Resource Coordinator

Accomplishments:

- We continued our Legal Clinics until October.
- We connected with numerous grocery stores and pharmacies to assist us in advertising to older adults in the community, they were able to provide free delivery when COVID hit.
- We initiated a partnership between the Community Financial Counselling Service 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. This clinic continued until October.
- We secured \$18,800 in funding to provide computers along with 7 months Internet to 25 low-income older adults in our catchment community, assisting with combating isolation. This was done in partnership with Good Food Club, who distributed computers to eligible seniors.
- We secured \$2,500 to create Good Food Boxes. The board returned these funds as we were unable to fulfil this agreement due to our staffing shortage.
- We secured \$800 to create Activity Kits that were handed out to seniors through DMSMCA.

Priorities:

- We have continued plans to provide presentations monthly in the community.
- We hope to provide weekly drop-in office hours.
- We are currently overhauling our website to focus on COVID facts and resources (food security, mental health, activities, exercise, transportation, on-line programming, etc.).
- We have added social media to open up more ways the community can connect with us and learn what is current with our organization.
- We are transitioning to a new email address to eliminate being tied to any internet service providers.
- We continue to work on updating/writing policies and procedures.
- We created an online volunteer application that generates usable stats, which can be used to apply for additional funding and planning for upcoming programs.
- We are also now working on recruiting more board members and community volunteers.
- We are working on having a strategic planning session for the 5 years.
- We are looking forward to having an Annual General Meeting.

Senior Resource Finder - East Downtown

Name: **Amanda Macrae / Monica Phaneuf**

Senior Resource Coordinator

Accomplishments:

- Partnered with Central Neighborhoods to make Well-being kits for community residents 55+.
- Partnered with the Healthy Aging Resource Team (HART) on a Healthy Spaces Program. Both were very well received in the community. Delivered Emergency Response Information Kits (E.R.I.K.) to community partners. Partnered with Elizabeth Fry Society to do Food Hamper drop offs.
- Delivered Wellness Kits that were provided by A & O: Support Services for Older Adults to in need older adults in the downtown community.

Priorities:

- Partnering with Central Neighborhoods to offer more Well-Being kits to community residents 55+ for the months on May-July.

- Continue to offer and increase outreach to offer materials, services, program referrals to community residents. Continue to be up to date with what services and programs are available in the community and with COVID-19 restrictions.
- Partnering with the Point Douglas Seniors Resource Finder to offer an Urban Poling Walking Club, in addition to taking the Instructor Course.
- Continue to take part in Webinars and Health Symposiums to further knowledge and stay up to date on current information.
- Increase presence in the community, when COVID-19 restrictions allow for more community involvement.
- Increase E.R.I.K distribution to the community and offer presentations.

Regional/Provincial

Aboriginal Seniors Resource Centre Winnipeg (ASRC)

Name: **Pat Munch**

Senior Centre

Accomplishments:

- Increase of membership. The results are reflective on the monthly stats.
- Successfully provided Outreach services to accommodate the membership needs while they isolate from Covid-19.
- Provided information and supports to assist with the Covid- 19 vaccination process. The success was measured by the number of members that received the vaccination and/or the information to make an informed decision.
- Networked with community resources/agencies to establish links for seniors to access helpful resources and services.
- Partnerships were established in community such as Ma Mawi Chitata Centre Inc. Makoosag Daycare, Urban Circle Training Centre, Winnipeg Collaboration on Homeless, Point Douglas Seniors Coalition, Mount Carmel Clinic, A&O, and North End Community Renewal.
- Priority is to secure a suitable location for centre to locate to as the membership continues to increase and the need for programming/services will also increase.

Priorities:

- To accommodate the increasing membership with services and resources requested.
- To establish a secure location for centre to thrive and accommodate all seniors.
- To continue with the on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, Seniors and Active Living, Winnipeg Foundation and New Horizons.
- Provide Outreach services to seniors that are shut-ins or isolating and requesting resources/food supports/ information and other services.
- To provide in-house programs, workshops, and healthy living series.
- To establish satellite programs in the community as a way of developing new partnerships and maintaining current partnerships.
- Continue to secure sources of revenue for the centre as the need for services/programs increase.

Canadian National Institute for the Blind

Name: **Christall Beaudry**

Specialized Services

Accomplishments:

- In fiscal year ending March 31, 2021, CNIB provided a total of 3,004 hours of service in peer support and leisure to 221 different groups. On average, we provided service to 134 participants monthly and 18 different groups/sessions monthly.
- Since March 2020, due to the pandemic, CNIB very quickly pivoted to providing virtual programming for all participants across Canada and the response has been very positive with a dramatic increase in participation.
- Manitoba is still running all peer support and leisure programs virtually given the pandemic and current public health measures. Staff Program Leads, in partnership with Volunteer Session Leads, are running peer groups, youth leadership programs, culture and recreations and advocacy groups. A few program highlights from the past year are captured below.
- Over the past year, utilizing volunteers and a summer jobs position, over 800 individuals were personally contacted to "check in" and converse with them on how they were coping during the pandemic, asking them if there were any supports required, and outlining CNIB's programs.
- National life coaching series – This was a new program introduced in the last year led by a blind board member, who is a certified life coach. This program is offered once a month and has good attendance.
- Ultra-knits group – developed and led by a volunteer client, this group meets every Saturday. The volunteer lead sends out weekly instructions for a project with the objective of participants having a completed product at the end.
- Virtual Vision Mate – this program, developed in the early stages of the pandemic, continues to be a welcomed program by participants. Currently, there are 23 participants matched with 23 volunteers who connect virtually on a mutually agreed upon schedule (some weekly, some less often, some more often). Where required and requested, virtual vision mates may also pick up groceries or medications for their participant during the pandemic.
- On a Prairie Wind - Another new program introduced in the past year, this was initially to explore poetry but as it has gained popularity it has expanded to explore arts and culture. This is a weekly group with focus on music, culture, and the arts. This group is led by a retired schoolteacher who loves to connect with people and have discussions related to diverse topics for each week. Topics have been all about libraries, superstitions and pet peeves and authors from the prairies. This group enjoys engaging with each other by having great conversations that are filled with laughter. The group has mentioned that this program is so helpful right now as everyone is so limited to getting out and participating with others outside the home as it relates to arts and culture.
- CNIB in Manitoba offered two programs during the Festive season to keep people connected, the first was a small local rural group with 3 attendees and a National offering with the Coffee Group that had 16 people in attendance. Given COVID, we felt offering a few programs for individuals who otherwise may have been isolated was very important during the holiday season. Other offerings were also available across the country.
- Virtual Relaxation Yoga Program – The new program was offered weekly on Saturdays and will run until the end of June 2021. Led by a volunteer with sight loss who has many years of experience with yoga and martial arts.
- The Winnipeg Sharing Group has continued to offer monthly sessions with a focus being on technology related products. The group lead, who is a participant, has a keen interest for everything tech and has a passion for sharing her excitement about products that improve one's quality of life. The past three months have been attended by an average of 10-15 participants. Topics have ranged from internet radio and pod casts, accessible games and using echo and google devices. This virtual program has provided participants with an opportunity to network with other peers with common interests and share resources to enhance their lives.
- Winnipeg Walking Group - met last fall but they had to stop meeting because of restrictions. The group is hoping to start back up the first week of June. We are fortunate to once again for receive complimentary tickets for the zoo through Winnipeg United Way. These passes gave walking group participants the benefits of walking but also take in the outdoor exhibits at the zoo. Participants have expressed how much better they feel after getting out as it relates to their mental health.

- Care Partners Café – Just launched a program for individuals who provide care and support to individuals who are blind or partially sighted. Five people indicated interest in this program, and they are just getting started.

Priorities:

- Over the next year, CNIB will work towards providing in-person programming as public health restrictions allow. We have tentatively targeted October 2021 as the "return" date for in-person programming. We may provide hybrid programming based on need and demand for individuals who experience barriers for attending in person so they can continue to participate virtually.
- A plan has been developed for this fiscal year (21-22) to look at expanding the number of participants in our programming. CNIB has set a target to increase the number of individuals participating by 20% overall in the programs offered with this funding.
- We track all our programming in a database (Salesforce) and will report back on the results monthly to WRHA (i.e., number of participants).
- We will continue to seek partnership opportunities with Manitoba Blind Sports, Vision Impaired Resource Network, and other community organizations.

Manitoba Association of Senior Centres (MASC)

Name: **Connie Newman**

Specialized Services

Accomplishments:

- Through strategic planning we have identified two lines of business: Older adult/Senior Groups and Age Friendly communities
- Our transition to connecting through and communicating via zoom was very successful – it included meetings and workshops on line.
- Aging in place is now more important than ever. Services to facilitate that especially meals programs and healthy living are at the top of the list.
- Supporting all Support Services to Seniors in adapting to COVID restrictions and developing innovative ways to modifying supports to seniors/older adults.
- Our membership consultant (assistant) allowed for more efficient management of membership and the ability to share timely and relevant information consistently.
- We have enhanced several provincial partnerships to ensure accurate up to date information is reaching older adults in MB: • MB Public Health; • MB Shared Health; • Association of MB Municipalities; • MB Association of Administrators; • MB Seniors Coalition; • Age Friendly Communities in MB (92 of them).
- Partnering with the Canadian Deprescribing Network on webinar presentations was successful in my mind. Exploring further webinar collaborations with them and other opportunities would be well worth exploring.
- Through MANY, publications, virtual, and social media venues, our Executive Director brings excellent exposure of MASC concerns and available assistance in today's Covid world.
- Renewing our policy manual and Bylaws.
- Received a New Horizons for Seniors grant to pilot a tool kit to ensure enhanced communication amongst all stakeholders in a community

Priorities:

- Assisting in the collaboration of senior serving programs by sharing stories, connecting organizations and providing learning opportunities - creating empowerment. To assist in conveying the importance of these programs and utilizing their resources - and staying connected.
- Supporting strengthened relationships with regional health authorities and their understanding and engagement of Support Services to Seniors.

- Bringing our important Age Friendly Initiative goals and programs to a more prominent position in the MASC future.
- Ongoing partnerships with communities and municipalities.
- Encourage – promote multigenerational connections through senior groups and Age Friendly communities.
- Maintain connection with Public Health Aging of Canada and Imagine Canada.
- Connect with Agewell – nationally.

University of Manitoba Centre for Community Oral Health

Name: **Dr. Trenna Reeve & Dr. Bob Schroth**

Specialized Services

Accomplishments:

- Deer Lodge Dental Clinic (DLDC) and the Home Dental Care Program (HDCCP) have successfully adapted to a new way of providing care during a pandemic
- Provide dental care to 6 private home visits (down from previous year due to COVID)
 - * 557 Patients treated at the (DLDC) Dental Clinic
 - * 561 Patients treated in various Long-Term Care Facilities
- The number of patients seen this reporting period is lower than previous years; oral health care was provided to those who needed emergency or urgent care only until March 2021 when LTC facilities began to request on site services
- 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
- During this semi-annual activity summary period we have provided free dental services over \$700.00 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 the HDCCP as it begins to provide dental services on site. 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
- 10 LTC facilities have been assessed to have the dental team come on-site; 6 facilities have welcomed the dental team back on-site
- Quality Assurance and IPAC strive for excellence and stay current infection process and policies.
- Health Promotion Unit (HPU) provides oral health presentations for seniors; this has only recently started back up.
- Ongoing participation of committees through the WRHA and Manitoba Dental Association looking to improve oral care and access to dental care for seniors in long term care.
- CCOH has demonstrated the ability to overcome the circumstances with the ever-changing difficulties with courage and find contentment in these ever-challenging times

Priorities:

- Provide oral health services to all the Long-Term Care Facilities enrolled in the HDCCP (monitor Shared Health recommendations)
- Provide valuable oral health care 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)
- Expand the number of oral health providers due to increasing sites open for dental services
- 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 for dental care (# of HPU activities)

- Inner- city senior’s 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 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 for our dentists, dental hygienists and support staff working with the geriatric topics (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 Dr. Gerald Niznick College of Dentistry Learners to gain experience providing oral health care to seniors (# of students attending rotations)
- Utilize preventative/stabilizing dental care due to the inability to do aerosol generating procedures (AGP’s)(# of procedures used vs AGP)

A & O Support Services for Older Adults (A&O)

Name: **Amanda Macrae**

Specialized Services

Accomplishments:

Senior Centre Without Walls (SCWW)

The agency is supporting older adults during the Covid-19 pandemic through the delivery of the following specialized programs and services:

- 311 Food Security Line - over 1,950 food hampers were delivered to older Winnipeggers in need
- Wellness Kits – 2000 wellness kits were delivered to at risk older adults living in the community.
- Tablet Program - A & O was successful in securing a grant through the Emergency Community Support Fund, provided by the Winnipeg Foundation, to secure tablets and provide training to older adults without access to technology or WIFI. This program provides older adults with a WIFI enabled tablet, access to internet services for 6 months, a volunteer trained to assist with initial set up, and weekly appointments following the initial meeting. A series of 20+ self-paced workshops will be provided online, that range from What’s Where, how to use and take photos, and 6-month support from the Best Buy Geek Squad.
- Senior Centre Without Walls – 9,097 calls received.
- Connect Conversation Groups – are offered twice a week to clients currently on the program wait list.
- This group is led by agency volunteers and staff, and provides an opportunity to chat about topics of the day, ways to address anxiety and offers guest speakers to present on various topics.
- Senior Immigrant Settlement Services' online classes and settlement support – over 500 sessions delivered. This innovative programming is critical as it provides access to healthy food; wellness supplies and opportunities for meaningful social engagement that let older adults know they are not alone. Opportunities for social engagement have been a critical lifeline for many participants during a very lengthy Pandemic

Priorities:

- Continuing to partner (City of Winnipeg, Red Cross, Harvest, CAA) to ensure the ongoing sustainability of the 311 Food Security Line. Food security for older adults has been a need pre Covid-19 and will continue to be a need post pandemic.
- Continuing to provide Wellness Kits to at risk older adults in the community. The pandemic has changed the way we live, wellness items will always be required. We will continue to work with community partners (Senior Resource Finders, Senior Centres, Tenant Resource Coordinator etc.) in order to distribute the kits to those older adults who are most in need.

- The agency will continue to work with existing partners and seek out new partnerships to establish a third safe suite within the city.
- Due to the demand for service and the agency's limited capacity, many of the programs have wait lists. The agency will continue to advocate for and apply for increased funding to support the programs and services that older adults are seeking. Due to population aging, the demand for the agency's innovative programs and services will continue to grow.

Special Community Programs:

CONNECT PROGRAM

- The Connect Program worked with 375 socially isolated older adults. This includes 120 new referrals to the program, and 250 ongoing clients. Registered Social Workers connect clients to resources that facilitate meaningful social connections. Over 92 clients are matched with volunteer visitors for regular visits in the community. As a result of COVID-19 restrictions, the majority of clients received regular phone calls through the Phone-a-Friend Program. In total, 95 dedicated volunteers provided 5,000 hours of visits and phone calls to clients.

Elder Abuse Prevention

- In this past year, A & O's Registered Social Workers provided assistance to over 260 clients, and spent over 675 hours in Elder Abuse related work. This work includes direct and indirect client contact, workshops, committees and other related activities.
- In June 2021, A & O hosted an online zoom Elder Abuse training event, in partnership with WRHA. This training highlighted types of abuse, how to respond to situations of abuse, and provided an overview of the A & O Elder Abuse prevention services.
- A & O was part of a tri-provincial team which included research teams from the University of Manitoba, Saskatchewan and Alberta, in addition to community based service providers in the field of the abuse of older adults from each province. This team assisted with the development of a research paper entitled "Under Reporting of Abuse of Older Adults", conducted an online workshop in November 2020 that hosted approximately 100 participants from across Canada, and most recently, A & O played a key role in the development of an Elder Abuse awareness video that was launched on June 15, 2021.

Safe Suite Program

- This year, the Safe Suite program worked with 33 older adults needing to leave situations of abuse. Individuals and couples, 55 years of age and older, regardless of gender, work with Registered Social Workers on safety planning, counselling and obtaining orders of protection. Four clients entered a Safe Suite during the 2020 – 2021 fiscal year. Clients receive assistance with legal, financial and housing options and received long-term follow up from their Social Workers.

Older Victim Services

- This program assists older Winnipeggers that have been the victim of a crime. In 2020-21, program staff worked with 232 cases that were referred by the Winnipeg Police Victim Services Section and Manitoba Justice Victim Services. Registered Social Workers and trained volunteers provide practical support to clients while they navigate the justice system. Program staff assist clients by providing court updates, assistance in applying for compensation, preparation of Victim Impact Statements and court accompaniment.

Counselling

- The agency's counselling services provides both individual and group counselling to individuals 55 and older.

- This past year, the program received over 175 new referrals/intake calls, and worked with an average of 78 past clients each month. Focus areas included bereavement, loneliness, depression, family conflict among others.
- The agency's Registered Social Workers provided 960 hours to the Counselling program.
- The agency offered two virtual bereavement support groups via zoom, which was shown to be highly effective.
- Some clients were able to access the group from the comfort of their own homes.

This Full House (TFH)

- This Full House assists older Winnipeggers living with Hoarding Disorder. Agency Social Workers provide support, counselling, advocacy, access to cleaning and long-term maintenance and follow-up. As a result of the program, clients are able to receive in home services which had previously refused to provide assistance.
- Clients also become engaged in their community and social networks. In the past year, the program received 118 new referrals, worked with an average of 75 past clients each month, and provided over 1,265 service hours.
- The program delivered one Buried in Treasures support group this past year, with 6 participants in attendance.
- Buried in Treasures is a 15-session group aimed at providing education, support, and realistic strategies for older adults 55+ who struggle with clutter in their homes. In order to comply with COVID-19 pandemic restrictions, for the first time the agency provided this group via conference call format. This was an innovative approach to ensure the continuation of this critical support group.
- In addition, the agency continues to offer the Unburied from Treasures (UFT) group, which is offered on a monthly basis to clients who have completed the Buried in Treasures group. However, in response to COVID-19, A & O initially offered additional UFT groups on a weekly basis in order to provide additional support to clients. Over 60 clients are invited each month, with an average of 18 clients attending per session.

SafetyAid: Falls Prevention for older Manitobans

- A & O is proud to announce the launch of the newly revised SafetyAid Program. The program will be the first of its kind in Canada. In this last year, a newly developed SafetyAid pilot project has been launched. This program has been structured to ensure it both fills a community need, and employs best practices in addressing falls prevention.
- The new SafetyAid program consists of the following:
 - A Falls risk assessment (Fall Clinic)
 - Exercise program
 - Educational sessions
 - Home assessment

Caring with Confidence (CWC)

- This past year, the Caregiving with Confidence program had over 360 contacts with clients, services providers and family members. The program provided over 225 hours of volunteer telephone support to those providing care to an older adult. In addition, over 20 support groups were delivered to caregivers who are providing support to their loved ones.
- All statistics for existing and new programming is tracked through the agency's database. Additionally, success has been measured through the ongoing demand for service. and the need to ensure program sustainability into the future to support older adults in aging well.

Creative Retirement Manitoba (CRM)

Name: *D'Arcy Mansell*

Specialized Services

Accomplishments:

- The 2020-2021 year saw numerous, significant changes take place at CRM and many creative and positive responses to those situations.
- LOCATION: In August of 2020, CRM moved to a new home in the Valour Community Centre, Orioles Site at 448 Burnell Street. This move has resulted in a savings of thousands of dollars monthly on rent expenses. We are very pleased with our new space and spent the summer months of 2020 on a large renovation project at the new location, much of which was very hands on, both to control expenses and due to the difficulty of getting work done during Covid.
- COVID: CRM closed its doors to in-person activities in March of 2020. At that time, we transitioned to online learning. This involved a quick re-build of our website and re-focusing of staff duties to include online program planning and delivery. In the early days of Covid we chose to let go of all staff excepting the Executive Director and so all duties from then on have fallen to one staff member alone.
- We continued to build our online learning portfolio over the summer of 2020 and had hopes of re-opening in the fall. We were allowed to offer some limited in-person programming in the fall of 2020 but were continually shut down by lockdowns due to Covid outbreaks. Thus, we made the decision to transition to fully online learning until it is safe for our members to return to in person classes.
- ONLINE LEARNING: In the early days our online programs were not interactive, but over time we began to add live, instructor led classes to our online programming. Initially, we had a lack of enrollment in our instructor-led online classes. However, as soon as we transitioned from fee based to free online programming, these classes saw record levels of enrollment. We have consistently been seeing upwards of sixty members register for classes and many classes selling out entirely. The feedback has been fantastic. Our members are enjoying the classes and even stating that they wish for some online programs to continue when we can again meet in person. Our (paid) membership levels have been increasing steadily since we have begun to offer free/members-only classes.
- PARTNERSHIP: One highlight of our new online programming was a partnership with the Manitoba Conservatory of Music & Arts (MCMA). This partnership was facilitated through a WRHA group meeting. The MCMA put together an amazing ten-week series on music education for our members. The enrollment and response was tremendous from both our members and the musicians who received much needed work and an appreciative audience during a difficult time for performers.
- FUNDRAISING: Given that we were unable to run our usual fundraising events this past year, we changed our tactic and ran a raffle. In March of 2021 we completed our *Tech-Raffle* with an iPad and Fitbit as prizes (prizes were donated by board members).

Priorities:

- ONLINE LEARNING: We are currently planning a full (online) fall program as we did prior to Covid. Over the past year, courses have been added on a bi-weekly basis but this fall we will roll out a complete set of instructor-led educational programs free of charge for members of CRM (of course, anyone can join and become a member). This plan will be of benefit to both, our members and instructors. Our members and instructors will greatly appreciate the ability to plan their fall schedules in advance and hopefully CRM will see more individuals becoming members when they can see a whole roster of activities available at a glance.
- PARTNERSHIPS: After the great success of the Manitoba Conservatory of Music & Arts - MCMA class last winter, we have agreed to collaborate once more. CRM will provide the funding to MCMA to hire musicians for the course. During the coming month CRM will investigate other similar partnerships with other organizations.
- RURAL MANITOBA: Presently, our newsletter is distributed to senior serving organizations throughout the province. We aim to extend our reach and impact in rural Manitoba during the fall

of 2020. With a whole fall online series on offer it may be of interest to rural seniors to take part since they will be able to participate fully in our program from any location. The new online world may offer the solution we have been seeking to provide these seniors with the scope of programs available to Winnipeggers.

- PROMOTION: To reach more Manitobans we will be increasing our marketing efforts through online networking, social media and some limited paid advertising. Some focus will be placed on rural newspapers and will hopefully result in an increase in rural participants.

Rainbow Resource Centre (RRC)

Name: **Ashley Smith**

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

Accomplishments:

- Securing enough funding to offer a full-time program as of April 1
- Maintaining a regular schedule of coffee & chat online with a focus on health promotion, advocacy, navigation, etc.

Priorities:

- Safe reopening, re-establishing in person programming, renewing all funding contracts to ensure we can keep operating a full-time program. We collect feedback on an ongoing in accordance with our evaluation framework to ensure that we're reaching our priorities.

Meals on Wheels of Winnipeg (MOW)

Name: **Rhonda Gardner**

Specialized Services

Accomplishments:

- Before the pandemic directive, our service provided meals to clients in all areas of the city. Our client compliment was between 400 – 600 people. Medical referrals are not required. We accept 3rd party billing with prior approval from Employment and Income Assistance (EIA) and Office of the Public Trustee, all other clients are required to pay for their own meals. Except for Gwen Selter Creative Living Centre all meals are charged at the same rate.
- Meals are sorted into 33 routes with a maximum of 20 clients per route. Volunteers pick up the meals from 13 locations, deliver the meals and then return the equipment to the originating pick up facility. Each day we rely on a minimum of 33 volunteers to deliver the meals. On weekends only Health Science Centre (HSC) and Concordia have routes available for delivery. For clients requiring meals for the weekend, the meals are doubled up on Thursday and Friday.
- Besides delivering the meals our volunteers would deliver the meals face to face, with some exceptions. This method of delivery breaks the social isolation, gives the families, and friends peace of mind knowing their loved one is being checked on, and notifies our office if there is a medical emergency or an error in the meal. Many of the volunteers are long term and develop a bond with the clients. We have approximately 200 active volunteers.

Altered Service After March 13, 2020.

- On March 16th the first day of the pandemic restrictions approximately 30 volunteers called to say they were no longer able to deliver meals because of their age group, health issues, being on 14-day quarantine because they have just returned from travel, or because they are living with a compromised spouse or partner.
- In the prior week, an article was published in the Free Press about our need for volunteers, another article was written about how short we were of volunteers. These 2 articles generated a large amount of volunteer applications, allowing us to continue our service.
- We stopped taking in new clients between March 16 and March 23, until we were satisfied that a) our meal vendors were still operational and b) we had enough volunteers to cover our routes.

- As of March 23, 2020, there was no disruption to our regular service and the office remained open with all 5 staff present.
- The following changes were made to accommodate the pandemic and were the subject matter of the One Call phone calls:
 - There would no longer be contact between the volunteers and the clients. The volunteers would place the meal in a new plastic bag, ring the doorbell and hang the bag on the doorknob. In situations where the volunteer must enter the client's premises, they would instruct the client to adhere to the 6-foot social distancing.
- The following purchases were made for our volunteers who came to our office to pick up:
 - Hand sanitizer
 - Plastic grocery bags
 - Nitrile gloves
 - In the 3rd week of the lockdown 100 handmade non-medical face masks were distributed.
 - We altered our policy and took payment for meals with a VISA or Mastercard, we are still offering this service and although there are significant fees associated with this service it has made our A/R more efficient and convenient for clients

OUTCOMES

- We were slightly below our normal capacity and have left room on our routes to accommodate hospital discharges, however, we can still accommodate more clients.
- St. Amant was no longer a meal provider, and this meant no service in the St. Vital area. We were able to fit some of the St. Amant clients into existing routes at St. Boniface, and Riverview opened a second route to accommodate 10 clients from the closed route
- While we had many new volunteers to deliver meals during the lockdown, as people return to work, we may become short of volunteers again. Many of the new volunteers stayed on and are still delivering meals for us.
- As of March 16th, 2020, we advised both volunteers and clients that the volunteers would not be able to enter the clients' residence but would ring the doorbell and hang the meal in one of the supplied grocery bags on the doorknob. In a few circumstances where the client has mobility issues and cannot get to the door, the volunteers were advised that they may enter the residence but advise the client that they must practice social distancing. We will continue this practice until all provincial restrictions are lifted.
- Even with the restrictions and closures we were able to provide 184,610 meals in our fiscal year, this represents an increase of 11,316 meals over the 2019 year.

Priorities

- Due to the pandemic the Regional Distribution Facility (RDF) reduced the capacity in the beginning of 2021 for Meals on Wheels clients. The number of meals/clients were reduced for each route, and the RDF notified us that we would no longer be able to offer frozen meals packs to new clients or existing clients wanting this service. When businesses return to normal, we will begin scoping out potential new meal vendors. This would be measured by the number clients and meals provided by our fiscal year end.
- Continue to monitor volunteer safety in high crime areas. We have a designated member of the Winnipeg Police Services (WPS) who has been providing guidance to this ongoing concern. We have stopped delivery in several areas due to unsanitary conditions such as garbage and fecal matter in the stairwells, used drug paraphernalia, and groups of nonresidents loitering in the lobbies, crowding the elevators and following our volunteers while they are delivering. As well, our Board is working on developing a comprehensive policy for volunteer safety.

Senior Resource Finder- Conseil des francophones 55+ de Winnipeg

Name: *Lucienne Châteauneuf/ Nadege Tuo*

Senior Resource Coordinator r – Serves the Francophone speaking population of Winnipeg

Accomplishments:

En collaboration avec la FAFM, le Conseil 55+ a veillé à la mise en œuvre 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 (virtuel)
- Activités intergénérationnelles et santé
- Sessions d'information sur divers sujets (p.eg. : ateliers sur l'ostéoporose, le droit des services en français, entre autres)
- Donner de l'information aux personnes âgées et les aider à se connecter aux sessions en lignes

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

En bref, l'équipe du Conseil des francophones 55+ :

- A participé aux réunions des Chercheurs de ressources pour personnes âgées,
- A continué sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Club Éclipse et le Centre communautaire Winakwa.
- A continué à faire avancer les projets /activités quoique modifiées en raison de la pandémie

Accomplishments (**English Translation**):

- In cooperation with the FAFM, Conseil 55+ implemented a variety of healthy living initiatives. Conseil 55+ continued to offer the following activities, among others:
 - *Santé 55+, bougez à votre rythme (55+ Health, move at your own pace)*
 - *Grouille ou rouille (virtual day of well-being activities in French)*
 - Health-related and intergenerational activities
 - Information sessions on various topics (e.g., workshops on osteoporosis, French-language services legislation, etc.)
 - Provided information to seniors and helped them connect to online sessions
- In numbers:
 - More than 2,500 people participated in Conseil 55+ and FAFM activities
 - Approximately 20 initiatives (exercise, information and training sessions)
 - Nearly 4,000 hours of exercise
 - Approximately 30 facilitators
 - More than 40 volunteers and over 60 partners
- In short, the Conseil des francophones 55+ team:
 - Participated in Seniors Resource Finders meetings
 - Continued working with community partners, like Club Éclipse and the Winakwa Community Centre
 - Continued moving forward with projects/activities, albeit modified due to the pandemic

Priorities:

- Au cours des prochains mois, le Conseil 55+ étudiera la reprise d'une programmation en présentiel afin de répondre aux besoins des personnes âgées francophones en ce temps de pandémie. Si nécessaire la programmation sera livrée en mode virtuel.
- Continuer à sensibiliser sur le bienfondé de la vaccination et au respect des directives sanitaires.

- 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 des sessions d'information en mode virtuel.
- Assurer le bon fonctionnement du programme et diriger la mise en œuvre de toutes les 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.
- Collaborer avec la FAFM sur son projet « On se lie » pour contrer l'isolement des personnes âgées.
- Réaliser un sondage sur l'âgisme auprès des membres de la FAFM et du Conseil 55+.
- Avancer sur la programmation de Grouille / Rouille 2022.
- Mettre en place des activités intergénérationnelles en collaboration avec les CPEF (Centre de la petite enfance et de la famille) pour contrer l'isolement social et favoriser le partage de connaissance et d'expérience.
- Mettre en place un projet intergénérationnel pour la commémoration du "jour du souvenir" le 11 novembre 2021.
- Relancer l'activité de discussion « De tout et de rien » en automne avec un autre concept.
- Organiser des ateliers entre autres sur la santé mentale, la nutrition, entre autres.
- S'impliquer davantage avec les résidences des personnes âgées dans la communauté.
- Continuer à sensibiliser sur la maltraitance des personnes âgées (WEEAD).
- Recruter des bénévoles pour aider le Conseil 55+ dans son appui aux personnes âgées.
- Continuer à siéger sur divers comités de travail dans la communauté (p.eg. : ERIK).

Priorities (English Translation):

- Over the next few months, Conseil 55+ will be looking to resume face-to-face programming to meet the needs of francophone seniors during the pandemic. If necessary, programming will be delivered virtually.
- Continue to raise awareness of the importance of immunization and compliance with health guidelines.
- Continue offering information sessions and distributing the Emergency Response Information Kit (E.R.I.K.). The team will explore the possibility of offering virtual information sessions.
- Ensure the smooth operation of the program and lead the implementation of all program activities.
- Continue to search for, test and assess resources available in French to better meet the information needs of francophone seniors in Winnipeg.
- Work with the FAFM to raise awareness among the 55+ group of trends affecting the aging population.
- Work with the FAFM on its *On se lie (Let's Connect)* project to counter isolation among seniors.
- Conduct an ageism survey among FAFM and Conseil 55+ members.
- Make headway on *Grouille ou rouille* programming for 2022.
- Set up intergenerational activities in cooperation with CPEFs (early childhood and family centres) geared to reducing social isolation and promoting the sharing of knowledge and experience.
- Implement an intergenerational project to commemorate Remembrance Day on November 11.
- Re-launch the *De tout et de rien* (Everything and nothing) discussion activity in the fall with a different concept.
- Organize workshops on mental health, nutrition, etc.
- Become more involved with seniors' residences in the community.
- Continue to raise awareness about elder abuse (World Elder Abuse Awareness Day).
- Recruit volunteers to assist Conseil 55+ in supporting seniors.
- Continue to serve on various working committees in the community (e.g., E.R.I.K.).
- The FAFM's Conseil 55+ team appreciates the continued support of the WRHA team.
- Networking meetings are necessary and must continue, especially during the pandemic.

Alzheimer Society of Manitoba (ASM)

Name: **Erin Crawford**

Specialized Services

Accomplishments:

- In the pandemic year we successfully increased our proactive outreach to clients by 55% above the previous year, checking in more often during this isolating time and offering suggestions for activities, coping strategies and ways to make virtual visits more successful. Quickly redeploying existing staff and volunteers to focus more exclusively on client support calls during this time allowed for this success and it proved to be a swift and effective change.
- We did this in a year that also saw a complete changeover to a new client database that required the development and implementation of new procedures and significant training for staff; an enormous effort but one that will ensure the integrity of our program and its infrastructure for years to come.
- We also successfully adapted every client-facing program offering to a virtual format so that there is no program we weren't capable of offering virtually during this period. Willingness of program participants to try virtual programming is their success, not ours, but we are so pleased that we were able to figure out how to quickly make programs available. Virtual family education was being offered for almost the full year and by later summer/early fall 2020 all support groups for persons with dementia, support groups for persons with dementia, and Minds in Motion programs were being offered virtually.
- We conducted a bi-annual internal survey of clients, in which 96% of respondents indicated they would recommend ASM to friends or family. Comments suggested clients appreciate the increased check-in calls they received from ASM in the past year.

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.