



Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg

17th Annual Support Services to Seniors Education and Collaboration Planning Day Report

Friday, November 18th, 2022

Prepared by
Support Services to Seniors
Healthy Aging and Seniors Care
Winnipeg Regional Health Authority

Summary

On Friday, November 18th, 2022 one hundred and fourteen participants registered and one hundred participants attended the seventeenth annual Support Services to Seniors education and collaboration planning day hosted by the Winnipeg Regional Health Authority (WRHA).

The intent of the planning day is to promote ongoing relationship building, network sharing, develop further partnerships and collaborate between funded Support Services to Seniors agencies and WRHA programs and services. Accomplishment sharing and identification of core priorities in community areas provide a venue for stakeholders to increase knowledge exchange and to further develop mechanisms to deliver programs and services.

Participants included funded Support Services to Seniors' agency board members and agency staff, Community Area Directors, Community Health Agencies, Healthy Aging Resource Team facilitators, WRHA managers and specialists, community facilitators/community developers and Manitoba Health Seniors and Long Term Care representatives.

Participants completed an evaluation to reflect on the 2022 Support Services to Seniors planning day. Some highlights of the survey are:

- 85% of participants responded favorably on the presentations throughout the day.
- 89% of the participants responded that the resource table held valuable information.
- 97% of the participants felt the location, parking lot, bus route and free side street parking were accessible and convenient.
- 100% of the participants felt the time allotted for lunch provided an opportunity to enjoy further networking.
- 92% of participants responded by saying the agency's accomplishments exercise was beneficial to learn about potential resources.
- 93% of participants felt the core priority exercise was beneficial to further collaborate with community partners regionally and in community areas.
- 85% of participants stated that reviewed the past Support Services to Seniors planning and collaboration day reports.
- 86% of participants have accessed the Support Services to Seniors website within the past 12 months.

Background

Support Services to Seniors prepared this report based on the day's presentations, activities and discussions.

The day began with **Kathy Henderson, Healthy Aging and Seniors Care Specialist, Winnipeg Regional Health Authority**, acknowledging Treaty One and Treaty Five territories, the homelands of the Métis Nation and the original lands of the Inuit people. We were honoured to have **Elder Henry Neufeld with Indigenous Seniors Resource Centre** provide opening prayers.

The **Minister of Seniors and Long Term Care, Scott Johnston**, provided opening remarks that included:
➤ The Manitoba government appreciates the hard work being done by individuals and organizations represented at today's meeting. Senior Centres, Seniors Resource Finders, Tenant Resource Coordinators, Congregate Meal Programs, Meals on Wheels, and various other senior-serving

organizations play an important role in supporting healthy aging and independent living in the community.

- Acknowledgment of the local staff and volunteers within the organizations who are the back bone of the success of Support Services to Seniors programs.
- The government has made a commitment to build a plan with Manitobans and design a senior's strategy and action plan which will reflect the voices of seniors, and offer solutions to meet their service and support needs across the province
- The Minister thanked everyone who has participated during seniors strategy consultations, whether it be through conversations, responding to EngageMB surveys, or through participating in Community Engagement Network consultation sessions and indicated the input we have received through these consultations will be critical as we continue the development of the strategy.
- The Minister stated he was encouraged by seeing everyone come together today to share knowledge, collaborate, and learn from one another as we look for opportunities to support seniors to live and age in the community, and wished everyone the best for a successful planning day.

The official welcome was provided by **Mike Nader, President and CEO, Winnipeg Regional Health Authority**. It was addressed that over the last couple of years a lot of change has occurred in the health care system during, and it has become even more clear that events like the planning day, where we continue to collaborate and share knowledge, are crucial to improving the services we provide our community. An overview of the highlights of key performance deliverables for 2021-2022 were shared as follows:

- 28 congregate meal programs delivered 457,457 meals with the support of 26,570 volunteer hours.
- Meals on Wheels delivered over 170,326 meals.
- 13 senior resource finders made 30,346 contacts with older adults with the support of 12,428 volunteer hours.
- 37 tenant resource programs made 56,948 contacts by supporting older adults in 55+ housing blocks within 3,814 suites.
- 9 supports to seniors in groups living made 114,714 contacts in 1,183 suites by providing supports and assisting older adults with instrumental activities of daily living 7 days per week.
- Alzheimer Society First Link has 4,658 active open files.
- 28 congregate meal programs delivered 457,457 meals with the support of 26,570 volunteer hours.
- Meals on Wheels delivered over 170,326 meals.
- 13 senior resource finders made 30,346 contacts with older adults with the support of 12,428 volunteer hours.
- 37 tenant resource programs made 56,948 contacts by supporting older adults in 55+ housing blocks within 3,814 suites.
- 9 supports to seniors in groups living made 114,714 contacts in 1,183 suites by providing supports and assisting older adults with instrumental activities of daily living 7 days per week.
- Alzheimer Society First Link has 4,658 active open files.

The agenda and objectives can be found in **Appendix A: 17th Annual – Support Services to Seniors planning day agenda**.

Linda Brown, Master Trainer & Active Aging Consultant, Active Aging in Manitoban and Serena Bittner, Consultant, Transportation Options Network for Seniors, presented on **Older Winnipeggers Social Engagement Project (OWSEP)**. Some highlights included:

- The partnership was established through funding provided by the Government of Canada's New Horizons for Seniors Program - 2019-2024.

- The purpose of the project is to increase the social inclusion of at-risk older Winnipeggers (aged 55+) through collaborative activities of key partner organizations and collaborating community organizations.
- The goals and objectives are to
 - Increase the communication and coordination of services between organizations
 - Enhance opportunities for social inclusion among older Winnipeggers
 - Reduce barriers to accessing information and services
 - Develop community capacity to identify and engage socially excluded older adults

Throughout the day, there were short videos shown to demonstrate how Support Services to Seniors programs and services impacted an older adult and assisted them to continue to live independently in their own homes. The link to see these videos can be seen at:

<https://youtube.com/playlist?list=PL9I4-jlwCwW8xhpWOMtjdLEAr2RLzYHW>

*The Older Winnipeggers Social Engagement Project power point and guide can be found in **Appendix B: Aging Well Together***

Connie Newman, Chair of the Minister of Seniors and Long Term Care's Advisory Group and Executive Director of the Manitoba Association of Senior Communities, presented on **Collaborative Impact with Social Prescribing**. Some highlights included:

- There continue to be opportunities to make appropriate adaptations and investments to foster healthy aging, including integrated health and social care and age-friendly environments, and reap the benefits, which will include better health and nutrition, skills and knowledge, social connectivity, personal and financial security and personal dignity.
- Our activities will strengthen alliances amongst these key intersectoral players (Senior Centres, Senior Support Coordinators, Age-Friendly Communities, and Primary Health Services which would include My Health Teams, and Home Care resources) reducing siloes, independent activities and building greater collaborative impact to facilitate healthy aging. This enhanced working relationship will ultimately impact all communities and older people served by the key players.

*The information sheet can be found in **Appendix C: Collaborative Impact with Social Prescribing**.*

The "**Pathways to neighbourhood connections: Accomplishments**" exercise began at the working tables created time to review and discuss the accomplishments compiled from the annual WRHA planning day documents that are sent out yearly to all WRHA Support Services to Seniors funded agencies. This exercise allowed participants to stop, celebrate and share pathways to the past year's successes as well as obtain information to look at new initiatives. The complete overview of accomplishments can be viewed in **Appendix D: Accomplishments and Priorities booklet**.

The last working exercise of the day was "**Pathways to neighbourhood connections: Core Priority**" and was conducted in group discussions. Participants were encouraged to reach out to each other and other neighbourhood areas as well as regional senior serving organizations to plan one priority and the action plan to continue to network and collaborate with various partners in the upcoming year. The summary of action plans can be viewed in **Appendix E: Core Priority Action Plan**.

The complete list of participants can be found in **Appendix F: Participant listing 2022**.

**17th ANNUAL SUPPORT SERVICES TO SENIORS
PLANNING & COLLABORATION DAY**

AGENDA

Friday, November 18th, 2022

Role Statement: *To deliver community-based services for older adults which promote health and well-being and assist older adults to continue to live independently in their communities.*

9:00 to 9:30	<ul style="list-style-type: none"> • Registration, refreshments, housekeeping and networking 	Work Tables
9:30 to 9:45	<ul style="list-style-type: none"> • Acknowledgement of Indigenous Ancestral and Territorial Lands • Elder Henry Neufeld 	Henry Neufeld
9:45 to 10:00	<ul style="list-style-type: none"> • Opening remarks 	Minister Scott Johnston
10:00 to 10:15	<ul style="list-style-type: none"> • Welcome to the neighbourhood • CEO and President of the WRHA 	Mike Nader
10:15 to 10:30	<ul style="list-style-type: none"> • Neighbourhood wellness break 	Work Tables
10:30 to 11:45	<ul style="list-style-type: none"> • Older Winnipeggers Social Engagement Project • Social Prescribing in Manitoba 	Linda Brown Serena Bittner Connie Newman
11:45 to 1:00	<ul style="list-style-type: none"> • “Neighborhood block party lunch” 	Work Tables
1:00 to 2:30	<ul style="list-style-type: none"> • Pathway to neighbourhood connections: Accomplishments & Priorities • Collectively at your tables discuss the past year’s accomplishments. • Decide on one core area to work together on as a priority. Share your table’s action plan for the next steps for the upcoming year. 	Work Tables
2:30 to 3:00	<ul style="list-style-type: none"> • “See you back in the neighbourhood” • Take away • Save the Date: October 12, 2023 	Work Tables

**17th ANNUAL SUPPORT SERVICES TO SENIORS
PLANNING DAY**

Objectives:

1. To continue to enhance awareness, communication, knowledge, partnership, and collaboration with organizations in the community.
2. To provide an opportunity for Support Services to Seniors organizations to network, develop partnerships, knowledge exchange, and collaborate.
3. To acknowledge, celebrate and learn from other agencies’ pathways to accomplishments during the last year.
4. To provide an opportunity for Support Services to Seniors agencies to gain an understanding of the impact of Support Services to Seniors in our health care system and the opportunities where organizations can collaborate to enhance service coordination to address positive healthy aging and well-being.
5. To identify 1 core area as a priority and develop an action plan to follow in the upcoming year to continue supporting healthy aging and well-being within our community areas.



Aging Well Together

November 18, 2022

Aging Well Together Coalition

- Older Winnipeggers Social Engagement Project (OWSEP).
- The partnership was established through funding provided by the Government of Canada's New Horizons for Seniors Program (NHSP) - 2019-2024.

November 18, 2022



Project Partners




November 18, 2022



Purpose

To increase the social inclusion of at-risk older Winnipeggers (aged 55+) through collaborative activities of key partner organizations and collaborating community organizations.


November 18, 2022



Values

- Collaboration
- Equity
- Engagement
- Responsiveness
- Accessibility
- Empathy


November 18, 2022



Collaboration

- Streamlines the process by improving communications
- Improves service delivery and reduces service duplication
- Provides improved quality of service to older people

November 18, 2022



Goals & Objectives

- Increase the communication and coordination of services between organizations
- Enhance opportunities for social inclusion among older Winnipeggers

November 18, 2022



Goals & Objectives cont.

- Reduce barriers to accessing information and services
- Develop community capacity to identify and engage socially excluded older adults

November 18, 2022



Social Isolation



The objective state of having a small or no social network, limited communication or contact with social network members, and little or no social participation.

November 18, 2022



Loneliness



The unpleasant **feeling** when the social connections one has do not match with what one would like. A person can feel lonely even though they are not socially isolated.

November 18, 2022



Statistics

- **20%** of older Winnipeggers are socially isolated
- **23%** of older Winnipeggers reported being lonely before the pandemic; this increased to **38%** during the pandemic.

November 18, 2022



Statistics

- Social isolation and loneliness is more common among certain groups; for example, **51%** of low-income older Winnipeggers reported being lonely before the pandemic.

November 18, 2022



Social Engagement

Being Socially Connected:

- Brings enjoyment and a sense of purpose
- Adds to one's quality of life
- Reduces the risk of depression, cognitive decline
- Reduces the risk of health problems and dying prematurely

November 18, 2022



Audrey's story



November 18, 2022



Questions / Comments?

Thank you!

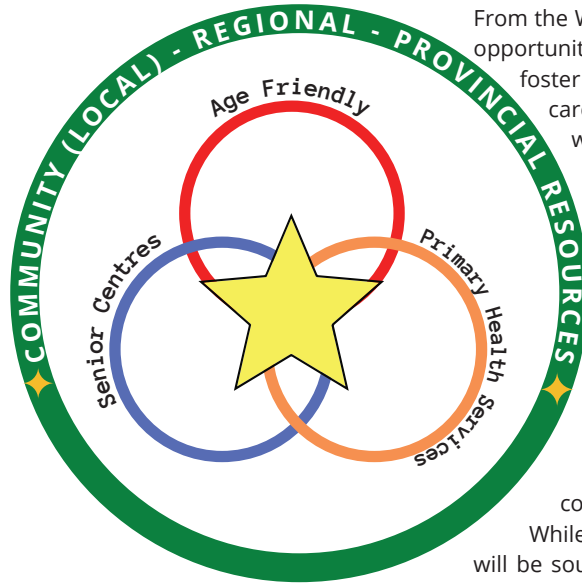


November 18, 2022



Collaborative Impact with Social Prescribing

MASC recently was awarded by an anonymous funder a 4 year contract.



From the WHO and ten years of healthy aging there continue to be opportunities to make appropriate adaptations and investments to foster healthy ageing, including integrated health and social care and age-friendly environments, and reap the benefits, which will include better health and nutrition, skills and knowledge, social connectivity, personal and financial security and personal dignity.

Our activities will strengthen alliances amongst these key intersectoral players (Senior Centres, Senior Support Coordinators, Age Friendly Communities, Primary Health Services which would include My Health Teams, and Home Care resources) reducing siloed, independent activities and building greater collaborative impact to facilitate healthy aging. This enhanced working relationship will ultimately impact all communities and older people served by the key players.

While designed as a demonstration project, future resources will be sought to enable other communities to benefit fully, from lessons learned from this intersectoral initiative.

LEGEND

★ Collaborative Impact

Collapse silos and enhance key player collaboration.

◆ Community Resources - 3 Key Intersectoral Players:

Primary Health Services:

"My Health Teams"
Senior Resource Coordinators
Home Care Resources
(above are funded by the Regional Health Authorities)

Age Friendly Resources:

Municipal government (elected officials; Chief Administrative Officer) and age-friendly leadership model

Senior Centres:

Social connection & information
Network of community resources: recreation; health referral; physical activity

◆ Regional-Provincial Resources

MB Shared Health
College of Family Physicians of Manitoba
Cancer Care Manitoba
Regional Health Authorities (RHA)
Northern
Interlake-Eastern
Southern (Sante-Sud)
Prairie Mountain
Winnipeg
Manitoba Municipal Administrators Association (MMAA)
Association of Manitoba Municipalities (AMM)
Association of Senior Support Coordinators (ASSC)
Transportation Options Network (TONS)
Research - University (Manitoba & Brandon)



Healthy Aging and Seniors Care Support Services to Seniors

Accomplishments & Priorities 2022

TABLE OF CONTENTS

<i>Support Services to Seniors Funded Agencies</i>	1
<i>Background</i>	6
<i>St. James Assiniboia Community Area</i>	6
Bethania Housing - Tenant Resource Services	6
Metropolitan Kiwanis Courts - Supports to Seniors in Group Living/Meal Program	7
St. James Assiniboia 55+ Centre – Senior Centre/Senior Resource Finder/Meal Program	8
Manitoba Housing – Tenant Services Program	9
Manitoba Housing – Congregate Meal Program	9
<i>Assiniboine South</i>	10
Charleswood 55+ Active Living Centre – Senior Centre	10
Manitoba Eastern Star Chalet – Congregate Meal Program	11
Manitoba Housing – Tenant Services Program	11
Manitoba Housing – Congregate Meal Program	12
Rady Jewish Community Centre (RADY JCC) – Senior Centre	12
Assiniboine South/River Heights – Senior Resource Finder	13
<i>Fort Garry</i>	13
Fort Garry Rotary Villa – Tenant Resource Program/Meal Program	13
Pembina Active Living 55+ (PAL 55) – Senior Centre	15
Winnipeg Mennonite Seniors Care – Supports to Seniors in Group Living/Tenant Resource Program	15
Fort Garry Seniors Resource Council – Senior Resource Finder	16
Delmar Congregate Meal Program – Congregate Meal Program	17
<i>River Heights</i>	18
Bethania Housing – Tenant Resource Program	18
Bethania Housing – Tenant Resource Program	21
Manitoba Housing – Congregate Meal Program	22
Bethel Place – Tenant Resource Program/Congregate Meal Program	23
Manitoba Housing – Congregate Meal Program	24
Villa Cabrini – Congregate Meal Program	24
River Heights/Assiniboine South - Senior Resource Finder	25
Rainbow Resource Centre (RRC) – Senior Centre/Specialized Services	26
<i>St. Vital</i>	26

St. Vital/St. Boniface – Senior Resource Finder	26
Winnipeg Housing and Rehabilitation Corporation – Tenant Resource Program	27
St. Boniface.....	27
Archwood 55 Plus – Senior Centre.....	27
Foyer Vincent – Congregate Meal Program.....	29
Place Des Meurons – Tenant Resource Program/Congregate Meal Program	30
Manitoba Housing – Congregate Meal Program.....	30
Manitoba Housing – Tenant Services Program.....	31
Manitoba Housing – Congregate Meal Program	31
L'Accueil Colombien – Tenant Resource Program/Congregate Meal Program.....	32
St. Vital/St. Boniface – Senior Resource Finder	32
Conseil des francophones 55+ de Winnipeg - Senior Resource Finder.....	33
Transcona	36
Transcona Senior Resource Finder/ Congregate Meal Program	36
Park Manor Care – Supports to Seniors in Group Living	36
River East.....	37
Good Neighbours Active Living Centre – Senior Centre/Support to Seniors in Group Living	37
River East – Seniors Resource Finder/Congregate Meal Program	40
Donwood Manor Elderly Persons Housing – Supports to Seniors in Group Living and Tenant Resource Program.....	40
Elmwood East Kildonan Active Living Centre – Seniors Centre	42
Bethania Housing, BethaniaHaus – Tenant Resource Program	44
Bethania Housing, Kingsford Haus – Congregate Meal Program	46
Seven Oaks Includes East and West St. Paul.....	46
Gwen Selter Creative Living Centre – Senior Centre.....	46
Seven Oaks Community Area – Senior Resource Finder	47
Middlechurch Home of Winnipeg, Community Supports Program – Senior Resource Finder/ Tenant Resource Program	47
Inkster	51
Keewatin Inkster Neighbourhood Resource Council INC – Senior Resource Finder/Tennant Resource Program.....	51
NorWest Co-op Community Food Centre – Congregate Meal Program	52
Brooklands Active Living Centre – Senior Centre/Congregate Meal Program	53

Point Douglas	54
Point Douglas – Senior Resource Finder.....	54
North Point Douglas Seniors Association – Senior Centre.....	55
Manitoba Housing – Tenant Services Program.....	55
Winnipeg Housing and Rehabilitation Corporation – Tenant Resource Program	56
KeKiNan Centre – Tenant Resource Program	56
Winnipeg Housing Rehab Corporation, Canadian Polish Manor – Tenant Resource Program	57
Indigenous Seniors Resource Centre Winnipeg – Senior Centre.....	58
Downtown.....	59
Manitoba Housing - Ellice Place – Tenant Services Program	59
Manitoba Housing – Congregate Meal Program.....	59
Manitoba Housing – Tenant Services Program	59
Manitoba Housing – Congregate Meal Program.....	60
Manitoba Housing – Tenant Services Program	61
Bethania Housing, Arlington Haus and Autumn House – Tenant Resource Program	61
Bethania Housing, ArlingtonHaus – Congregate Meal Program	62
Lions Place – Tenant Resource Program.....	62
Lions Manor and Lions View – Tenant Resource Program	63
West End Active Living Centre	64
West Downtown / Broadway – Senior Resource Finder	64
East Downtown – Senior Resource Finder.....	64
Regional/Provincial.....	65
Indigenous Seniors Resource Centre Winnipeg – Senior Centre/Specialized Services.....	65
Canadian National Institute for the Blind (CNIB) – Specialized Services	66
Manitoba Association of Senior Communities (MASC) – Specialized Services	68
A & O Support Services for Older Adults (A&O) – Specialized Services.....	69
Creative Retirement Manitoba (CRM) – Senior Centre/Specialized Services	70
Rainbow Resource Centre (RRC) – Senior Centre/Specialized Services.....	72
Meals on Wheels of Winnipeg (MOW).....	73
Senior Resource Finder- Conseil des francophones 55+ de Winnipeg.....	73
Alzheimer Society of Manitoba (ASM) – Specialized Services	76

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 – Satellite offices

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

- Indigenous Senior Resource Centre – 100 Robinson St
*Serving the Indigenous 55+ population within the city of Winnipeg
- North Point Douglas Seniors Association – 244 Jarvis Ave

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 Program – 180 Poplar Ave

Tenant Resource Programs

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

Senior Centres

- Good Neighbours Active Living Centre – 720 Henderson Hwy
- Chalmers Neighbourhood Renewal Corp - 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
- Good Neighbours Active Living Centre - Oakland Gardens 1 & 2 at 210 Oakwood Ave and 220 Oakwood Ave
- Good Neighbours Active Living Centre - 1080 Henderson and 1100 Henderson Hwy

Transcona Community Area**Congregate Meal Program**

- Transcona Council for Seniors – 209 Yale Ave. 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

- Park Manor - East Park Lodge – 720 Kildare Ave. E.
- Park Manor - 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 – satellite offices

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
- Fred Tipping Place – 601 Osborne St
- 64 Nassau Meal Program – 64 Nassau St

Tenant Resource Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- Fred Tipping Place – 601 Osborne St
- Pembina Place – 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, Queer and Questioning 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 – 3rd floor - 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 – 3rd floor - 203 Duffield St

Seniors Resource Finder

- St. James/Assiniboia Senior Resource Finder – 3rd floor - 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

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 Gibault St

Winnipeg Regional Services

- Indigenous Senior Resource Centre – 100 Robinson St
*Serving the Indigenous 55+ population within the city of Winnipeg
- A & O: Support Services to Older Adults – 200-207 Donald Street
- 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 – satellite offices
- Conseil des francophone 55 Plus – 400 des Meurons St
*Serving the Francophone speaking population within the city of Winnipeg
- Manitoba Association of Senior Communities – 3rd floor - 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 within the city of Winnipeg

Background

Each year Support Services to Seniors (SSS) funded organizations complete an annual planning document for the upcoming year. This booklet has been prepared based on the feedback reflected in the planning documents received.

Services providers and board members are asked to review this booklet before the planning day as this will be used in our accomplishments and priorities planning.

The goal of this booklet is to create the opportunity for organizations to review, acknowledge and to celebrate accomplishments, network to understand how other organizations have assessed, planned, collaborated, implemented, and evaluated the pathway to achieve these accomplishments. This provides the future opportunity to identify and build purposeful partnerships and networks to create results, as well as to collaborate and develop coalitions to achieve goals in the next year. This booklet also presents an opportunity to work together and collaborate on priorities for the upcoming year.

Take note of the organizations you wish to reach out to further to explore their pathways to accomplishments as well as begin to think of a core priority to focus on in the next year collectively in your community area.

St. James Assiniboia Community Area

Bethania Housing - Tenant Resource Services

Name: *Cristine Schroeder*

529 Country Club Blvd

Tenant Resource Services

Accomplishments:

- o Worked with management, families, home care, our caretakers, pharmacies, medical services, and volunteers to meet the needs of the tenants of 529 Country Club – ensuring they are living safely and well.
- o Tenant’s spirits kept up during COVID ‘lockdowns’ with Seasonal Decorations, ‘Building Bingos’, coloring pages, wellness bags – in collaboration with local agencies, Summer BBQs, Coffee Times – when allowed, Thanksgiving and Christmas meals (coordinated by Volunteer Tenants at 529). All events were planned and implemented by Tenant Volunteers, and management and the Tenant Resource Coordinator supported the events with notices, posters and in whatever way we could.
- o A & O Be a Santa to a Seniors and the Cheer Board provided Christmas goodies.
- o Supports the Tenant Advisory Councils by producing the agenda (with tenant collaboration), chairing the meetings, and writing up the minutes.
- o Worked with the Volunteers and is coordinating a Volunteer Appreciation event.
- o Partnered with local support service organizations – mostly through Teams Network meetings coordinated by Kathy Perrault (Community Facilitator): Food Sharing Network meetings, Clients in Common Network meetings as well as larger Community Network meetings. The Healthy Aging Resource Team (HART) team and St. James Assiniboia Senior Centre have also been amazing support.
- o Food Security is a common issue for numerous tenants at 529 and we set up a Food Sharing Cupboard right in the building with donations from Agape Table - who bring fresh groceries 2X a month and chili and soups most Fridays, Peak of the Market, 2 local schools that did ‘Food Drives’ as well as Autumn House tenants, the Healthy Aging Resource Team (HART) team, and Kathy Perrault. Also, local gardeners dropped off fresh produce.
- o We measured our success by the many grateful comments from our tenants! And we seemingly kept our tenants safe and COVID free during the pandemic – thanks to our manager and the caretaker!

Priorities:

- o I am retiring at the end of June and Crystal Klassen is taking my place.
- o Bethania has given us the chance to work together for one month to ensure continuity of programs and services and to make it a smooth transition for the new Tenant Resource Coordinator and for the tenants! Thank you, Bethania!
- o The new coordinator will be introduced to all the organizations we have partnerships with and will be getting to know the tenants and become familiar with all aspects of the Tenant Resource Coordinator position.
- o It is an exciting time for the new Tenant Resource Coordinator to bring her own strengths and fresh ideas to the position!

Metropolitan Kiwanis Courts - Supports to Seniors in Group Living and Meal Program

Name: *Sheila Hunter*
2300 Ness Ave

Supports to Seniors in Group Living

Accomplishments:

- o Supports to Seniors in Group Living 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. We started to increase the number of activities and events in March 2022.

Priorities:

- o Metropolitan Kiwanis Courts plans to continue to increase the number of events and activities to support residents. The regular statistics reported will track increased participation in events and activities. Thanks to New Horizons funding we are planning to upgrade our in-house TV programming to share with our community. We plan to track the number of views on our You tube channel as we connect with older adults outside of our building.

Congregate Meal Program

Accomplishments:

- o Metropolitan Kiwanis Courts 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 and now has resumed dining room service.

Priorities:

- o To get back to pre-COVID meal program where residents and community had more flexibility to access our meal program. Social distancing has reduced the number of tables in the dining room.

St. James Assiniboia 55+ Centre – Senior Centre/Senior Resource Finder/Meal Program

Name: *Sarah Buchanan*
203 Duffield St

Senior Centre

Accomplishments:

- o I think the biggest accomplishments this year is successfully reopening after the pandemic. We have spent a lot of time on bringing our members back in, recruiting new members and working on our programming. I would measure our success by comparing our registrations each month and acquiring feedback directly from members.

Priorities:

- o The staff at the centre will be concentrating on our programming and how we will be funding it. We are hoping to increase our programs but also increase our range of grant applications to help offset those costs. We are hoping to avoid increasing any of our prices. We also hope to be able to offer a wider variety of programs allowing us to increase our options to the community. We will compare registrations and overall costs per session to see where we are successful and what we need to change.

Congregate Meal Program

Accomplishments:

- o We were able to continue offering our frozen meals throughout the pandemic and without increasing our prices, we were able to see the success of this by tallying sales.

Priorities:

- o The priorities for next year are to increase the attendance of in person meals. Promoting healthy meals and socialization. This can be monitored through statistics.

Senior Resource Finder

Accomplishments:

- By offering in person presentations and clinics again. Being able to attend in person presentations off site from the Centre. Working to bring back our rides for seniors' program. Being able to bring back volunteers to the Centre. I would say measurement of success was attainable by seeing the increase in numbers on the monthly statistics.

Priorities:

- Next year, the goal is to get back into the community as much as possible. The Centre would like to be able to help those still dealing with isolation and coping with the negative impacts that it has had on mental health. This will be accomplished by looking at partnerships with Suicide Prevention and wellness grants to find ways to reach the community and offer clinics at the center. Progress will be monitored through attendance and direct feedback from the community members that participate.

Manitoba Housing – Tenant Services Program

Name: *Titi Tijani/Margaret Graham*

22 Strauss Dr and 125 Carriage Rd

Tenant Services Program

Accomplishments:

- Due to Covid-19 public health restrictions, the priority was to reduce isolation and assist tenants in accessing resources needed. Also, to monitoring tenants' comfort & assisting with organizing activities accordingly. Monitoring/measuring included number of wellness checks/visits, referrals provided, group activities organized on site (when possible), time spent providing assistance in adhering to safety guidelines. Those numbers were consistent with changes in public health restrictions. More restrictions meant increase in assistance requested. Tenants' response was positive. Existing community partners were utilized. The second priority was increased compliance with pest control measures, which was measured monthly. This is always an ongoing undertaking, but certain accommodations in pest treatment methods (such as non-invasive pest treatments) allowed for solid participation and compliance.

Priorities:

- This year's priority will be to re-start pre-pandemic activities and return to pre-pandemic levels of participation. Tenant Advisory Councils have already expressed eagerness to have tenant activities in their blocks. Numbers of activities and participants will be measured and compared. New partnerships will be explored to provide opportunities for food security in the buildings to supplement existing food bank options.

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*

125 Carriage Rd

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

Assiniboine South

Charleswood 55+ Active Living Centre – Senior Centre

Name: *Jakee Werbuk*

5004 Roblin Blvd

Senior Centre

Accomplishments:

- Although it was another challenging year, we re-opened to in person activity in September of 2021, with a full slate of fitness classes, and many of our cards, games, special interest groups, presentations and workshops resumed, and a few new programs were introduced. Membership increased to near pre-COVID levels and has remained steady, with many new members joining the Centre.
- We continued with a limited number of virtual programs as well as books and puzzle delivery and wellness checks for those who could not return to the Centre
- Our members showed their true generosity of spirit this past December when we collected food and presents for a Christmas hamper for a family of 13. The hamper far exceeded the requests made and the recipient family was humbled by the good will and kindness of the Centre members.
- Our members were eager to return to the Centre and pitched in to help wherever they could to ensure the continuation of programming and activities.
- The success of our achievements was measured by the numbers in our programs and activities (many with waiting lists), and the feedback we have received on all of our efforts to keep members engaged and informed. Program and activity surveys were provided to participants and the feedback has been positive and beneficial for future planning. Programs are evaluated for satisfaction, instructor feedback and other program suggestions.

Priorities:

- Priorities for next year include the continuation of current programming and the reintroduction of some programming at the Centre that was not possible during the COVID restrictions as well as a focus on external outings and activities. We will look to resume bus trips, museum visits, lunch of the month and other activities that bring members together in varied settings.
- Member feedback will continue pay a vital role in how we evaluate and assess the effectiveness of our programs. Programs will continue to be evaluated for satisfaction and instructor feedback.

Manitoba Eastern Star Chalet – Congregate Meal Program

Name: *Alex Martinez*

425 Cathcart St

Congregate Meal Program

Accomplishments:

- One of our major accomplishments was to keep everyone healthy in the building, this was a joined effort between our tenants and staff; we avoided spread of COVID-19 virus in our community.
- The way we measured our success is because we did not have too many cases of tenants infected with COVID-19. We followed the government and health authorities' regulations and we were keeping an open communication among tenants, staff and visitors within the community.

Priorities:

- One of our priorities is to keep a safe and healthy environment, open communication among us.
- Continue providing healthy and nutritious meals to our tenants every day with a variety of recipes.
- Hire a new meal program coordinator and establish a better system that allow us to improve, enhance the actual procedure and tasks in order to monitor and measure daily, weekly, monthly and yearly results.

Manitoba Housing – Tenant Services Program

Name: *Camille Sylvester*

170 Hendon Ave

Tenant Services Program

Accomplishments:

- We got this Canada is a meal program which was offered for the tenants of Hendon on a monthly basis.
- Collaboration of service providers from Winnipeg Regional Health Authority (WRHA), Employment and Income Assistance (EIA) and Child and Family Services (CFS) to promote the succession of client engagement and support
- Promotion of vaccine clinic for Covid-19
- Assisting clients with income tax and financial literacy
- Coordinating a visit to the zoo which many of the tenants enjoyed and look forward to future events planned
- Partnering with Healthy Aging Resource Team (HART) program as an additional support for tenant

Priorities:

- The tenant advisory committee has resumed and running smoothly
- Reopening of tenant lounge as well as resuming tenant activities and groups. Some activities include: BBQs, tie-dye event, Halloween & Christmas events.
- Coordination of workshops and training in which the primary focus is on supports seniors, self-care, and accessible resources.
- Organized workshops on emergency preparedness and person safety for tenants
- Provide alternative resources which tenants can attend during the time of pest treatment
- Weekly activities which promote mental and physical well-being and promote engagement with tenants

- Set up a site meal program for tenants and medical personnel that can come and review the tenants' medications without tenants struggling to go to the pharmacy

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*

170 Hendon Ave

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

Rady Jewish Community Centre (RADY JCC) – Senior Centre

Name: *Laura Marjovsky*

123 Doncaster St

Senior Centre

Accomplishments:

- The Stay Young Program went back to an in-person format, meeting the growing social and cultural needs of the 70–100-year-old seniors living in the Community through concerts and lectures.
- Continued partnerships between various other senior serving organizations such as the Gwen Sexter Creative Living Centre, Shaftesbury, Jewish Child, and family Services.
- Strong Senior attendance of seniors at Jewish Holiday events and Cultural events.
- Continued to offer programming that is it diverse and relevant for this population, such as the Jewish Film Festival, In the Know, Holiday Programming, while appealing to the community at large.
- Enhanced the physical, spiritual, emotional, social, and intellectual growth of individuals.
- Rady wellness series continued to provide older adult options to learn about health and wellness topics through the expertise of specialists in a relaxed and interactive setting.
- Music and Mavens daytime concert series saw an incredible participation during the month of January through March.
- Supported ongoing partnerships with community-based agencies to better serve unique needs of older adults living with chronic conditions: Parkinson's Society of Manitoba; MS Society; Alzheimer's society.
- Provided volunteer and leadership opportunities for people 55+.
- Provided transportation options for older adults requiring transportation support.
- Continued to enhance presence in the community to better assist older adults in attaining valuable information and resource programs that are relevant to their needs.

Priorities:

- Continue to offer a safe environment for Seniors, so they can feel at ease coming into the centre
- Continue to monitor which senior specific programs can be designed and delivered that would meet safety practices and the seniors' needs

- Continue to offer options for virtual programming for those individuals that still do not feel safe participating at in-person programming
- To continue to try and engage isolated seniors by offering opportunities to participate in programs available at the centre
- To enrich our existing programming
- To expand our wellness programming

Assiniboine South/River Heights – Senior Resource Finder

Name: *Martin Landy*

1 Morley Ave

Senior Resource Finder

Accomplishments:

- The South Winnipeg Seniors Resource Finder expanded and improved its social engagement becoming a consistent source of current information and opportunities for our members to engagement through on-line activities. Being able to maintain and increase our community connection in the midst of a pandemic was our number one achievement. With our bi-weekly educational and socializing zoom connections and our E-blasts of Public Health and community news we reached beyond our catchment and became a city-wide circulation and connection. We were able to then take this amazing content and start our own YouTube channel and post the videos of our best sessions. We went from just over 200 impressions an E-blast in 2019, to now over 5,000 impressions. We have over 500 connections from our Zoom sessions.

Priorities:

- Our number one task is to re-engage in person where possible, with our constituents. We need to foster collaboration with community and assist in developing programming opportunities. We will go back out into the community with our Pop-up offices. We will attend and, with permission, live stream these programs/events to those who cannot attend, thus removing yet another barrier to participation.
- Our second priority is to rebuild our database of knowledge. As an information hub, the South Winnipeg Seniors Resource Council is known for providing support and information across the sector. The last 2 years of COVID and its effects on businesses has wiped out our knowledge base and we must rebuild and distribute this database information.

Fort Garry

Fort Garry Rotary Villa – Tenant Resource Program and Meal Program

Name: *David Hood/Jennifer Brookman*

528 Hudson St

Tenant Resource Program

Accomplishments:

- We have continued to have low rates of COVID in our building and as far as we know no community transmission. More illnesses are arising as all restrictions fade away. Measured through qualitative reports as no quantitative measures are taken.

- Continuation of mentoring Social Work practicum students from the University of Manitoba. They are the backbone of the Villa and almost nothing would be accomplished without them. Measured through qualitative statements and through tracking of students' hours and projects.
- Simply keeping functions up and running have seemed like a miracle this last year.
- Received a small grant that focuses on connecting the ages, we are using this grant money to create a small urban apple orchard of 5 trees that the community at large will help plant and have access to.

Priorities:

- Volunteer recruitment is needed as Tenant Resource Coordinator hours are limited and there is a lack of interest in volunteering by tenants. Without bringing in volunteers, most programs and services cannot run. I am aiming to have a team of 6 – 10 volunteers running on a steady basis by September 2022. Volunteer files will be maintained as well as a running schedule to track hours.
- In conjunction with the previous point more tenant engagement would highly benefit the Villa. Many residents are unable to commit to long term or consistent schedules due to health, or appointments. If I am able to find one resident to run BINGO and two residents to spend 1 hour each a week operating our canteen or helping in the garden, I will count it as a success.
- Aiming to complete planting and celebrate the Urban Orchard by end of June (when our report is due).
- As Tenant Resource Coordinator I hope to see a Tenant Handbook complete, an Employee Handbook, and Policies put in place (primarily focusing on Human Rights, Abuse, and Incident Reports). While this process may take some time, the basic outlines of these have been developed and the next step is to have the Board take these and put them into action.

Congregate Meal Program

Accomplishments:

- We have continued to have low rates of COVID in our building and as far as we know no community transmission. More illnesses are arising as all restrictions fade away. Meal program is still being delivered by volunteers. It seems we have lost a long running volunteer and are making due with 2 residents and staff running meals as frequently as they can. Measured through qualitative reports as no quantitative measures are taken.
- Working on creating a canteen that can be accessed at various times. Interest is high but so are supply and running costs.

Priorities:

- Volunteer recruitment is needed as Tenant Resource Coordinator hours are limited and there is a lack of interest in volunteering by tenants. Without bringing in volunteers most programs and services cannot run. I am aiming to have a team of 6 – 10 volunteers running on a steady basis by September 2022. Volunteer files will be maintained as well as a running schedule to track hours.
- In conjunction with the previous point more tenant engagement would highly benefit the Villa. Many residents are unable to commit to long term or consistent schedules due to health, or appointments. If I am able to find one resident to run BINGO and two residents to spend 1 hour each a week operating our canteen or helping in the garden, I will count it as a success.
- Being able to stock and run a canteen is a high priority. Frequency of use will be the primary measurement but with a lack of volunteers it will be hard.

Pembina Active Living 55+ (PAL (55) – Senior Centre

Name: *Susan Fletcher*

170 Fleetwood Rd

Senior Centre

Accomplishments:

- We have started a community volunteer outreach program and have had PAL members involved in helping residents of South East Personal Care Home.
- PAL (55+) has partnered with the Wpg Chinese Seniors Association and share some programs with them.
- We have offered many programs in person as well as on-line.
- Pal obtained funding from an IT who has developed a data base, and updated our website.
- We moved into our new location and have developed a good partnership with the Whyte Ridge Community Centre.
- PAL (55+) measures success by positive feedback, the number of people helped, and the increase of 100 members from Sept to March 2022.

Priorities:

- PAL (55+) has received funding to start an adult day program to reach out to isolated seniors every Monday. Each afternoon they will be joined by any senior in the community who would like to attend the afternoon session.
- We have started conversation circle classes for newcomers to practice English with English speaking members.
- We will be starting some new programs to our regular schedule, as requested by members including: Bocce Ball, Travel Tips and more.
- Our partnerships will include more seniors from other cultures who will be invited to events, to partner with community activities and to present at our Adult Day Program – Take 5 Monday.
- Offering “internship for seniors” to obtain more volunteers.
- Develop an Alzheimer Care giver support Group
- These priorities will be monitored through verbal feedback, surveys, attendance of members, and increase of members.

Winnipeg Mennonite Seniors Care – Supports to Seniors in Group Living/Tenant Resource Program

Name: *Bonnie Coble – Lindenwood Terrace*

490 Lindenwood Dr. E

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- I took an online course on administering rapid COVID tests. This provided quick action to isolate residents, helping to slow the spread of the virus in our building.
- We ran a COVID-19 Vaccine clinic, including a COVID booster clinic. We had our yearly Flu shot clinic.
- Each Resident was checked to ensure E.R.I.K. kits were up to date.
- In house Dyna Care blood Lab continued to provide service to our residents.
- We remained bed bug free for the past year due to close monitoring.

Priorities:

- I will send a survey to our residents to see which service providers they would like to come to our facility.

- I plan on having a health fair where residents can have information on various topics.
- Provide a walker clinic for our residents to get their walkers safety checked and serviced.
- Provide a blood pressure clinic for our residents.

Winnipeg Mennonite Seniors Care – Supports to Seniors in Group Living/Tenant Resource Program

Name: *Bonnie Coble – Lindenwood Manor*

475 Lindenwood Dr

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- Outdoor walks in pleasant weather with men’s group. Maintained weekly conference calls. Provided take home mental word puzzles. Music therapy student provided small group program for isolated residents.

Priorities:

- I will send a survey to our residents to see which service providers they would like to come to our facility.
- I plan on having a health fair where residents can have information on various topics.
- Provide a walker clinic for our residents to get their walkers safety checked and serviced.
- Provide a blood pressure clinic for our residents.

Fort Garry Seniors Resource Council – Senior Resource Finder

Name: *Amanda Macrae/Patti Berube*

Satellite offices

Senior Resource Finder

Accomplishments:

- Collaborated with Pembina Active Living (PAL) 55+ and Mosaic Family Newcomer Resource Centre to offer a 6-week intergenerational program connecting older adults and newcomer moms and their children.
- Partnered with Victoria General Hospital Foundation and Fort Richmond Collegiate to offer a 6-week telephone support program for isolated seniors.
- Continued as a Verified Partner through Community Financial Counselling Services to offer assistance with income tax returns for low-income seniors.
- Connected with Manitoba Association of Seniors Centers and Age Friendly Initiative for community wide meetings with other senior serving organizations to network and discuss potential partnerships.
- In conjunction with Transportation Options Network for Seniors, distributed over \$600 in taxi vouchers to older adults for Covid-19 vaccination clinics as well as medical appointments.
- Have connected with the Healthy Aging Resource Team from St. James and Seniors Resource Coordinator for South Winnipeg and St. James for regular networking meetings to discuss new initiatives and client cases.
- Collaborated with community members to organize a series of Pros Knows Expos across the city. There were 6 Expos last year and over 600 people were in attendance. Expos have been planned again for 2022 and will hopefully attract more participants with the lifting of Covid-19 restrictions.

- Created an ERIK subcommittee with other Seniors Resource Coordinators to review the ERIK presentation and training guide. These changes shared with all Coordinators across the province to ensure consistency and standardization.
- Collaborated with Seniors Resource Council from Point Douglas, Downtown and HART from St. James to form a Technology Navigation Committee and launched a pilot program to connect clients in the community with a cell phone.

Priorities:

- Continue to create new partnerships with other senior serving organizations and to collaborate on projects.
- Resume regular pop up offices in the community (which had been postponed during the pandemic)
- Continue to expand distribution list of electronic newsletter recipients including clients and service providers. The newsletter highlights monthly programs, services and information in Fort Garry.
- Continue partnership with PAL 55+, Mosaic Family Resource Centre and Victoria General Hospital Foundation to expand current programs.

Delmar Congregate Meal Program – Congregate Meal Program

Name: *Martin Landy*

110 Adamar Rd

Congregate meal program

Accomplishments:

- The South Winnipeg Seniors Resource Council (SWRC) Congregate Meal Program provides many older adults with the only social contact they may get. The South Winnipeg Seniors Resource Council major accomplishment was not missing one day of service over the past 2.5 years. We continued interacting with every client and ensured that not only they had a healthy meal, but they had a check-in and a chat every week. We must thank our great team of volunteers for their determined attitude to get things done! We were able to return to dine-in meals in August 2021 while meeting all public health orders.

Priorities:

- South Winnipeg Seniors Resource Council's main priority is to keep our meal prices down with no increase for the next 2 years.
- To keep prices down in a range that is affordable to the seniors that we are serving. Had to increase the prices twice in the past year to keep up with the increasing cost of food as well as labour costs. We are currently charging \$8.00 per meal, plus an additional 0.75 for delivery to cover the cost of delivery containers.
- As noted below, we have seen a decline in attendance and assume it is in large part due to the increasing prices that we have to charge to remain sustainable.
- We monitor in detail the attendance, the per meal cost, not only related to food, but also related to the overall cost of the program. We will continue to track these statistics and monitor the trends.
- We have in the past analyzed various aspects of the service such as the timing of the service (ie. Dinner vs Lunch) and reaching out more to the community. The current attendees prefer to keep the timing of the service as is. We will continue to evaluate how we can increase our clientele and reach more attendees in the future.

River Heights

Bethania Housing – Tenant Resource Program

Name: N/A

285 Pembina Hwy

Tenant Resource Program

Accomplishments:

Major achievements include:

Organizing two COVID vaccinations clinics and a Booster vaccination clinic for the tenants and staff

- All administrative staff at 285 Pembina Highway are triple vaccinated
- 92% of tenants received both the first and second COVID vaccinations.
- 83% of tenants received the Booster COVID vaccination
- Registered 80% of the tenants that live at 285 Pembina Highway with their COVID Immunization card
- All vaccinations clinics were a huge success, and exceeded the provincial vaccinations numbers.
- 2021 – None of the tenants reported having COVID symptoms. No lockdown protocols were mandated

Programming:

- Introduced programming to tenants in March 2022.
- Offered 6-8 dynamic programs to tenants/month
- All programs are free to attend
- Many of the program attendance was at its full capacity
- 84 tenants attended the March 2022 programs and 61 tenants attended the April 2022 programs.
- Programs offered are: Bingo, Senior Exercise, ASL Class, Yoga & Music, Art Therapy, Dog Therapy, Movie & Popcorn
- The monthly program calendar has a dedicated group of tenants that attend every program. Tenants have voiced their appreciation and personal enjoyment for the programs. Tenants have recruited other tenants to attend programs. Tenants have offered to volunteer to “run” the program and based on tenant interests, Tenant Resource Coordinator has added new programs to the calendar of events.
- Set up two Income Tax Return clinics for tenants (2021 & 2022). 75% of tenants participated in the clinics
- Updated tenants’ E.R.I.K. information. 68% of Tenants updated their E.R.I.K. information
- Created a community information board. The info board is filled with community services geared toward seniors in the community. The information board is updated on a monthly basis
- Created a transportation booklet, to assist all the tenants/residents who reside in one of the apartment complexes managed by the Bethania group, information about available transportation options within the community
- Created tenant – program – COVID protocol policies and vendor

Securing funding from community grants:

- Tenant Resource Coordinator received \$3000 from the Healthy Together Now Grant for the Healthy Body and Mind program.

- Community partnerships that are part of the Healthy Body and Mind program are: Brave Canvas Art Therapy, Bee Wellness Inc., Royal Conservatory of Music, St. John's Ambulance, Closer Connections, and the Medicine Shoppe
- Tenant Resource Coordinator received \$1200 from Connecting the Ages to support an Intergenerational program between the tenants that live at 285 Pembina Highway and the children who attend the Prairie Children's Day Care
- Wrote and submitted (Grant pending outcome) a grant to the Winnipeg Food Council requesting \$2000 to create a community garden at 285 Pembina Highway

Tenant:

- 2021-2022 reviewed and processed 83 applications for tenancy
- Provided new tenants with a tenant orientation to familiarize themselves with the building, emergency protocols and services offered at 285 Pembina Highway.
- Contacted 911 for emergency situations on behalf of tenants' emotional, mental, social and physical emergencies
- Advocated on behalf of tenants to receive additional support services available in the community, psychological and geriatric assessment and support, or financial support to ensure the tenant is successful at independent living. Tenants who have received an increase in support services are now better equipped. Their anxiety and stress levels have decreased, and their ability to problem-solve independently has increased. Tenant Resource Coordinator receives fewer calls from these tenants requesting support and resources in the community. Tenants, self-declare they feel happier and rely less on medication/alcohol to deal with their problems.
- Developed a Tenant Resource Coordinator file for each tenant at 285 Pembina Highway.
- Created four sets of ASL – pictorial menus for the deaf and deafblind tenants to help bridge the communication gap between café staff and the deaf/deaf-blind tenants. Deaf tenants use these menus regularly to communicate what they want to order off the menu.

Community Building:

- As a new employee, making it a priority to develop strong positive relationships with tenant support agencies, the Power of Attorney and the Public Guardian and Trustee to ensure all parties involved are working harmoniously towards ensuring the tenant/client is successfully living independently.
- Developed excellent working relationships with the following: Program of Assertive Community Treatment (PACT), Winnserv, Turning Leaf Services, Public Guardian and Trustee, Home Care, Community Mental Health Program, New Directions, Resource Centre for Manitobans Who Are Deaf-Blind, Manitoba Possibilities and Sara Riel, A&O (To name a few).
- There has been an exponential increase of support to tenants from the various agencies over the last year, including the service frequency.
- Tenant Resource Coordinator has received letters of recommendation and recognition from community agencies and Powers of Attorney regarding her advocating for increased tenant support services.
- Collaborated with Gray Academy School and had the grades 3 and 4 class make Happy Giving cards for all tenants. Tenants told Tenant Resource Coordinator how they enjoyed receiving a handmade card from a child. Tenants kept their cards and displayed them on their fridge fridges
- Donations
- Received a generous donation from A & O services to provide every tenant with a Christmas present in December (78 gifts)
- Organized the delivery of Christmas Hampers. 40 Hampers delivered

- Received a 40 lb. potato and onion donation from Winnipeg Harvest. Tenants received a generous helping of potatoes and onions.
- Received a hefty donation of Personal Protective Equipment (PPE) from the Nassau Street Church for tenant use. The Nassau Street Church provided full-size bottles of hand sanitizer and K95 masks. Each tenant received a bottle of hand sanitizer and two sets of masks
- Received over 200 Rapid Antigen tests
- Partnered with the Winnipeg Comedy Festival to put on a free comedy event for the tenants
- Received a donation of a 50-inch flat-screen TV from a tenant to use for our Movie and Popcorn program

Priorities:

Funding:

- Write an operational grant requesting funding to set up and sustain a tenant resource center in 285 Pembina Highway that will include the necessary technology and assisted devices to support ALL the tenants that live at 285 Pembina Highway. Each grant has a funding deadline for the budget to be submitted. Depending on how much funding each grant offers will depend on what operational costs and services will be offered at newly development of a resource center at 285 Pembina. To ensure the sustainability of the resource center, annual grants may need to be written.
- Continue to write grants that support ongoing programming for the tenants. New programming will include cultural events and concerts, mental health support, monthly community potluck dinners and community outings. How much funding is awarded will determine the type of events and the frequency of possibilities offered to the tenants
- Continue to source out partnerships that offer free programming opportunities to the tenants

Community Development:

- Continue to develop relationships with community agencies and organizations that focus on supporting seniors
- Find additional services in the community without long waitlists that could offer regular light maintenance cleaning services to tenants
- Create partnerships with these community agencies whereby some of their programs can be offered in house at 285 Pembina Highway
- Continue to network with the Tenant Resource Coordinator Bethania group to share ideas and resources

Fundraising:

- Offer monthly fun fundraising events/activities to increase the financial pot of money for Tenant events
- Create a "big" fundraising event that will attract private sponsorship and increase awareness in the community of 285 Pembina Highway while building a solid revenue stream.

Programming:

- Offer monthly hair and nail services at a reduced cost to tenants
- Developing a one-stop concierge service for seniors. It will be a central hub where tenants and their caregivers can access all the information focused on seniors' health, recreational services, outreach services, transportation, hospitals, etc. Students are studying social work, gerontology, psychology...etc. Would volunteer as part of their practicum to oversee this one-stop concierge service. Tenant Resource Coordinator would manage the hub and student volunteer

Bethania Housing – Tenant Resource Program

Name: **Rebecca Cartwright**

601 Osborne St

Tenant Resource Program

Accomplishments:

Structural and Systemic Initiatives

- Research, implementation and ongoing coordination of Respectful Community Initiative in the building. This includes developing template forms, addendum documents for inclusion with lease documents and communication materials to tenants and case management processes specific to the initiative.
- Research, implementation and ongoing coordination of the Bullying Initiative in the building. This includes developing template forms, addendum documents for inclusion with lease documents, communication materials to tenants and case management processes specific to the initiative.
- Research, implementation and ongoing coordination of Age-Friendly Community Initiative. This includes developing template forms, communication documents to tenants and recruitment and performance of separate social service provider and tenant consultation bodies.
- Research and implementation of the Smoking Initiative reduce second-hand smoke transfer and fire risk in the building. This included adapting template forms, creating addendum documents for inclusion with lease documents, and creating communication materials for tenants.
- Design, implementation and ongoing coordination of tenant services contribution to the current pest takedown initiative in the building. This includes developing a range of correspondence and case management processes specific to the industry.
- Ongoing consultation, collaboration and liaison with community mental health (general program, Program of Assertive Community Treatment, Community Wellness Initiative), Crisis Response Centre, Mobile Crisis Service, Home Care, Employment and Income Assistance, Public Health, Health Outreach and Community Support Teams, Geriatric Program Assessment Team (GPAT) and Geriatric Mental Health Team (GMHT), Support Services to Seniors, WRHA Community Facilitator, pharmacy, community-based developmental disability agencies, Winnipeg Police Service, Winnipeg Fire and Paramedic Service, Emergency Paramedics in the Community Program (EPIC) community paramedics, Manitoba Housing, Integrated Pest Management Group, Age and Opportunity among others.

Direct Services to Tenants

- 270-300 service consultation and provision contacts with tenants every month.
- Development, implementation and ongoing coordination of initiative to acquire a set of six common-use vacuum cleaners for use by tenants in their units.
- Implementation and coordination of free tax return preparation service to tenants.
- Development and ongoing implementation of a community resource hub in the main floor recreation room.
- Development, implementation and ongoing coordination of Art Hive resource in the recreation room.
- Assistance with implementation of planting table for herbs and vegetables in the recreation room
- Ongoing resource provision and liaison with Fred Tipping Volunteers Association, including congregate meal program.
- Liaison with pharmacy and coordination of appointment schedule for three separate COVID and influenza clinics in the building.

Administrative/Other

- Receiving all rental applications and maintaining the waitlist for tenancy
- Interviewing applicants for tenancy
- Developing template correspondence and case management processes for a range of tenancy-related issues
- Liaison with referring social service workers
- Collaboration on funding proposals
- Consultation with space planner and consultant for electronic communication for seniors
- Maintain current tenant building census
- Maintain Persons Needing Assistance in the Event of Fire census
- Preparing Notices of Entry for pest treatment

Priorities:

- Realize the proposed Tenant Wellness Centre in a vacant studio suite on the second floor. This would be a multi-use space oriented to small groups such as adult literacy and basic life-skill-oriented activities. It would also be an adequate space to hold future vaccination clinics and small group health education. Additionally, it would serve as a private and secure area for vulnerable tenants to exercise. The space would be available on a reservation basis, with building staff coordinating access for use.
- Continue Age-Friendly community development approaches. This year's key goals include rehabilitation of green space on the north side of the building for tenant use and developing an electronic communication strategy for the building. The third priority is to identify enhanced transportation options for the building. We will continue to consult with the Centre on Aging at the University of Manitoba (U of M) on approaches to electronic communication strategies for seniors and continue to consult with separate social service and tenant consultation bodies established under the Age-Friendly initiative.
- Continue conceptualizing and incrementally implementing a "community café" model to encourage volunteerism and frame structured and unstructured activities in the main floor recreation room. We began collaborating on this with a community medical clinic before the pandemic. We led with a series of presentations by clinic staff on health, wellness and essential life skill topics. The current proposed redevelopment of the former kitchen area would act as the focal point for the café. Consultation and collaboration with Community Wellness Initiative and Canadian Mental Health Association Manitoba are planned for the development process.
- Obtain project funding to start a Men's Shed as a redevelopment component of north side greenspace as a useable tenant recreation space.
- Become a regular practicum site for nursing and occupational therapy (O.T.) students.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**

601 Osborne St

Congregate Meal Program

Accomplishment:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

Bethel Place – Tenant Resource Program/Congregate Meal Program

Name: *Joanne Schmidt*

445 Stafford St

Tenant Resource Program

Accomplishments:

- 3 Onsite COVID-19 Immunization Clinics, measured success by the high numbers of residents who participated.
- Reopening of the South Oak Inn (the on-site resident meal program,) after months of renovations in the dining room area. We measured success in the number of residents and guests who enjoyed meals in the restaurant. Also, by the number of volunteers who assisted with the various tasks in maintaining a full-service program.
- *Due to the COVID-19 pandemic, the first 3 months of 2022 in person dining was suspended to prevent the infection of the virus.
- Some support services were maintained (following COVID-19 protocols). Such as hair appointments, lab, massage, and foot care.
- Some recreation programs were also maintained (following COVID-19 protocols), such as Bingo, Movies, outdoor entertainments, and active games.
- To provide therapeutic interventions that did not involve gathering, some creative program ideas that were implemented were: A Valentine Scavenger Hunt, treats and words of encouragement delivered to residents at their door, a “bored board” (a wall display with various puzzles and coloring pages).

Priorities:

- Keep providing a variety of programs and services for the residents of Bethel Place. To bring back some past interventions such as bus tours, on-site banking, and the shuttle bus service from Sobeys. We will monitor these priorities by planning, implementing, and evaluating our services through resident feedback.

Congregate Meal Program

Accomplishments:

- The meal program continues to be an essential serve for many residents of Bethel Place. During the pandemic the meal program transferred the dining room service to a takeout delivery food service for residents. It was also a good time to renovate the forty-one-year-old dining room while it was closed. It has served us well but needed refreshment and numerous improvements including improved air flow, acoustics, accessibility and new lighting, flooring and furnishings. We invited the community at large to donate towards the renovation a total of \$29,525 were received in 2021. We continue to invite donations. In 2021, a total \$7,160 was received from the Canada Emergency Wage Subsidy to help with funding for the meal program.
- The reopening of the South Oak Inn (the on-site resident meal program,) after months of renovations in the dining room area was another achievement. We measured success in the number of residents and guests who enjoyed meals in the restaurant and their appreciation of the enhanced space. We also measure success by the number of volunteers who assisted with the various tasks in maintaining a full-service program.

- Furthermore, November 2021 the Meal Co-Ordinator, went on leave. As a result, an assistant cook transition to “Acting Meal Coordinator”. A new temporary staff period was also added to the team of staff in food services. This transition has been challenging at times, but the staff has been able to provide a quality food delivery service to the residents and guests. There was no further disruption to the food services.
- *Due to the COVID19 pandemic, the first 3 months of 2022 in person dining was suspended to prevent the infection of the virus. The meal program transitioned back to the take-out delivery service.
- The dining room reopened the beginning of April 2022.

Priorities:

- Keep providing a variety of programs and services for the residents of Bethel Place. To bring back some past interventions such as theme dinners and resident introductions at supper. We will monitor these priorities by planning, implementing, and evaluating our services through resident feedback.
- To continue develop and transition staff leadership for the meal program.

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*

64 Nassau St

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

How will you monitor and/or measure reaching these priorities?

- Rebuilding some aspects of our program while getting back to the norm of COVID19. Advertising to try and get new clients.

Villa Cabrini – Congregate Meal Program

Name: *Peter Van de Mosselaer*

433 River Ave

Congregate Meal Program

Accomplishments:

- Our chef is focused on incorporating new, enticing, healthy options into the supper menu. An expanded lunch menu is also offered.
- Our new Congregate Meal Program Coordinator joined the Villa on November 15, 2021. “Made from scratch” cooking using fresh ingredients has increased the quality and nutrition of the meals served.
- While meals were served on a takeout/delivery basis for the first part of the year due to COVID, many participants are now choosing to dine in person. Delivery remains an option for those so inclined.
- The number of participants at the dinner and lunch programs is increasing.
- Success is measured through meal program participation.

Priorities:

- Priorities for next year are to continue to provide nutritious, healthy and inviting meals for meal program participants. Once the weather cooperates, our new outdoor patio space will be used to host BBQ's, garden party type lunches and themed dinners.
- We are looking to encourage ideas from meal program participants through the use of a suggestion box.
- Recruiting volunteers to help with meal ticket sales and meal prep, service and cleanup is also a priority.
- Measurement for progress will be monitored through meal program participation, ideas generated through the suggestion box and the number of volunteers recruited

Tennant Resource Centre

Accomplishments:

- We have adapted and enhanced programming to safely increase participation through the various phases of COVID. Creating and building up a network of agencies in the area.
- Once it became safe to do so, we started up tenant led classes, based on the talents within the building. Paint classes include directed topics of conversation. Crochet and knitting classes build confidence and include community living topics of conversation. Participants are developing a sense of empowerment and social bonds are being formed through teaching and learning tasks. Participants are more engaged when learning with their peers.
- Planning day is being held regularly, where tenants meet and discuss new ideas and community building.
- Exercise for health and wellness is developing an increasing following.
- There has been a steady growth in participants.

Priorities:

- Priorities for the coming year are to encourage a growing inclusive community; strengthen mental health support to residents; collaborate through networking to make agencies and resources more accessible to residents to ensure successful tenancies; build a network of partnerships within the community; make use of funding opportunities; and develop collaborative programming.
- Success will be measured through the use of evaluation tools, resident meetings, and surveys.

River Heights/Assiniboine South - Senior Resource Finder

Name: **Martin Landy**

1 Morley Ave

Senior Resource Finder

Accomplishments:

- The South Winnipeg Seniors Resource Council expanded and improved its social engagement becoming a consistent source of current information and opportunities for our members to engagement through on-line activities. Being able to maintain and increase our community connection in the midst of a pandemic was our number one achievement. With our bi-weekly educational and socializing zoom connections and our E-blasts of Public Health and community news we reached beyond our catchment and became a city-wide circulation and connection. We were able to then take this amazing content and start our own YouTube channel and post the videos of our best sessions. We went from just over 200 impressions an E-blast in 2019, to now over 5,000 impressions. We have over 500 connections from our Zoom sessions.

Priorities:

- Our number one task is to re-engage in person where possible, with our constituents. We need to foster collaboration with community and assist in developing programming opportunities. We will go back out into the community with our Pop-up offices. We will attend and, with permission, live stream these programs/events to those who cannot attend, thus removing yet another barrier to participation.
- Our second priority is to rebuild our database of knowledge. As an information hub, the South Winnipeg Seniors Resource Council is known for providing support and information across the sector. The last 2 years of COVID and its effects on businesses has wiped out our knowledge base and we must rebuild and distribute this database information.

Rainbow Resource Centre (RRC) – Senior Centre/Specialized Services

Name: **Noreen Mian**

170 Scott St

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

Accomplishments:

- Over the Rainbow (OTR) has successfully run a full-time program over the past months with a goal to reduce social isolation among 2SLGBTQ+ seniors. OTR achieves this through three pillars: education, creation, interaction and has hosted a combination of virtual and in-person programming in accordance with changing public health restrictions.
- In total, we have hosted 1017 events, with 133 unique individuals for a total of 1826 contacts with 2SLGBTQ+ seniors.

Priorities:

- Secure full-time funding after March 31, 2023
- Measure: Ongoing, salary and program costs secured.
- Hosting Legends of Pride, a five-day virtual series celebrating diverse 2SLGBTQ+ older adults who have helped shaped Pride as we know it.
- Measure: 5 one-hour sessions delivered. > 100 registrations.
- Hosting Planning with Pride, a national, virtual conference for 2SLGBTQ+ seniors, family and health care professionals that will focus on preparing for end-of-life
- Measure: 3-day conference delivered, > 120 registration, 5 partnerships with existing LGBT Centres across the country to host the event, positive feedback from the event.

St. Vital

St. Vital/St. Boniface – Senior Resource Finder

Name: **Melissa Larter**

1188 Dakota St

Senior Resource Finder

Accomplishments:

- Despite the restrictions imposed due to COVID-19, we were successfully able to introduce a number of new programs in addition to ongoing programs. While numbers overall were understandably down compared to previous years, interest remained high enough to warrant running them.

- We also continued to provide resource support to members in the community and were able to safely start welcoming members back to our fitness facilities and classes.

Priorities:

- Partnering with A&O - Caregivers with Confidence to add St. Vital/St. Boniface postal code to their transportation program.
- Update ERIK with the committee and create promotion material and build more partnerships with supported and non-supported agencies.
- Host ProKnows Expo, health and wellness information, speaker series & update the Senior Resource Finder (SRF) web page to provide important information to older adults.
- Create more non-fitness activities such as painting, special events (flower arranging etc.), speaker series, technology classes, Active Aging week event, photography, socialization and more.
- Priorities will be measured by successful participation numbers, participant enjoyment via feedback and successful partnerships.

Winnipeg Housing and Rehabilitation Corporation

Name: **James Heinrichs**

60 Chesterfield Ave

Tenant Resource Program

Accomplishments:

- Ensuring the tenants have access to getting their COVID-19 vaccine.
- Supporting tenant in maintaining a connection with their communities during the pandemic to reduce isolation

Priorities:

- To re-introduce programs that were put on hold due to the pandemic. They are going to include more group activities as well as group information sharing. Workshops and clinic will be brought back to the blocks

St. Boniface

Archwood 55 Plus – Senior Centre

Name: **William Bees**

565 Guilbault St

Senior Centre

Accomplishments:

- Applied for and received a Canadian Red Cross- Stop the Spread and Stay Safe at Work grant.
 - The Government of Canada provided free rapid COVID-19 tests (“COVID Tests” for the purposes of to implement non-diagnostic workplace and other on-site screening programs (“Workplace Screening”). The rapid COVID Antigen tests were conducted on a volunteer basis with staff, volunteers and clients with data being blinded and shared with CRC and Health Canada as part of Canada wide surveillance. This program is running month to month while supplies last.

- Applied for and received a Canadian Red Cross- Stop the Spread and Stay Safe at Home grant
 - The Government of Canada provided free rapid COVID-19 tests for distribution to Staff, volunteers and clients for home use. Additionally, KN-95 masks were distributed for clients upon request. This program will run until supplies are exhausted.
- Ongoing COVID Compliance:
 - As Public Health Measures were lifted with optional masking, withdrawal of vaccine card requirement, the club elected to maintain these measures. Potential conflicts started with the community club following City of Winnipeg orders which dropped masking and vax cards. This was managed by distancing the two groups to allow social distancing. An informal disclosure system was established where if a member self-reported a COVID infection and consented to disclose their condition to the club for confidential disclosure to other program attendees. Program attendees could then volunteer for testing at the club or test at home if they experienced systems.
- Vaccination clinics for Flu or COVID
 - The club offered a several vaccination clinics for flu and COVID which proved very popular with members. They enjoyed a safe well-organized experience in a familiar place with lots of free parking.
- IT Infrastructure
 - Update license subscriptions for MS-Office 365, Quick-Books, Zoom. This will become an ongoing cost to allow software updates and updated security protection.
 - Utilize MS-One Drive to allow back-up files on the cloud and future sharing of files with administration.
 - Passwords were secured and controlled with a single document.
 - Wild Apricot Member Management Software program was rolled out in March 2022 with a soft slow roll out to members and a phased implementation to members for on-line registration and access to event information, email blasts, event administration as well as integrated financial controls linked to QuickBooks.
- Board of Directors (BoD) Training (On-Boarding)
 - Training Matrix was developed to line up documents that new members have to review, read, understand in conjunction with an experienced trainer.
- Boost Membership
- Provide ongoing Zoom training
- Write club activity segments for Wellness News and distribute in the catchment area.
- Perform ongoing CJNU radio spots to build brand awareness
- Perform Wild Apricot Training and support

Priorities:

- Balance the budget:
 - Conduct Brainstorming session around increasing revenue streams
 - Act on highest likelihood of success and potential revenue
 - Initiate charge per game for pickleball games
 - Adjust membership pricing
 - Follow program financial controls to ensure programming breaks even at minimum
- Boost Member Confidence (COVID Infectivity Safety)
 - Adjust to new normal (no Vaccine cards, shift from masks required to masks recommended) with communication plan
 - Continue to provide test kits from Shared Health
 - Provide updates on pandemic measures
 - Host vaccine clinics
 - Continue with online programming through various channels
 - Provide mental health programming if funded through Red Cross Grants

- Reduce Volunteer Burn-Out
 - Determine best practices for volunteer management
 - Establish a volunteer coordinator
 - Inventorize the skills and activities required
- Provide Sustainable Updated Programming
 - Continue the success of the gardening programs
 - Expand IT training with Workshops, On-Line Resources, GLUU handbooks
 - Organize popular summer events
 - Leverage Creative Retirement programming
 - Use survey as to assess impact
- Monitor Sustainability of Archwood Community Club
 - Discuss with club president, City of Winnipeg
 - Try to access CapEx project from City of Winnipeg to enhance infrastructure of the club.
- Boost Membership
 - Enhanced marketing
 - Expanded programming (exercise, social)
- Build on marketing and communications channels
 - Increase Wellness News circulation
 - More emails to members regarding new Programming
 - More CJNU messaging
 - Include non-members in programming

Foyer Vincent – Congregate Meal Program

Name: **Kathy Levacque**

200 Horace St

Congregate Meal Program

Accomplishments:

- We continued to adapt to COVID situation and engage residents with social distancing protocols and masks
- We here are due for our 4th Pfizer shot June 21 where they will accommodate the whole block. We are still in the process of doing take-out as the population is more on the 75 plus than 55 plus. Hopefully, in the near future we will be able to congregate once again. We have been successful in not having any cases here since the inception of co-vid. We have been very diligent and with the help of WRHA, Age & Opportunity, Manitoba Housing in controlling what we can in and around the complex. Meals have been all in take-out containers so all could be thrown away after use.

Priorities:

- Our priorities are to open the kitchen to the public sometime after our booster shot. This being tricky as residents have been complacent receiving their meals in-suite. We will have to come up with some plan of action to have them come to the kitchen area for a sit-down meal. Any suggestions?

Place Des Meurons – Tenant Resource Program and Congregate Meal Program

Name: **Maria Garcia**

400 des Meurons St

Tenant Resource Program

Accomplishments:

- Despite the pandemic trail of breadcrumbs, I continue to promote health and success so that seniors can “age in place”. I asked the tenants to share their experiences, prioritize solutions for issues and challenges so as to create key ideas for the residents’ quality of life

Priorities:

- I want to continue efforts in finding resources, services and foster a community of collaboration to increase strategies within the objectives that are seriously needed. I will process feedback from the tenants, indoors and advocate inclusivity and meet with the tenants’ association. My goal is to stimulate a thorough process.

Congregate Meal Program

Accomplishments :

- We were able to have the residents engaged with our meal program by offering and organizing a special meal once a month with a different theme every time. Price was kept at \$8.00 for the special meals. This initiative was a success with participants and volunteers. Some of our meals reached the good number of 64 participants, a big success.
- We had a lovely dinner with all the volunteers that helped us with many activities in the building during 2020/2021, not only with the meal program. It was a lovely evening and the residents appreciated it very much

Priorities:

- Our priority with the meal program is to maintain a steady number of 20 participants for each meal and to be able to get more residents to volunteer with the program. Currently we are working towards finding new ideas which will attract more volunteers and working with the cook to offer more variety of menus and find more attractive meals for the residents
- Through a fundraising that we are organizing for the month of June, we hope that more residents will feel curious about our meal program as well.
- We will have a meeting with the current volunteers so they can provide feedback on how we can improve our program and help us develop a better way of connecting with new volunteers and having them engaged.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**

875 Elizabeth Rd

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

Manitoba Housing – Tenant Services Program

Name: *Ngazi Iheka*

101 Marion St

Tenant Services Program

Accomplishments:

- Tenants are provided with free hot nutritious meals once every month
- Provided the tenants two new exercise machines through funding from Healthy Together Now
- Connected tenants to appropriate services such as Community Wellness Initiative
- The Tenant Advisory committee is back and running efficiently
- Set up weekly activities e.g. arts and crafts, bingo, Board Games
- And Pool Table Night for tenants
- Organized workshop on emergency preparedness and personal safety for tenants
- Organized COVID-19 Vaccine clinic for tenants both for the booster
- Tenants who were unable to prep their units for pest treatment received support from purpose

Priorities:

- Continue providing the tenant with excellent support services that will enhance their mental, social and psychological wellbeing – more workshops on health, safety, independent living, hoarding, and healthy eating
- Set up a site meal program for tenants and medical personnel that can come and review the tenants' medications without tenants struggling to go to the pharmacy
- Set up a focus group where the tenant can come and share their creative knowledge and wisdom.
- Living a safe, clean, and organized environment is vital for aging seniors. I will like to get more cleaning support for the tenants.

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*

303 Goulet St

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

L'Accueil Colombien – Tenant Resource Program and Congregate Meal Program

Name: *Norm Touchette*

200 Masson St

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:

- COVID booster clinic and flu shot clinic to be scheduled with local Pharmacists, also working to understand the system and services provided in French. I am new to the Role of Tenant Support Coordinator. Getting to know our tenants, understand their needs to better help them. I would also like to bring back Exercise classes that were canceled due to COVID-19.

St. Boniface/St. Vital – Senior Resource Finder

Name: *Melissa Larter*

1188 Dakota St

Senior Resource Finder

Accomplishments:

- Despite the restrictions imposed due to COVID-19, we were successfully able to introduce a number of new programs in addition to ongoing programs. While numbers overall were understandably down compared to previous years, interest remained high enough to warrant running them.
- We also continued to provide resource support to members in the community and were able to safely start welcoming members back to our fitness facilities and classes.

Priorities:

- Partnering with A&O - Caregivers with Confidence to add St.Vital/St.Boniface postal code to their transportation program.
- Update E.R.I.K. with the committee and create promotion material and build more partnerships with supported and non-supported agencies.
- Host ProKnows Expo, health and wellness information, speaker series & update the SRF web page to provide important information to older adults.
- Create more non-fitness activities such as painting, special events (flower arranging etc.), speaker series, technology classes, Active Aging week event, photography, socialization and more.
- Priorities will be measured by successful participation numbers, participant enjoyment via feedback and successful partnerships.

Conseil des francophones 55+ de Winnipeg - Senior Resource Finder

Name: *Lucienne Châteauneuf/ Nadège Tuo*

400 des Meurons St

Specialized Services

Senior Resource Coordinator – 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, en mode virtuel ainsi qu'en personne, d'activités telles, entre autres :

- o Santé 55+, bougez à votre rythme (activités physiques)
- o Sessions d'information (p.eg. : les chutes, la technologie)
- o Promotion d'activités offertes par divers organismes
- o Diffusion d'information et de ressources aux personnes âgées
- o Résultats :
- o Malgré les restrictions sanitaires provinciales, la FAFM, par l'entremise de ses divers projets, y inclus le Conseil des francophones 55+, a réussi à rejoindre plus de 1 000 personnes soit pour participer à des activités en mode virtuel, soit en personne.
- o Somme totale, au cours de l'année, une cinquantaine de sessions traitant de divers sujets ont eu lieu, comptabilisant près de 400 heures d'activité. Une cinquantaine de personnes ont pris part, à titre bénévole, à la mise sur pied des activités virtuelles et des activités en personne. Les animatrices, animateurs et partenaires ont, comme par le passé, continué à offrir leur expertise et leur appui.
- o Communications aux membres
- o La page Facebook de la FAFM, ainsi que son site Web, continuent à jouer un rôle important dans la promotion des activités de la FAFM et du Conseil des francophones 55+. En plus des courriels périodiques, la diffusion électronique mensuelle de notre Infolettre, est un des moyens privilégiés pour transmettre l'information à nos membres.
- o L'équipe du Conseil des francophones 55+:
- o A participé aux réunions des Chercheurs de ressources pour personnes âgées.
- o A participé aux sessions d'éducation de l'ORSW.
- o A continué sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Club Éclipse, le Centre communautaire Winakwa, l'Accueil Colombien, et Place Des Meurons.
- o A continué à proposer des activités tout en respectant les directives sanitaires provinciales.

How did you measure your successful achievements?

- o Nous avons mis en place, souligner l'importance et su faire respecter un protocole sanitaire, afin de préserver la sécurité des membres, des animateurs/animatrices, et des bénévoles. Cela a valu que les activités soient maintenues, malgré les craintes.
- o Le budget a été respecté, malgré les nombreuses adaptations, comme chercher d'autres locaux pour réaliser nos activités.
- o Les membres étaient en demande d'activités, et ont exprimé leur satisfaction du maintien des activités en pleine pandémie.

Accomplishments (English Translation) :

- o In cooperation with the FAFM, Conseil 55+ implemented a variety of healthy living initiatives. Conseil 55+ continued offer the following activities, among others, virtually and in-person:
- o Santé 55+, Bougez à votre rythme (physical activities)
- o Information sessions (e.g., falls, technology)
- o Promotion of activities offered by various organizations
- o Dissemination of information and resources to seniors

Results:

- o Despite provincial health restrictions and through its various projects, including the Conseil des francophones 55+, the FAFM was able to reach over 1,000 people via virtual or in-person activities.
- o Some 50 sessions dealing with various topics were held over the course of the year, for a total of nearly 400 hours of activities. Approximately 50 volunteers helped set up the virtual and in-person activities. As in the past, facilitators and partners continued to offer their expertise and support.

Communications to members:

- o The FAFM's Facebook page and website continue to play an important role in promoting FAFM and Conseil des francophones 55+ activities. In addition to periodic emails, our monthly e-newsletter is one of the preferred ways to share information with our members.

The Conseil des francophones 55+ team:

- o participated in Seniors Resource Finders meetings
- o took part in WRHA education sessions
- o continued working with community partners, like Club Éclipse, the Winakwa Community Centre, Accueil Colombien, and Place Des Meurons
- o continued to offer activities while following provincial health guidelines

How did you measure your successful achievements?

- o We implemented, emphasized the importance of, and enforced, a health protocol to ensure the safety of members, facilitators, and volunteers. As a result, we were able to maintain activities, despite the fears.
- o We were able to stay on budget, despite numerous changes, such as having to look for alternate premises for activities.
- o Activities were in demand, and members expressed satisfaction that activities continued to be offered during the pandemic.

Priorities:

- o Au cours de la prochaine année, le Conseil 55+ veillera au développement de stratégies pour motiver davantage les personnes âgées francophones à reprendre les activités physiques et les rencontres en personne pour maintenir un mode de vie sain, dans un environnement serein.
- o Assurer le bon fonctionnement du Conseil des francophones 55+ et diriger la mise en œuvre de toutes ses activités en veillant au développement d'une variété d'activités dans diverses disciplines : physique, sociale, culturelle, artistique, etc (p.eg. : des ateliers de peinture, des sessions de danse en ligne, des sessions d'information sur la santé mentale, et des sessions d'information sur la nutrition).
- o À la suite de la pandémie, une des activités prioritaires du Conseil 55+ sera la reprise de la programmation de Grouille ou Rouille, édition 2023.
- o Continuer à rechercher, à sonder et à évaluer les ressources disponibles en français afin de mieux répondre aux demandes de renseignements et aux besoins des personnes âgées francophones. Le Conseil 55+ se penchera davantage sur la collaboration avec les résidences des personnes âgées.
- o 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 de faire une tournée dans les résidences des 55 ans et plus. Le Conseil 55+ prévoit continuer à siéger sur divers comités de travail (p.eg. : ERIK).
- o Veiller au recrutement de bénévoles pour appuyer le Conseil 55+ dans l'offre de sa programmation et de ses services aux personnes âgées.

- Collaborer avec la FAFM pour 1) sensibiliser les personnes de 55 ans et plus des tendances qui concernent la population vieillissante, 2) la mise en œuvre d'activités intergénérationnelles pour contrer l'isolement social et favoriser le partage de connaissances et d'expériences, et 3) étudier la possibilité d'implanter le programme Men Shed en français.
- Participer à l'actualisation de la planification stratégique de la FAFM et assurer que les activités du Conseil des francophones 55+ cadrent à l'intérieur de celle-ci.
- Postpandémie, le Conseil 55+ continuera à évaluer et à adapter, au besoin, l'offre de sa programmation et de ses services tout en s'assurant que la sécurité et la santé de la clientèle aînée, des bénévoles et des animateurs et animatrices sont la priorité. Le Conseil 55+ continue à prévoir et à travailler au redémarrage et à l'offre d'une programmation pour répondre aux besoins des personnes aînées.
- How will you monitor and/or measure reaching these priorities?
- Nos listes d'inscription, ainsi que nos listes de présences aux activités serviront à comptabiliser les statistiques traitant du nombre de participantes et participants aux activités. De plus, nous prévoyons continuer à tenir compte du nombre de demandes de services ou de références, etc.
- Des évaluations informelles (à l'oral) seront faites auprès des participantes et participants aux activités afin de mesurer le niveau de satisfaction.

Priorities (English Translation):

- In the coming year, Conseil 55+ will work to develop strategies to further encourage francophone seniors to resume physical activity and face-to-face meetings, so as to maintain a healthy lifestyle while keeping safe.
- Ensure the smooth operation of the Conseil des francophones 55+ and direct the implementation of all its activities by developing a variety of activities in different disciplines: physical, social, cultural, artistic, etc. (e.g., painting workshops, line dancing sessions, information sessions on mental health and on nutrition)
- Post-pandemic, one of Conseil 55+'s priority activities will be the resumption of programming of the 2023 edition of Grouille ou Rouille.
- Continue to search for, test and assess resources available in French to better meet the information needs of francophone seniors in Winnipeg. Conseil 55+ will focus more on collaboration with seniors' residences.
- Continue offering information sessions and distributing the Emergency Response Information Kit (E.R.I.K.). The team will explore the possibility of touring 55+ residences. Conseil 55+ plans to continue to serve on various working committees (e.g., E.R.I.K.).
- Recruit volunteers to support Conseil 55+ in providing programming and services to seniors.
- Work with the FAFM to: 1) raise awareness among the 55+ group of trends affecting the ageing population; 2) organize intergenerational activities geared to reducing social isolation and promoting the sharing of knowledge and experience; and 3) explore the possibility of implementing the Men's Sheds program in French.
- Participate in updating the FAFM's strategic plan and ensure that Conseil 55+ activities are included in it.
- Post-pandemic, Conseil 55+ will continue to evaluate and adapt its programming and service offerings as needed, while prioritizing the safety and health of seniors, volunteers and facilitators. Conseil 55+ continues to plan and work to restart and offer programming to meet the needs of seniors.

How will you monitor and/or measure reaching these priorities?

- Our registration and attendance lists will be used to track the number of participants. We also intend to continue to monitor the number of requests for services and referrals, etc.
- Informal evaluations will be conducted orally with participants to gauge satisfaction levels.

Transcona

Transcona Senior Resource Finder and Congregate Meal Program (209 Yale W and 500 Widlake)

Name: **Colleen Tackaberry**

845 Regent Ave

Senior Resource Finder/Meal Program

Accomplishments:

- We have continued to provide meals through takeout and have added delivery.
- We have continued to provide volunteer rides for appointments and grocery shopping
- We have introduced IT training and have provided Zoom meetings to connect seniors
- I have collected statistics and conducted surveys with seniors to see what their needs were.

Priorities:

- We will continue meal delivery and IT training as priorities. We are trying to restart all our many programs that we were able to offer in the past in the areas of self-care and exercise.
- We are searching for more volunteer drivers and volunteers for our meal program as we have lost a great many of these due to the pandemic and people's fears of being in groups.

Park Manor Care – Supports to Seniors in Group Living

Name: **Abednigo Mandalupa Jr.**

Supports to Seniors in Group Living

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

Accomplishments this past year have included:

- The ability to daily establish and maintain open communication with our tenants at both apartment blocks, especially regarding Covid-19 pandemic restrictions, lockdowns, and recommendations.
- Provide conflict resolution between tenant to tenant and tenant to management. Supporting and providing tenants still struggling with fears of Covid-19. Some seniors are not comfortable with new recommendations and implementations by Shared Health, example, lifted masked mandates.
- Coordinators daily have been essential to our older adults in meeting their needs, example, Liaison for management especially during restrictions with Covid-19 pandemic.
- Coordinators were instrumental in finding a suitable Superintendent at East Park Lodge. Collaboration with EPL Management results in a successful candidate.
- Providing resources and support to tenants has been essential as they continue to seek us out as a source of their daily routine.
- 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, example, MB Rent Assist Program, Canada Revenue Agency, Services Canada, MB Health, etc.
- Organized and Liaison income tax preparation services for tenants, collaborate WHRA Home Care program to support tenants.
- Coordinate wellness clinics with nursing students, with tenant participations at both buildings

- Providing social networking and emotional support to our tenants. Supporting families during lockdowns and Shared Health restrictions have prevented visitations, example, wellness checks and friendly chats.
- Recognizing all events/holidays throughout the year, providing door-to-door drops offs, example, Mother's Day, East, and Christmas.
- Tenant's responses and reactions to us being present in the buildings have been overwhelmingly positive, example, satisfaction survey results and tenants asking to be designated for them during these lockdowns.

Priorities:

- Our goals are to maintain open communication and relationships with our tenants.
- Assisting tenants with re-socialization, transforming and adjusting to the new normal. Supporting them with the ability to attend programming and social events outside of their homes and adding extra supports, example: calming fears that linger including reverse their thinking of isolating themselves, to alleviate anxieties due to health and insecurities.
- Assistance in navigation of present and future health recommendations and guidelines.
- Engaging all seniors in a variety of programming according to Public Health guidelines and recommendations, eg; weekly exercise programs, coffee social hour, education programs, etc.
- Continue focusing on providing emotional, mental wellness support, and encouragement.
- Continue to provide resources and educational information to support independent living, example, emergency assistant agencies/companies such as Life Line, etc. Specific health issue supports such as diabetes, heart health, hypertension, arthritis, stress, and depression, etc.
- Continue to work with local agencies and services, such as Transcona Council for Senior's, WRHA, Adult Day Program (ADP), Transcona Access Centre, etc.; to link tenants with services available in their community.
- Continue to support liaison between tenants and management.
- Organize the yearly Flu Shot Clinics.
- Continue to collaborate with the WRHA Home Care Program to support tenants.
- Work with the Red River Nursing Program placement program.
- Continue to provide conflict resolution services for tenants
- Continue to collaborate with the Tenant Association in meeting the social needs of tenants.

River East

Good Neighbours Active Living Centre – Senior Centre and Support to Seniors in Group Living

Name: *Susan Sader*
 720 Henderson Hwy
 GNALC – Senior Centre (SC)

Accomplishments:

- Implemented virtual programming – fitness classes, art programs and presentations. These proved to be very popular and we will continue to offer them as long as there is interest. Our hope is that we can continue to meet the needs of our members, particularly in the winter when those with mobility challenges have difficulty getting out, and when members go south for the winter – they can still access our programs.

- Re-opened on September 13 after being closed since November 2, 2021. Put all the necessary protocols in place to ensure we were doing our best to protect our members from COVID.
- After a significant decline, membership numbers started going up. At our lowest point we had 685 members. By the end of the fiscal year, the number rose to 800 members.
- Received a 2nd \$50,000 grant from The Winnipeg Foundation's COVID Stabilization Fund. This was greatly needed for operations to continue.
- Opened up Hobnobs Café two days a week which had been closed since March 2020.
- Received \$5000 from Suicide Prevention Network to do a "Re-Engaging After COVID Isolation" workbook.
- Received \$5000 from the United Way to develop a marketing plan to increase membership.
- Received \$11,000 grant from New Horizons to purchase tablets and teach seniors how to use them.
- Continued to deliver donated groceries and other supplies to low income and/or mobility challenged seniors.
- Re-engaged many of our volunteers to work at our front desk, bookstore, and café.
- Most of our successful achievements were measured by collecting statistics and through feedback from members.

Priorities:

- Rebuilding our membership – will measure by maintaining statistics on renewed members and new members
- Continuing to offer virtual and onsite programs to accommodate the needs of our members – will measure by maintaining statistics and doing program evaluations
- Re-open Hobnobs Café in September to five days a week
- Re-implement fundraising activities, such as Grey Cup ticket sales, annual appeal to membership, grocery card raffle and hopefully a fundraising dinner.
- Launch online registration for programs and membership with our customer relations management system.

Support to Seniors in Group Living

Accomplishments:

- Ran a mental health series with Canadian Mental Health Association via zoom; three times
- Developed stronger communication networks with Homecare, Healthy Aging Resource Team (HART), United Way, etc.
- Had many community donations of food, personal items, wool and more
- Used many of the opportunities for learning through zoom for aging, discrimination, mental health, etc.
- Continued to be fluid in day to day processes to meet the needs of seniors
- Updated administration foundation
- Reintroduced programming and outings; Gimli, zoo,
- Distributed taxi vouchers from TONS
- Received the "Emergency Community Support Funding" from New Horizons through United Way for purchase of items to reach people in home; model cars, puzzles, paint by numbers, activity books
- Received action team boxes from A&O to hand out to people with items such as gloves, sanitizer, masks, etc.
- Received many items from United Way for dispersal; sanitizers, masks, notebooks & more
- Partnered with a number of researchers from University of Manitoba throughout the year, allowing our seniors to contribute to the future of aging and matters concerning them.

- Hosted a University of Manitoba Family Social Sciences student for their practicum, they continued to volunteer with us after and one of them took on a term position with us while a Coordinator is on a 1-year leave.
- Qualified for a Green Team student who joined us June to August and ran another mental well-being series, different activities and aided us in catching up on some much-needed filing updates
- Continue to work closely with the building managers for Edison Properties in our blocks to ensure the best living for our tenants
- Participated in many worker well-being zooms
- Continue to research; develop/update relevant information for our seniors. As example our Meal delivery booklet, Personal Emergency Response providers brochure, Emergency Preparedness brochure, Social Isolation and Loneliness brochure, End of Life planning series, etc.
- Mentored 4 University of Brandon Psychiatric Nursing Students, they helped develop a “Re-engaging after COVID isolation” booklet that staff edited and hosted focus groups to streamline. Will be finalized and distributed to our community and shared with other community groups for May 2022.
- Held flu shot clinics, partnering with Ebelling Pharmacy
- Partnered closely with Home Instead for the Be a Santa to a Senior program, delivered around 600 gifts to seniors. We have accepted to be a part of the planning for the program.
- Recruited some wonderful volunteers for our program. Santa to a Senior now has 11 fabulous volunteers who help out with a majority of tasks, everything from hanging/removing posters, filing, help to organize/wrap/deliver a variety of items we get from community or programs, set up/clean up and much more

Priorities:

- Finalize and distribute the “Re-Engaging After COVID Isolation” booklet
- Increase programming activities
- Continue to apply for grants to enhance opportunities
- Continue to work with the senior social clubs to ensure they thrive
- Continue to recognize and potentially fill in gaps of information
- Continue to enrich networking partnerships for a strong team front to best serve seniors
- Offer more technology interaction through programming and access to tablets in our space
- To have a heightened awareness of men’s health and provide men’s only programming
- To make sure our seniors (and us) re-establish having fun this year! The focus will be on connecting with others.
- Many educational opportunities have been put on hold for the last couple years, so we want to ensure that we include education using partners like Winnipeg Fire/Paramedic, Winnipeg Police, Pharmacists and more.
- We have a lot we want to do, we may not get through it all, but we will try.

How will you monitor and/or measure reaching these priorities?

- participation numbers are key, so we will observe closely the attendance for the activities being offered, stats are always being tracked
- for distribution of developed information, we ask for feedback on the value of the resource provided

River East – Seniors Resource Finder and Congregate Meal Program

Accomplishments:

- Maintained five day a week delivery to three apartment buildings through our congregate meal program, even though we are only funded for three days a week.
- Recruited and re-engaged more volunteers to support the meal program – delivery, meal preparation, registration, cash
- Able to maintain service provision when understaffed. Seniors Resource Coordinator was off on leave from April 1 – October 11 2021, and then resigned in February 2022
- Updated all FYI Brochures
- Reengaged council meetings via Zoom when Seniors Resource Coordinator returned.
- Recruited secretary for council meetings

Priorities:

- Rebrand the congregate meal program – the demographics in the apartment buildings we operate the meal program in are getting younger. We hope to make the meal program more inviting to younger seniors.
- Restart the Volunteer Driving Program – we need to look at requested donation rates to due gas increase, and recruit some new volunteers.
- New Seniors Resource Coordinator – Michelle Webb - very excited to have her with us.
- Start doing ERIK Presentations again

Donwood Manor Elderly Persons Housing – Supports to Seniors in Group Living and Tenant Resource Program

Name: **Paul Nyhof**

165 Donwood Dr

Supports to Seniors in Group Living

Accomplishments:

- Supports to Seniors in Group Living assisted WRHA personnel during two COVID vaccination clinics, and one flu shot clinic for our tenants.
- Supports to Seniors in Group Living one-to-one intervention levels were similar to prior year, which was an increase by 25% from a non-pandemic year. As tenants age in place, and many experiencing their own forms of dementia, Supports to Seniors in Group Living 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.
- Supports to Seniors in Group Living experienced an increase in tenant family communication as directives changed throughout the year - families understood government restrictions being lifted for the general population, but were confused that many directives remained in place at our building in particular due to its proximity to a personal care home.
- Supports to Seniors in Group Living encouraged tenants to participate in purpose driven activities - such as: breaking down cardboard, watering plants, sweeping the front entrance etc. Supports to Seniors in Group Living noticed a significant decrease in desire to participate in those activities, especially during periods of outbreak and isolation, but also due to the evolving directives.
- Supports to Seniors in Group Living covered each other’s shifts, and many worked above their contractual Equivalent Full Time, as the department experienced long-stretches of staff off due to COVID related illnesses.

Priorities:

- Fully implement Floor Families – a program supported by New Horizons grant – whereby tenants are able to enjoy a variety of educational sessions on different floors, a program that failed to launch previously due to restrictions, particularly those of a Manitoba Housing building with reduced seating on each floor. We do not have the capacity to monitor the attendance of these sessions, so they will be self-led, and we will utilize technology to setup a schedule week in advance; success will be measured through multiple surveys throughout the year.
- Begin Intergenerational Gardening – a New Horizons grant – whereby tenants work with/educate high school students on the process of planting through to harvesting; a program not sustainable without volunteers. The number of tenant participants, and recurring/new participants in subsequent years will measure success of the program.
- Encourage tenants to congregate on our newly constructed outdoor space, which will be available for the first time in 2-years. The project began in the spring of 2020, and Code Red restrictions significantly delayed the project, along with several other COVID related delays throughout the two years.
- Recommence small group visitations to combat loneliness
- In-house Hair Salon – tenants had the convenience of using the Personal Care Home’s in-house hairstylist, and the pandemic halted that process, and continues to hamper that for tenants. The convenience of an in-house hairstylist is important for tenants as they age in place. The cost of the hair salon is ~\$12,000, however, in rent-geared income building, our tenants are unable to afford slight rental increases, and we are seeking \$12,000 to assist our tenants as they age in place.

Tenant Resource Program**Accomplishments:**

- Tenant Resource Coordinator has to, and still needs to, ‘way-find’ through information as it relates to a seniors housing community, versus a personal care home or acute care setting, and communicates with our Supports to Seniors in Group Living, tenants, and families on a constant basis to ensure the information is consistent from position to position, and tenant to family.
- Through this, our major accomplishment has been holding two COVID vaccination clinics, one flu shot clinic for our tenants, and increasing our tenant, and family connections through our Tenant Resource Coordinator; this has been crucial for the mental well-being for our seniors. Over 95% of tenants participated in these clinics.
- Tenant Resource Coordinator continues to be heavily involved in bed bug management; since this implementation, there have been zero bed bug cases in over a year.
- Tenant Resource Coordinator created COVID Kits for SSSL and Tenant Resource Coordinator to safely perform wellness checks while tenants were on precautions or in isolation. Supports to Seniors in Group Living and Tenant Resource Coordinator both felt safe entering a suite with a potential infected tenant, and we had no COVID cases stemming from these interactions during contact tracing.
- Tenant Resource Coordinator coordinated year-end tax services and communicated the new submission/reporting process that included forms the tenants had not seen before; this was due to the volunteers completing the forms online; approximately 65, or 50% of tenants utilized this service.

Priorities:

- Fully implement Floor Families – a program supported by New Horizons grant – whereby tenants are able to enjoy a variety of educational sessions on different floors, a program that failed to launch previously due to restrictions, particularly those of a Manitoba Housing building with reduced seating on each floor. We do not have the capacity to monitor the attendance of these sessions, so they will be self-led, and we will utilize technology to setup a schedule week in advance; success will be measured through multiple surveys throughout the year.
- Begin Intergenerational Gardening – a New Horizons grant – whereby tenants work with/educate high school students on the process of planting through to harvesting; a program not sustainable without volunteers.
- Recommence booking clinics and educational presentations, similar to pre-pandemic like foot clinics, and weekly grocery shuttles that were shut down due to various government directives
- Tuck Shop – many tenants do not own credit cards, and don’t use the internet. Building essential services like groceries, and the online grocery/general item ordering system is beneficial for tenants ageing in place. The additional cost for service is ~\$12,500, which includes administrative expenses, and transactional monitoring expenses.

Elmwood East Kildonan Active Living Centre – Seniors Centre

Name: *Leilani Esteban Villarba*

Seniors Centre

180 Poplar Ave

Accomplishments:**Partners and Stakeholders:**

- The Chalmers Neighborhood Renewal Corporation, partners with the Elmwood Community Resource Centre, Riverwood Community Church, Parent Child Coalition, Together In Elmwood, Ma Mawi Wi Chi Itata Centre, Red River College, Men’s Shed, Local Colour Art Group, East Kildonan Lions, Prairie Carvers, Second Harvest, Elmwood Biz, Reimagine Elmwood Beautify Elmwood and Better Access to Groceries. Each of these partners have had a role in the programming we provide here. Some groups run their program here for the seniors, while others have supported the programs and members through monetary and food donations, or by hosting workshops for the members.

Description:

- There is a definite need for each of the individual programs happening for seniors at Elmwood East Kildonan Active Living Centre. Programs like floor curling, carpet bowling, yoga, tai chi, and darts provide an opportunity for seniors to get out of the house and participate in active programs. It can be difficult for seniors to get the movement they need, so these activities are a help to their physical health. Other programs like canasta, the Local Colour Art Group, and wood carvers provide an excellent space for people to meet and stimulate their minds. Keeping your mind active as you age is just as important as keeping your body active, so these types of programs support our members in their mental health. Finally, our EK Café, and Men’s Shed groups provide a necessary need for connection. Each of our programs meets this need, but these ones are specifically designed for this purpose. Everyone needs connection, especially seniors who are often stuck at home; here we provide a space where they can come and connect, whether they participate in an activity or not.

- We have continued to adapt our programs over time to ensure we are meeting the needs of the seniors. Some programs have been around for a long time, and have continued, such as floor curling. Others were implemented over COVID in response to people still wanting to meet, but needing to maintain social distancing, and avoiding high touch activities, like playing cards. Instead, we implemented Bingo, where the participants can sit distanced, and each use their own card.

Priorities:

- This year we will continue to offer our regular programming, including but not limited to;
- Floor Curling, Carpet Bowling, Darts, Woodshop, Frozen Meals, Community Lunches, Canasta, Yoga, Tai Chi, Carpet Bowling
- This year we are focused on assisting those who are struggling to meet basic needs, finding isolated seniors and proactively assisting those who are struggling from the impacts of COVID. This last year we have had a high number of requests from our older adult population on the issues of housing, food security, mobility, health and safety.
- In response to those needs we will actively promote programs such as low cost, no cost frozen meals, emergency hampers, free services such as, housing assistance, emergency repair grants, emergency community response grants, tax returns, Commissioner of Oaths signing, healthy lifestyle programming and activities. We have partnered with several agencies to bring in services, diversity and cultural components to our members and the community. Organizations such as the Rainbow Resource Centre, Age and Opportunity, the Red River College, Inner City Youth Programming, Energy Efficiency, and the Healthy Aging Resource Team.

Congregate Meal Program

Accomplishments:

- Throughout the 2021/22 year we have established a frozen meal program that has provided low cost (\$2) and no cost meals to our members and the community. Weekly we provide over 100-150 meals to our seniors and community members. We provide as many as 30 free meals per week to those who are in need of assistance.
- During the lockdown we responded to our community and members by delivering meals to the doors of our seniors who were unable to get out of the house due to mobility issues or fear of COVID. We have seen that there is a need for this program as we have residents in the neighbourhood that regularly stop by asking for meals or hampers, or anything we can provide for them.
- The target population are the isolated seniors, our older active population and low-income residents and families in the Elmwood and Chalmers area.
- We have gone above and beyond what we had planned by inviting donations from the members of our centre and making connections with other local organizations to ensure we are working together to get any food out to the community, and not have any go to waste.
- This program helped to feed our community and bring awareness to the organizations within the community where they could find food and necessary assistance.
- We have helped dozens of individuals and families with an immediate need for food and helped connect them with places where they can receive ongoing assistance.

Priorities:

- This year we will continue to offer frozen meals as they have been a component of addressing food security amongst our older adult population, they continue to assist those who are unable to prepare meals or our population of seniors who are looking for affordable or no cost meals.

- We will also restart our community lunch program which will be offered once a week and will include a salad, meal dessert and refreshments. We will also provide weekly cafes to our members who attend programming throughout the year. Community dinners will return and we will host a summer barbecue, a fall luncheon and a holiday dinner. Our events, dinners and big luncheons see as many as 150 participants.
- We will continue to monitor our programs and services through sign in, registrations, valuations and surveys.
- We will continue to monitor our programs and services through sign in, registrations, valuations and surveys.

Bethania Housing, BethaniaHaus – Tenant Resource Program

Name: **Lena Harder**

1060 Kimberly St

Tenant Resource Program

Accomplishments:

- Organizing 2 COVID vaccinations Clinics for tenants and staff
- All administrative staff at BethaniaHaus are triple vaccinated
- All tenants triple vaccinated by December 2021.
- Helped register tenants for their COVID immunization card.
- As of March 2022, none of the tenants reported having COVID infection to date.
- Organized a Flu shot Clinic in November 2021 - partnered with Northway Pharmacy. This flu shot clinic was well-attended, with 27 tenants receiving the flu shot. (Other tenants had their shots earlier than the clinic date) 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.
- Acquired Rapid Tests to distribute for tenants
- Obtained a Grant from New Horizons for new Garden bed, Gazebo and Patio furniture outdoors.

Programming

- Income Tax Clinic drop off/ pick up for tenants in march.
- Created a collage after gathering stories about tenants' experience in Motherhood or about their Mothers, while we were not able to gather. (May 2021)
- Meals have changed from a Social Gathering to a delivery for a limited number of tenants. Tenant volunteers deliver the meals, as we no longer have a Meal Coordinator.
- Delivered a Technology workshop for tenants to show them how to use Zoom, Google, Messenger and YouTube.
- Foot Care Nurse visits once a month to provide foot care for tenants in house.
- Bakery visit bi-weekly visit.
- Created a monthly-highlighted Tenant board which includes activities for the month
- During COVID restrictions when we were not able to gather, we delivered tenants treats on special holidays such as Valentine's Day, Easter, Mother's Day (May 2021), Father's Day (June 2021), and Thanksgiving 2021. We also delivered tenants the Christmas Dinner December 2021.
- Regular Programs offered, (when restrictions allowed): Exercise, Bingo, Price Is Right, Guessing contests.
- Tenants had an outing to view Christmas Lights December 2021.
- Social gatherings resumed in March, having coffee & dainties as well as Entertainment each month.
- Ice Cream Drop-In (July 2021) and Watermelon & Rollkuchen event in August 2021 for tenants.

- Laptop available for tenants to use in Library. Tenants can call their friends or family via Video, facilitated by Jodi, or learn how to search on the Internet or watch videos on YouTube.
- Workshops: Making wreaths at Christmas Time.
- Created an Art Hive for tenants to pick up Art supplies.
- Had “Virtual tours” showing videos from around the world in September – November 2021.
- Volunteer played piano for tenants on Sundays in September 2021 so tenants can listen to Hymns while singing not allowed.
- Church services offered by a volunteer Pastor in March 2022.

Tenants

- Provided ERIK checks for tenants
- Visit, welcome and orientate new tenants to the building with Building Manual, Monthly calendar, and option to join the Check in program.
- Visit tenants on their Birthdays and deliver Birthday cards.
- Assist tenants with filling out applications and forms when needed.
- 10 tenants welcomed to the building since April 2021.
- Home Maintenance resource offered to tenants when they need help with something around the house.

Tenant Donations

- Hosted an Alzheimer’s Coffee Break in November raising \$272.25.
- Gathered donations for Winnipeg Harvest to provide a hamper for a family in need at Christmas time.
- I measured the success of my achievements by observing the tenant’s satisfaction as well as the health and safety of all tenants.
- In addition, I measured the success of my achievements by the number of people that have used the services I provide. I noticed that since we have been able to resume activities, more people (that were not involved before) have been involved in activities.

Priorities:

- Bring back important events such as our annual Spring Health Fair.
- Bring back presentations from outside agencies to ensure important information is distributed to the tenants in our building.
- Take tenants on more outings, as we have not been able to during the pandemic.
- Getting the outdoor area ready with the grant obtained, to better serve the tenants in our building.
- Continue to offer new programs as interests change, tenants offer feedback and new tenants join our building.
- Continue to educate tenants about technology to enable them to access more information and programing.
- Plan to host an intergenerational gathering or project with a nearby school.

Bethania Housing, Kingsford Haus – Congregate Meal Program

Name: *Lena Harder*

426 Kingsford Ave

Congregate Meal Program

Accomplishments:

- Successful transition of cook position in July 2021, long serving employee retired. New employee has adapted well and has been warmly received by tenants. Transition takes time, and patience which was mutually given by staff and tenants. Meal favorites have been continued. New menu items have also been trialed, tenant feedback provided. Some menu items added as regular meal selections. Soups continue to be a staple for our noon meal. We encourage tenants to participate in the congregate meal program. New and existing tenants are encouraged to enroll in the monthly meal plan, which provides the consistency of a midday meal, five days a week.
- Due to rising food costs and kitchen expenses, we have increased our meal prices from \$7.00 to \$8.00. Actual costs incurred are \$9.50/meal. In order to keep our meal program affordable, the KingsfordHaus Co-op Board has approved to include the \$1.50 difference of cost in the operating budget. The modest meal price increase has been greatly appreciated by the tenants, especially those relying on provincial rent subsidy.
- We have successfully followed COVID 19 precaution protocols. We suspended dining room use for a time when recommended by health authorities. Volunteers delivered meals to suite doors until dining room was able to re-open.
- How did you measure your successful achievements? Feedback from tenants and family members/caregivers. Meal program participation is also monitored via stats reports

Priorities:

- We will continue to plan nutritional, cost effective meals for our tenants. We will diligently monitor cost and expenses in order to keep meal prices affordable. We continue to adhere to COVID 19 precautions protocol. Operation of our dining room is essential for our tenants. The dining room setting allow tenants to meet socially and reduce the effects of isolation and loneliness.

Seven Oaks Includes East and West St. Paul

Gwen Sexter Creative Living Centre – Senior Centre

Name: *Becky Chisick*

1588 Main St

Senior Centre

Accomplishments:

- Gwen Sexter is very proud of the smooth transition back to in person programming. We have used our outdoor space to the max in good weather, welcoming senior back to the centre in a covered outdoor space where they could safely enjoy programs and visits with their contemporaries.
- Hybrid style programming still continues for those who are not able to visit the centre as of yet.
- Our medical transportation hotline has made an enormous impact, ensuring that seniors have accessible transportation to medical appointments for a reasonable cost.

Priorities:

- Our priorities at Gwen Sector remain consistent. To serve as many seniors in the north end of Winnipeg as possible. Plans are to implement additional outreach to ensure all seniors needs are met and welcome more participants back to the centre.

Congregate Meal Program

Accomplishments:

- Gwen Sector is very proud of our meal programs. When groups were unable to gather, we organized a meal delivery service, involving close to 100 volunteers. We delivered meals to isolated seniors in the community. We have been able to transition back to in-person meal programs smoothly while still offering a “hybrid” version of meal delivery for those who are advised to stay close to home.

Priorities:

- Our priorities at Gwen Sector remain consistent. To serve as many seniors in the north end of Winnipeg as possible. Plans are to implement additional outreach to ensure all seniors needs are met and welcome more participants back to the centre.

Seven Oaks Community Area – Senior Resource Finder

Name: *Dan Saidman*

Senior Resource Finder

Accomplishments:

- Seven Oaks Seniors goal was to reengage the community to support seniors. To provide them with links to services and resources. As we return to in person activities, we hoped to create a series of programs that help seniors socially, physically, and spiritually return to the community. The last couple years we looked at safety as our priority, providing seniors with information on food resources and medical services. After a challenging year with staffing we are hoping to bring consistency and quality to programs and services.

Priorities:

- The goal for this year is to prioritize programs as well as services. As we can return to in person events our goal is to offer social, physical and community programs to reengage with those that have left isolated over the pandemic. By working with Gwen Sector Creative Living Centre we hope to create a central location for seniors to attend events and where to look to find resources to help as we encourage people to stay in their homes and age gracefully.

Middlechurch Home of Winnipeg, Community Supports Program – Senior Resource Finder and Tenant Resource Program

Name: *Bev McCallum*

280 Balderstone Rd

Senior Resource Finder

Accomplishments:

- I recruited a Certified Foot Care Nurse who was willing to do home visit foot care. This turned out to be an excellent resource and solution and gave us the ability to continue to provide foot care services over the last year. Our regular Foot Care Nurses resumed foot care for residents early this year, this is a much-needed essential service required for our residents.

- Vision and Hearing Screening Clinics unfortunately have not resumed in-person and as a solution to this I would refer families to vision and hearing service partners in the community to meet these needs.
- As the pandemic continues to isolate seniors, I remained in contact with all the 55+ clients in both my communities, continuing a bi-weekly Hello Program. I reach out by telephone, having a chat, checking on their health and wellbeing, answering any questions they might have and providing them with all the updated health information and resources and promoting healthy aging. This is also an opportunity to ensure that they are being taken care of and have supports in place if they should need. For the last two years both my clients and I have looked forward to these calls; it has become a way to stay connected and to be of assistance when needed. I generally adjust my work and services based on the needs required to assist my clients.
- I continue to create and distribute a newsletter every month, to give timely and current information. Information tends to change rapidly and so it is important to ensure my clients are up to date on the different resources and services available to them. Along with each newsletter I would include items such as consent forms for vaccinations, activity puzzles, and in most cases a small gift such as bookmarks, masks, mask holders, notepads etc. which adds enjoyment to the mailouts and brought a bit of fun and levity to the other heavier but important topics covered. In the monthly newsletters I promote healthy aging topics, as an example oral care. I contacted the Dental Association of Manitoba and was able to get toothbrushes, toothpaste and resource material to include in their newsletter package. Many clients found this beneficial and gave me feedback that they had not been to the dentist for some time and really appreciated the new toothbrushes. Although some of the newsletters are mailed, more than half continue to be delivered safely in person. I welcomed the opportunity to have some face-to-face time with clients and follow up on any new needs they might have that have not been addressed during our bi-weekly Hello calls.
- I also worked with the MLA's for our communities and was able to obtain a supply of the KN95 masks and was also able to receive a supply of the rapid antigen test kits, which I handed out or mailed to all my clients. I have received many thanks from clients for mask and testing supplies, grateful that they did not have to source these items for themselves. Having rapid antigen test kits also allowed clients to familiarize themselves of how they look and how to use them. I made myself available to walk through the process for the testing if anyone needed this assistance.
- This past year I sent out greeting cards for all the holidays as an additional way to stay connected with the seniors who are no doubt missing seeing their families and friends on these 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 those extra special surprises in the mail. For some checking the mail was the only activity some could do safely outside of their homes safely.
- For the past 15 years, I have organized and facilitated the “Be A Santa to A Senior” program. Originally, I had thought that the pandemic would impact this program, but again this past holiday season was a very successful. The public and the community really opened their hearts to make Christmas very special for seniors in their community. This year we had received enough monetary donations to purchase gifts, toiletries and treats for 27 seniors. We continued to have the support of two schools keeping the intergenerational spirit alive and a couple business staff/group donations added to our success. Since the funds raise were over and above what was expected, another iPad was purchased so every unit in Middlechurch Home had a dedicated iPad, allowing residents the ability to FaceTime with their families when they were not able to visit in person.

- Programming at East St. Paul 55+ Activity Centre is slowly returning with a few groups meeting. Card players, book club, pool players and quilters have resumed their programs with limited attendance. As in most program restarts there is a reluctance from some to attend, but for those who chose to attend it is a welcome opportunity to meet with their friends after such a long time.
- My success is measured in the positive feedback that I receive from my client group telling me that I have helped to make their lives a little less lonely, that I have made things a little easier for them, that I continue to be someone they can count on for resources and information, or even just to chat. Their gratitude and wellbeing make my work very meaningful and it motivates me to adjust or change what I do to meet the needs of seniors in East & West St. Paul.

Priorities:

- My priorities for the up-coming year are to continue to evolve and increase the level support to clients and develop new supports and resources that meet the current restrictions and guidelines for safe programming for senior in the community. I will continue relationships with existing service providers and secure and develop connections with new partners to find new ways to promoting healthy aging supports.
- I will continue to keep the lines of communication open with my clients, addressing their concerns and questions and offer any services, resources, and assistance I'm able to provide, including directing them to the best possible supports based on their needs.
- I will continue with the successful programming that I currently have in place and look forward for the opportunity to offer all the programs that the Community Services Programs have of offer, as well as adapting new and exciting programming to promote healthy aging to our seniors.

Tennant Resource Program

Accomplishments:

- Once again, we have been through another difficult year for all and arguably continuing to be the most difficult for older adults in the community. All clinics, services and programs hosted at Middlechurch Home have been paused for over two years and so it became imperative to find other solutions to offer these same services to seniors in the community.
- I recruited Certified Foot Care Nurse who was willing to do home visit foot care which really was an excellent solution and worked out well. Our regular Foot Care Nurses resumed foot care for our residents early last year, as this is a much-needed essential service required for our residents.
- Vision and Hearing Screening Clinics unfortunately have not resumed and so I would refer families to our service partners to assist with their needs.
- As the pandemic continues to isolate seniors, I remained in contact with all the 55+ clients in both my areas/communities. Continuing with the bi-weekly Hello Program, I have reached out by telephone, having a chat, checking on their health and wellbeing, answering any questions they might have and providing them with all the updated health information and resources and promoting healthy aging. This is also an opportunity to ensure that they are being taken care of and some supports in place if they should need. For the last two years both my clients and I have looked forward to these calls; it has become a way to stay connected and to be of assistance when needed. I generally adjust my work and services based on the needs required to assist my clients.

- Newsletters continue every month, to give out more timely and current information. Information tends to change rapidly and so it is important to ensure that they were up to date on the different resources and services available to them. Along with each newsletter I would include items such as consent forms for vaccinations, activity puzzles, and in most cases a small gift such as bookmarks, masks, mask holders, notepads etc. which added enjoyment to the mailouts and brought a bit of fun and levity to the other heavier but important topics covered. All newsletters are hand delivered to each tenant (30) and includes a wellness visit at the same time to check on them and to see how they are feeling and coping.
- In the monthly newsletters I try to promote healthy aging by addressing certain topics, as an example, Oral Care. I contacted the Dental Association of Manitoba and was able to get toothbrushes, toothpaste and resource material to include in their newsletter package. This turned out to be very beneficial as many stated to me that they had not been to the dentist for some time and really appreciated the new toothbrushes.
- I also worked with the MLA's for our communities and was able to obtain a supply of the KN95 masks and was also able to receive a supply of the rapid antigen test kits, which I handed out or mailed to all my clients. I have received many thanks from clients for mask and testing supplies, grateful that they did not have to source these items for themselves. Having rapid antigen test kits also allowed clients to familiarize themselves of how they look and how to use them. I made myself available to walk through the process for the testing if anyone needed this assistance. This past year I have also sent out greeting cards for all the holidays as an additional way to stay connected with the seniors who are no doubt missing seeing their families and friends on these occasions. It seems they have really appreciated this from the positive feedback I receive.
- There has been some turnover of MORI residents this year, and so it is very important to introduce Community Services Programs to all the new tenants. I have automatically included in the newsletter and visit, introducing myself and explaining the programs to them. Also making the ERIK available to all new tenants and taking special time and attention to remind them of the importance of the ERIK and to keep the information in ERIK up to date.
- My success is measured in the positive feedback that I receive from my client group telling me that I have helped to make their lives a little less lonely, that I have made a difference by someone they could count on for resources and information or just to chat. The gratitude I receive from the seniors in my community makes my work very meaningful and it motivates me to adjust or change what I do to meet the needs of seniors in East & West St. Paul.

Inkster

Keewatin Inkster Neighbourhood Resource Council INC – Senior Resource Finder and Tennant Resource Program

Name: *Harvey Sumka*
1625 Logan Ave

Senior Resource Finder

Accomplishments:

- The Keewatin Inkster Neighbourhood Resource Centre (KINRC) has had another successful year in supporting clients through the challenges of the COVID-19 pandemic. We have been able to support older adults through the distribution of Healthy Food grocery bags, Safeway Gift Cards, COVID Preparedness kits, KN95 mask distribution, and Rapid Antigen test kits. Food security has been a top challenge and we have collaborated with clients on eliminating the negative stigma on the need to utilize Food Banks, in addition to other local supports providing low or no cost food sources. We also continued to provide valuable support to the community through our Legal Clinic, completing over one hundred Will and Power of Attorney documents, and No cost Income Tax Clinics (close to three hundred returns completed this year). We are proud to have been able provide these kinds of supports without stop despite experiencing our own challenges as an organization working to remain visible and accessible during times of closure.
- Many calls were received for snow removal and yard maintenance, and we were able to connect clients with sufficient resources to solve these needs during a particularly difficult winter! Access to our Daily Call In Program has seen an increase and we continue to promote it to the community at large as an excellent asset that your safety has been acknowledged on a daily basis.
- As always, we measure the value and success of any given program through client participation and feedback and by determining whether any similar program(s) are being offered through other community sources for referral.

Priorities:

- We will be putting an emphasis on food security this year – educating and erasing stigmas surrounding the access to food supports in our community. KINRC has a presence at several Community Food Banks where we can introduce our offerings to individuals experiencing a greater need and learn more ourselves about how many older adults are seeking access and how the system works so that we can effectively answer any questions a potential food bank user may have. We hope to reinstate our Food Bank Food Demos this fall – showcasing items available at the bank that day and showing two different ways to prepare them. We do this with a Registered Dietician and have found great success with them in the past. We will continue to seek grant opportunities where we as an organization can provide direct support and pair with other community partners who share the same food security goals.
- Transportation continues to be a challenge – beyond taxicab voucher supports we have not been able to run a volunteer driving program as we cannot provide assurances to either client or driver would not potentially be exposed to COVID. We will be following the public health advisement to determine if we can safely step back into this zone again.

- We also hope to restart the Weston Seniors programs at the Weston Community Centre in the fall of 2022. We have been dealing with consistent intermittent closures at this location and are hoping to see a brighter outlook this fall. Technology classes, Food Education Groups, Meal Program, Gym Walking, and Movie presentations are just a few of the planned activities we hope to offer.

Tennant Resource Program

Accomplishments:

- KINRC recognizes that the COVID 19 pandemic has caused challenges to many older adults. To help ease some of the financial burden, we have been able to provide tenants with some food security. In doing so, we were able to provide all tenants with gift cards to Safeway and Sobeys and we provided Healthy Food grocery deliveries. This was provided for 12 weeks throughout the year. In providing food security, which is ongoing but more challenging during the pandemic, tenants do not have to worry about the stigma they may feel in utilizing a food bank. KINRC was able to provide no cost Income Tax clinics which helped tenants save at least \$70.00 in fees.
- To further support older adults with the challenges of COVID 19, we provided COVID 19 preparedness kits which were delivered to each tenant. The kits included COVID 19 rapid antigen test kits and KN95 masks. KINRC was up to date and relayed all information relevant to COVID 19 and encouraged tenants' behaviours to be in accordance with all public health orders.
- Measurements to achieve our success is always getting feedback from tenants and encouraging participation in programs being offered.

Priorities:

- Every attempt will be made to bring some normalcy to the tenants. Such as reintegrating programs, gatherings, and any social opportunities. The Tenant Resource Coordinator will start by gathering small groups for card games, outdoor/indoor games, and crafts. To help tenants with maintaining or improving their health and well-being, we are looking to have Hans Kai groups in the 55 + blocks as well as the Student Nurses program. We will strive to do these initiatives safely and cautiously moving forward as some tenants are still intimidated to be out in groups.
- We will continue to monitor and follow health protocols and go above and beyond any public health orders. We will continue to discuss with tenants, in which, their participation will be viewed as safe and will get their feedback as our best step forward.

NorWest Co-op Community Food Centre – Congregate Meal Program

Name: *Lila Knox*

61 Tyndall Ave

Congregate Meal Program

Accomplishments:

- We have three goals at the Community Food Centre. These 4 meals and a few other programs (Bluebird Lunch and Market, 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 only 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 and this year they were able to return. Our 2021 Impact Summary is attached for more detail. This past year's impact summary includes our collected statistics and results from across Canada focus groups, held last fall.

Community Food Centres Canada visited in October 2020 to hold a focus group with individuals who frequent our programs. 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, and the occasional gift of \$25(or more) grocery cards. This year, our feedback from Community was mostly anecdotal, at the door, whereas, next year the CFCC Annual Program Survey (APS) will be reinstated in the fall of 2022.

Priorities:

- It is our priority to return to sit down dining, when safe for staff and community. We have no set date for this return; it will likely be a hybrid approach, either one meal at a time will become sit down, or we will do take-out meals, followed by sit down. This summer we will take advantage of outdoor programming while we establish our new Farm space, and with outdoor markets. We have also applied for some funds to run Food Bingo, which would be an indoor masked program, that would welcome seniors back into the spaces for a monthly Bingo game where everyone would go home with a bag of groceries. We would like to find a way to reduce social isolation in the senior population. We are always looking for new partnership and funding opportunities. 2022 – 2023 will also be a year of staffing changes. I am working with senior Management to ensure a smooth transition in Directors – I am retiring September 1st, and we are prioritizing the opportunity for some transition time together. A new Director will come with their own ideas and approaches to meeting the guidelines of the Community Food Centre model

Brooklands Active Living Centre – Senior Centre and Congregate Meal Program

Name: *Alice Steinke*

1960 Willian Ave W

Senior Centre & Congregate Meal Program

Accomplishments:

- Being able to communicate effectively with Members without instilling fear, but still reminding them to stay safe and follow recommendations from the provincial guidelines.
- Obtained Rapid Test Kits and handed out to members
- Provided lists of organizations to contact if help was needed and type of help available
- Partnered with Sparling United Church and Keewatin Inkster Neighbourhood Resource Centre (KINRC) to bag up groceries to supply to the 55 plus building in our area and helped deliver to tenants.
- Partnered with Brooklands School and started a pen pal program with students, had 55 persons respond and signed up for the program.
- Sent Birthday cards to all members as well as thinking of you cards.
- Continued with programs while open and following all restrictions. (Members were always excited to get back and socialize again)
- Adapted programming to fit restrictions.
- Lots and lots of phone calls to members to check on well being
- Provided videos – crafts to do, cooking and links to exercise classes on line
- Kept members updated on restrictions and words of encouragement

Priorities:

- We have developed a stronger partnership with the local elementary school. A pen pal club between students and seniors has been organized, 57 letters are being written by seniors participating in this program. This program will continue and interest is growing.

- Survey being completed and distributed to members for programs of interest and ability to participate. We are hoping to set up programs, change hours of operation to take in a younger age group then we presently have for members and attract a larger group of new members.bb
- Develop and set up programming that will enable seniors who are afraid to come out of their homes to attend and still feel safe. Train more volunteers to assist seniors.

Point Douglas

Point Douglas – Senior Resource Finder

Name: *Amanda Macrae/Monica Grocholski*

640 Main St

Accomplishments:

- Partnered with Mount Carmel Clinic to offer a 10-month Pen Pal Program to assist in reducing the effects of social isolation and/or loneliness as a result of Covid-19 restrictions and other factors. Personal testimonials were offered for feedback.
- Partnered with Winnipeg Housing Rehabilitation Corp. to offer an Urban Poling Walking Club for the tenants at 595 Mountain and 300 Selkirk. Secured a \$1200.00 grant to purchase Urban Poles and completed an Urban Poling Instructor Course. Partnered with North Centennial Seniors Association to introduce Urban Poling for their members through April-June 2022 and will assist in training volunteers to continue the program into the summer and fall. A short survey/questionnaire is provided for participant feedback.
- Re-started the Acrylic Paint Class Programs which was highly requested by community residents and service providers. Program will continue to be offered monthly through Oct 2022-May 2023 in partnership with senior serving organizations.
- Co-founded the Technology Navigator Committee (TNC) in partnership with Seniors Resource Finders and the Healthy Aging Resource Team. Researched information on access to technology (cell phones, computers, laptops, tablets, etc...) including donated/refurbished cell phones, data plans, digital education/training programs, and compiled information into a resource listing document. Also worked to collect donated cell phones from the public through a Cell Phone Donation Drive. Applied for a \$10,000.00 Help Age Canada Grant to deliver a Cell Phones for Seniors Initiative. Technology Navigator Committee activities are in the early stages of the cell phone pilot project and continue to be evaluated and assessed as the program evolves.
- Partnered with the Older Winnipeggers Social Engagement Project to deliver the Tablet Training Pilot Project in the community; University of Manitoba research team followed through with participants to gather feedback.
- Partnered with Downtown Seniors Resource Finder and Healthy Aging Resource Team to re-start community POP-UP Offices; Community residents comment on the numerous services available to them and appreciation for increasing their awareness on support programs and services, therefore POP-UP Offices are valuable and will continue to be delivered in the community.
- Continue to provide Information and Referrals and respond to inquiries from service providers, community residents and caregivers; Continue to research information on services and programs for older adults.
- Continue to facilitate the quarterly Point Douglas and Downtown Service to Seniors Network Group Meetings as requested by service providers/members of the network group.

Priorities:

- Continue working on addressing the need for basic phone access for low-income vulnerable older adults through the Technology Navigator Committee in partnership with WRHA Healthy Aging Resource Team/Seniors Resource Finders. A new partnership opportunity has been established with Computers for Schools Plus to provide refurbished cell phones/training to low-income 55+ community residents.
- Continue to assist with reducing the risk of social isolation and/or mental/physical decline by continuing to offer Health Promotion Programs - Acrylic Paint Classes & Urban Pole Walking Program.
- Acrylic Paint Program will be offered 1x month to various senior's groups from Oct-May. Urban Pole Walking Programs will be offered through an Introductory Class and an Urban Pole Lending program.
- Working in partnership with WRHA Public Health to offer an Eco-Therapy Gardening Program for low-income seniors at 601 Aikens throughout the summer; Secured a \$2000.00 fund through an Healthy Together Now Grant.
- Continue to increase awareness of support services to seniors by offering monthly POP-UP Offices in partnership with the Downtown Seniors Resource Finder and Healthy Aging Resource Team. Will also be offering incentives to increase attendance (i.e. door prizes, giveaways).
- Re-establish Emergency Response Information Kit community presentations.
- All projects/programs/initiatives will request feedback through, testimonials, surveys or questionnaires

North Point Douglas Seniors Association – Senior Centre

Name: **Sandy Dzedzora**

244 Jarvis Ave

Senior Centre

Accomplishments:

- Finding and setting up a new office space. Have secured food and clothing donations. Much more focus on outreach for a number of seniors. We deliver a significant amount of healthy food and clothing to many seniors especially to shut ins and those who have mobility issues. Measure achievements by record keeping.

Priorities:

How will you monitor and/or measure reaching these priorities?

- We will continue to provide much needed outreach services to seniors that are shut ins and those who have mobility issues. We will expand our donations and continue to seek partnership opportunities. We will monitor our goals and achievements by record keeping

Manitoba Housing – Tenant Services Program

Name: **Patrick Tshiovo**

269 Dufferin Ave

Tenant Services Program

Accomplishments:

- The major accomplishment this past year was the re-opening of the tenant lounge due to Covid restrictions. Tenants were eager to come out and socialized with each other, and participate in programs and activities.

- Continue to connect with the We Got This Canada, who provides hot and nutritional meals to low income seniors and individuals with a disability. These supplemental meals and hamper help support the gap that tenants' faces due to barriers with limited household income. Tenants look forward each month to the meals, they received, and they do appreciate the program enhancement.
- Continue to connect with Ma Mawi Wi Chi Itata Centre Inc, which offered free bag lunches 2 times weekly to 50 tenants.
- Continue to connect and provide food supplies monthly with the Food Bank-Winnipeg Feeds.
- Continue to advocate and collaborate with other food services within the community to address hunger, unaffordability, and insecurity due to the high price of food supplies.

Priorities:

- Continue to link and assimilate with all the various community support network in and around the neighborhood such as Turtle Island Neighborhood Centre, Lord Selkirk Park Resource Centre, North Point Douglas Renewal Corporation, North End Women's Centre, Mount Carmel Centre, North Point Douglas Seniors Coalition, Community Police Services, North End renewal Corporation, and the Aboriginal Health & Wellness Centre.
- Continue to connect and collaborated with more health and wellness programs at WRHA, Mental Health, Access Downtown, Age & Opportunity, and the Wellness Centre at Seven Oaks Hospital.

Winnipeg Housing and Rehabilitation Corporation – Tenant Resource Program

Name: **James Heinrichs**

145 Powers St

Tenant Resource Program

Accomplishments:

- Ensuring the tenants have access to getting their COVID-19 vaccine.
- Supporting tenant in maintaining a connection with their communities during the pandemic to reduce isolation.

Priorities:

- To re-introduce programs that were put on hold due to the pandemic. They are going to include more group activities as well as group information sharing. Workshops and clinic will be brought back to the blocks.

KeKiNan Centre – Tenant Resource Program

Name: **Jeff Leighton**

102 Robinson St

Tenant Resource Program - Elder Resource Coordinator

Accomplishments:

- Collaborated with a Tenant Resource Committee (TRC) and various community organizations to supply and deliver meals at Elders doors, food, gift cards, clothing, hygiene products, haircuts, hand sanitizers, face masks, gloves and discuss possible activities/workshops for the Elders at KeKiNan in a COVID environment. Attendance at Tenant Resource Committee meetings was tracked and at various workshops and the Tenant Resource Coordinator reported on activities at all board meetings.

Priorities:

- As a new management company, taking over the elder resident resource coordination, the priority will be for our staff to:
 - build relationships with elder residents and assess/address individual needs for increased support,
 - assist residents to address issues that are jeopardizing their tenancy (e.g. arrears, pest control, disturbances) by connecting with existing supports, introducing new ones, and working to gather and collaborate supports,
 - rebuild the elder resident advisory committee,
 - listen to elder residents and their supports, and also to the board, to set priorities for activities and services,
 - rebuild a partnership with Indigenous Seniors Resource Centre (including onsite office space for this organization),
 - continue to develop and nurture relationships/partnerships with community organizations/services that can help meet the needs of Elder Residents by broadening support systems and bring energy and resources into the building,
 - become familiar with available resources in order to increase partnerships and access to service for residents
- We will monitor/measure success by:
 - keeping notes from resident visits and recording/charting action points for follow up
 - tracking Advisory committee attendance and recording action points/responses
 - seeking regular feedback from residents
 - tracking attendance at events
 - tracking progress/activity in addressing arrears and pest control

Winnipeg Housing Rehab Corporation, Canadian Polish Manor – Tenant Resource Program

Name: **James Heinrichs**
300 Selkirk Ave

Tenant Resource Program

Accomplishments:

- I have been continuing to build rapport with my clients. Offering different range of support to WHRC. I turned to Polish organization for support that is used by all residents; an example is a computer donated by the Polish Congress, help with Easter dinner, volunteering with Bingo.

Priorities:

- Home visits to those who are not able to get out. More social activities to get residents out of their suits to prevent depression. Arranging more field trips.

Indigenous Seniors Resource Centre Winnipeg – Senior Centre

Name: **Pat Munch**

100 Robinson St

Senior Centre

Accomplishments:

- One of the major accomplishments that Indigenous Seniors Resource Centre Winnipeg (ISRC) made in this time frame was being able to form partnerships with various community organizations to begin to offer satellite programs and activities in the community once the threat of COVID-19 subsided. The community partners are Merchants Corner, Manitoba Metis Federation, Ma Mawi Chitata Centre, KekiNan Centre and Urban Circle Training Centre.
- A membership survey was sent out to each senior asking for feedback on what type of programs and activities they would like to see happen. Response was good, and this information was helpful to determine what types of programs and activities the seniors would attend if offered.
- An emergency food depot was established as there was an increased need from the seniors for food supports. Emergency hampers were delivered to the home. Activity kits which contained puzzles, word search books, cards, adult coloring books with markers, beading kits, knitting kits, sewing kits (material for seniors that wanted to make traditional skirts) and books.
- Traditional medicines such as sage, cedar, sweetgrass, weekday and blueberry leaves were also delivered to seniors requesting medicines.
- Transportation to and from COVID vaccine clinics were offered to seniors as well as documentation needed to receive a vaccine.
- Rapid Tests were delivered to seniors that were unable to leave their homes as well as a care kit.
- A monthly newsletter was sent out to seniors to stay connected during this period of isolation. This generated a positive response from the membership as ISRC received many calls from the membership asking about programs/activities and referrals for other services.
- Inclusiveness was the measure of successful achievement for ISRC during this time frame. Every phone call, request for service or inquiry was an indication that the seniors were involved at some level and would stay involved which creates a sense of belonging.

Priorities:

- To continue with on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, Seniors and Active Living, Winnipeg Foundation and New Horizons.
- To maintain established community partnerships
- To offer programs/activities/referrals/information
- To provide relevant workshops identified from the membership survey
- To offer healthy living series

Downtown

Manitoba Housing - Ellice Place – Tenant Services Program

Name: *Ngazi Iheka*
555 Ellice Ave

Tenant Services Program

Accomplishments:

- Connected tenants to appropriate services and making sure they received the support services they need, which resulted in high compliance with pest treatment and successful tenancies
- Make sure the tenant daily activities (bingo, card game, jeopardy games, paint etc.) run smoothly by providing support to tenant activity worker. the tenants look forward to attending programs
- Organized workshop on emergence preparedness and personal safety for tenants

Priorities: N/A

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*
444 Kennedy St

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients

Manitoba Housing – Tenant Services Program

Name: *Jason Simonson*
444 Kennedy St

Tenant Services Program

Accomplishments:

- Our tenant lounge was closed during this period and the Tenant Advisory Council could not hold meetings or events due to COVID protocols.

Priorities:

- Re-engaging with the tenants and the Tenant Advisory Council. This will be done by holding TAC meetings and events such as BBQ's, community breakfasts and food bingos. Attendance numbers to events will measure tenant engagement. Manitoba Housing – Tenant Services Program

Name: *Patrick Tshiovo*
340 Princess St
Tenant Services Program

Accomplishments:

- I have been recently re-assigned to 340 Princess as the Tenant Services Coordinator as of March/2022. Since my re-engagement, I have been meeting with some of the tenants and addressing social issues, House Rules Violation policies, providing resources and services when needed, and working closely with their supportive networks.
- My role is to continue to work with the tenants and develop positive relationships that promote successful tenancies.
- Due to the re-opening of the tenant lounge through the Tenant Advisory Council (TAC), programming and planning of activities slowly began to occur. Bingo 2x monthly, Arts & Crafts 2x monthly, Planting of Flowers, monthly Tenant Advisory Committee meetings, & BBQ, which had a great turnout in the month of June with 25 tenants

Priorities:

- The goal for next year is work with community stakeholders and network within the community with agencies such as Access Downtown, Siloam Mission, Mount Carmel Clinic, North Point Douglas Women's Centre, Aboriginal Health and Wellness Centre, Age and Opportunity, & North Point Douglas Seniors Coalition.
- Continue to connect and collaborated with more supports for food programs through "We Got This Canada".
- Develop health and wellness programs and work closely with WRHA-Mental Health, and Home Care Services.
- Develop survey and planning activities to incorporate into the existing programs to address social isolation.

Manitoba Housing – Congregate Meal Program

Name: *Josh Maxwell*
515 Elgin Ave

Congregate Meal Program

Accomplishments:

- The main accomplishment was continuing modified services with only minimal impact to the programs. Unfortunately losing some clients but gaining others as some did not like the changes due to the global pandemic.

Priorities:

- Rebuilding some aspects of our program while getting back to the norm of COVID. Advertising to try and get new clients.

Manitoba Housing – Tenant Services Program

Name: Patrick Tshiovo

515 Elgin Ave

Tenant Service Program

Accomplishments:

I began in February 2022, information provided by the previous TSC for the fiscal year includes:

- o 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.
- o Continue to develop and maintain relationships with clients and stakeholders throughout the state of emergency.
- o Helping applicants to receive a unit at 515 Elgin through the interview process.
- o Posting and providing clients with up to date information about Covid-19 and other important resources for clients at 515 Elgin.
- o The measure of successful achievement this past year was determined by the willingness of clients to participate in the success of the community.

Priorities:

- o I began in February 2022, information provided by the previous TSC for the fiscal year includes:
- The priorities for this year include encouraging successful tenancies at 515 Elgin, by providing information to clients regarding their tenancy agreement. Improve existing relationships with community stakeholders for clients to receive support through free food programs such as We got this Canada. Engage tenants to decrease social isolation for seniors and other tenants in the 515 Elgin building to support their mental health awareness. To monitor and measure reaching priorities, virtual meetings with tenants and community stakeholders will be scheduled. In addition, a survey will be completed by tenants two times during the year to get an idea of what the clients of 515 Elgin need for successful tenancies.

Bethania Housing, Arlington Haus and Autumn House – Tenant Resource Program

Name: *Cristine Schroeder*

880 Arlington St and 790 Wellington Ave

Tenant Resource Program

Accomplishments:

- o Worked with management, families, home care, our caretakers, pharmacies, medical services, and volunteers to meet the needs of the tenants of Arlington Haus – ensuring they are living safely and well.
- o Supported the Tenant Advisory Committee by producing the agenda (with tenant collaboration), chairing the meetings, and writing up the minutes.
- o Worked with the Volunteer Program and is coordinating a Volunteer Appreciation event.
- o Kept tenant's spirits up during COVID 'lockdowns' with Seasonal Decorations, 'Building Bingos', Goody Bags for special events, colouring pages, wellness bags – in collaboration with local agencies, door to door – Snack Attack Fridays, Donut days, Popcorn days, Summer BBQ's, Thanksgiving and Christmas meals (coordinated by Food Services in the building) & Wellness checks.
- o Partnered with Daniel McIntyre / St. Matthews Community Association (DMSMCA) (Local Resource Centre) who funded some BBQs, and history sessions, and provided games, puzzles and items of interest.

- o Partnered with a church group and our MLA and A & O who provided wellness bags and masks
- o A & O Santa For a Senior and the Cheer Board provided Christmas goodies.
- o We measured our success by the many grateful comments from tenants and their families for going 'above and beyond to make our folks feel engaged even though government-mandated lockdowns were causing folks to stay in their suites. And for keeping our tenants safe and our buildings relatively COVID free.

Priorities:

- o I am retiring at the end of June and Crystal Klassen is taking my place.
- o Bethania has given us the chance to work together for one month to ensure continuity of programs and services and to make it a smooth transition for the new Tenant Resource Coordinator and for the tenants! Thank you, Bethania!
- o The new coordinator will be introduced to all the organizations we have partnerships with and will be getting to know the tenants and become familiar with all aspects of the Tenant Resource Coordinator position.
- o It is an exciting opportunity for the new Tenant Resource Coordinator to bring her own strengths to the position and fresh ideas.

Bethania Housing, ArlingtonHaus – Congregate Meal Program

Name: *Daphne Froese*

880 Arlington St

Congregate Meal Program

Accomplishments:

- o We have adapted exceptionally well during all three waves of COVID outbreaks. Our staff have been complying 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
- o in a safe and professional manner. Our volunteers provide meal service to their suite door, complying with Personal Protective Equipment (PPE) precautions.

Priorities:

- o 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.

Lions Place – Tenant Resource Program

Name: *Gilles Verrier*

610 Portage

Tenant Resource Program

Accomplishments:

- o Accomplishments include but are not limited to, building trusting relationships with new residents, merging my job description with the needs of our residents, fostering successful and proactive programs + services for the betterment of all residents. Secured COVID Vaccine Clinics. Secured an Income tax clinic. Due to the on-going Covid-19 pandemic we continued to be extremely flexible, acknowledging the needs of the residents were changing on a daily basis. Assisted the Recreation Coordinator and Resident Council Members with implementing creative programing. Help foster better communication and transparency

with our residents. This has greatly improved over the last year. The extra time and effort spent listening to the Residents, and then being able to deliver enthusiastic programs and appropriate resources has made this year a success.

Priorities:

- First priority is to continue keep our residents safe during the continuation of the COVID -19 pandemic. COVID Vaccine Clinics are a high priority and are scheduled as soon as qualifications are met. I am re-scheduling programs and services that had been suspended because of COVID restrictions.
- Secondly to assist our aging population with ongoing forms and paperwork that needs to be completed in a timely fashion for programs such as Rent Assist and Income Tax.
- Thirdly, Enhancing communication and collaboration with Home Care Program
- I will be able to deem programs and partnerships a success if the residents' quality of life is a positive constant, or has noticeably improved.

Lions Manor and Lions View – Tenant Resource Program

Name: *Gilles Verrier*

320 Sherbrook St & 311 Furby St

Tenant Resource Program

Accomplishments:

- COVID vaccination/booster clinics were well attended and ran smoothly thanks to participation of Life Smart pharmacy and clinic, contributing to the safety and wellbeing of residents and staff in the building. Also, I was able to procure COVID masks, testing kits and other supplies from the Red Cross 'Stop the Spread' program, which were administered to both staff and residents. No outbreaks occurred in the independent living sections of Lions Manor (one off cases).
- When COVID restrictions caused cancellations of planned Christmas/New Year's social/recreational events, I brought staff together to bring cheer and lift the spirits of residents struggling with mental health.
- Eviction prevention – utilized funding resources to reduce or entirely cover arrears for low-income residents struggling with finances, collaborated with community organizations to put supports in place to assist residents with such things as cleanliness/pest control issues and mental health episodes that would put their tenancy at risk. Only one eviction took place since the beginning of my tenure in Oct 2021.
- Established an emergency food program with our Food Services Supervisor to cover meals until supports can be put in place (situations such as being informed of the food shortage at 4 pm on a Friday when community resource centres have closed for the weekend)

Priorities:

- Increasing the capacity for recreation and social events. I've applied for a Winnipeg Foundation 'Adapt' grant to fund a term position for a Recreation Coordinator for Independent Living. Results will be released in June and if successful, I will monitor attendance of each event and will include figures in monthly tracking.

- As a result of Home Care services being reduced and Community Home Services having a backlog of a year +, my most major concern is ensuring our most vulnerable low-income residents can continue to live independently. I will continue to advocate with Home Care coordinators for services when available but will also be reaching out or establishing support with Community Mental Health Workers, Public Guardian and Trustee of Manitoba, Employment and Income Assistance workers, volunteer services and health teams to brainstorm and problem solve solutions to have these needs met. Measuring these goals will reflect the well-being of the resident including food availability, personal hygiene and mental health, the status of their unit in terms of cleanliness and level of pest infestation, and overall, where their tenancy sits on the spectrum between secure and at risk of eviction.

West End Active Living Centre

Name: **N/A**

West Downtown / Broadway – Senior Resource Finder

Name: **Terry Prociuk**

Satellite offices

Senior Resource Finder

Accomplishments:

- We were able to provide 172 seniors with referral to services and resources.
- We were able to have 15 group activities in which seniors had the opportunity to participate in group activities to learn different helpful resources in their area, as well as participate in art activities and much needed social interaction.
- 58 E.R.I.K were distributed to seniors in the catchment area.
- We were able to secure some grant money to offer needed events and outreach.

Priorities:

- Improve relationships with partnering organizations
- Being present in the community outreach opportunities where possible
- Become more proficient with stats and find more ways to gain and collect supporting stats
- Offer a resource fair to seniors to find more resources and health and safety workshops.

East Downtown – Senior Resource Finder

Name: **Amanda Macrae/Monica Phaneuf**

640 Main St

Senior Resource Finder

Accomplishments:

- Healthy Spaces kits were made and delivered to community members with the help of Home Care and Community Mental Health. Started to offer pop-up offices again in the community, which has been a great way to reconnect with community members. Partnered with other service providers to start a Technology Navigator Committee where we collect and provide cell phones to low income older adults throughout Winnipeg.

Priorities:

- Start offering presentations as well as organize health and wellness presentations in the community. Continue to attend webinars and health symposiums to further my knowledge and stay up to date on current information. Be more present in the community and at community buildings, to help address any needs that arise among older adults living in the Downtown community area. Continue to offer and increase outreach to offer materials, services, and programming to community residents. Continue to partner with Point Douglas Seniors Coalition to offer pop-up offices in our communities.

Regional/Provincial

Indigenous Seniors Resource Centre Winnipeg – Senior Centre

Name: **Pat Munch**

**100 Robison St
Senior Centre**

Accomplishments:

- One of the major accomplishments that Indigenous Seniors Resource Centre Winnipeg made in this time frame was being able to form partnerships with various community organizations to begin to offer satellite programs and activities in the community once the threat of COVID-19 subsided. The community partners are Merchants Corner, Manitoba Metis Federation, Ma Mawi Chitata Centre, KekiNan Centre and Urban Circle Training Centre.
- A membership survey was sent out to each senior asking for feedback on what type of programs and activities they would like to see happen. Response was good, and this information was helpful to determine what types of programs and activities the seniors would attend if offered.
- An emergency food depot was established as there was an increased need from the seniors for food supports. Emergency hampers were delivered to the home. Activity kits which contained puzzles, word search books, cards, adult coloring books with markers, beading kits, knitting kits, sewing kits (material for seniors that wanted to make traditional skirts) and books.
- Traditional medicines such as sage, cedar, sweetgrass, weekday and blueberry leaves were also delivered to seniors requesting medicines.
- Transportation to and from COVID vaccine clinics were offered to seniors as well as documentation needed to receive a vaccine.
- Rapid Tests were delivered to seniors that were unable to leave their homes as well as a care kit.
- A monthly newsletter was sent out to seniors to stay connected during this period of isolation. This generated a positive response from the membership as Indigenous Seniors Resource Centre Winnipeg received many calls from the membership asking about programs/activities and referrals for other services.
- Inclusiveness was the measure of successful achievement for Indigenous Seniors Resource Centre Winnipeg during this time frame. Every phone call, request for service or inquiry was an indication that the seniors were involved at some level and would stay involved which creates a sense of belonging.

Priorities:

- To continue with on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, Seniors and Active Living, Winnipeg Foundation and New Horizons.
- To maintain established community partnerships
- To offer programs/activities/referrals/information
- To provide relevant workshops identified from the membership survey
- To offer Healthy Living Series

Canadian National Institute for the Blind (CNIB) – Specialized Services

Name: **Ashley Nemeth**

**1080 Portage Ave
Specialized Services**

Accomplishments:

- For the fiscal year ending March 31, 2022, CNIB provided a total of 2,558 hours of service in peer support and leisure to 216 different groups. On average, we provided service to 123 participants per month and 18 different groups/sessions per month.
- Starting in April 2022, CNIB started to slowly transition some groups from the virtual platform to in-person programming. To-date, three groups have started back with most groups slated to return back to in-person by the Fall of 2022.
- The Virtual Vision Mate program continued in 2021/22. This program was implemented in April 2020 to address the isolation individuals with vision loss were going through because of COVID. Due to the popularity of this program, we will continue to offer it those individuals who are still not comfortable with any in-person engagements. Last fiscal, CNIB had 30 virtual vision mate matches providing 1,068 hours of support throughout the year.
- In partnership with CNIB in Saskatchewan, a new peer support program was implemented over the past fiscal - Indigenous Peer Support Group
- This program is designed for indigenous individuals with sight loss who are wanting to connect with others who are experiencing similar circumstances in a safe and comfortable setting. Participants can help choose various topics this group would like to discuss each session as well as have the option to share ideas, suggestions, stories, worries, etc. with the group. This program will also provide an opportunity for participants to learn from various guest speakers. Our Peer Support Volunteers take a leading role coordinating and facilitating this program.

CNIB determined that successful adjustment to vision loss in Indigenous communities should be centered on the ability to relate to the community, the land, and to their culture. It is important to establish community-based and culturally appropriate programming.

- Acknowledging the unique experiences of Indigenous communities supports the need for unique tailored approaches led by Indigenous Peoples.
- Given the “ups and downs” of COVID and restrictions in the Province of Manitoba, a decision was made to continue delivering our peer support programming virtually throughout fiscal year 21-22. The following programs were well attended and continued to be popular with the senior demographic.
 - Adjusting to Vision Loss
 - Virtual Vision Mate
 - Sharing Circle
 - Care Provider’s Café
 - Indigenous Peer Support Group (new - as described above)
 - Relaxation Yoga
 - Mind Power Life Coaching
 - On a Prairie Wind

- Book Club
- Bible Study
- Virtual Coffee Group
- o Due to the toll COVID has taken on the mental well-being of staff, volunteers, and participants at CNIB, we were fortunate to receive funding from the Winnipeg Foundation to provide Mental Health First Aid Training to 15 CNIB staff and volunteers. The workshop was very valuable in terms of how staff and volunteers could handle and deal with individuals (whether that be volunteers, staff, or participants) going through a difficult time and how to respond to any crisis situations that may arise.
- o Over fiscal year 2021/22, two different types of new surveys were developed to send to participants in CNIB's programs (rapid fire survey and common outcomes survey). We worked with and trained one of CNIB's office volunteers to conduct one of the surveys via telephone versus emailing them out. Based on past experiences, we found we did not have a very high percentage of responses to surveys by just emailing, hence the decision to pilot phone surveys.
- o 143 participants provided their consent to participate in surveys. Of the 143 individuals called, 101 participants responded (71%) and 42 did not respond to our calls. Compared to last fiscal year, this was a significant increase from 55 individuals who completed the survey (almost double). Over 70% of respondents indicated their quality of life improved because of participating in CNIB programs.
- o "The Book Club is beneficial, and it is great that we can use audio books."
- o "Having these programs during this time in isolation really helped me connect with people going through the same thing."
- o "The CNIB programs are a great way to get your life back. It's also a good place to make friends."
- o Beginning this fiscal, a rapid-fire survey will be triggered upon completion of program sessions to participants. At the end of every fiscal year, the Common Outcomes Survey will be triggered. We will monitor results and depending on response rates, may conduct phone surveys again.

Priorities:

- o Due to the success of implementing the Virtual Vision Mate Program at the beginning of COVID in March 2019, CNIB is in the beginning stages of implementing a "classic" Vision Mate Program which will allow for in-person connections with seniors experiencing sight loss to help with tasks such as sorting mail, reading, going for a walk, etc.
- o CNIB Community Outings – Participants are very excited that we can again provide outings in the community this summer. These outings provide individuals who are blind or partially sighted the opportunity to visit attractions in Manitoba as well as meet new people. We hope to be able to add more outings in the Fall and Winter to the program. CNIB ensures these outings are inclusive to all. Upcoming outings include a June 2022 performance at Rainbow Stage, an August 2022 performance at Rainbow Stage, the Winnipeg Folk Festival in July 2022 and an all-day outing to Gimli, Manitoba in August 2022.
- o We will continue to monitor success through the rapid-fire survey and common outcomes survey. We plan to conduct phone surveys again this year due to the high number of responses last year. At the same time, we find individuals provide us with many personal testimonials that further illustrate the work we are doing has positive outcomes.

Manitoba Association of Senior Communities (MASC) – Specialized Services

Name: **Connie Newman**

3rd floor – 203 Duffield St

Specialized Services

Accomplishments:

- o The number of senior groups joining Manitoba Association of Senior Communities (MASC) continues to rise.
- o Promotion of member groups is & will be a major focus – use of Lifestyles 55+ (12 months), Senior Scope (2 months)
- o Partnership with CJNU 93.7FM to have twice daily messages to listeners on social participation (350*2 per day)
- o Monthly member meetings (via zoom) to answer questions, share ideas with those in attendance from across MB
- o Partnership with Businesses and Organizations Supporting Seniors (BOSS) – weekly zoom meeting with approx. 20+ senior friendly businesses in Winnipeg (40)
- o Review of our existing Bylaws (2019) with a proposal for our members to be presented at AGM – June 2022
- o There is a proposed name change to “Manitoba Association of Senior Communities” to be presented to members at AGM – June 2022
- o Review and update of most of our policies which are categorized into Policies and Procedures
- o Started updating our website to a new platform – hoping for its launch at our Annual General Meeting
- o Connections - Partnerships with key senior serving organizations in MB continues
 - Association of Senior Support Coordinators
 - Active Aging in MB (55+ Games)
 - Association of Manitoba Municipalities
 - A&O: Support Services for Older Adults
 - Centre on Aging – University of Manitoba
 - CJNU 93.7FM
 - Community Health Sciences Max Rady College of Medicine University of Manitoba
 - Lifestyles 55+
 - Manitoba Municipal Administrators Association
 - Senior Scope News
 - Transportation Options Network for Seniors
 - Canadian Association of Deprescribing Network
 - Public Health Agency of Canada Age Friendly Reference Group
 - Grand Pals – Intergenerational Advisory Group

Priorities:

- o Update all our promotional material
- o Continue to support members in board orientation, strategic planning
- o Continue to connect to Age Friendly Communities promoting Social Participation, social prescribing
- o Maintain our current connections and support additional ones
 - Better Business Bureau
 - Taxpayer Ombudsman
 - RCMP
 - Winnipeg Police Service

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

Name: **Amanda Macrae**

200-207 Donald St

Specialized Services

Accomplishments:

- 311 Food Security Line - assisted with the delivery of over 3,490 food hampers
- SCWW: provided 447 classes, with a total of 12,127 total participants.
- This is a 33% increase in total participants from the previous fiscal year.
- The average number of callers per session increased to 27.13 (from 21.06 in the previous fiscal year).
- A & O was proud to partner with Dr. Kerstin Roger (University of Manitoba), and her team including partners from Saskatchewan and Alberta, as well as other community agencies in the Prairie provinces to assist with a research study conducted on under reporting of abuse of community residing older adults living in the Prairie Provinces (funded by PrairieAction Foundation).
- Through this partnership, the video [Who should I tell?](#) was created to help increase the awareness of elder abuse. This video has been translated into French, Tagalog, German and Punjabi. The focus is on Who should I tell? to promote talking about the issue of elder abuse and disclosure by older adults, family and friends. Tip sheets were created for families, older adults and service providers. These tip sheets are available in three different languages.
- A & O redesigned and delivered an evidence-informed pilot SafetyAid program to provide fall risk assessments and fall prevention interventions to older adults living independently in the community.
- A & O partnered with Help Age Canada and GLUU to secure tablets and provide one on one training to older adults without access to technology or WIFI. This program provided: 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. Participants also received a series of 20+ self-paced workshops provided online, that range from What's where, how to use and take photos, and more. Six-month support was provided from the Best Buy Geek Squad. This innovative program allowed several older adults to connect with agency staff, and critical programs and services.
- The agency's Caregiving with Confidence program provided over 210 hours of volunteer telephone support to those providing care to an older adult. Over 35 support groups were delivered to caregivers who are providing support to their loved ones.
- In response to COVID-19, A & O provided Wellness Kits to at risk / vulnerable older adults in the Community. This last fiscal year, the agency and its partners have distributed over 1,000 kits to older Winnipeggers. The Wellness Kits contained:
 - Hand sanitizer
 - Hand soap (with instructions on proper hand washing procedures)
 - Individually wrapped disposable mask (with instructions on how to safely use)
 - Roll of wrapped toilet paper
 - Travel sized tissue
 - Word puzzle/word search
 - Community resources
- Provided weekly (four/week) check in groups for Connect wait list clients. This group was facilitated by agency volunteers who due to COVID-19 restrictions were on hold for in person Connect visits. This group has been a great addition to the agency's Connect group as it addresses the isolation faced by many clients.
- A & O was excited to partner again this year with Home Instead's Be A Santa to A Senior Program. A & O provided **2,450** gifts partnership with Home Instead, over to older adults in the community. Over 5,000 gifts were delivered in partnership with Home Instead.

- A & O Social Work staff worked with 48 older adults needing to leave situations of abuse, three (3) clients entered the agency's Safe Suite program. Social Workers worked with over 280 clients experiencing abuse and assisted over 112 clients with Protection Orders.

Priorities:

- Continue to adapt agency programs/services to ensure clients can access support throughout the COVID-19 pandemic and changing restrictions.
- Explore ways to ensure resources such as tablets, training to support clients with tablets, and access to WIFI are made available to older adults requiring agency programs and services on an ongoing basis.
- Explore the possibility of establishing a Shopping Companion Program based on best practices from other provinces as this is a major gap in supporting older people in aging well in their communities. Food security has been identified as a need prior to and during the pandemic.
- Continue to provide staff with professional development opportunities as they relate to the innovative programs and services that the agency provides to older Manitobans that are not available through other service providers.

Creative Retirement Manitoba (CRM) – Senior Centre/Specialized Services

Name: **D'Arcy Mansell**

Satellite offices

Specialized Services

Accomplishments:

- The past year at CRM was marked by a great deal of positive change and growth as we rebuild in the post-COVID world.

Programs:

During the early days of very tight safety restrictions Creative Retirement Manitoba pivoted to an online model to continue providing educational and social resources to older adults. We were pleasantly surprised at the number of members turning out for online classes and quickly developed skills to run these classes effectively, enabling discussion, participation, and promoting the sense of community that was present in-person. Our program topics ranged from physical and mental health to languages, skill building, arts, technology, various humanities subjects and many special interest presentations and classes. Our arts, music, current events, and history presentations were among the most popular with upwards of 90 members attending and never less than 40. Every class is hosted by a staff or board representative who begins by getting socialization going on the Zoom call, you would be surprised that even in a class of 90, many people get involved in the discussion without a problem. This focus on friendliness creates the welcoming environment which encourages our members to engage in the class as a participant, not merely an observer. Of course, many of our wellness courses and others which rely on input from all those present are kept to a smaller attendee number to ensure that everyone has a chance to be heard.

- The online classes allow us to reach Manitobans in rural areas. For example, the Minnedosa 50+ Seniors Activity Centre has purchased a membership which allows them to stream our classes live to their members who may attend in a group setting. As a group they can engage in discussion with our instructor and other members during class and then continue their own post-class.

- With the lifting of restrictions, we began to offer classes in-person once more. These classes have been limited in size to help ensure the safety of our participants. Fitness classes, languages and art classes are among those which have greatly benefited by the ability to be offered in-person once again.

Community Building:

- With the move back to in-person classes, we have decided to take our programs into communities which are in need of programming for older adults. We are partnering with various community centres and non-profits to host these programs. Rather than merely renting space at a community centre, we collaborate on programming with that centre. Creative Retirement Manitoba plans the program, finds the instructor, works on course material and brings that to a centre which provides space and on-site management. We both then invite members from each of our communities to participate in the program. This is bringing educational programs to older adults who previously did not have access and is bringing more older adults to group activities within the community centre in their area.

Partnerships:

- Manitoba Conservatory of Music and Arts: Collaborated on a very successful series of educational programs which enabled their musicians and our members to engage in lively, interactive, and informative sessions.
- Winnipeg Chamber Orchestra: Collaborated on a music appreciation club which had our members listening to and then discussing music with the Winnipeg Chamber Orchestra. The focus of the club was on member engagement rather than expert led presentation.
- Robert A. Steen Community Centre: Partnered on a number of programs from fitness to clubs and languages. This collaboration brought members to a centre which was suffering from a lack of daytime or senior focused programs, thereby enabling them to reach older adults within their community.
- Good Neighbours Active Living Centre: Partnered on programs from health and fitness to lecture style presentations to art classes.

Access for a Lower Fee:

- Many seniors have been suffering greatly with the ever-increasing prices of goods and services. We do not want to limit accessibility to lifelong learning in Manitoba and so have adopted a fee model which offers members almost all our online courses free of charge for one annual fee (currently of \$55). Formerly we charged a fee per course in addition to an annual member fee. We still charge a small fee for in-person courses as they often run over many weeks and therefore have a higher instructor cost. However, we aim to be reasonable with these fees in an effort to include those on a fixed income.

Fiscal Responsibility and Location:

- Following almost two years of limited ability to use our rented space for classes, we considered whether it was still reasonable to continue with this expense when we have successfully expanded to a community model as outlined above. In February of 2022 we gave up our rented location and have decided to fully embrace the community model and hold in-person classes with our community partners.

Priorities:

- In the coming year Winnipeg Chamber Orchestra will continue to offer a wide range of programs from health to humanities, technology, skill learning, personal development and more. A recent member survey informed us that our member's interests are varied, and we aim to offer something for everyone: always with a focus on quality of instruction and participant engagement. We will continue to offer programs both online and in-person with a focus on the in-person community courses.

Expanded Partnerships

- The community model which we began last year has been such a success that we intend to slowly expand on this method of program delivery. In the coming year we will add to the areas and centres with which we collaborate on programming. We will aim to retain the model of program partnerships rather than venue rental. By partnering, we have a venue which has equal ownership in the program, and thus exhibits equal care of the program. We bring to that location, not merely a rental fee, but a program for their community members. Our current partnerships have resulted in a great deal of collaboration and discussion regarding what types of programs are an ideal fit for their community and for CRM members with both sides bringing ideas, participants and instructors to the table.
- I have recently been in touch with the Executive Director of the General Council of Winnipeg Community Centres and am confident that I will receive a great deal of support from this organization in developing partnerships with a number of centres as they see great value in what CRM is bringing to the many city centres which previously offered few programs during the weekdays and few overall which focuses on seniors.

Rural Expansion

- We have begun to reach more rural Manitobans than ever with our online classes. In the coming year, as more rural senior centres are meeting in-person, we will invite them, as a centre to take part in our online activities. The rural centre members may meet as a group to take part in our live, online events. They can then engage in a discussion/follow-up at their centre in order to increase the social aspect of the program. In this way we can bring educational opportunities to remote communities who do not have access to such instruction locally. Also, it offers these centres a program which will invite their local seniors to gather in person with a shared objective.
- Additionally, we will take special efforts to promote our online courses well beyond Winnipeg. Rural Manitobans often do not have access to the variety of programming provided by Winnipeg Chamber Orchestra and can benefit from our online programs by registering as an individual if they do not have access through a local senior centre.

Rainbow Resource Centre (RRC) – Senior Centre/Specialized Services

Name: **Noreen Mian**

170 Scoot St

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

Accomplishments:

- Over the Rainbow (OTR) has successfully run a full-time program over the past months with a goal to reduce social isolation among 2SLGBTQ+ seniors. OTR achieves this through three pillars: education, creation, interaction and has hosted a combination of virtual and in-person programming in accordance with changing public health restrictions.
- In total, we have hosted 1017 events, with 133 unique individuals for a total of 1826 contacts with 2SLGBTQ+ seniors.

Priorities:

- Secure full-time funding after March 31, 2023
- Measure: Ongoing, salary and program costs secured.
- Hosting Legends of Pride, a five-day virtual series celebrating diverse 2SLGBTQ+ older adults who have helped shaped Pride as we know it.
- Measure: 5 one-hour sessions delivered. > 100 registrations.
- Hosting Planning with Pride, a national, virtual conference for 2SLGBTQ+ seniors, family and health care professionals that will focus on preparing for end-of-life
- Measure: 3-day conference delivered, > 120 registration, 5 partnerships with existing LGBT Centres across the country to host the event, positive feedback from the event.

Meals on Wheels of Winnipeg (MOW)- Specialized ServicesName: **Rhonda Gardner****174 Hargrave St****Specialized Services****Accomplishments:**

- Our major accomplishment was and continues to be the challenges faced to COVID-19.
- Our volunteers were impacted because they were unwilling or unable to drive, however, we still managed to deliver daily meals to our clients.
- Our clients were impacted because they no longer could have social interactions with our volunteers. Our office staff made themselves available to provide the human connection with the clients. We did and still are sending out birthday cards each month to our clients.
- The weather played a huge factor that effected driving conditions, although even the blizzards did not deter our volunteers from delivering meals.
- We were also able to have our AGM via zoom.

Priorities:

- I am still hoping to find a meal provider in the St. Vital area so that we can restore services in this large area.

Senior Resource Finder- Conseil des francophones 55+ de WinnipegName: **Lucienne Châteauneuf/ Nadège Tuo****400 des Meurons St****Specialized Services****Senior Resource Coordinator – 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, en mode virtuel ainsi qu'en personne, d'activités telles, entre autres :
 - Santé 55+, bougez à votre rythme (activités physiques)
 - Sessions d'information (p.eg. : les chutes, la technologie)
 - Promotion d'activités offertes par divers organismes
 - Diffusion d'information et de ressources aux personnes âgées
- Résultats :
 - Malgré les restrictions sanitaires provinciales, la FAFM, par l'entremise de ses divers projets, y inclus le Conseil des francophones 55+, a réussi à rejoindre plus de 1 000 personnes soit pour participer à des activités en mode virtuel, soit en personne.

- Somme totale, au cours de l'année, une cinquantaine de sessions traitant de divers sujets ont eu lieu, comptabilisant près de 400 heures d'activité. Une cinquantaine de personnes ont pris part, à titre bénévole, à la mise sur pied des activités virtuelles et des activités en personne. Les animatrices, animateurs et partenaires ont, comme par le passé, continué à offrir leur expertise et leur appui.
- Communications aux membres
- La page Facebook de la FAFM, ainsi que son site Web, continuent à jouer un rôle important dans la promotion des activités de la FAFM et du Conseil des francophones 55+. En plus des courriels périodiques, la diffusion électronique mensuelle de notre Infolettre, est un des moyens privilégiés pour transmettre l'information à nos membres.
- L'équipe du Conseil des francophones 55+ :
 - A participé aux réunions des Chercheurs de ressources pour personnes âgées.
 - A participé aux sessions d'éducation de l'ORSW.
 - A continué sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Club Éclipse, le Centre communautaire Winakwa, l'Accueil Colombien, et Place Des Meurons.
 - A continué à proposer des activités tout en respectant les directives sanitaires provinciales.
- How did you measure your successful achievements?
 - Nous avons mis en place, souligner l'importance et su faire respecter un protocole sanitaire, afin de préserver la sécurité des membres, des animateurs/animatrices, et des bénévoles. Cela a valu que les activités soient maintenues, malgré les craintes.
 - Le budget a été respecté, malgré les nombreuses adaptations, comme chercher d'autres locaux pour réaliser nos activités.
 - Les membres étaient en demande d'activités, et ont exprimé leur satisfaction du maintien des activités en pleine pandémie.

Accomplishments (English Translation) :

- In cooperation with the FAFM, Conseil 55+ implemented a variety of healthy living initiatives. Conseil 55+ continued offer the following activities, among others, virtually and in-person:
 - Santé 55+, Bougez à votre rythme (physical activities)
 - Information sessions (e.g., falls, technology)
 - Promotion of activities offered by various organizations
 - Dissemination of information and resources to seniors
- Results:
 - Despite provincial health restrictions and through its various projects, including the Conseil des francophones 55+, the FAFM was able to reach over 1,000 people via virtual or in-person activities.
 - Some 50 sessions dealing with various topics were held over the course of the year, for a total of nearly 400 hours of activities. Approximately 50 volunteers helped set up the virtual and in-person activities. As in the past, facilitators and partners continued to offer their expertise and support.
 - Communications to members:
 - The FAFM's Facebook page and website continue to play an important role in promoting FAFM and Conseil des francophones 55+ activities. In addition to periodic emails, our monthly e-newsletter is one of the preferred ways to share information with our members.
 - The Conseil des francophones 55+ team:
 - participated in Seniors Resource Finders meetings
 - took part in WRHA education sessions

- continued working with community partners, like Club Éclipse, the Winakwa Community Centre, Accueil Colombien, and Place Des Meurons
- continued to offer activities while following provincial health guidelines
- o How did you measure your successful achievements?
- We implemented, emphasized the importance of, and enforced, a health protocol to ensure the safety of members, facilitators, and volunteers. As a result, we were able to maintain activities, despite the fears.
- We were able to stay on budget, despite numerous changes, such as having to look for alternate premises for activities.
- Activities were in demand, and members expressed satisfaction that activities continued to be offered during the pandemic.

Priorities:

- o Au cours de la prochaine année, le Conseil 55+ veillera au développement de stratégies pour motiver davantage les personnes âgées francophones à reprendre les activités physiques et les rencontres en personne pour maintenir un mode de vie sain, dans un environnement serein.
- o Assurer le bon fonctionnement du Conseil des francophones 55+ et diriger la mise en œuvre de toutes ses activités en veillant au développement d'une variété d'activités dans diverses disciplines: physique, sociale, culturelle, artistique, etc (p.eg. : des ateliers de peinture, des sessions de danse en ligne, des sessions d'information sur la santé mentale, et des sessions d'information sur la nutrition).
- o À la suite de la pandémie, une des activités prioritaires du Conseil 55+ sera la reprise de la programmation de Grouille ou Rouille, édition 2023.
- o Continuer à rechercher, à sonder et à évaluer les ressources disponibles en français afin de mieux répondre aux demandes de renseignements et aux besoins des personnes âgées francophones. Le Conseil 55+ se penchera davantage sur la collaboration avec les résidences des personnes âgées.
- o 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 de faire une tournée dans les résidences des 55 ans et plus. Le Conseil 55+ prévoit continuer à siéger sur divers comités de travail (p.eg. : ERIK).
- o Veiller au recrutement de bénévoles pour appuyer le Conseil 55+ dans l'offre de sa programmation et de ses services aux personnes âgées.
- o Collaborer avec la FAFM pour 1) sensibiliser les personnes de 55 ans et plus des tendances qui concernent la population vieillissante, 2) la mise en œuvre d'activités intergénérationnelles pour contrer l'isolement social et favoriser le partage de connaissances et d'expériences, et 3) étudier la possibilité d'implanter le programme Men Shed en français.
- o Participer à l'actualisation de la planification stratégique de la FAFM et assurer que les activités du Conseil des francophones 55+ cadrent à l'intérieur de celle-ci.
- o Postpandémie, le Conseil 55+ continuera à évaluer et à adapter, au besoin, l'offre de sa programmation et de ses services tout en s'assurant que la sécurité et la santé de la clientèle âgée, des bénévoles et des animateurs et animatrices sont la priorité. Le Conseil 55+ continue à prévoir et à travailler au redémarrage et à l'offre d'une programmation pour répondre aux besoins des personnes âgées.
- o How will you monitor and/or measure reaching these priorities?
- o Nos listes d'inscription, ainsi que nos listes de présences aux activités serviront à comptabiliser les statistiques traitant du nombre de participantes et participants aux activités. De plus, nous prévoyons continuer à tenir compte du nombre de demandes de services ou de références, etc.

- o Des évaluations informelles (à l'oral) seront faites auprès des participantes et participants aux activités afin de mesurer le niveau de satisfaction.

Priorities (English Translation):

- o In the coming year, Conseil 55+ will work to develop strategies to further encourage francophone seniors to resume physical activity and face-to-face meetings, so as to maintain a healthy lifestyle while keeping safe.
- o Ensure the smooth operation of the Conseil des francophones 55+ and direct the implementation of all its activities by developing a variety of activities in different disciplines: physical, social, cultural, artistic, etc. (e.g., painting workshops, line dancing sessions, information sessions on mental health and on nutrition)
- o Post-pandemic, one of Conseil 55+'s priority activities will be the resumption of programming of the 2023 edition of Grouille ou Rouille.
- o Continue to search for, test and assess resources available in French to better meet the information needs of francophone seniors in Winnipeg. Conseil 55+ will focus more on collaboration with seniors' residences.
- o Continue offering information sessions and distributing the Emergency Response Information Kit (E.R.I.K.). The team will explore the possibility of touring 55+ residences. Conseil 55+ plans to continue to serve on various working committees (e.g., E.R.I.K.).
- o Recruit volunteers to support Conseil 55+ in providing programming and services to seniors.
- o Work with the FAFM to: 1) raise awareness among the 55+ group of trends affecting the ageing population; 2) organize intergenerational activities geared to reducing social isolation and promoting the sharing of knowledge and experience; and 3) explore the possibility of implementing the Men's Sheds program in French.
- o Participate in updating the FAFM's strategic plan and ensure that Conseil 55+ activities are included in it.
- o Post-pandemic, Conseil 55+ will continue to evaluate and adapt its programming and service offerings as needed, while prioritizing the safety and health of seniors, volunteers and facilitators. Conseil 55+ continues to plan and work to restart and offer programming to meet the needs of seniors.

How will you monitor and/or measure reaching these priorities?

- o Our registration and attendance lists will be used to track the number of participants. We also intend to continue to monitor the number of requests for services and referrals, etc.
- o Informal evaluations will be conducted orally with participants to gauge satisfaction levels.

Alzheimer Society of Manitoba (ASM) – Specialized Services

Name: *Erin Crawford*

10-120 Donald St

Specialized Services

Accomplishments:

- o Accomplishments are measured quantitatively (number of new clients, number of contacts with clients, number of education session provided and number of participants in sessions) as well as qualitatively through annual surveys as well as through evaluations and feedback. In 2021 a third-party research poll was also conducted of clients as well as general public.
- o Major accomplishments have included a 96% increase in client contacts over pre-pandemic levels and continued growth in the number of referrals and self-initiated clients to the First Link program and a commitment to a one-time increase in funding to the First Link program, funded by a Covid-19 Recovery grant, that has allowed us to hire addition First Link Client Support Coordinators that we will report on in the next fiscal year.

- Anecdotally our staff have observed a significant increase in the length and complexity of client calls this year with more crisis or distress calls, and meeting this increased level of intensity that clients come to us with is another accomplishment. We provided all our staff with a day-long crisis training session in response to this perceived increase. Though we continue to emphasize to staff and clients alike that we are not a crisis service, we do want to provide quality client support and provide staff with the resources to do so.
- We maintained existing virtual support groups and began to reintroduce in-person support groups for those who want them and expanded our support group offerings to include and Ambiguous Loss support group that specifically addresses the unique emotional experiences of gradual loss that come with losing someone to dementia. At the request of participants in the first Support Group we introduced a post-Ambiguous Loss monthly meeting to allow participants to continue to connect with one another, though in a less formal and less guided way. We also added a second Ambiguous Loss support group offering, this time splitting the groups to address the unique experiences of spouses on the one hand versus adult children on the other. As long as there is demand and we continue to have the staffing resources to do so, we intend to continue offering both sessions plus the post-group.
- Our Minds in Motion, Dementia-Friendly Community and public education programs are not formally part of the First Link program but we know from clients that these are important initiatives to them too and we were able to increase participation in all of them over the previous year, though not yet approaching pre-pandemic levels, mostly because of ongoing disruptions brought about by public health guidelines throughout the 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. With funding support from the Covid-19 Recovery Grant, and increased private donor support, we aim to increase our staffing levels, increase the frequency with which we are able to connect with clients, increase the frequency of our existing support group offerings and expand support groups to include some additional specialized groups where clients have indicated a need. Achievement will be measured in client interaction metrics and survey results indicating continued satisfaction with services.

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): St. Boniface

Names of participants: Nadège, Alexandra, Lynn, Viviane, Diane

Core Priority (one priority to focus on as a group): Bilingual communication

Goal (What result or outcome do you want?): Invite more health related presentations

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Networking communication resources	FAFM , Accueil Colombiem, Place Des Meurons	Alexandra networks i,e bilingual	6 months to 1 year	-Word of mouth -More bilingual services -Feedback	

Remember to keep it SMART

Specific: What do you want to accomplish? Who needs to be included? When do you want to do this? What is this a goal?

Measurable: How can you measure progress and know if you've successfully met your goal?

Achievable: Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required on par with what the goal will achieve?

Relevant: Why am I setting this goal now? Is it aligned with the overall objectives?

Time Bound: What is the deadline and is it realistic?

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Downtown, Point Douglas

Names of participants: Ngozi Iheka, Christina Rabet, Steve Locke, Mandy Safronetz, Monica Phaneuf, Wendy Petrochuck, Anna Murray, Nancy Squire, Lenore Sylvester

Core Priority (one priority to focus on as a group): Communication – cross agency

Goal (What result or outcome do you want?): To increase communications among seniors serving agencies; housing properties to increase awareness of resources.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Develop an email network google group.	Monica and Mandy	Gmail/Google accounts	End of January 2023	Monitor activity through network. Frequency of emails and type of emails.	
Reconnect with street connections newsletter.	Mandy		End of January 2023	Response from street connections to know if it is being restarted or to get connected.	
Set up a google document that organizations can share their contact information editable.	Mandy and Monica		Spring 2023	Senior serving organizations are using the document and updating their contacts regularly.	

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Transcona

Names of participants: Shannon Gillich, Tanya Swanson, Colleen Tackaberry, Kathy Rennie, Stacey King, Julie Perry

Core Priority (one priority to focus on as a group): “Social Prescribing Collaboration”, strengthened alliances

Goal (What result or outcome do you want?): Collaboration, communication and strengthen alliances between primary healthcare services and community

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Arrange meeting between stakeholders	Colleen and Jim	Set date Send invites	1 week		
Pick key stakeholders	All	List of contacts to Colleen	1 week		
Meeting with key stakeholders	Jim and Connie				

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): St. James, Assiniboine South and Charleswood

Names of participants: Maxene (Charleswood Senior Centre), Margaret (TSC), Amanda (HART), Tonya (CF), et al

Core Priority (one priority to focus on as a group): Re-engaging older adults in community (also re-engaging community)

Goal (What result or outcome do you want?): Identify and address barriers to access programs and services.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Identify barrier: -Safety -COVID-19 -Physical		Facility level precautions Education Grief and trauma Informed programming	1 week		
Identify barrier: -Slow uptake or return to program -Life changes (lost spouse) or change in ability.		Reach out to new members (visit community spaces) Promotion Quick sheet for doctors.	1 week		

<p>Mental health and not knowing where or how to re-engage. Grief and loss of freedom</p>	<p>Jim and Connie</p>				
<p>Transport</p>	<p>Winnipeg Transit</p>	<p>Transit bus route</p>	<p>As soon as possible</p>		
<p>Increase re-engagement of older adult's participation in community by: -participating with primary care providers (Family Doctors) -providing them with information sheet on local programming -meet with Support Services to Seniors programs and meet with healthcare providers before the new year to start the conversation.</p>					

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): St. Vital and St. Boniface

Names of participants: Krista Johnson Billeck, Heather Kissick, Lance Letain

Core Priority (one priority to focus on as a group): Networking

Goal (What result or outcome do you want?): To improve knowledge of programs and resource available in the area

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Group emails	Krista will start	Krista and a computer	Monthly	Communication and increased support for each other	
Bi-annual meetings	Heather	Location to DCC people	Two times a year April and October		

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): River East Community

Names of participants: Liz Plett, Leilani Nickel, Jodi Barbosa

Core Priority (one priority to focus on as a group): Transportation – shopping shuttles, program attendance

Goal (What result or outcome do you want?): To transport seniors to program events and to shopping centers and return them back home.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Talk to Selena from Transportation to see her ideas to include funding from major stores.	Lexi and Megan (STS)	People, computer, office space, store managers, Zoom	End of January to middle of February 2023	Have 1-3 stores willing to contribute funds to program. Have each partner's feedback and set up meeting to decide schedule.	
Coordinate who has vehicle and drivers. Make weekly schedule for who needs a van.	All participants and Selena	People, computers, office space, Zoom, camera		Schedule is made up and meetings. Planned for updates. Stores agree to donate funds to run the program.	
Work with Selena to finalize program and funding with stores.	All participants, Selena and store managers	People, computers, phones, office space, Zoom, Funds	May/June 2023	Contacts finished (agreements) from stores for donations to run program. Posters made for seniors to sign up to go shopping or to events/programs.	

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Point Douglas

Names of participants: Ashlee Charach, Brenda Kuluk, Sandy Dzedzora, Andy Wood

Core Priority (one priority to focus on as a group): increasing opportunity and decreasing barriers for our older adults in the Point Douglas area

Goal (What result or outcome do you want?): increasing sense of community and individual agency and independence

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Increasing knowledge of resources in community.					
Increasing culturally competent care and supports,					
Increasing system navigation supports through advocacy.					

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Point Douglas

Names of participants: Monica Grocholski, Ewa Wadowska, Henry Neufeld, Haley Lamy, Pat Munch

Core Priority (one priority to focus on as a group): Technology – Pilot project for Senior Cell Phones

Goal (What result or outcome do you want?): Seniors to receive cellphones, know how to use phones and take care of paying phone plans

Actions <i>(What tasks need to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Develop technology committee – Pilot project for cellphones for seniors	Point Douglas Seniors Resource Finder	Some seniors cannot afford a phone – help with finances to buy phone and pay monthly rate.	On going	Do evaluation to see how cellphones are being used.	
Teach seniors how to use a cellphone	Point Douglas Seniors Resource Finder	Grants to help pay for phones	On going	Receive grant	
What can service providers do for seniors to set up their cellphone	Point Douglas Seniors Resource Finder	Apply for service plans from service providers	On going	Receive plan	

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Fort Garry/River Heights

Names of participants: Bonnie Sypulski, Linda, Rotary Villa; Melanie Camara, Bethel Place; Samantha Silverster, Villa Cabrini; Ashley, Rainbow Resource Centre; Serena Bittner, TONS; Erin, Alzheimer’s Society; Marni, Community Facilitator; Samantha Loxton, 285 Pembina

Core Priority (one priority to focus on as a group): Transportation regarding groceries

Goal (What result or outcome do you want?): Affordable consistent shuttle bus, create partnership between the three facilities (with potential to add others) to establish a scheduled accessible affordable shuttle service

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When will the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Amanda Younka, Community Facilitator for South Winnipeg will set up a meeting with TRCs from each of the 4 buildings (and possibly explore interest from others) to brainstorm how to proceed. Serena Bittner is happy to participate as well.	Marni	Committee establishments			

<p>Survey to residents at various buildings to determine transportation needs and accessibility needs. TRCs to take lead.</p>		<p>Look for vehicles connected to various businesses/organization that may be available at different points during day/week, ie school buses, daycares, dealerships.</p>			
<p>Contact smaller companies to determine if a contract could be set up and costs for same, sharing the cost between all sites.</p>		<p>Look for money from various grocery stores. Look for volunteers from churches or elsewhere in the community. Keep open mind re what people/organizations can commit to. May not be able to have 1 solution that operates monthly, but rather several options that when collated, provides service option monthly.</p>			

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Fort Garry, Tuxedo, Lindenwoods, River Heights

Names of participants: Ekeen Saad, Susan Fletcher, Sam Loxton, Josef Quintana, Patti Berube, D'Arcy Mansell

Core Priority (one priority to focus on as a group): Communication

Goal (What result or outcome do you want?): To receive and provide information to us from you and then we share it with our communities.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Winnipeg Regional Health Authority and community partners to provide a flow of information more regularly.	Sam	Working together and network. Connect the three prongs to a stronger pathway to communication.	On going	We will meet at a grassroots level – sharing, collaborating and sharing experiences.	

TABLE ONE

Name	Address	Organization	Title	email	Community Area
Monica Phaneuf	640 Main St	East Downtown Senior Resource Council - A & O: Support Services for Older Adults	Seniors Resource Coordinator	dsrca@aosupportservices.ca	Downtown
Mandy Safronetz	80 Sutherland Ave	WRHA	Community Facilitator	msafronetz@wrha.mb.ca	Downtown
Anna Murray	PO Box 26124 RPO Maryland	Broadway Seniors Resource Council Inc.	Seniors Resource Coordinator	broadwayseniors@gmail.com	Downtown
Steve Locke	610 Portage Ave	Lions Housing	Tenant Resource Coordinator	LMTRC@lhc.ca	Downtown
Nancy Squire	610 Portage Ave	Lions Housing	Tenant Resource Coordinator	LPTRC@lhc.ca	Downtown
Wendy Petrochuk	515 Elgin Ave	Manitoba Housing	Tenant Service Coordinator	Wendy.Petrochuk@gov.mb.ca	Downtown
Lenore Sylvester	100- 269 Dufferin Avenue	Manitoba Housing	Tenant Service Coordinator	lenore.sylvester@gov.mb.ca	Downtown/Pt. Douglas

TABLE TWO					
Name	Address	Organization	Title	Email	Community Area
Pat Munch	A1-100 Robinson St	Indigenous Seniors Resource Centre	Executive Director	executivedirector@isrcwpg.ca	Pt. Douglas
Henry Neufeld	A1-100 Robinson St	Indigenous Seniors Resource Centre	Elder	executivedirector@isrcwpg.ca	Pt. Douglas
Lorraine Kakegamic	A1-100 Robinson St	Indigenous Seniors Resource Centre	Board Member	lm_kakegamic@yahoo.com	Pt. Douglas
Haley Lamy	A1-100 Robinson St	Indigenous Seniors Resource Centre	ISRC Coordinator	haleylamy@gmail.com	Pt. Douglas
Andy Wood	100 Robinson St	KeKiNan Centre	Elder Resident Resource Coordinator	home@fivestonesinc.ca	Pt. Douglas
Sandy Dzedzona	244 Jarvis Ave	North Point Douglas Seniors Association	Program Coodinator	dzedzora107@gmail.com	Pt. Douglas
Brenda Reid-Kuluk	244 Jarvis Ave	North Point Douglas Seniors Association	Volunter and Resource Cordinator	bkuluk751@gmail.com	Pt Douglas
Ashlee Charach	425 Elgin Ave	WRHA	Healthy Aging Resource Team Facilitator	acharach@wrha.mb.ca	Pt. Douglas
Monica Grocholski	640 Main St	Pt. Douglas Seniors Resource Finder	Senior Resource Coordinator	mgrocholski@aosupportservices.ca	Pt. Douglas
Ewa Woudonska	300 Selkirk St	WPG Housing Rehab Corp	Tenant Resource Coordinator	ewadowska@whrc.ca	Pt. Douglas

TABLE THREE					
Name	Address	Organization	Title	Email	Community Area
Patti Berube	135 Plaza Drive	Fort Garry Seniors Resource Finder	Seniors Resource Coordinator	fortgarry@aosupportservices.ca	For Garry
Samantha Loxton	285 Pembina Hwy	285 Pembina Highway Inc. (Deaf Centre of Manitoba)	Tenant Resource Coordinator	samantha.loxton@bethania.ca	River Heights
Susan Fletcher	170 Fleetwood	Pembina Active Living (55+)	Executive Directore	ed@pal55plus.ca	Fort Garry
Melanie Camara	445 Stafford St.	Bethel Place	Tenant Resource Coordinator	mcamara@bethelplace.ca	River Heights
Samantha Silvester	433 River Ave	Villa Cabrini	Tenant Resource Coordinator	vcabrini@mymts.net	River Heights
Laura Gowerluk	433 River Ave	Villa Cabrini	Board Member	k.gowerluk@qkstream.com	River Heights
Marni Robert	135 Plaza Drive	WRHA	My Health Team	mrobert3@wrha.mb.ca	Fort Garry/River Heights
Taz Lakhani	117-One Morley Avenue	South Winnipeg Seniors Resource Council	Board Member	martin@swwsrc.ca	River Heights/Assiniboine South
Martin Landy	117-One Morley Avenue	South Winnipeg Seniors Resource Council	Senior Resource Coordinator	martin@swwsrc.ca	River Heights/Assiniboine South
Linda Dorosh	528 Hudson St	Fort Garry Rotary Villa	Tenant Resource Coordinator	rvtrc@mymts.net	Fort Garry
Bonnie Dypulski	528 Hudson St	Fort Garry Rotary Villa	Consultant	rvtrc@mymts.net	Fort Garry
Ekeen Sadd	117-One Morley Avenue	South Winnipeg Seniors Resource Council	Board Member	martin@swwsrc.ca	River Heights/Assiniboine South

TABLE FOUR					
Name	Address	Organization	Title	Email	Community Area
Adrian Salonga	3401 Roblin Blvd.	Winnipeg Regional Health Authority	Executive Director	asalonga@wrha.mb.ca	WRHA
Mike Nader	640 Main	Winnipeg Regional Healthy Authority	CEO	mnader@wrha.mb.ca	WRHA
Kathy Henderson	2109 Portage Ave.	Winnipeg Regional Health Authority	Specialist, HA & SC: Support Services to Seniors	khenderson@wrha.mb.ca	WRHA
Terri Bowser	2109 Portage Ave.	Winnipeg Regional Health Authority	Regional Educator	tbowser@deerlodge.mb.ca	WRHA
Kim Day	650 Main St.	Winnipeg Regional Health Authority	Agency Accountability Analyst	kday@wrha.mb.ca	WRHA
Susan Friesen	650 Main St.	Winnipeg Regional Health Authority	Senior Financial Analyst	sfriesen11@wrha.mb.ca	WRHA
Olu Sofoluwe	650 Main St.	Winnipeg Regional Health Authority	Financial Analyst	osofoluwe@wrha.mb.ca	WRHA
Maria Dasdhaul	2109 Portage Ave.	Winnipeg Regional Health Authority	Administrative Assistant	mdasdhaul@deerlodge.mb.ca	WRHA
Minister Scott Johnston	Room 314 Legislative Building 405 Broadway	MB Government	Minister of Seniors and LTC	minsensors@leg.gov.mb.ca	MB Government
Daniel - Assistant to Minister Scott Johnston	Room 314 Legislative Building 405 Broadway	MB Government	Assistant to Minister Scott Johnston	minsensors@leg.gov.mb.ca	MB Government
Henry Vasquez	650 Main St.	Winnipeg Regional Health Authority	Manager Accountability	hvasquez@wrha.mb.ca	WRHA

TABLE FIVE					
Name	Address	Organization	Title	Email	Community Area
Karin Whalen	1075 Leila Ave	Active Aging in Manitoba	Director SPEAKER	kwhalen@sogh.mb.ca	OWSEP
Connie Newman	203 Duffield St	Manitoba Association of Senior Communities	Executive Director	ccnewman@shaw.ca	OWSEP
David Scott	203 Duffield St	Manitoba Association of Senior Communities	Board President	djscott0159@gmail.com	OWSEP
Linda Brown	1075 Leila Ave	Active Aging in Manitoba	Master Trainer & Active Aging Consultant	lpstoesz@shaw.ca	OWSEP - Guest Speaker
Serena Bittner	P.O. Box 68030 RPO Osborne Village	Transportation Options Network for Seniors	Consultant	tons.utconsultant@outlook.com	OWSEP - Guest Speaker
Titi Tijani	700-352 Donald St	Manitoba Housing	Director	titi.tijani@gov.mb.ca	Manitoba Housing
Erin Crawford	10-120 Donald St	Alzheimer Society of MB	Program Director	ecrawford@alzheimer.mb.ca	Specialized Services

TABLE SIX					
Name	Address	Organization	Title	Email	Community Area
Kimberly Weihs	300 Carlton	Seniors and Long-Term Care Branch	Manager	Kimberly.Weih@gov.mb.ca	MB Government
Josef Quintana	P.O. Box 68030 RPO Osborne Village	Transportation Options Network for Seniors	OWSEP Community Connector Coordinator	jquintana@aosupportservices.ca	Specialized Services
D'Arcy Mansell	PO Box 10022 Selkirk South	Creative Retirement Manitoba	Director	mansell@creativeretirementmanitoba.ca	Specialized Services
Ashley Smith	170 Scott St	Rainbow Resource Centre	Older Adult Program Coordinator	ashleys@rainbowresourcecentre.org	Specialized Services
Anna Christina (Christina) Rabet	4th Floor – 300 Carlton St	Seniors and Long-Term Care Branch	Junior Policy Analyst	Christina.Rabet@gov.mb.ca	MB Government
Louise Hutton	203 Duffield St	Manitoba Association of Senior Communities	consultant	louisehutton@shaw.ca	Specialized Services
Jim Hamilton	203 Duffield St	Manitoba Association of Senior Communities	consultant	o4oneill@mymts.net	Specialized Services

TABLE SEVEN					
Name	Address	Organization	Title	Email	Community Area
Jodi Barbosa	1060 Kimberly Ave.	Bethania Haus	Tenant Resource Coordinator	jodi.barbosa@bethania.ca	River East
Carolyne Nickel	1060 Kimberly Ave.	Bethania Haus/KingsfordHaus	Building Administrative Assistant	carolyne.nickel@bethania.ca	River East
Megan Wallace	720 Henderson Hwy	Good Neighbours Active Living Centre	SSGL Supervisor	ssgl2@gnalc.ca	River East
Lexi Golembioski	720 Henderson Hwy	Good Neighbours Active Living Centre	SSGL Coordinator	ssgl@gnalc.ca	River East
Susan Sader	720 Henderson Hwy	Good Neighbours Active Living Centre	Executive Director	director@gnalc.ca	River East
Leilani Esteban Villarba	180 Poplar Ave	Elmwood- Elmwood EK Active Living Centre/Chalmers Neighbourhood Renewal Corporation	Executive Director-	chalmersrenewal@mymts.net	River East
Liz Plett	180 Poplar Ave	Elmwood- Elmwood EK Active Living Centre/Chalmers Neighbourhood Renewal Corporation	Action Plan/Housing Coordinator	chalmersrenewal@mymts.net	River East
Jennifer Kappy	165 Donwood Dr.	Donwood Manor	Tenant Resource Coordinator	jkappy@donwoodmanor.org	River East

TABLE EIGHT

Name	Address	Organization	Title	Email	Community Area
Colleen Tackaberry	845 Regent Ave W	Transcona Seniors Council	Senior Resource Coordinator	tcs@mts.net	Transcona
Julie Perry	720 Kildare Ave. E & 680 Kildare Ave E	Park Manor care	Social services director / SSGL manager	jperry@parkmanor.ca	Transcona
Kathy Rennie	720 Kildare Ave. E & 680 Kildare Ave E	Park Manor care	SSGL coordinator	ssgl@parkmanor.ca	Transcona
Stacey King	720 Kildare Ave. E & 680 Kildare Ave E	Park Manor care	SSGL coordinator	ssgl@parkmanor.ca	Transcona
Shannon Gillich	975 Henderson Hwy	WRHA	Home Care Managers	sgillich2@wrha.mb.ca	Transcona/River East
Tanya Swanson	720 Henderson Hwy	WRHA	Healthy Aging Resource Team Facilitator	tswanson@wrha.mb.ca	Transcona/River East

TABLE NINE					
Name	Address	Organization	Title	Email	Community Area
Evan Zarecki	3-1050 Leila Avenue	WRHA	Community Facilitator	ezarecki@wrha.mb.ca	Seven Oaks
Dan Saidman	1188 Main St	Gwen Secter Creative Living Centre	Senior Resource Coordinator	dan@gwensecter.com	Seven Oaks
Anne Love	1625 Logan Ave	Keewatin/Inkster Neighbourhood Resource Council	President	kinrc@mymts.net	Seven Oaks/Inkster
Harvey Sumka	1625 Logan Ave	Keewatin/Inkster Neighbourhood Resource Council	Senior Resource Coordinator	kinrc@mymts.net	Seven Oaks/Inkster
Alice Steinke	1960 William Ave	Brooklands Active Living Centre	Board Member	adsteinke39@gmail.com	Inkster
Roberta Proteau	61 Tyndall Ave	Nor'West Co-op Community Health Centre Inc.	Executive Director	Rpronteau3@norwestcoop.ca	Inkster

TABLE TEN					
Name	Address	Organization	Title	Email	Community Area
Diane Leveque	400 Des Meurons	Place des Meurons	Tenant Resource Coordinator	dianeplacedesmeurons@shaw.ca	St. Boniface
Ngozi Iheka	101 Marion St	MB Housing	Tenant Services Coordinator-Central Park	Ngozi.Iheka@gov.mb.ca	St. Boniface
Nadège Tuo	123 - 400, rue Des Meurons	Fédération des aînés de la francophonie manitobaine (FAFM)	Senior Resource Coordinator	conseil55@fafm.mb.ca	St. Boniface
Krista Johnson Billeck	565 Guilbault St	Archwood 55 Plus	Program Coordintor	archwood55@shaw.ca	St. Boniface
Marie Lunn	565 Guilbault St	Archwood 55 Plus	Vice President	archwood55@shaw.ca	St. Boniface
Mark Spencer	1188 Dakota Street	Dakota CC	Director of Operations	mark@dakotacc.com	St. Vital
Heather Kisscik	60 Chesterfield Ave	WHRC	Tenant Resource Coordinator	hkissick@whrc.ca	St. Vital
Viviane Sabourin	200 Masson Street	L'Accueil Colombien	Tenant Resource Coordinator	info200masson@shaw.ca	St. Boniface
Alexandra Dénomée	170 rue Goulet	Centre de santé Saint-Boniface	Facilitatrice en développement communautaire/ Community development Facilitator	adenommee@centredesante.mb.ca	St. Boniface
Lynn Chidlow	400 Des Meurons	Place des Meurons	Building assistant	dianeplacedesmeurons@shaw.ca	St. Boniface
Lance Letain	1188 Dakota Street	Dakota CC	Senior Resource Coordinator	seniorresources@dakotacc.com	St. Vital

TABLE ELEVEN					
Name	Address	Organization	Title	Email	Community Area
Kristal Laminman	5006 Roblin Blvd	Charleswood 55 Plus Active Living Centre	Centre Manager	Kristal@charleswoodseniorcentre.org	Assiniboine South
Tonya Beveridge	300 Booth/975 Henderson	WRHA	Community Facilitator	TBeveridge@wrha.mb.ca	Assiniboine South/River East
Sarah Buchan	3-203 Duffield Street	St James Assiniboia 55+ Centre	Executive Director	director@stjamescentre.com	St James- Assiniboia
Naomi Lundgren	3-203 Duffield Street	St James Assiniboia 55+ Centre	Seniors Resource Coordinator	resource@stjamescentre.com	St James- Assiniboia
Beci Cartwright	601 Osborne Street	The Bethania Group	Building Manager	beci.cartwright@bethania.ca	Assiniboine South
Shira Newman	B100-123 Doncaster Street	Rady Jewish Community Centre	Coordinator of Arts Programming	snewman@radyjcc.com	Assiniboine South
Martin Landy	1 Morley Street	South WPG Senior Resource Centre	Senior Resource Coordinators	martin@swsrc.ca	River Heights/Assiniboine South
Ken Grove	280 Booth Dr.	WRHA - Access Winnipeg West	Team Manager for HART, Mental Health, My Health Team (WRHA Community, St. J/AS)	kgrove@wrha.mb.ca	St James- Assiniboia
Kathy Perrault	280 Booth Dr.	WRHA - Access Winnipeg West	Community Facilitator	kperrault@wrha.mb.ca	St James- Assiniboia
Amy Krahn	3-203 Duffield Street	WRHA	Healthy Aging Resource Team	AKrahn2@wrha.mb.ca	St James- Assiniboine South
May Stapely	3-203 Duffield Street	WRHA	Healthy Aging Resource Team	mstapley@wrha.mb.ca	St James- Assiniboine South

Margaret Graham	125 Carriage Rd	Manitoba Housing	Tenant Services Coordinator	Margaret.Graham@gov.mb.ca	St James- Assiniboia
Nicolas Rush	170 Hendon Ave	Manitoba Housing	Tenant Services Coordinator	Nicholas.Rush@gov.mb.ca	Assiniboine South
Maxine Bryan	5006 Roblin Blvd	Charleswood 55 Plus Active Living Centre	Board Member	maxinebryan@shaw.ca	Assiniboine South
Sheila Hunter	2300 Ness Ave	Metropolotain Kiwanis Courts	Executive Directore	shunter@kiwaniscourts.ca	St James- Assiniboine South
Amanda Gravelle	3-203 Duffield Street	WRHA	Healthy Aging Resource Team	agravelle@wrha.mb.ca	St James- Assiniboine South