



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

19th Annual Support Services to Seniors Education and Collaboration Planning Day Report

Friday, November 15th, 2024

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

Summary

On November 15th, 2024, the 19th Annual Support Services to Seniors (SSS) Planning and Collaboration Day brought together participants, including representatives from Support Services to Seniors grant-funded agencies, WRHA staff, and community stakeholders. This annual event is a vital platform for enhancing collaboration and knowledge sharing to support the health and well-being of older adults, ensuring they can thrive independently within their communities. Participants discussed new initiatives, exchanged valuable resources, and strengthened partnerships between regional programs and community services that promote health and well-being.

Key achievements of the event were reflected in the evaluation survey, with overwhelmingly positive responses: 98% of participants praised the presentations, and 99% found the community action plan exercise beneficial for regional collaboration. The event focused on reinforcing community efforts to improve the health and well-being of older adults, with a particular emphasis on enabling them to live independently in their own homes. It highlighted the importance of leveraging community resources to reduce barriers to service access and create environments that support health, independence, and lifelong learning. Key objectives included assisting with chronic disease management, promoting social connections, preventing disabilities and injuries, and reducing distress and discomfort. The event also aimed to empower service providers with tools to assist older adults increase their capacity to have meaningful control over their health and well-being, ensuring they receive the support necessary to lead fulfilling, independent lives.

Background

The Support Services to Seniors Planning and Collaboration Day aligns with promoting health and well-being, specifically by addressing the needs of older adults and supporting them in remaining in their homes and communities. The Winnipeg Regional Health Authority (WRHA), through its partnerships with Support Services to Seniors agencies, continues to foster initiatives that enhance the autonomy, dignity, and health of older adults. These efforts are central to creating environments that enable individuals to live healthy lives across the lifespan.

This year's event was opened with a land acknowledgment by **Kathy Henderson**, Healthy Aging and Seniors Care Specialist. Support Services to Seniors was honoured to have **Elder Henry Neufeld** from the Indigenous Seniors Resource Centre lead us into our planning day.

Carla Compton provided greetings on behalf of Minister Asagwara, Health, Seniors and Long-Term Care.

The official welcome was provided by **Mike Nader**, President and CEO, of the Winnipeg Regional Health Authority (WRHA) emphasizing the importance of collaborative efforts between health agencies, community organizations, and government programs to ensure older adults can access vital resources that promote healthy aging and well-being, disease and injury prevention, and chronic disease management.

A key focus was on understanding the evolving needs of older adults, as evidenced by demographic statistics shared at the event. Notably, the older adult population is growing, with projections indicating a 68% increase in Canada's older adult population over the next 20 years. Additionally, most older adults (93.2%) live in mainstream housing, underlining the importance of supporting aging in place through community-based programs.

An overview of the highlights of key performance deliverables for 2023-2024 were shared as follows:

- 28 congregate meal programs delivered 439,588 meals with the support of 41,407 volunteer hours.
- Meals on Wheels delivered over 166,002 meals.
- 12 senior resource finders made 41,991 contacts with older adults with the support of 16,455 volunteer hours.
- 36 tenant resource programs made 65,868 contacts by supporting older adults in 55+ housing blocks within 3,643 suites.
- 9 supports to seniors in groups living made 121,923 contacts in 1,172 suites by providing supports and assisting older adults with instrumental activities of daily living.
- Alzheimer Society First Link has 4,951 active open files.

- 14 senior centres provided over 8,215 group activities to 147,684 participants ranging from mental and physical health promotion, healthy active aging from exercise to social and recreational programming as well as 118,291 contacts with older adults.
- A & O Support Services for Older Adults had 1,280 cases receiving counselling services; 690 elder abuse cases; 798 hoarding cases and 3,580 clients receiving connect care services.
- A & O Senior Centre Without Walls provides an average of 420 group activities with 9,390 participants with the support of 673 volunteer hours; Supports for Caregivers – 1,055 clients receiving caregiver support.
- CNIB – 1,883 clients receiving vision impairment support.

The education component of the day included **Raine Seivewright** and **Kelly Harris**, Education and Training Coordinators from Indigenous Health with the WRHA presenting on “**Cultural Safety Engagement.**”

The education session included:

- Understanding Land acknowledgements
- Defined Culture and Ethnicity
- Understanding Cultural Humility
- Identified the impacts of trauma and racism on the health outcomes for Indigenous people
- Beginning to understand Culturally Safe practices

There was also a panel presentation titled, “**Your Team in Bigger Than You Think – The Impact of System Navigation**” in which presenters provided an overview of organizations that can help individuals navigate to connect them to accessible and affordable programs, resources and services. The panel had the opportunity to share their expertise through case studies.

The panel presenters were as follows:

- **Tammy Reimer**, executive director, 211 MB
- **Amanda Macrae**, CEO, A&O: Support Services for Older Adults
- **Shelly Smith**, Manager, Family Doctor Finder, WRHA
- **Tanya Blais and Brooke Bunn**, Workplace Development Coordinators, Indigenous Health, WRHA
- **Sheryl Giesbrecht**, Recovery Partnership Lead, Canadian Mental Health Association

- **Harvey Sumka**, Senior Resource Coordinator, Keewatin Inkster Neighbourhood Resource Council, Support Services to Seniors

The afternoon's "**Community Themed Area Action Plan**" exercise allowed participants to focus on shared areas, emphasizing collaboration within each community area to address specific health and social challenges. This approach mirrors the World Health Organization's strategy of community-centered health promotion, where local stakeholders work together to improve the well-being of older adults in a sustainable and integrated manner.

The 2024 key themed areas in which community agencies agreed to focus are as follows:

- **Downtown/Point Douglas:** Transportation, food security, safety
- **Seven Oaks/Inkster:** Live digital resource document
- **River East:** Food insecurity
- **Fort Garry/River Heights:** Mental health
- **St. Boniface/St. Vital:** Increase low-cost fitness and social programs
- **St. James Assiniboia/Assiniboine South:** Reduce isolation
- **Transcona:** Transportation, social prescribing, 55+ collaborative meetings

By continuing to align with health and social priorities and fostering strong partnerships, the Support Services to Seniors agencies, WRHA staff, and community partners are not only addressing the current needs of older adults but also planning for the future of aging in place. This strategic approach ensures that older adults can live healthy, fulfilling lives in their homes and communities, while also alleviating pressure on acute care, long-term care, and home care services. By bridging the gap between formal medical care and community-based services, the community is empowered to support health promotion and foster independent living for older adults at home.

Appendix:

Appendix A: 19th Annual - Healthy Aging and Seniors Care Planning Day agenda.

Appendix B: 2024 Support Services to Seniors: Accomplishments and Priorities

Appendix C: 2024 Community Themed Action

Appendix D: Participant Listing 2024.

Appendix E: 19th Annual Support Services to Seniors Planning and Collaboration Day.

19th ANNUAL SUPPORT SERVICES TO SENIORS PLANNING & COLLABORATION DAY AGENDA

Friday, November 15, 2024

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

9:00 to 9:30	Registration, refreshments, housekeeping and networking	Work Tables
9:30 to 9:40	Acknowledgement of Indigenous Ancestral and Territorial Lands Opening remarks on behalf of the Indigenous Seniors Resource Centre	Kathy H & Elder Neufeld
9:40 to 9:45	Morning greetings on behalf of Minister Asagwara, Health, Seniors and Long-Term Care	Carla Compton
9:45 to 10:00	Welcome Mike Nader CEO and President of the WRHA	Mike N
10:00 to 11:00	Cultural Safety Engagement Raine Seivewright, Education and Training Coordinator, Indigenous Health, WRHA	Raine S
11:00 to 11:15	Wellness break	Work Tables
11:15 to 12:15	Your Team is Bigger than You Think – The Impact of System Navigation <ul style="list-style-type: none"> • 211 MB, Tammy Reimer, Director • A&O: Support Services for Older Adults, Amanda Macrae, CEO • Canadian Mental Health Association, Sheryl Giesbrecht, Recovery Partnership Lead • Family Doctor Finder, Shelly Smith, Manager • Indigenous Health, Tanya Blais, Workforce Development Coordinator • Senior Resource Finders, Harvey Sumka, Coordinator 	
12:15 to 1:15	Network lunch, stretch, celebrate and discuss past successes	Work Tables
1:15 to 2:30	Collaborative Themed Area Action Planning	Work Tables
2:30 to 3:00	“Meaningful Impact - Moving Forward Together” Evaluation Next Steps & Save the Date: November 14, 2025	Work Tables Kathy H



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19th ANNUAL SUPPORT SERVICES TO SENIORS PLANNING DAY

Objectives:

1. To continue to enhance awareness, knowledge, partnership, and collaboration with organizations.
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 services and programs 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 a core theme area and develop a collaborative action plan to follow in the upcoming year that will continue to support healthy aging and well-being within our community areas.



Support Services to Seniors

Accomplishments & Priorities 2024

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Background

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 from each funded organization.

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

The goal of this booklet is to create the opportunity for organizations to review, acknowledge and celebrate accomplishments, and network to understand how other organizations have assessed, planned, collaborated, implemented, and evaluated the pathway to achieve each organization’s accomplishments. This provides the 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 in your community areas and collaborate on shared community 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 and/or regional area.

St. James Assiniboia Community Area

Bethania Housing and Projects Inc. - Tenant Resource Program, 529 Country Club Blvd.

Name: Crystal Klassen
529 Country Club Blvd

Accomplishments:

- We have had bi-weekly food donations from Agape Table which has allowed us to hold a bi-weekly Food Pantry Program for our tenants to come down to the Lounge and receive free groceries. Food Security is a big issue at 529 Country Club Inc., so we are always working on bringing new resources for food security.

Priorities:

- **Food Insecurity:** Our partnership with Agape Table food donations continues. We have a tenant who picks up the food. The Tenant Resource Coordinator and a team of tenant volunteers serve our tenants on our Food Pantry Day. Anyone who needs food can come down every second Tuesday and help themselves to one of every item.

- **Pest Control:** The Tenant Resource Coordinator now has a secondary staff to assist as a “support cleaner” who helps tenants who are aging in place maintain their units, assist in getting rid of any pests, and prepare their suites for pest control treatment. We also still have a loan out program for vacuum cleaners and plastic bins to help our tenants prepare for Pest Control Spraying. This is a low-income building so this helps tenants be properly prepared without having to spend large sums of money on the equipment needed to prepare. We also receive the Bed Bug Grant which pays a company that aids people who can’t do the heavy lifting to prepare their suites for pest control spraying. Our pest infestation numbers have risen recently but the Tenant Resource Coordinator has a goal for 529 Country Club Blvd to be a pest free building by the end of the year.

Metropolitan Kiwanis Courts - Supports to Seniors in Group Living and Meal Program, 2300 Ness Avenue

Name: Sheila Hunter
2300 Ness Avenue

Supports to Seniors in Group Living and Meal Program

Accomplishments:

- Metropolitan Kiwanis Courts increased the number of events and activities to support residents which included vaccine clinics, and resident engagement. Continue to test and monitor residents for COVID-19. We continue to offer residents and community members the opportunity to attend events such as High Tea, Sip & Savour. We have added a Music Therapist and St. John’s Ambulance Therapy Dog Program on Tuesdays that have been well received by residents.

Priorities:

- Metropolitan Kiwanis Courts plans to continue to maintain or increase the number of events and activities to support residents. More events that family and friends can participate in are being planned. We partnered with St. James 55 plus Centre to provide tours for their members and they provide education sessions such as E.R.I.K. presentations. Metropolitan Kiwanis Courts also offered resident the Reimagine Aging program that was also well received.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 22 Strauss Drive

Name: Ashley Chamberlain
22 Strauss Drive

Accomplishments:

- The Tenant Advisory Committee (TAC) had a very successful year with recruiting new tenants to be involved as volunteers and leaders. As well, with over-sight from the Tenant Services Coordinator (Tenant Resource Coordinator) they were more engaged with event planning and having speakers come into the building for presentations, eventually doing a lot of this by themselves. There were many social events, of which some were completely free. Assisted in setting up another account at the bank and apply for a bingo license. Though there was coordinator involved with oversight of the Bingo at the beginning, the Bingo Committee is now running it mostly independently. We have monthly review meetings. The TAC has also been successful with a mentorship program where tenants who want to be a bit more involved assist the current leadership with tasks before taking on mini-events by themselves. The success of the mini goals of getting more tenants involved was measured by observation of the number of new participants at events, at meetings, and taking on roles within the TAC and Bingo Committee.

Priorities:

- For the upcoming year the Tenant Advisory Committee (TAC) hopes to continue to recruit new volunteers and leaders as they are increasing the number of events they want to have/host. They also want to have a feeder system of volunteers to be able to rotate positions of leadership. They would also like to have more events outside of the building. How will you monitor and/or measure reaching these priorities?
- The Tenant Advisory Committee (TAC) keeps track of participants at meetings and participants at events. Through their bingo they are offering free draws for prizes where they encourage tenants to get involved in the community either as participants at meeting, other events, or as volunteers.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 125 Carriage Road

Name: Ashley Chamberlain
125 Carriage Road

Accomplishments:

- Continuing with, but evolving on the post pandemic goal of getting tenants out of their suites and into the community again, the goal of 2023 was to get more tenants participating as leaders and helping to recruit more participants. This was observed as there were more new faces at meetings, as well as new tenants participating in events, and others asking to be involved on the Tenant Advisory committee (TAC) or with organizing events. As well, the Be a Santa to A Senior (BASTAS) program in December had the highest number of participants at Carriage ever. Overall, more tenants have been seen in the lounge and gathering with others.

Priorities:

- New goals include re-education of the Tenant Advisory Committee (TAC) as there are new faces that want to be involved and because the TAC needs to become more inclusive. Over the past year some areas that need improvement have been identified. As tenant community with new members who are coming from diverse backgrounds there is a push to have broader cultural programs and a return to out of the building activities and events. Health & Wellness activities like walks, outings, yoga, mobility & chair exercises, have been discussed as ideas.
- Another goal for the Carriage Community is a buddy program with community outreach whereby some tenants will have scheduled contact with certain tenants as a sort of check-in. The hope is to show others that the community is inclusive and safe. How will you monitor and/or measure reaching these priorities?
- The Tenant Advisory Committee (TAC) will aim to have a larger group of active volunteers with opportunities for a round table where each participant has the option to share their voice, whereas this hasn't been possible in the current structure. The TAC will have closer oversight by the Tenant Services Coordinator this year which should result in positive growth and more participation.

Manitoba Housing and Renewal Corp. – Congregate Meal Program, 125 Carriage Road

Name: Josh Maxwell
125 Carriage Road

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

St. James Assiniboia 55+ Centre - Congregate Meal Program, Senior Centre and Senior Resource Finder, 3 – 203 Duffield St

Name: Sarah Buchan
3 – 203 Duffield Street

Congregate Meal Program

Accomplishments:

- We have worked hard to keep our meal prices from fluctuating in price and remaining affordable. We were successful in accomplishing this over the past year.

Priorities:

- Our goal for this year is to increase our volunteers for the program.

Senior Centre

Accomplishments:

- We relied on our STATS and our total of newsletters printed to gauge our progress.

Priorities:

- We are focused on becoming more self-sustaining in regards to the financial needs that are not covered by WRHA funding. We will continue to focus on our previous goals as well.

Senior Resource Finder

Name: Naomi Lundgren

Accomplishments:

- We have increased our presence in our community greatly. The number of contacts made.

Priorities:

- Continue to grow community presence and increase places that we are able to partner with. STATS and community feedback.

Assiniboine South

Charleswood 55+ Active Living Centre – Senior Centre, 5006 Roblin Blvd

Name: Kristal Laminman
5006 Roblin Blvd

Accomplishments:

- We have retained some Zoom programming and also continued to use online platforms for organizational purposes including Board meetings for maximal participation by our Board and committees. Our Board is now full and succession planning has been possible as we have had a volunteer step up for Vice President position. Centre members continue to assist in our programming in various capacities including supporting fundraisers, facilitating and coordinating activities, gathering supplies, doing presentations, assisting with office tasks and doing one on one troubleshooting/educating. We continue to be fortunate to have such talented and giving members investing in their peers and this community. We have been successful in securing grants and other funds to provide some lower or no cost enhanced programming as well as to fund our new future physical environment in 2025. Board and staff education happen on salient topics including board governance, accessibility and dementia friendly communities. Organizational review and refresh continued this year. This has included completing a review of all policies and procedures, development of an several new policies and contingency plans and ongoing clean-up of physical space and storage in preparation for our future move. Developing comprehensive orientation modules for Board and staff was accomplished. Our Building and Property Committee has been very active preparing for our new home and moving forward with all the planning needed without a project manager. Decision making is ongoing regarding equipment and services for the new building to meet programming needs, be fiscally responsible and look to the future needs of the Centre. Our Operations Committee was resurrected and is actively seeking operational funds for the reality of our new space. Our Membership Committee has been refreshed and has undertaken outreach to new member reach-outs. They have also prepared a comprehensive member survey to be administered in spring 2024 to assist with guiding future programs and services. Our program evaluations continue to be distributed and collected electronically and continues to be well-received by our members and yields better feedback and suggestions on current and future programming from our members. Day-to-day feedback from members has been very positive regarding the types of programming being provided and the environment of the Centre. Membership numbers continue to rise, many via word of mouth but also from community members looking to re-engage and become active in something outside their home. Our fundraising initiatives have been successful and engaged many members in social and meaningful activities that were fun and raised needed funds. This year we were able to trial some low cost/low tech hearing technology to assist our members with and without aids to better hear in

Centre activities despite less conducive environments that have been barriers. This technology was used in fitness classes and some of our other programming. Following a successful trial, we now have the technology available to members as requested. This has been well received by many members who have struggled with full participation and had settled for marginal understanding of instructors, etc. A new online payroll system was implemented this year and has become a reliable and positive change in the organization from staff, Board and instructor perspectives with full evaluation of the change to occur in spring 2024. Refresh of some equipment to enhance cleanability and longevity occurred this year and that equipment will move with us.

Priorities:

- Quality programming and meeting member needs continues to be our day-to-day priority and formal evaluation and informal feedback will guide our ongoing efforts. There is opportunity for new topics and directions for our program offerings but also many previous successful programs that continue to meet needs and bear repetition. Continuing to use the skills and knowledge and enthusiasm of our members will be at the forefront with the challenges and opportunities we have ahead. Our Building and Property Committee activity and planned move is a primary ongoing priority for our volunteers and staff to ensure readiness and a smooth transition of space and programming in later 2024. Financial challenges are ahead as some occupancy costs not currently encountered will be required in the new space so our Board and members will be busy with funding applications and exploring alternate revenue streams to address that reality. New partnerships and connections will be required through operational committee and fundraising efforts. Our new space will enable us to reimagine our Centre in terms service time frames and seasonal changes to better address the needs and wants of our members.

Manitoba Eastern Star Chalet – Congregate Meal Program, 525 Cathcart Street

Name: Doug Wilkinson
525 Cathcart Street

Accomplishments:

- Hire a new chef, very skilled in meal planning. Meal stats are on an upward trend. Meals are getting positive reviews.

Priorities:

- Continue to provide healthy nutritious meals to our residents and make cost-effective food choices.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 170 Hendon Ave.

Name: Ashley Chamberlain
170 Hendon Ave

Accomplishments:

- Major accomplishments are increased presence of outside agencies and service provision/programming on-site: EIA, Canadian Mental Health Association (CMHA), and WRHA’s Community Mental Health. With increased on-site programming a building newsletter was developed to keep tenants informed and up to date. This was measured by the number of sessions & hours of onsite services as well as tenant participation. Tenant interests are measured through surveys. Another item is increased the revival of the Tenant Advisory group, which took a pause in early 2023. Another item is an increase in tenant participation in the congregate meal program. This is measured by counting participants and number of meals.

Priorities:

- The priorities for 2024/2025 will remain the same: continuation with on-site service/program provision through existing and new partnerships in hopes of increasing the overall health of the building. This will be measured through tenant participation and feedback.

Manitoba Housing and Renewal Corp. – Congregate Meal Program, 170 Hendon Ave.

Name: Josh Maxwell
170 Hendon Avenue

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Rady Jewish Community Centre (RADY JCC) – Senior Centre, 123 Doncaster St.

Name: Laura Marjovsky/Shira Newman
123 Doncaster Street

Accomplishments:

- We continued to run a very successful Stay Young program. This program meets social and cultural needs of the 60-100-year-old seniors living in the community through a weekly series of concerts and lectures. The program has continued to grow attendance since last year.

- Continued offering weekly games afternoons with steady attendance since last year.
- Continued partnerships between various other senior serving organizations such as the Gwen Sector Creative Living Centre and Simkin Centre.
- We have started a new program called “Rady on the Road” This program consists of weekly fitness classes, monthly concerts and speakers on site at the Simkin Centre. The program is attended by residents, caregivers, families and staff.
- In partnership with Gwen Sector, we have started outings with members of both Rady JCC social club and members from Gwen Sector. Outings consist of Sporting events as well as cultural events.
- Our new Yiddish Festival brought many Seniors to the center, that do not usually attend other programs.
- We continued growing Senior’s attendance at Jewish Holiday events and Cultural events. Attendance has continued to grow since last year.
- We continued to offer programming that is it diverse and relevant for this population, such as the Jewish Film Festival, Holiday Programing, Yiddish Festival “Put an Yid on it”, language classes, while appealing to the community at large.
- We enhanced the physical, spiritual, emotional, social, and intellectual growth of individuals.
- Music and Mavens daytime concerts and speaker series saw increased participation compared to last year’s program. Our speaker series saw record numbers with an average of 60 seniors every afternoon. We also experience a full sold-out concert series (200 participants per concert).
- 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 of Manitoba.
- Provided volunteer and leadership opportunities for people 55+. Volunteer participation also increased this past year in all programs.
- Provided transportation options for older adults requiring transportation support.
- Continued to enhance Rady JCC’s presence in the community to better assist older adults in attaining valuable information and resource programs that are relevant to their needs.
- We measure our achievements based on Surveys run after every festival and on after every program and anecdotal information.

Priorities:

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

- To continue to try and engage isolated seniors by offering opportunities to participate in programs available at the Rady JCC, as well as volunteer opportunities.
- To enrich our existing programming and create new cultural opportunities for the seniors in our community, such as a new Community Theatre Program, and a variety of new classes and workshops.
- To continue expanding our wellness programming
- Straighten programs that already exist.
- Grow our partnerships with other Senior Centers.
- Develop a survey specifically for our senior population to determine programing needs.

Assiniboine South/River Heights – Senior Resource Finder, 1 Morley Ave.

Name: Monica Grocholski

117 - 1 Morley Ave

Accomplishments:

- Primary accomplishment was re-opening of the Golden Rule Seniors Club and renamed to Golden Rule Seniors Resource Centre. This centre is an outreach that enables the Board and Staff to meet the above goals and connecting with the community in a more comprehensive manner. Opened in September 2023 with only a few attendees, to now having a participation list of over 300 community members that attend various presentations and activities. This centre also gives the South Winnipeg Senior Resource Council and its staff a store front location to directly interact with the community.

Priorities:

- Our priorities are to continue with developing the Golden Rule Seniors Centre as well as continuing with all the other outreach and connection that the Resource Finder was doing before including e-blasts, pop-ups, connecting by phone, email, and other in person opportunities. We are in the process of developing a new website to further enhance our ability to connect with our neighbourhood for both the Council and for the Golden Rule Seniors Resource Centre.
- We are measuring our ability to meet our priorities with comprehensive and detailed statistics and participant testimonials in all areas of the work we are doing.

Fort Garry

Fort Garry Rotary Villa – Tenant Resource Program and Congregate Meal Program, 528 Hudson St.

Name: Stephen Pearson/Bonnie Sypuiski

528 Hudson Street

Tenant Resource Program

Accomplishments:

- With the help and direction of the Tenant Resource Coordinator (TRC), the residents have established a number of committees that assist in events, activities, more geared to what the residents want to participate in and how they want to spend their leisure time. The committees also participate in the planning stages. A library was created and a book club started. Our sunroom had minor decorating to create a friendly welcoming area for residents to gather daily. The Men’s Committee have a few projects including building park benches out of pallets and built bird houses from recycled wood. The Tenant Resource Coordinator (TRC) planned for Red River Community College (RRCC) nurses to come in and offer foot care to the residents. Numerous speakers from different organizations and the community itself came in to speak about personal safety, fire prevention, pest control, and healthy living, etc. Regular exercise programs were introduced. Holiday dinners were put on for the residents and activities to support and celebrate that holiday (i.e. Christmas, Easter, etc.). Blood pressure clinics, income tax clinics, etc.

Congregate Meal Program

Accomplishments:

- The Congregate Meal Program (CMP) underwent a menu change that appeased the residents. The CMP continues to prove it’s a valuable service Fort Garry Rotary Villa can offer its residents. We’ve introduced easier paperwork to document inventory, ordering meals and tracking sales.

Priorities:

- We’ve already increased our number of volunteers to help offset some of the work it takes to run the Congregate Meal Program. Fort Garry Rotary Villa has partnered with a few of the neighbouring schools to attract students. We will be implementing a debit machine for those who wish to pay for their meals through their bank accounts rather than writing cheques or always having cash on hand. Programs are being created to attract more participants, such as weekly yoga instead of monthly and a larger variety of guest speakers. Offsite excursions are expensive so fundraising projects will be created to generate the revenue needed to offset some of the costs to do offsite excursions. The residents have expressed the desire to have more interaction with cats and dogs so we’ll be reaching out to organizations to help set this up.

Pembina Active Living 55+ (PAL (55) – Senior Centre, 170 Fleetwood Rd.

Name: Susan Fletcher
170 Fleetwood Road

Accomplishments:

- We have partnered with Palliative Manitoba and The Waverley to offer a new support group “Seniors Grieve Too”, which has received very positive feedback.
- Started a diverse networking group for Leaders of older adult groups in South Winnipeg to meet 4x per year and share successes, information and special events – so far we have included the following groups: Hindu, Chinese, Italian and Sri Lankan seniors organizations as well as Community Centre leaders and Resource coordinators from the area.
- Successfully received many grants to continue our work (\$48,600)
- Our fundraiser Gala was well attended, and we made \$5,000.
- Pembina Active Living measures our achievements by increase in membership, increase in program registrations and by receiving positive feedback verbally and by email as well as doing surveys.

Priorities:

- **Financially:** To continue to achieve our financial goals through Fundraising, Sponsorships and donations.

New initiative & Partnership opportunities:

- A network for leaders of older adult groups of all cultures in the South Wpg. area to share information, advertising, and special events to meet 4x per year. This will provide an opportunity for many other partnerships.
- PAL will be partnering with the Canadian Tennis Association to bring modified Tennis to South Wpg Seniors this summer.
- PAL will be partnering with older adult apartment blocks providing satellite programming for free with a grant we received from New Horizons.
- Improvements/Program/Service Changes: have applied for a provincial grant to make PAL (55+) more accessible for older adults with differing abilities. Hearing from some of our members, we would like to add music and theatre programs for Fall as this was unable to happen due to illness last year.
- Success will be measured by the continuous increase in membership, positive feedback, and financial stability.

Winnipeg Mennonite Seniors Care – Supports to Seniors in Group Living and Tenant Resource Program, 475 Lindenwood Dr. E

Name: Bonnie Coble
475 Lindenwood Dr. E

Supports to Seniors in Group Living Program

Accomplishments:

- Having more efficient Fly/COVID clinics. (having better prep to help the clinics run quickly and smoothly to have more residents sign up through us, rather than get the vaccines off campus).

Priorities:

- Hosting a health fair with multiple service providers
- Reaching out to more services/interviewing to be able to promote multiple services the residents can trust in.

Tenant Resource Program

Accomplishments:

- Maintained capacity for isolated group, including changes with enrollment.
- Survey of families and participants in isolated group.

Priorities:

- Encourage isolated residents to participate in trio bike rides.
- Quarterly review of programs and or contact to ensure attendance of residents with risk of isolation.

Fort Garry Seniors Resource Finder – 200 – 207 Donald Street/Satellite Locations

Name: Patti Berube
200 – 207 Donald Street

Accomplishments:

- Continued to provide ongoing support, information, and referrals to older adults, many of which are complex, multi-faceted issues. There was a 20% increase in contacts since last year.
- Continued to provide outreach by networking and collaborating with various organizations such as The My Health Team (Falls Prevention Clinics), Sobeys Pharmacy (Flu Clinic), Pros Knows Expo, PAL 55+ and Red River Nursing Program.
- Collaborated with Community Financial Counselling Services (CVITP) to assist low-income seniors with their income tax returns. The number of participants increased from 28 to 35 over the last year.

- Collaborated with A & O Support Services for Older Adults, The Kinsmen Club of Winnipeg, and The Leaf to plan and host five outings to The Leaf. The events included transportation, admission, and a snack which were free of charge. A total of 89 participants attended.
- Increased the number of subscribers by 17% to the Fort Garry News and Events monthly e-newsletter.
- Assisted with A & O Support Services 'Be a Santa to a Senior program and delivered 18 gifts to older adults living in Fort Garry Rotary Villa. This was a decrease from last year, most likely due to new procedures with the BASTAS program.
- Received funding from the provincial government to ensure all Manitobans 55 years and older receive an Emergency Response Information Kit (E.R.I.K.). Over 200,000 kits were assembled and distributed across the province. An additional 100,000 will be available in the coming year. The Resource Coordinator was part of the E.R.I.K. Committee and rollout team.
- Received increased funding from the WRHA for the Seniors Resource Coordinator position.
- Created new partnerships with Fort Garry United Church, St. Paul's Church, Bookpeazy.com and the Seniors Resource Coordinator (French) for Conseil des Francophones 55+.
- Continued to attend professional development sessions offered by community organizations (i.e. WRHA, TONS, MASC) as well as attended the Annual Support Services Coordinators annual conference.
- Applied for and received a Healthy Together Now grant on behalf of the Fort Garry Rotary Villa Tenants Association. The committee is planning monthly educational sessions, exercise classes, and craft activities for the residents.
- The WRHA identified the Seniors Resource Coordinators as one of the System Navigators. Public forums and education events were held to increase the visibility of these organizations.
- Manitoba Association of Seniors Communities (MASC) unveiled a new "Social Prescribing" initiative. Physicians and Nurse Practitioners can refer patients to Seniors Resource Coordinators for non-clinical resources and assistance. To date, only one referral has been received in Fort Garry

Priorities:

- Increase the number of members on the Fort Garry Seniors Advisory Working Group.
- Increase pop-up offices and outreach opportunities.
- Review priorities as outlined in the Strategic Plan (previously expired in 2020)
- Address the need for transportation within the community, especially for medical appointments. We will collaborate with TONS as well as other stakeholders to find affordable, sustainable solutions.

- Create a strategy for promoting/increasing visibility of the resources available through the Seniors Resource Coordinator.

South Winnipeg Seniors Resource Council – Delmar Congregate Meal Program, 110 Adamar Rd.

**Name: Monica Grocholski
110 Adamar Road**

Accomplishments:

- Continued with high standards of healthy meals at affordable prices.
- Maintained per meal price – no increase.
- Increased attendance this past year (post covid) by 11.22%.

Priorities:

- Maintain profitability/break even status.
- Work to continue to increase attendance and use of this service.
- Maintain pricing of meals at current level.

River Heights

Bethania Housing and Projects Inc. – Tenant Resource Program, 285 Pembina Hwy.

**Name: Keith Angell/Samantha Loxton
285 Pembina Hwy**

Tenant Resource Program

Accomplishments:

The major accomplishments this past year include:

- The 285 Pembina Highway tenant garden produced a bountiful of fruits and vegetables for tenants to enjoy.
- Partnered with A&O Support Services for Older Adults (Be a Santa to Senior Program) and Home Instead business to offer a heaping amount of holiday presents for all tenants.
- Arranged with the Christmas Cheer Board for all the tenants to receive a holiday hamper.
- Established a basic computer program, a mental well-being program, a library loan program, American Sign Language program at the Pembina Highway Resource and Education Centre (PERC).
- Set up a lunch-and-learn series of 6 presenters for the year that focus on health and wellness, local entertainment, and community.

- Developed a picture–word “Intro to basic computer and how to search the internet booklet” for PC and IPAD users.
- Created a resource binder that provides an extensive array of community supports and services available specifically to persons who are 55+ years of age.
- Partnered with various schools in the community to offer 285 Pembina Highway tenants’ free concerts and plays to attend throughout the year.
- Developed a partnership with Active Aging MB. co-op student to design an exclusive exercise and educational program specifically focused on the needs of 285 Pembina Highway tenants.
- Offered via a partnership with Canadian Mental Health Association (CMHA) a Cognitive Behavioural Therapy (CBT) – Mental Well-Being program, free of charge to the tenants.
- Hosted monthly BBQ and Ice Cream Day events during the Spring and Summer months. A huge fundraiser that provides additional funds to support tenants' programming needs.
- Partnered with Bed Bug Beware to offer tenants in need of new furniture and various household items. Bed Bug Beware also donated their time and cost to vacate all infested furniture from tenants’ suites and take it to the dump.
- Hosted the 2nd annual 285 Pembina Highway Health and Wellness Fair
- Hosted the 2nd annual Orange Shirt Day smudging ceremony and sharing circle.
- Organized Covid and flu vaccination clinics
- Scheduled weekly medication and mindfulness activities for tenants to assist with managing their stress.
- Advocated for services for tenants whose mental and physical health are struggling. These services include home care services, Public Guardian & Trustee, cleaning, and laundry services, writing letters of support for tenants that need to be 16paneled for PCH, mental health supports, assistive devices, food needs, and transportation.
- Provide, based on the Canada Health Monthly Promotion website, monthly information visual presentations to inform tenants about health trends and services.
- Developed a pest control program that has assertively eradicated pest infestation in suites by 85%.
- Partnered with many community agencies and organizations to offer tenants a buffet of services, supports, and resources in the community.
 - A&O; Sara Riel; South Winnipeg Seniors Resource Council (SWSRC); Active Aging MB; Canadian Mental Health Association (CMHA); Klinik; Alzheimer’s Association; Nassau Street Church; Winnipeg Harvest; Community Financial Counselling Services; Transportation Options Network for Seniors - TONS; Victoria Lifeline; 211MB;

Addictions AFM; Fire and Paramedics Community Services; Community Nutrition Educator; Canadian Red Cross; Community Crisis Workers – Connections – Millenium Library; Turning Leaf; Mood Disorders Association of Manitoba; Centre of Community Oral Health; Reliable Mobility; Victoria Lifeline; Bed Bug Beware; Seniors Software Solutions; EPIC; PACT; Homecare Services – WRHA; PG&T; New Directions; Resource Centre for Manitobans who are Deaf-Blind (RCMDB); Deaf Resource Centre; Equal Housing Initiative; St. John’s Ambulance; Creative Retirement Manitoba; Medicine Shoppe; Agape Table; Rainbow Resource Centre; Manitoba Possible; Meals on Wheels Winnipeg; Gwen Sexter Creative Living Centre; Access Downtown & Access Fort Gary; WinnServ.

Measure of success

- Tenants are actively involved in a variety of programs and activities offered at 285 Pembina Highway. These activities are free to the tenants. Each month, the coordinator offers a new activity amidst the regular monthly programmed activities. These activities if not offered at 285 Pembina Highway and/or free, tenants at 285 Pembina Highway would not participate or either afford to register for such programs. The measure of success for the monthly programs are measured both antidotally and statistically.
- Based on the SSS monthly reporting statistics:
 - 285 Pembina Highway has provided 220 programs over 12 months.
 - 1563 times tenants have participated in these programs.
 - Over 4000 contacts were made via in-person, direct contact, email/mail/phone to assist tenants with support and services.
- Examples are, but not limited to:
 - Transportation, Foot care, Mobility aids, Hospital appointments, Medical equipment, Mental health outreach, Financial support, Food support, Emergency services
- Grants that were awarded, have their specific criteria of reporting.
- Tenants provide the coordinator with positive and constructive feedback about programming. They have offered additional ideas for future programs and services to which the coordinator based on feasibility has implemented into the monthly calendar of activities.

Priorities:

- The organization’s priorities for April 2024 – March 2025 are as follows:
 - Continue to create partnerships with both non-profit organizations and the private sector.
 - Apply for a New Horizon Grant for improvements to the tenant courtyard, which will include new furniture and a pergola.
 - Create a co-op placement for a student in the faculty of Social Work from the University of Manitoba or the Red River College program to work with me, in developing relationships with community organizations and the private sector.

- Develop an orientation presentation for new tenants and their families to attend to review the rules, policies, and expectations tenants must abide by.
- Create a partnership with Winnipeg Harvest to have a facilitator from their garden program offer a gardening educational program on site.
- Offer a creative arts programming monthly that supports tenants' mental well-being and creativity.
- Cultivating relationships with the tenants who choose to self-isolate, identify their needs and interests which will assist in developing new programs.
- Develop a "food bank" for tenants to access in house.
- Explore the opportunity to provide more indigenous programming.

Bethania Housing and Projects Inc. – Tenant Resource Program, 601 Osborne St.

Name: Beci Cartwright/Crystal Klassen
601 Osborne St

Tenant Resource Program

Accomplishments:

- We have had bi-weekly food donations from Agape Table which has allowed us to hold a bi-weekly Food Pantry Program for our tenants to come down to the Lounge and receive free groceries. We also get food donations from Starbucks 3 times a week which the tenants can enjoy with their morning coffee time in the lounge. Food Security is a big issue at 601 Osborne Street Inc., so we are always working on bringing new resources for food security.

Priorities:

- Food Insecurity: Our partnership with Agape Table food donations continues. The Building Manager or Coordinator used to pick it up every other Wednesday, but we now have a tenant who does that. We have a team of tenant volunteers that serve our tenants on our Food Pantry Day. Anyone who needs food can come down every second Wednesday and help themselves to one of every item.
- Pest Control: The Coordinator now has a secondary staff to assist as a "support cleaner" who helps tenants who are aging in place maintain their units, assist in getting rid of any pests, and prepare their suites for pest control treatment. We also still have a loan out program for vacuum cleaners and plastic bins to help our tenants prepare for Pest Control Spraying. This is a low-income building so this helps tenants be properly prepared without having to spend large sums of money on the equipment needed to prepare. We also receive the Bed Bug Grant which pays a company that aids people who can't do the heavy lifting to prepare their suites for pest control spraying. Our pest infestation numbers continue to drop with a goal to be a pest free building by the end of the year.

Manitoba Housing and Renewal Corp – Congregate Meal Program, 601 Osborne St.

Name: Josh Maxwell
601 Osborne Street

Congregate Meal Program

Accomplishment:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Mennonite Seniors Housing Network Inc. – Bethel Place – Tenant Resource Program/Congregate Meal Program, 445 Stafford St.

Name: Joanne Schmidt/Melanie Camara
445 Stafford Street/790 Wellington Ave

Tenant Resource Program

Accomplishments:

- Able to maintain Sunday Morning Worship Service, as we found a New Sunday Morning Worship Coordinator – Lilli Williams of Home Street MC (replaced Herold Dyck).
- Increase in virtual activities (Teamific-trivia and work flip games) also a 6-week CMU Xplore program "Creating a Spiritual Container for Values and Practices via Zoom).
- Energy Retrofit Study – Resident engagement
- Multiple vaccination clinics with Leila Pharmacy (flu and COVID-19)
- Received funding for Williams Sound System from the New Horizons for Seniors Program. Includes a transmitter, receivers, charge with carry case, neck loops and foldable headphones. These assisted hearing devices will help residents to hear better and actively participate in social programs and functions in the multi-purpose room.
- A variety of committees/activities initiated by residents. New resident members on the Bethel Place Resident Association Executive Committee.
- -We offered a variety of programs to meet the needs of our residents.
- Some Highlights: Alzheimer's coffee break, WRHA-Indigenous Health (Healing in the Indigenous Culture), Memorial Service, Intergenerational Programs with Carter Day Care and Harrow School.

Priorities:

- Getting New Residents involved in the Bethel Place community.
- To recruit tenant resource staffing for Autumn House as needed.

- To transition and build on the tenant resource support recently provided by the Bethania Group and Projects Inc.

Congregate Meal Program

Accomplishments:

- We continue to actively recruit volunteers from the community due to a decrease in resident volunteers. In the 2023 we were able to receive another grant from the Federal Summer Program to help relief staff and volunteers for summer vacations. The meal program is well attended and appreciated. We measure success by the number of volunteers and meals attended.

Priorities:

- To recruit volunteers and/or staff to meet the human resource needs in the dining room. We will continue to apply for Grant opportunities for funding. To budget for increased food costs.

Manitoba Housing and Renewal Corp – Congregate Meal Program, 64 Nassau St.

Name: Josh Maxwell
64 Nassau Street

Congregate Meal Program

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Villa Cabrini – Congregate Meal Program and Tenant Resource Program, 433 River Ave.

Name: Laura Gowerluk/Samantha Silvester
433 River Avenue

Congregate Meal Program

Accomplishments:

- The number of participants at the dinner program continues to increase.
- Meals are available for dine-in and takeout. Delivery remains an option for those inclined.
- An inviting space is now available for dining on the terrace. BBQ meals are being served and are a great way to enjoy the outdoors as well as to socialize.

- We continue to recruit volunteers to assist with meal service and cleanup.
- 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. Our outdoor patio space has been enhanced and will continue to 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 and retaining volunteers to help with meal ticket sales, service and cleanup is ongoing.
- Measurement for progress will be monitored through meal program participation, ideas generated through the suggestion box and the number of volunteers recruited.

Tenant Resource Program

Accomplishments:

- New types of programming were offered to entice individuals with varied interests and to promote learning: Tech Talk offered training on the use of computers and how to use the internet to assist in daily living activities; a Men's Group was formed; and floral arranging classes were held. New garden beds got people outdoors growing plants and vegetables and those not able to participate were still able to enjoy beautiful flowers and shared produce.
- We also had the opportunity to partner with our local daycare for I Love to Read Month.
- Success was measured by the number of participants.

Priorities:

- Given its success, we hope to expand the gardening activities including partnering with our local daycare - providing space to do gardening with the kids.
- We also hope to focus on health and security measures.

River Heights/Assiniboine South. – Senior Resource Finder, 1 Morley Ave.

Name: Monica Grocholski
1 Morley Avenue

Senior Resource Finder

Accomplishments:

- Primary accomplishment was re-opening of the Golden Rule Seniors Club and renamed to Golden Rule Seniors Resource Centre. This centre is an outreach that enables the Board and Staff to meet the above goals and connecting with the Community in a more comprehensive manner. Opened in September 2023 with only a few attendees, to now having a participation list of over 300 community members that attend various presentations and activities. This centre also gives the SWSRC and its staff a store front location to directly interact with the community.

Priorities:

- Our priorities are to continue with developing the Golden Rule Seniors Resource Centre as well as continuing with all the other outreach and connection that the Resource Finder was doing before including e-blasts, pop ups, connecting by phone, email, and other in person opportunities. We are in the process of developing a new website to further enhance our ability to connect with our neighbourhood for both the Council and for the Golden Rule Seniors Resource Centre.
- We are measuring our ability to meet our priorities with comprehensive and detailed statistics and participant testimonials in all areas of the work we are doing.

Rainbow Resource Centre – Senior Centre/Specialized Services, 545 Broadway AVE.

Name: Noreen Mian/Elizabeth McMechan
545 Broadway Street

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

Accomplishments:

- In May 2023, we moved to our new location at 545 Broadway, and have put an emphasis on harm reduction, increasing accessibility in our programming, and building connections/a sense of belonging with one another.
- Rainbow Resource Centre "Over the Rainbow (OTR)" has hosted many intergenerational events throughout the year (at least once per month) in collaboration with the Youth Program. These events offer space for older adults and youth in the 2SLGBTQ+ community to gather and bridge generational gaps and share stories and experiences.

- In addition to this, we have been carving out intentional space in the Older Adult Program for participants to share deeply personal stories of surviving and thriving as 2SLGBTQ+ elders, especially through the tumultuous era of the 1980s and 1990s as HIV/AIDS devastated our communities. The Over the Rainbow program continues to provide a safe landing space for queer older adults in any stage of their journey with aging or queerness.
- The impact of Over the Rainbow cannot be solely captured by numbers and quantifiable data, but the numbers also speak for themselves. Throughout this year, OTR has hosted 170 events with 1700 attendees, and over 175 unique participants. This number has grown since the last report, and the attendance, particularly for in-person programming, continues to rise month to month.

Priorities:

- Our organization's strategic plan for 2022-2025 identified 3 strategic priorities:
 1. Rainbow will improve organizational health to support staff well-being and ensure the operational capacity to deliver services
 2. Rainbow will address equity, diversity, inclusion and accessibility across the organization
 3. Rainbow will raise its organizational profile and presence
- A large priority for the 2024-2025 year is to create a robust evaluation plan for our program. This will allow us to effectively review current programming to ensure access and intersectionality are embedded, and help address our three goals as an organization:
 1. to provide services and resources that respond to identified need
 2. create space for communities to meet, organize and support people
 3. advocate with and on behalf of the 2SLGBTQ+ community
- We will also continue to build partnerships that will benefit our participants. We have gone through the process with programming staff to identify current and desired future partnerships with organizations that work with equity seeking communities.
- In 2024 we hired a Training and Education Coordinator for Seniors and Healthcare to advocate with and on behalf of the 2SLGBTQ+ community through designing and providing high quality DEI workshops in long-term care, senior-serving organizations and other health care settings. This will help queer and trans older adults "age in place" rather than having to go back into their closet due to affirming environments.

St. Vital

St. Vital/St. Boniface – Senior Resource Finder, 1188 Dakota St.

Name: Lance Letain/Mark Spencer
1188 Dakota Street

Accomplishments:

- Overhauled and updated the Senior Resource Finder (SRF) link on the Dakota Community Centre website (live July 2024). We can measure the effectiveness by tracking the number of page views gets on a monthly basis.
- Created and delivered the “Empowering Seniors” speaker series held throughout January and February. Success was measured by keeping attendance records. Most sessions were at room capacity.
- Having a total of 5493 participants attend senior focused fitness classes at Dakota Community Centre. Success was measured by compiling daily attendance.
- Leading various public information sessions related to ERIK’s. A total of 844 kits were distributed.

Priorities:

- To re-establish digital literacy classes for older adults.
- Keep attendance records and survey participants.
- To increase the number of social prescription referrals from health clinics in St. Vital & St. Boniface.
- Collaborate with health clinics in St. Vital/St. Boniface to encourage referrals to Senior Resource Finder. Track statistics and submit to WRHA.
- To increase the number of Empowering Seniors Speaker Series lectures.
- Host two seasonal sessions each with 6 lectures related to issues facing the older adult population. Keep attendance records and submit to WRHA.
- To increase the number of community presentations to help promote the SRF role.
- Collaborate with senior centres and older adult communities to host presentations about the work Senior Resource Finder’s do. Submit stats to WRHA.
- To investigate establishing a small but manageable volunteer driver support hub for seniors living in St. Vital and St. Boniface. For medical appointments only, Monday – Friday.
- To re-establish and create new relationships with disease based agencies prevalent in the older adult population and to help deliver fitness-based programs that help manage symptoms.

- To have Dakota Community Centre promote and host group fitness classes for people living with Alzheimer’s, COPD and Parkinson’s. Keeping attendance records and submitting statistics to the WRHA.

Winnipeg Housing and Rehabilitation Corporation – Tenant Resource Program, 60 Chesterfield Ave.

Name: James Heinrichs/Shelley Hillis
60 Chesterfield Avenue

Accomplishments:

- Over the past year since I started at WHRC, I have been building rapport with WHRC tenants and have offered a wide variety of supports to tenants such as helping with the completion of forms, holding tax clinics and a variety of educational presentations on health and community resources available to our tenants.

Priorities:

- My priorities this year are to continue to reach more tenants and to have them participate and engage in presentations and activities that will promote health and wellness and help to prevent social isolation and depression.

St. Boniface

Archwood 55 Plus – Senior Centre, 565 Guilbault St

Name: Don Bodnarchuk/Krista Johnson Billeck
565 Guilbault Street

Senior Centre

Accomplishments:

- **Sustain Financial Stability** – Year-end operating position shows a profit mainly due to Fundraising activities, to be used to offset increasing operating costs in the following year. Maintained contingency account at 12 months of fixed costs.
- **Maintain Current Membership Level** – Membership level currently at 300+ members, with low number around 295.
- **Establish Role of Volunteer Coordinator** – Responsibility and activities for Coordinator are still being defined. Programs for volunteer recruitment and training are still being developed.
- **Continue On-going Refreshed Programming** – Members polled regularly to determine relevant outings – many events this year have been sold out. Demand for Pickleball continues to grow – morning sessions added on Mondays and Thursdays. Mix of programmed fitness activities have been amended to reflect members’ interests – low registration classes dropped; added more Yoga classes; new Dance class; new Chair Pilates class.

Priorities:

- **Improve Usage of Rental Space** – Plan activities to maximize use of available rental space; Establish protocol for physical lock-up to prevent potential theft or harm
- **Establish Role of Volunteer Coordinator** – Responsibility and activities for Coordinator are defined. Programs for volunteer recruitment and training are developed.
- **Integrate Intergenerational Activities** – Archwood School children to read to members several times throughout the year. Provide volunteer opportunities at lunches for youth.
- **Maintain Current Membership Level** – Membership level continues to be between 250-300 members.
- **Continue On-going Refreshed Programming** – Exercise programs reflect interests of the members. Refreshed speaker topics and outings to various venues. Attendance levels and customer satisfaction remain at or near capacity.
- **Sustain Financial Stability** – Year-end operating position

Foyer Vincent – Congregate Meal Program, 200 Horace St.

Name: Kathy Levacque
200 Horace Street

Accomplishments:

- Grocery shopping almost every day has brought fresh produce and meats into the menu. We raised our prices from \$10 to \$12 as of June 1, 2024.

Priorities:

- Continue to deliver bright, fresh meals to our residents and outsiders.

Place Des Meurons – Tenant Resource Program and Congregate Meal Program, 400 des Meurons St.

Name: Maria Garcia/Diane Leveque
400 des Meurons Street

Tenant Resource Program

Accomplishments:

There were several accomplishments this past year...just to highlight a few:

- Place Des Meurons was selected by the New Horizons for Seniors Grant. We are one of two other recipients fortunate to receive this Federal Government Funding. The proposal was presented with great care, consideration and hard work. Its objective is to update our dining room/entertainment room with new flooring, fresh paint, new window dressings, new chairs and tables, a 100" T.V., a 100" linear electric fireplace and a vintage popcorn machine.

- We hired a professional interior designer to help us make economical decisions and help us choose everything we wish for on a fixed budget. Once we were guaranteed the grant monies, we were able to share the great news with the residents. Their reactions were beyond positive and filled with elation. They congratulated us in person, by telephone calls and emails. All of this provides us with the catalyst we were hoping for!
- I wrote a letter to the Senior Awards of the Year Committee asking them to consider one of our residents as a nominee. Mrs. Jeanne Desrochers, 97 years young, was chosen among the company of only two other Manitobans to become the first recipient of this New Provincial Award. A special ceremony was held at the Manitoba Legislative Building. His Honorable Mr. Scott Johnston, Minister of Seniors and Long-Term Care Manitoba, personally handed her this prestigious souvenir. This was done in the presence of twenty-four members of Mrs. Desrochers' family and friends (some of whom flew in from Calgary, just for the day)!
- The measure for this achievement is overwhelming. I had the pleasure of being included in Mrs. Desrochers list of invitees. This gave me the opportunity to witness her reaction when her name was called to receive her award. Being the eldest of all the recipients that day, the room exploded with applause and cheers. She made her way to greet his Honorable Minister, walking slowly and carefully while using her mobility aid and simultaneously bellowing "I'm coming!!!" - everyone belly laughed out loud and continued to clap and roar. She was the "star" of the day and I am so proud to have shared in her special moment.
- Residents, and the community at large, know Mrs. Desrochers and are aware of all her accomplishments. To this day, people are congratulating her and are showing her their appreciation for what she has achieved over the years.

Priorities:

- Assisting my manager to realize the dreams of our New Horizon Seniors Program. I will continue to do the necessary research to complete our proposed project. This new initiative and improvement to Place des Meurons is something long overdue. We plan to prioritize the renovations and are ecstatic in doing so. We are also help accountable to the government and must provide them with a detailed report due in early 2025.

Congregate Meal Program

Accomplishments:

- We kept our residents involved in the meal program, mainly thanks to our dedicated volunteers. They helped organize the trays and containers and set the tables. As we were trying not to lose participants, we kept the price of meals at \$8; however, we struggled a bit with the rising cost of groceries. Thanks to our resource coordinator and Peak of the Market, residents continue to receive free produce (potatoes, onions and carrots) every three or four months, and we use some of this produce for our meal program. Every April, we hold a big event to celebrate all the volunteers who help out in the building, and we take the opportunity to stress the importance of this program. The success of the program depends on consistency, and the feedback we receive from participants and volunteers is key to this success.

Priorities:

- Thanks to the New Horizons for Seniors grant (recently received-thanks to the great work of our coordinator), our priority is to invest the funds into renovating the dining-room, making it more welcoming. Our goal is to achieve a steady number of 28 participants dining-in and less pick-up participants. Our new dining-room will be used for entertainment also as we want to encourage residents to use this area and perhaps gather more participants for the meal program. We may need to revise the price of the meals.
- Due to recent feedback received from participants and volunteers, we have decided to look for a new cook. We recognize the efforts made by the previous cook, but felt it was time for a change.
- From time to time, we use catering services and we also order from restaurants that our residents are a little nostalgic about, and we see the number of participants increase.
- Weekly monitoring and surveying of participants will help us verify whether our initiatives are achieving a positive outcome. Our volunteers will be a major asset to the program, and we will provide pick-up and delivery services to ensure that everyone feels welcome in the meal program.

Manitoba Housing and Renewal Corp – Congregate Meal Program and Tenant Resource Program, 875 Elizabeth Rd.

Name: Josh Maxwell
875 Elizabeth Road

Congregate Meal Program

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- How will you monitor and/or measure reaching these priorities? Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Tenant Resource Program

Name: Patrick Tshiovo/Deeksha Sharma/Christine Samborski
875 Elizabeth Road

Accomplishments:

- Tenants had hosted BBQ meal, Winnipeg Police Services presentation on fraud and scams, Thanksgiving activities and dinner, Halloween party and dinner, Christmas dinner, party and gifts.

Priorities:

- Tenants have asked for an exercise program at the building.
- Working with organizations to secure a TV donation for the lounge.
- Tenant safety is priority. Keeping tenant informed what to do and not to do. Working on having cameras in the hallways for safety purpose.
- Garden Renewal Project. Provide tenants with food resources from gardening.

Manitoba Housing and Renewal Corp – Tenant Resource Program, 101 Marion St.

Name: Patrick Tshiovo/Nicole Buibouche
101 Marion Street

Accomplishments:

- Our Christmas party was a good turn out with about 100 tenants and guests. Planned by about a dozen volunteers. The group indicated they felt it was a little overwhelming and would do a smaller party next year. They had a full Christmas dinner in the lobby on a weekend, most of the food was catered in.
- This building has a successful food bank running every 4 weeks for Tenants. Tenants may also ask for food bank delivery as they are experiencing mobility issues or very sick and cannot attend. This food bank program is run by a group of about 12- 15 volunteers, they are consistent and reliable. Manitoba Harvest came to meet the group in April 2024 and commended their efforts.
- Also, 101 Marion received a grant for Healthy Together Now and used it for yoga and strength training (using exercise bands). We had regular attendees to this program. About 7 tenants on average weekly attended and looked forward to it.
- Our instructor Rosa was very knowledgeable about seniors and was a good fit for the program.
- Tenants expressed interest in doing this again.

Priorities:

- Re-introducing meal program that ceased to exist prior to pandemic. Monitor by seeing number of participants in their program and improved health outcomes for the tenants.
- One of the priorities is to increase volunteer numbers for any activities in the building (Tenant Advisory Committee, food bank, etc.,)
- As our population declines, it is difficult to maintain this. We lost a lot of good reliable volunteers either through move outs, decline or death. As new tenants move in, it is mentioned that volunteers are needed to assist with activities, Tenant Advisory Committee (TAC) and food bank.
- Would like to form a partnership with high school students to increase volunteers in building for activities. It would also form some intergenerational relationships in the community.
- Also, WRHA Community Development Liaison (Alexandra D) in St. Boniface, has contacted a volunteer to plan and execute a newsletter and monthly event calendars for the building.
- We hope that this volunteer could commit for 1 year to doing this project.

Manitoba Housing and Renewal Corp. – Congregate Meal Program, 303 Goulet St

Name: Josh Maxwell
303 Goulet Street

Congregate Meal Program

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant services coordinators to promote our program.

L'Accueil Colombien – Tenant Resource Program and Congregate Meal Program, 200 rue Masson

Name: Normand Touchette/Viviane Sabourin
200 rue Masson

Tenant Resource Program/Congregate Meal Program

Accomplishments:

- We were able to, with the support of Northway Pharmacy run several information clinics on subjects our residents had requested. We did a heart health and a fall prevention, planning on 3 a year for coming years.

Priorities:

- We want to improve relations between residents and the kitchen staff. We would endeavor to hire a new Meal Program Coordinator (Chef) who is more “seniors-friendly” and can offer home-cooked meals that appeal to the French community. We want to add a debit machine for payment processing which simplifies purchases for the residents. We want to adopt a softer approach to recruiting and coordinating volunteers. This means organizing events at more suitable times for seniors. We want to relax the rules surrounding the use of the common area. This would allow for more “come and go” activities, i.e. puzzles in the common room instead of in the library. We’re looking to add line dancing classes on Friday mornings in addition to our regular scheduled activities.

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

- We will implement these goals as opportunities arise, dependent on the recruitment of volunteers and the hiring of new staff. We randomly ask residents for their feedback when changes are implemented. We welcome comments and observations from residents as we move forward with adjustments. We intend on sending out a survey to residents on the quality of food and on the satisfaction of services offered by the meal program. The Tenant Advisory Committee meets once a month, where activities are planned and evaluated. The Tenant Resource Coordinator sits on the committee and fully participates in discussions.

St. Boniface/St. Vital – Senior Resource Finder, 1188 Dakota St.

Name: Lance Letain/Mark Spenser
1188 Dakota Street

Accomplishments:

- Overhauled and updated the Senior Resource Finder (SRF) link on the Dakota Community Centre website (live July 2024). We can measure the effectiveness by tracking the number of page views gets on a monthly basis.
- Created and delivered the “Empowering Seniors” speaker series held throughout January and February. Success was measured by keeping attendance records. Most sessions were at room capacity.
- Having a total of 5493 participants attend senior focused fitness classes at Dakota Community Centre. Success was measured by compiling daily attendance.
- Leading various public information sessions related to ERIK’s. A total of 844 kits were distributed.

Priorities:

- To re-establish digital literacy classes for older adults.
- Keep attendance records and survey participants.

- To increase the number of social prescription referrals from health clinics in St. Vital & St. Boniface.
- Collaborate with health clinics in St. Vital/St. Boniface to encourage referrals to SRF. Track statistics and submit to WRHA
- To increase the number of Empowering Seniors Speaker Series lectures.
- Host two seasonal sessions each with 6 lectures related to issues facing the older adult population. Keep attendance records and submit to WRHA
- To increase the number of community presentations to help promote the Senior Resource Coordinator role.
- Collaborate with senior centres and older adult communities to host presentations about the work Senior Resource Findersdo. Submit stats to WRHA.
- To investigate establishing a small but manageable volunteer driver support hub for seniors living in St. Vital and St. Boniface.
- For medical appointments only, Monday – Friday.
- To re-establish and create new relationships with disease based agencies prevalent in the older adult population and to help deliver fitness-based programs that help manage symptoms.
- To have Dakota Community Centre promote and host group fitness classes for people living with Alzheimer's, COPD and Parkinson's.
- Keeping attendance records and submitting statistics to the WRHA.

Conseil des francophones 55+ de Winnipeg - Senior Resource Finder, 400 rue des Meurons

**Nom : Nadège Tuo
400, rue des Meurons**

Senior Resource Coordinator – Serves the Francophone speaking population of Winnipeg

Réalisations:

- En collaboration avec la FAFM, le Conseil des francophones 55+ a offert une variété d'activités en matière de vie saine, de santé physique, de santé mentale, et du mieux-être en général.
- Il faut noter aussi la reprise de sa foire mieux-être Grouille ou Rouille après un hiatus de deux ans. Cet événement tant attendu a connu un succès, malgré quelques ajustements, notamment celui du lieu de l'activité (avait habituellement lieu à l'Université de Saint-Boniface; il a eu lieu cette fois au Centre communautaire Dakota).
- En chiffres:
 - Environ 2 120 participations aux activités du Conseil 55+
 - Plus de 190 sessions d'activités physiques et d'informations
 - Plus de 2 000 contacts personnalisés, via emails, téléphone et en personne
 - Plus de 200 trousseaux T.I.S.U. distribués

- Participation à *Manitoba Games 2023*
- Plus de 25 classes virtuelles de yoga (gratuites)
- Grouille ou Rouille 2023 (170 participants – 18 activités – 20+ animateurs – 20+ bénévoles)
 - Ci-dessous est un tableau récapitulatif de la répartition homme/femme des personnes ayant rempli le sondage pour l'activité Grouille ou Rouille:

	50 à 59 ans	60 à 69 ans	70 à 79 ans	80 à 89 ans	90 ans et plus	Pas de réponse	Total
Hommes	1	1	8	2		2	14
Femme	1	21	37	8		4	71
S/O		1	1			3	5
Total	2	23	46	10		9	90

- Communications aux membres:
 - **Infolettre:** En plus des courriels périodiques, la diffusion électronique mensuelle de l'infolettre, est un des moyens privilégiés pour transmettre l'information à nos membres. Il est intéressant de voir que plus de 80 % des personnes inscrites à nos envois ouvrent les documents.
 - **Réseaux sociaux:** 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. La FAFM utilise également X (anciennement Twitter) pour la promotion de ses activités.
 - **Sondage:** À l'automne, la FAFM a lancé un sondage dans le but de connaître les intérêts et les besoins des personnes âgées du Manitoba. La Fédération est très encouragée par les 105 réponses obtenues. L'analyse du sondage sera faite en début du mois d'avril et les résultats seront présentés à l'assemblée des membres en 2024. Le rapport sera par la suite publié sur le site Web de la FAFM.
- Le personnel du Conseil des francophones 55+:
 - A participé aux réunions des Chercheurs de ressources pour personnes âgées.
 - A siégé au comité et a participé aux rencontres du dossier T.I.S.U.
 - Chaque chercheur de ressources a reçu plus de 1 000 trousseaux qui peuvent être distribués aux personnes qui en font la demande.
 - A participé aux sessions de formation de l'ORSW et a obtenu un certificat de participation à la session du 11 mars 2023 intitulée *How to communicate to Avoid Ageism*.
- A continué sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Centre de santé Saint-Boniface, Pluri-elles, le Club Éclipse, le Centre communautaire Winakwa, l'Accueil Colombien, Place Des Meurons, La Fédération des parents de la francophonie manitobaine, l'Université de Saint-Boniface, le Centre communautaire Dakota, et l'Union Nationale Française, entre autres.

Accomplishments (English Translation):

- Working with the FAFM, the Conseil des francophones 55+ (Conseil 55+) offered a variety of activities on healthy living, physical and mental health and general wellness.
- The *Grouille ou Rouille* wellness fair also resumed after a two-year hiatus. This long-awaited event was a success, despite a few changes, notably to the venue (the Dakota Community Centre instead of Université de Saint-Boniface, which had been the usual location).
- A few statistics:
 - Approximately 2,120 participants in Conseil 55+ activities
 - Over 190 physical activity and information sessions
 - Over 2,000 instances of personal contact, via email, telephone and in person
 - Over 200 E.R.I.K. (Emergency Response Information Kits) distributed
 - Participation in the 2023 55+ *Games*
 - More than 25 virtual yoga classes (free)
 - *Grouille ou Rouille* 2023 (170 participants, 18 activities, 20+ facilitators, 20+ volunteers):

- Breakdown of Grouille ou Rouille survey respondents by age and gender:

	50–59 years	60–69 years	70–79 years	80–89 years	90+	No response	Total
Male	1	1	8	2		2	14
Female	1	21	37	8		4	71
N/A		1	1			3	5
Total	2	23	46	10		9	90

- Communication with members:
 - **Newsletter:** In addition to periodic e-mails, the monthly electronic newsletter is one of the best ways to share information with our members. It is interesting to note that over 80% of subscribers to our email distribution list open the attachments.
 - **Social networks:** The FAFM Facebook page and website continue to play an important role in promoting FAFM activities. The FAFM also uses X (formerly Twitter) to promote its activities.
 - **Survey:** The FAFM launched a survey in the fall to investigate the interests and needs of elderly people in Manitoba. The Federation was very encouraged by the 105 responses received. The survey will be analyzed in early April, and the results will be presented at the AGM in 2024. A report will then be posted to the FAFM website.
- Conseil 55+ staff:
 - participated in Seniors Resource Finders meetings;

- sat on the committee and attended E.R.I.K. meetings (each resource finder received over 1,000 kits for distribution to those who request them);
- attended WRHA training sessions and received a certificate of attendance for the March 11, 2023 session entitled *How to Communicate to Avoid Ageism*; and
- Continued to work with community partners, such as the Centre de santé Saint-Boniface, Pluri-elles, Club Éclipse, the Winakwa Community Centre, Accueil Colombien, Place Des Meurons and La Fédération des parents de la francophonie manitobaine, Université de Saint-Boniface, the Dakota Community Centre, and Union Nationale Française, etc.

Priorités :

Au cours de la période du 1er avril 2024 au 31 mars 2025, le Conseil 55+

- continuera de motiver davantage les personnes âgées francophones à faire des activités physiques et à suivre des ateliers d'informations pour maintenir un mode de vie sain, et d'organiser des rencontres afin de contrer l'isolement social auquel certaines personnes âgées font face.
- Présenter sa journée mieux-être « Grouille ou Rouille » (mai).
- 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.: club de marche, rencontres de discussions, ateliers de respirations thérapeutiques, sessions d'information traitant de sujets variés, telles l'alimentation des aînés, l'importance du sommeil, etc).
- Continuer à référer les personnes âgées vers les services ou organismes adéquats afin de répondre à leurs demandes.
- 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+ continuera les partenariats établis avec les résidences telles Place Des Meurons, Accueil Colombien, Villa Aulneau, etc.
- Le Conseil 55+ prévoit un partenariat avec *Homecare Solutions for Everyone*, qui a appuyé sa foire mieux-être Grouille ou Rouille 2024.
- Continuer l'offre de sessions d'information et la distribution de la Trousse d'information sur les situations d'urgence (T.I.S.U). Des sessions de présentation sont programmées.
- Le Conseil 55+ continuera de siéger sur divers comités de travail, tels, entre autres, T.I.S.U.
- 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:
 - des occasions de partenariat pour le programme « Vieillir chez soi » de la FAFM;

- la mise en œuvre d'activités intergénérationnelles pour contrer l'isolement social et favoriser le partage de connaissances et d'expériences.
- 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 sondages via JotForm et/ou à l'oral seront effectués à la fin de chaque série d'activités, pour évaluer le niveau de satisfaction des participant.e.s. et recueillir leur suggestions pour l'adaptation de nos services.

Priorities (English Translation):

From April 1, 2024 to March 31, 2025, the Conseil 55+ will:

- Continue to encourage French-speaking seniors to take part in physical activities and information workshops to maintain a healthy lifestyle, and to organize meetings to reduce the social isolation that some seniors face.
- Present the *Grouille ou Rouille* wellness day (May).
- Ensure the smooth running of the Conseil 55+ and implement activities while striving to develop a variety of activities in various disciplines: physical, social, cultural, artistic, etc. (e.g., walking club, discussion meetings, breathing workshops, information sessions on a variety of topics, such as nutrition for seniors, the importance of sleep, etc.).
- Continue to refer seniors to the appropriate services and organizations to meet their needs.
- Continue to research, survey and evaluate available French-language resources to better respond to the needs and enquiries of French-speaking seniors.
- Continue the partnerships established with residences such as Place Des Meurons, Accueil Colombien, Villa Aulneau and others.
- Work with *Homecare Solutions for Everyone*, which supported the 2024 *Grouille ou Rouille* wellness fair.
- Continue offering information sessions and distributing E.R.I.K.s. Presentation sessions have already been scheduled.
- Continue to sit on various working committees, including the one pertaining to E.R.I.K.
- Recruit volunteers to support the Conseil 55+ in its programming and services for seniors.
- Work with the FAFM on:
 - Partnership opportunities for FAFM's ageing at home program (*Vieillir chez soi*).
 - Implementing intergenerational activities to reduce social isolation and encourage knowledge sharing and experience.
- Our registration and attendance lists will be used to compile statistics on the number of participants in our activities. We also plan to continue tracking the number of requests for services, referrals, etc.

- Oral and/or JotForm surveys will be administered at the end of each activity series to gauge satisfaction levels among participants and gather suggestions for adapting our services.

Transcona

Transcona Seniors Resource Finder, 845 Regent Ave W and Congregate Meal Program, 209 Yale Ave W and 500 Widlake St

Name: Colleen Tackaberry

845 Regent Avenue West, 209 Yale Avenue W, 500 Widlake Street

Senior Resource Finder and Congregate Meal Program

Accomplishments:

- We hired a new meal coordinator who is a Ukrainian refugee and we have learned to navigate a language barrier through the universal language of love and love of food! Our last chef had to retire due to ill health.
- We reinstated our Networking meeting with Supports to Seniors in Group Loving (SSGL), WRHA, Community Facilitator and the Healthy Aging Resource Team (HART) Team. This has been most helpful in connecting resources within the community and learning of programs which can help one another. We also added the Adult Day Program to our list of attendees.
- We held our Annual health Fair again in October after a number of years absence due to Covid. It was held at Kildonan Place in their new spacious area and it was considered an outstanding success with over 25 booths and at least 300 attendees.
- We have started a program with Kendra d'Eon a lawyer, to prepare wills, power of attorney and health directives in Transcona using the board room of Nello Altomare.
- We were able to once again bring Sgt. Wilson's army show from the Netherlands to perform at an event in Transcona.
- We have begun a once a month special Dinner and Entertainment at the Meal Program. It has been very popular with about 100 people dining in and another 50 meals being picked up and delivered.
- Our bus trip last year was to the Starbuck Hutterite colony where we learned the history of the Hutterite people and saw their operation today of raising pigs and turkeys.
- We had a wonderful intergenerational Pancake Breakfast where students from the University of Manitoba prepared breakfast for the residents of 500 WIDLAKÉ. Both groups were very happy to mingle and learn about what was important to our young people and to our seniors.
- We have had numerous literacy education presentations on Nutrition, Fraud and Scams, Victoria Lifeline, etc.
- We presented the program Reimagine Aging to a group of 30 participants.

Priorities:

- Looking ahead to 2024-2025 we will be hiring two part time staff to help with the ever-increasing work load of helping to keep seniors aging in place. It is probable that our Senior Resource Finder will step back from some of the work load.
- We will continue to look for opportunities to add new programs for our seniors as needs become evident. We are looking to add Chair Yoga. As needs are expressed, we do our best to come up with programs or solutions to help.
- We will continue to advocate for more volunteer drivers so we can add additional services that we can add to medical appointments and grocery shopping. We will help other communities get their own volunteer rides program in place in any way we can be helpful.
- We will continue to work with the youth of our province to promote intergenerational understanding between seniors and youth.
- We will focus a great deal of energy on helping the medical profession understand Social Prescribing and the benefits that our programs can provide to their patients. We will work with the persons referred to help them take advantage of our programs and help them to benefit from the opportunities we can offer to them.
- To measure the success of these goals we will review them quarterly and see what progress has been made and what adjustments maybe necessary.

Park Manor Care – Supports to Seniors in Group Living, 720 Kildare Ave E and 680 Kildare Ave E

**Name: Abednigo Mandalupa Jr./Kathy Rennie/Stacy King
Supports to Seniors in Group Living (SSGL)**

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

Accomplishments this past year have included:

- Establish and maintain healthy relationships, ensuring daily open communication with all tenants in both apartment blocks.
- Open communication has been instrumental in supporting adults with mental health and wellness needs; regular wellness checks are conducted.
- Exercise programs are conducted at both buildings five times a week.
- Provide social networking and emotional support to all tenants, including conducting wellness checks, and engaging in friendly chats, as well as supporting their families.
- Maintain ongoing support and confidentiality for tenants across all their needs. Coordinators play a crucial daily role in attending to the needs of older adults.
- Offer conflict resolution services for tenant-to-tenant and tenant-to-management issues.
- Collaborate with local agencies on social prescribing, promoting increased socialization to address older adults' mental health concerns and isolation-related issues.

- Serve as liaisons between tenants and management at both apartment buildings.
- Provision of support and resources to tenants remains essential, as they rely on us as a part of their daily routine.
- Assist tenants in application processes, particularly due to challenges with technological and online access, including applications for rent assist, Canada Revenue Agency, Service Canada, Manitoba Health, etc.
- Organize and facilitate income tax preparation services for tenants, with SSGL coordinators handling pickup and drop-off.
- Coordinate wellness clinics with Red River Community College and University of Manitoba Nursing students, involving tenant participation at both buildings.
- Organize social and educational sessions with various agencies such as Healthy Aging Resource Team (H.A.R.T), Tenant Resource Coordinators (TRC), Transcona Senior Centre (TSC), Transcona Council for Seniors, A&O: Support Services for Older Adults, and local MLA's/MP's/City Councillors.
- Recognize all events and holidays throughout the year, conducting weekly tea/coffee gatherings, lunch-ins, and chat times for all tenants at both buildings.
- Coordinators successfully applied for and were awarded four grants for both buildings. Two of the grants were under the “Healthy Together Now Grant” program to aid our tenants with receiving used laptops to access healthcare, order groceries, and be able to have internet access to educate themselves. The other two grants were part of the “Non-Profit Community Pest Control” program.

Priorities:

- Our goal is to maintain open communication and relationships with our tenants.
- We prioritize maintaining relationships with a focus on confidentiality, ensuring tenants feel safe to voice concerns or conflicts with other tenants, and providing conflict resolution services.
- We assist and support all tenants in participating in programming and social events outside of their homes.
- We continue to provide emotional and mental wellness support, offering additional assistance as mental health and wellness needs increase.
- We tailor support to each building's specific needs and strive to uplift tenants' spirits when they're feeling down.
- We maintain partnerships with local agencies and services such as WRHA Adult Day Program (ADP), Transcona Access Centre, etc.
- We provide resources and educational information to promote independent living, including support for emergency assistance agencies/companies like Lifeline, and specific health issues such as arthritis, hypertension, diabetes, heart health, and depression.
- Organize flu shot clinics.

- Collaborate with the WRHA Home Care Program to support tenants.
- Serve as liaisons between tenants and management, supporting Management.
- Continue to collaborate with tenant associations at both buildings through meetings and social events.
- Support intergenerational programs with nursing students, inviting them to engage with our tenants on various physical and mental wellness issues.
- Maintain networking with local agencies for social prescribing.
- Collaborate with Transcona Council for Seniors and the Transcona Food Bank on food security issues.
- SSGL Coordinators have worked diligently to support tenants coping with bed bugs over the past year, recognizing the toll it takes on their mental health and providing necessary assistance.

River East

Good Neighbours Active Living Centre – Senior Centre, 720 Henderson Hwy

Name: Susan Sader
720 Henderson Highway

Accomplishments:

- Celebrated 30th Anniversary with several events
- Membership went up by 5%
- Program participation went up by 21%.
- Held first Open House week since COVID to promote programs
- Resurrected Fundraising Committee and held 6 large fundraising events
- Established a Marketing Committee
- Established a Membership Perks Program with four senior friendly businesses
- Although we budgeted for a \$68K deficit, we ended the year with a surplus just short of \$20K.
- Received increase in funding for the Home Maintenance Program – gone from \$20K - \$50K

Priorities:

- Continue marketing initiatives, including review of all printed material and website, and using social media more effectively with a goal of increasing membership by another 5%
- Explore developing a volunteer speaker's bureau program where volunteers would go out to seniors' blocks, church groups, etc. to talk about Good Neighbours
- Focus on men's programming
- Conduct a member's survey to glean feedback on our offerings and potential new ideas

- Staff development will be a priority

Good Neighbours Active Living Centre – Supports to Seniors in Group Living, 210 and 220 Oakland Ave/1080 and 1100 Henderson Hwy

Name: Susan Sader/Megan Wallace/Lexi Golembioski
210 and 220 Oakland Avenue, 1080 and 1100 Henderson Hwy

Accomplishments:

- We opened a 55+ Food Pantry that is open once a month for emergency food. A lot of policy consideration and tweaking were done over the year.
- The start-up of the pantry was reliant on affording food safe storage cabinets which Victoria Lifeline/Victoria Foundation supported us with by giving us a grant.
- We held a lot of special events this year that were well attended and so much fun; especially when Santa showed up and a variety of our Parliamentary Representatives.
- We continued our work with Ebelling Pharmacy who provided the Pharmacist on site to do flu shots in all 4 of our buildings.
- We expanded our small pool of volunteers, for whom we are so grateful to have.
- We continued our incredible relationship with Brandon University Psychiatric Nursing program and hosted 4 practicum students.

How did you measure your successful achievements?

- Attendance was very high this year and the community is still buzzing with excitement about some of the events we held.
- Activity surveys.
- Ongoing community feedback.

Priorities:

- Our major priority this year is to focus on in-home, face to face meetings and educating the community about as many available services as possible.
- Our first priority will be easier to achieve due to a new partnership with Booth University College for which we will host 2 Social Work practicum students.
- Our partnership with Brandon University continues to grow and we will host 2 rounds of practicum students this year.

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

- Our updated file system and number of doors we knock on will be the determiner of our progression.

Good Neighbours Active Living Centre – River East Senior Resource Finder, 720 Henderson Hwy and Kildonan Neighbourhood Dining Club/Congregate Meal Program, 1100, 1335 and 1630 Henderson Hwy and 225 Arby Bay

Name: Julia Lim/Susan Sader

720 Henderson Highway, 1100, 1335 and 1630 Henderson Highway and 225 Arby Bay

Accomplishments:

- Maintained five day a week meal delivery to apartment buildings through our congregate meal program and a total of 8 buildings now, and twice a week dine-in at 1630 Meal Program.
- We also added a new building at 225 Arby Bay/1335 Henderson Highway for our dine in every Tuesday and Friday, starting June 4, 2024.
- Recruited and re-engaged more volunteers to support the meal program and Rides for Seniors program – delivery, meal preparation, registration, cash and volunteer drivers.
- Updated all FYI Brochures for 2023-24.
- Revamped our River East Seniors Finder Resource Council to an Advisory Committee. Meetings take place five times a year.
- Rebranded the congregate meal program to the Kildonan Neighbour's Dining Club
- Partnering with Manitoba Association of Senior Communities for social prescribing and been part of the system navigators which leads to increase volume of calls from seniors and family asking for information and support.

Priorities:

- Continue to promote the new meal program at 225 Arby Bay/1335 Henderson Hwy.
- Continue to promote dine-in at 1630 Henderson Hwy.
- Continue to attract volunteer drivers.
- Review policies/procedures for Daily Hello program.
- Explore volunteer role in administration of volunteer driving program.

Donwood EPH – Supports to Seniors in Group Living and Tenant Resource Program, 165 Donwood Dr

Name: Jennifer Kappy

165 Donwood Drive

Supports to Seniors in Group Living (SSGL)

Accomplishments:

- Continuously support tenants with day-to-day assistance; managing maintenance requests, 1:1 visitations and support, individual deliveries, assist with technology, respond to emergency calls including Victoria Lifeline and Emergency Medical Services.

- Assist with execution of the flu/COVID vaccination clinics - call tenants to organize for the day, assist with their consent forms, and help with the clinic flow throughout the day.
- Assist with booking income tax appointments for Tax Clinic.
- Assists with communications to tenants.
- Encourages tenants to participate in recreation programs and assist tenants with questions about calendar and upcoming events.
- Maintains communications with families.
- Plans and facilities programming after hours; SSGL leads movie/bowling/reading circle/exercise programs in the evenings.
- Provide assistance with sound system set up for evening/weekend concert performances.
- Encourages and visits tenants who are at risk of isolation.
- Total Tenant interactions by SSGL - 20,589; this equates to 56 interactions/day, or 4/hour.
- Assist Volunteers by picking up supplies and coordinating with volunteers; Donwood has a total of 30 tenant volunteers.
- Tenants and families have verbally expressed their appreciation for the role, someone available to them to offer support and encouragement where the staff can assist.

Priorities:

All the items listed below will be a team approach involving the TRP and SSGL staff.

- Hydroponic Gardening program- working with 2 grants Donwood has purchased 6 hydroponic gardening units. We are working to finalize a program involving students, and tenants. We are learning together. All herbs and vegetables produced in the hydroponic system will be served to the tenants.
- Further pursue tenant suggestions on environmental issues including water conservation, food waste (composting) reusing plastics. The growing together program tenants began reusing plastic yogurt containers to begin seeds, saving milk containers to begin plants. Many great conversations around recycling. We are looking into a rain barrel to collect water for tenants use for their garden box.
- Continue to offer workshops based on Tenant interest we will book education and information sessions on subjects including: Alzheimer's Awareness, Elder Abuse Awareness, Brain Health, Fall prevention, etc.
- Establish additional Intergenerational programming- wood working, games night, movie night, musical events, etc. We will be further connecting with local schools and supporting churches. We are working to connect with youth groups from supporting churches to assist with game and/or movie nights. Coordinating will be a joint effort.
- Establish men's programming by planning a Men's Breakfast opportunity 1x per month and a woodworking program.

- Establish technology education classes offering training opportunities to the tenants. We are seeing an increase in tenants using cell phones and technology.
- Further to our outside sitting area. During the summer months we will be offering regular programming outside including meals, entertainment, and visiting opportunities with summer foods like ice cream, etc.
- Tuk shop-offering the option for tenants to purchase items on-site. This continues to be on the priority list for Donwood. Working on a proposal that offers a catalogue-like approach to offer an on-site shopping opportunity for tenants who are unable to go shopping on their own and do not have family available to assist. There are many details that need to be considered and continues to be a project under construction. This service would be organized by the Tenant Resource and Supports to Seniors in Group Living coordinators and will require a team approach working with Finance.

Tenant Resource Program

Accomplishments:

- Organized the flu/Covid vaccination clinic - October '23 - total of 52 tenants participated, and the 6-month Covid Booster Vaccine Clinic April '23- 82 tenants participated.
- Heavily involved in bed bug management, and prevention. Bed bug checks are completed weekly, and bed bug inspections are conducted prior to a new tenant moving in; no bed bug incidences this year.
- Coordinated year-end tax preparation services for tenants- 18 tenants participated.
- Coordinated with Red River Nursing students to offer a blood pressure clinic.
- Coordinated presentations with Victoria Lifeline, Revenue Canada, and Northway Pharmacy, Fire and Paramedic Services, Klassen's Funeral Home, Winnipeg Library, Healthy Aging Resource Team, Assiniboine Park Conservancy.
- Established a connection with River East Collegiate to form the Intergenerational Growing Together Group - 11 students, 3 teaching staff, and 11 EPH tenants/Donwood volunteers - learn to plant vegetables, and form relationships while tending to the gardens by propagating and planting seeds together. There is excitement and a sense of accomplishment by the participants, families, and other tenants... and it has become quite the talk of the building. The program has been so successful, we already have commitment with students and teachers for next year's program.
- Gardening is the theme this year, while only 50% of the raised garden beds were spoken for last year, 100% of the beds are being used this year.
- After major renovations the last few years, a new outdoor seating area has been the space for tenants to gather and enjoy the sun. We are adding a self-serve cold beverages station available, and table and chairs for programs and sharing meals together.

- Answers 5 inquiries daily from members of the community regarding the building and services. We received 80 new applicants this year, bringing our total wait list to over 200.
- Tenants and families have verbally expressed their appreciation for the Tenant Resource Coordinator role, someone that they can come to for resources, services, education, and community groups that they have access to within their home.
- Success was measured by the execution of the service, the feedback from the tenants, and the ability of offering the service in-house. Participation is dependent on the need and interest of the individual tenant.

Priorities:

- Hydroponic Gardening program - through the help of 2 grants, Donwood purchased 6 hydroponic gardening units. At this time, we are learning the process and procedures required to successfully grow herbs and vegetables that will be used by the chefs in the attached personal care home. We are designing a gardening program that will involve the community, students, and EPH tenants.
- Pursue tenant suggestions on environmental issues including water conservation, food waste (composting), reusing plastics. The growing together program tenants began reusing plastic yogurt and milk containers to begin sowing seeds. Next on the list is installing a rain barrel for the tenant's garden boxes.
- Continue offering workshops of Tenant interests, we are booking educational and informational sessions on subjects like: Alzheimer's Awareness, Elder Abuse Awareness, Brain Health, Fall prevention, etc. - Connect with more local schools and churches to establish additional Intergenerational programming like, woodworking, games night, movie night, musical events, etc.
- Establish men's programming by planning a Men's Breakfast opportunity 1x per month, and a woodworking program.
- There is an increase in tenants using cell phones and other technologies, and we will establish a technology educational class, offering training opportunities for tenants.
- Offer regular programming outside including entertainment, lawn games, and visiting opportunities with summer foods like ice cream, etc.
- Transportation Services for Tenants to go shopping and to appointments is a tenant priority. We are working with Transportation Options Network for Seniors (TONS) to provide the services once provided by the local grocers
- The Tuk shop-offering continues to be a priority. Working on a proposal that offers a catalogue-like approach to offer an on-site shopping opportunity for tenants who are unable to shop on their own.
- Success will be measured by the execution of the service, the feedback from the tenants. Participation is dependent on the need and interest of the individual tenant.

Elmwood East Kildonan Active Living Centre – Congregate Meal Program and Seniors Centre, 180 Poplar Ave

Name: Leilani Esteban Villarba
180 Poplar Avenue

Seniors Centre Programming: Essential Support for our Seniors

Accomplishments:

As a senior-serving organization, we are proud to highlight our significant achievements and accomplishments over the past year. We have diligently worked to meet the needs of our most vulnerable seniors. Here are some of our key achievements:

- Food Programs and Access to Affordable Meals:
 - Ensuring Nutritious Meals: Implemented and expanded food programs to ensure seniors have access to nutritious meals, including meal delivery services, community kitchens, and community lunches.
 - Community Partnerships: Partnered with organizations like our very own Better Access to Groceries Program (BAG), Leftovers, Peak of the Market and Second Harvest to provide free fruits and vegetables to our members and the community.
 - Affordable Meal Options: Collaborated with community organizations and volunteers to establish affordable meal options and programs like the Better Access to Groceries Program to alleviate financial strain for low-income seniors.
- Community Gatherings and Social Engagement:
 - Combating Social Isolation: Organized in-person community gatherings to combat social isolation among seniors, fostering a sense of belonging and providing opportunities for social interaction.
 - Promoting Lifelong Learning: Conducted workshops, educational sessions, and recreational activities tailored to the interests and needs of seniors, promoting lifelong learning and overall well-being.
- Emergency Housing and Eviction Prevention:
 - Stabilizing Housing: Developed and implemented programs to address emergency housing situations and prevent evictions among seniors. This included providing rental assistance, connecting seniors with housing counseling services, and collaborating with local housing agencies to secure stable housing options.
- Emergency Financial Assistance:
 - Preventing Hardship: Established emergency funds to cover essential expenses for seniors facing financial crises, such as unpaid utilities or arrears. This financial assistance helped prevent further hardship and ensured the stability and well-being of seniors in need.

- Emergency Hampers and Supplies:
 - Providing Immediate Relief: Distributed emergency hampers containing essential supplies, including food, personal hygiene items, and cleaning supplies, to seniors experiencing heightened challenges. These hampers provided immediate relief and support during difficult times.
- Our programming is not just beneficial; it is essential for the well-being of our senior community. We are proud to report that our efforts have had a positive impact on the lives of many seniors in our community. Through our programs and services, we have seen an increase in the number of seniors receiving vital support. The growing demand for our services indicates that we have been successful in reaching and assisting those most in need.
- Moving forward, we remain committed to continuously evaluating and improving our programs to effectively address the evolving needs of seniors in our community. We will monitor the outcomes of our initiatives, track the number of seniors served, and gather feedback from our clients to measure the success of our efforts and identify areas for further development.

Congregate Meal Program

Accomplishments:

- Nutritional Needs: Our food programs offer seniors nutritious, balanced meals that cater to their dietary requirements, helping them maintain good health and prevent medical issues.
- Financial Constraints: Many of our low-income seniors face financial challenges that make it hard to afford nutritious food. Our program eases this burden by offering free or low-cost meals, allowing seniors to extend their limited budgets. We have a “Pay what you can” model, where it allows our members and community the dignity to offer what is within their capacity to give without any obligation.
- Social Isolation: Seniors living alone or with limited social interaction may experience social isolation, potentially leading to depression and other mental health problems. Our programs provide a social environment where seniors can share meals and participate in activities, contributing to the improved mental health and well-being of our community's seniors.
- Independence: Our members and seniors cherish their independence and prefer to age in place rather than move to nursing homes or assisted living facilities. Our programs offer the necessary support for seniors to live independently, helping them stay in their homes and communities.
- Impact: Throughout the year, we have provided over 7,500 low-cost or free meals to members of our community.

Senior Centre and Congregate Meal Program

Priorities:

Our priorities for the coming year focus on expanding and improving our services to better support seniors. We will monitor our progress through data collection, surveys, and feedback.

- Expanding Meal Program Coverage:
 - Goal: Serve more seniors with nutritious meals.
 - Measurement: Track the number of meals served and seniors enrolled.
- Improving Meal Quality and Variety:
 - Goal: Enhance nutritional content and diversity of meals.
 - Measurement: Conduct regular assessments and surveys for satisfaction and nutritional value.
- Affordable Housing and Homelessness Prevention:
 - Goal: Improve housing support and prevent evictions.
 - Strategies: Provide case managers, establish partnerships, offer financial assistance, and raise awareness about housing rights.
- Financial Stability and Income Support:
 - Goal: Enhance financial stability for seniors.
 - Strategies: Expand financial literacy workshops, partner with employment agencies, advocate for policy changes, and develop benefits screening programs.
- Health and Well-being:
 - Goal: Promote seniors' health and social connectedness.
 - Strategies: Collaborate with healthcare providers, establish support groups, and create peer networks.
- Monitoring and Measurement:
 - Outcome Indicators: Track housing stability, income levels, financial literacy, and health outcomes.
 - Data Collection: Regularly analyze program participation, services used, and outcomes.
 - Feedback: Gather participant surveys and feedback.
 - Partnership Evaluation: Assess success and impact of collaborations.

Bethania Housing, BethaniaHaus – Tenant Resource Program, 1060 Kimberly St

Name: Lena Harder/Jodi Barbosa
1060 Kimberly Street

Accomplishments:

- We had a wonderful Health Fair in March, including 8 different organizations including a blood pressure clinic and walker checkup.

- We had a Flu shot and COVID clinic- partnered with Northway Pharmacy in November. This flu shot clinic was well attended, 17 tenants received the flu shot and/or COVID shot. We had a well-run clinic, with forms filled out ahead of time and a seating area to be observed afterwards.
- We have had monthly Birthday parties starting this January 2024, honouring each person who celebrated a Birthday for that month. This has been a great way to get tenants together and promote positivity/comradery among tenants. We were also able to have a Christmas Dinner, it was well attended and enjoyed.
- Instead of gathering items for a Christmas hamper, which we do annually, we collected and donated money to Winnipeg Harvest in December.
- I have planned many helpful presentations in the past year, including: a Bereavement presentation which includes sharing from tenants. We also showed Church services via projector for those that could not attend church services. I started a walking group in August (Every Tuesday), throughout September and October. In November I started Carpet Bowling which has been a big hit with the seniors and helps with physical activity and socialization. We also had Fall Prevention Presentations and Scams Awareness from the Winnipeg Police Service.
- We hosted an election in October and had a Fire Drill for tenants for the first time.
- We were able to have a Christmas Dinner and it was well attended and enjoyed.
- Instead of gathering items for a Christmas hamper, which we do annually, we collected and donated money to Winnipeg Harvest in December.
- I have more games for tenants to play, such as Price is Right, Jeopardy, and Bingo. We have also shown Church services and movies with the help of Technology. We have also offered flower arranging workshops.
- I have participated in meetings in the community to connect with agents to help gather ideas and share ideas with other community agencies. For example, I am on the River East Senior Council and have also recently attended Grocery Shuttle meeting with Transportation Options Network for Seniors (TONS) for Seniors in the community as well as attend meetings with other Tenant Resource Coordinators within the Bethania Group so we can support each other.

Priorities:

- I am planning to implement more spiritual activities, which have been requested by tenants.
- We are looking to plan a grocery shuttle during the winter months, with the help of Agents in the community, as shuttles have been suspended indefinitely since COVID-19 started. I have already distributed and collected surveys for this project.
- I will continue to offer Flu shot clinics and COVID booster clinics to help protect tenants and keep them healthy.

- I will continue to work with agencies to offer services applicable to our building, for example, working with local agencies to have health specialists come in to educate and pharmacists come to do a blood pressure clinic.
- I will continue to listen to tenants' suggestions and feedback on what kinds of activities they enjoy, what resources they need and any support they need to live safely in their homes and thrive!

Bethania Housing, Kingsford Haus – Congregate Meal Program, 426 Kingsford Ave.

Name: Lena Harder
426 Kingsford Avenue

Accomplishments:

- Our kitchen facility lacked permitted documentation, resulting in a temporary pause in operation. Management/Board/Staff immediately set in place alternate meal arrangements/off-site meal preparations to provide tenants with uninterrupted meal service.
- Management/Board/Staff collaborated and work diligently to meet the equipment requirements to obtain permit for our food service establishment. The issue was responded to, and resolved in a timely and cost-effective manner.
- Lizelotte Pauls, Cook – continues to thrive in her position. Lottie works alongside the team of volunteers, creating a positive work environment.
- Lottie continues to incorporate familiar ethnic (Mennonite) dishes into the weekly menu.
- We held a Volunteer Appreciation Event in the Fall of 2023. Volunteers were transported to and from The Leaf (Assiniboine Park), received complimentary entrance ticket, coffee, and refreshments.
- We continually encourage new and existing tenants to participate in the congregate meal program.
- January 1, 2024 saw a slight increase in the meal price by 50 cents. Raising meal price from \$8.50 to \$9.00 per meal. Actual cost per meal is \$9.50. In order to keep our meal program affordable, the KingsfordHaus Co-op Board has approved to cover the 50 cent difference in the operating budget.

How did you measure your achievements?

- We have seen an increase in enrollment in the monthly meal plan, which provides tenants with the consistency of a midday meal, five days a week.
- Volunteers raved about the Appreciation Event. Their smiles and excitement were all the acknowledgement we needed to know the event was a success.
- We contribute much of our program's success to our dedicated volunteers. Their contribution is immeasurable.

- Records show we have seen a significant increase in meal sign up when ethnic dishes are on the menu.
- A meal price review is conducted at year end, considering rising food costs and kitchen expenses.

Priorities:

- Incorporate more ethnic (Mennonite) menu selections.
- Develop an extensive tenant meal participation survey.
- To continue to seek out cost-effective supplies.
- To continue our due diligence in lessening the shortfall between costs/revenue of the meal program. Committing to modest price increases annually only as needed.
- To continue to work closely with the Board of Directors relying on their direction and leadership to focus primarily on the tenants of KingsfordHaus.

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

- Continual cost analysis
- Tenant feedback – respond to both positive and negative feedback
- Track meal sign up totals, based on menu content.
- Tenant meal participation survey – an effective feedback tool
- Menu development based on tenant preferences.
- Reports/recommendations from Cook/Management with expertise in Food Service

Seven Oaks Includes East and West St. Paul

Gwen Sectar Creative Living Centre – Senior Centre and Congregate Meal Program, 1588 Main St

Name: Becky Chisick
1588 Main Street

Accomplishments:

- Gwen Sectar Creative Living Centre's accomplishments have been the increase in program and congregate meal program participation, implementation of new programming as well as increases in the Kosher Meals in Wheels program.

Priorities:

- Our priority remains to maintain membership, create new partnerships and heighten awareness of programs and services to reduce isolation among seniors. We measure achievements by participation, verbal and written feedback and financial stability.

Seven Oaks, East and West St. Paul – Senior Resource Finder, 1588 Main St

Name: Dan Saidman
1588 Main Street

Accomplishments:

- Seven Oaks St. Paul Seniors is committed to the well-being and quality of life of older adults. Through the last year the focus has been on consistency and increasing participation in various programs and activities like the brunch club, outings, and fitness classes.
- As a Senior's Resource Finder, my role is in providing one-on-one support and connecting seniors with resources and community partners. Addressing individual needs such as transportation, home repair, and food security ensures personalized attention but also helps seniors maintain their independence and dignity.
- Collaborating with community partners strengthens the support network available to seniors, allowing for a more holistic approach to addressing their diverse needs. This collaborative effort emphasizes the importance of community involvement in promoting active aging and empowering older adults to stay independent.
- Achievements are measured through various metrics, such as the number of people who have contacted Seven Oak/St. Paul's Seniors, the number of resources provided, and the number of programs, participants, and volunteers. However, the most valuable measurement is the feedback received from the community, both positive and negative. This feedback is crucial for assessing the effectiveness of our services and assistance within the community.

Priorities:

- Providing Support and Assistance to Seniors:
 - **Resources and Information:** Ensure that seniors have access to a comprehensive range of up to date resources and information. This includes educational materials, health care resources, and community services.
 - **Personal Assistance:** Offer personalized assistance to seniors as they seek answers to their questions. This could involve one-on-one consultations, help with navigating health care systems, or assistance with daily living activities.
- Steady Programs and Activities:
 - **Social Activities:** Organize regular social events to foster a sense of community and reduce social isolation among seniors.
 - **Fitness Classes:** Provide a variety of low-cost fitness classes tailored to the abilities and needs of seniors.
 - **Workshops:** Conduct workshops on various topics of interest to seniors, such as technology use, transportation, financial planning, health and wellness, and creative arts.
 - **Outings:** Plan regular accessible outings to local attractions, parks, summer outdoor events.

- **Congregate Meals:** Offer congregare meals to ensure seniors have access to nutritious food and an opportunity to socialize.
- By focusing on these goals, Seven Oaks/St. Paul Seniors aims to enhance the quality of life for its senior members, promoting their well-being, engagement, and sense of community.

Inkster

Keewatin Inkster Neighbourhood – Senior Resource Finder, 1625 Logan Ave

Name: Harvey Sumka
1625 Logan Avenue

Senior Resource Finder

Accomplishments:

- We continue to work on a second year of Food Security as our priority focus for seniors in our community. We have been able to identify multiple areas where older adults can access emergency food/additional food supplies to stretch their food budget dollars further. We continue to work with other groups and agencies in north Winnipeg to provide additional support through the Food Security Network that we are involved with. We are actively involved with two food banks held at the Weston Community Centre which has included food education on products that arrive at food bank, but people are reluctant to take because they are either unaware of how to prepare them or don't know how they taste. We've have completed several food demonstrations this past year at our community food banks which allowed us to show clients how to prepare unknown or unusual items to them with great success.
- We were also successful in obtaining two large grants for two projects – 25,000.00 from New Horizons to hold outings and in person events to bring people back into the realm of social activity – great trips to Gimli, The Leaf, Christmas Lights Tour, Christmas Dinner, Canada Day party and luncheon, and several summer trips in 2024 to return to Gimli and The Leaf, and the Aviation Museum are planned. We also received \$10,500 to prepare an updated Communications Strategy for Keewatin Inkster Neighbourhood and purchase iPads to host a technology class for seniors who are completely new to working with tablets. With the communications strategy we held multiple focus groups of seniors who are connected to Keewatin Inkster Neighbourhood to determine where we are strong and identify areas where we may have a perceived weakness. Excellent information came from the focus groups which will make our ability to get our message across so much better. A rebranding in our logo, templates for brochures, letterhead, posters, social media posts have all been designed and ready to launch. Our first iPad class was a big success – 5 of 6 students in our first session purchased iPads and are embracing their introduction to technology – emails, Facebook, facetime, and more have made them all better connected to family, friends, and have them accessing information that they never had at their fingertips before!

- We have been working diligently to ensure our membership, leadership and programs reflect the diversity in our community. This year we reached out to the Filipino demographic and successfully worked together to develop a Dance and Fitness program for our community. The group has performed at two of our events (Christmas and Canada Day to an audience of approx. 120 people) and the community has been loving it! We are now taking new sign-ups for the fall season and expect this program and community to grow and thrive.
- Another amazing year with our Dental partnership with Norwest Community Health Coop has seen an additional 50 older adults benefitting from complimentary services such as oral cancer screenings, cleanings, fillings, extractions, and even a few fortunate to receive dentures at no cost! We are so proud of our partnership with Norwest to make this program such a success it seems that we will be in line to receive these services again in Fall of 2024.

Priorities:

- We will be working on getting the “Social Programming” word out in our community to medical and dental offices. We will be doing presentations to Medical Offices and a full blitz at our local Access Centre in Fall of 2024 with hopes that the teams in our community will begin giving us a healthy number of referrals. We will also be working with the largely revised Board of Directors at Brooklands Active Living Centre to ensure that the partnership is made strong and healthy and provide them insight into the ways that Keewatin Inkster Neighbourhood can greatly benefit their club in the years to come.
- We have lost a very strong partner in Sparling United Church as they have unfortunately had to shutter their operations in our community. We will take the time to seek other partnerships with local churches as there is always an opportunity for a referral or joint event in these locations where people may be falling through the support services cracks.

Keewatin Inkster Neighbourhood – Tenant Resource Program, 61 Tyndall Ave, 50 Oddy St, 1280, 1286, 1290 and 1300 Aberdeen Ave

Name: Harvey Sumka/Kathy Alli

61 Tyndall Avenue, 50 Oddy Street, 1280, 1286, 1290 & 1300 Aberdeen Avenue

Accomplishments:

- Keewatin Inkster Neighbourhood is happy to see that tenants are starting to come out more for events, as there was some social isolation from the COVID-19 pandemic, Keewatin Inkster Neighbourhood has been able to provide social events, day trips and excursions for tenants this past year. We went to Arnes Market and Gimli, provided a holiday event where a festive holiday meal was catered and tenants were able to go see the Winter Wonderland lightshow. We had a day trip to the Leaf. All these events had up to 100 tenants participating. We offered to tenants a fall Flu and COVID-19 vaccination clinic with Save-on Foods pharmacy coming to Willow Centre and Brooklands Active Living Centre. Keewatin Inkster Neighbourhood provided 200 festive holiday meals to tenants who would like to receive a meal. This year two apartment blocks joined together to congregate for the holiday meal.
- We provided tenants with a free Income Tax clinic, the program had 250 tax returns done this year. We partnered with Access NorWest to provide a free dental clinic which offered dental exams, fillings, dental repairs and oral cancer screening. There was a great turnout for this clinic. We always encourage tenant’s participation in the programs and services we offer. We have seen much growth in participation this year!

Priorities:

- Keewatin Inkster Neighbourhood priorities are food security and providing opportunities for tenants to socialize. This year, tenants have had to deal with inflation and the cost of food getting higher. We will continue to offer congregate meal options and opportunities to socialize with coffee get togethers, games, and outings.
- Fred Douglas apartments is unique as it is 4 separate apartment blocks, we have been working to establish a way that we can congregate the tenants all together. Due to COVID-19 access to the Fred Douglas lodge has been restricted. We have received indication from the management of Fred Douglas Lodge that they would like to open up the lodge for tenants and to support of Support Services to Seniors programs. We held a meeting with Fred Douglas management as well as Kathy Henderson – Healthy Aging and Seniors Care Specialist with Continuing Care WHRA to hear the plans for welcoming tenants back into Fred Douglas Lodge. We are happy the Fred Douglas team is allowing us to access the lodge in a bid to provide tenants with social opportunities, programming and healthy meal options.
- We are thrilled that Westlands at Oddy is opening for tenants to return effective July 1, 2024!
- We will be working diligently to ensure the tenants are welcomed back and to provide them with any needs that they require.

- We would also like to offer health and wellness programs such as chair yoga, chair fitness, gym walks and Get Better Together and Aging & Memory programs. We will continue to offer the tax clinic with the CRA Community Volunteer Income Tax program and vaccination clinics with a partnership with a local pharmacy. As we support 55+ older adults, we encourage feedback and participation in the programs and services we are offer.

NorWest Co-op Community Food Centre – Congregate Meal Program, 61 Tyndall Ave

Name: Tyler Engel
103 - 61 Tyndall Avenue

Accomplishments:

- We have continued to offer dine-in and take-out meals for our meals. Completed another successful and final year of the Men & Women in the Kitchen program.

Priorities:

- Starting up a congregate meal at Bluebird Senior’s Lodge.
- How will you monitor and/or measure reaching these priorities? We are currently providing frozen meals to Bluebird. After some of their residents have taken the safe food handling course in August, we plan to deliver larger quantities of Soup/Chili/Stew once a week for Bluebird to distribute to their residents. We plan on tracking the amount of soup we make and will request that Bluebird keep track of their volunteers and guests.

Brooklands Active Living Centre – Senior Centre and Congregate Meal Program, 1960 William Ave

Name: Alice Steinke/Marlene Hazard
1960 William Avenue

Accomplishments:

- Held a membership drive. All new members’ names were entered into draw for a tablet. Goal 30 new members. We obtained 23 new members.
- Advertised more on social media – More people attended our programs.
- Held a weekly Veggie Market where customers could buy smaller quantities of food at below store prices. Attendance was steady and well received.

Priorities:

- Obtaining board members with suitable skills for positions. Updating as many policies and procedure as needed. Gaining more partnerships in the community.

Point Douglas

Point Douglas – Senior Resource Finder, 640 Main St

Name: Amanda Macrae/Monica Grocholski
640 Main Street

Accomplishments:

- Continued to provide Information and referrals and respond to inquiries from service providers, community residents and caregivers; continued to regularly research support services to seniors’ information/eligibility requirements specifically for older adults living on fixed and low incomes.; developed resource listings/FYIs.
- Partnered with Downtown Seniors Resource Finder/WRHA Healthy Aging Resource Team to deliver community POP-UP Offices/Resource Booths/ERIK Kit distribution, approx. 1xmonth in Winnipeg Housing/Manitoba Housing, Seniors Centre’s, and City of Winnipeg Libraries.
- Partnered with the WRHA Healthy Aging Resource Teams (St. James/River East), Downtown/Fort Gary Seniors Resource Finders and Computers for Schools Plus to continue with the Technology Navigator Committee, Cell Phones for Seniors Project – free refurbished cell phones continue to be distributed to low-income older adults via service and health care providers.
- Facilitated free community paint classes in collaboration with ARTbeat Studio, Mb Housing, WHRC, ISRC.
- Continued to facilitate the Point Douglas/Downtown Service to Seniors Network Group Meetings 3x/year.
- In partnership with DSRC and WHRC offered a summer day trip to Gimli, Mb.
- Assisted a volunteer-run seniors centre in successfully writing a New Horizons Seniors Program Grant for a lunch and learn program, internet access, and an exercise class.
- Partnered with St. Johns Library & the Healthy Aging Resource Team to offer a weekly Health and Wellness Series in celebration of Seniors & Elders Month during the month of October.
- Partnered with A&O and The Leaf Assiniboine Park to offer free tours to low-income older adults which also included free transportation and lunch.
- Partnered with the Manitoba Chamber Orchestra and a 55+ residence to offer a free outreach Workshop and a free Matinee Concert, including transportation.
- Completed the Memory & Aging Training through the Wellness Institute and delivered a session at the Millennium Library and will continue to offer it to interested seniors’ groups.
- Worked with community stakeholders to explore the potential of offering a Volunteer Driving Program in PD/DT.

- Created an EBlast/ENewsletter via Mailchimp for email subscribers to receive monthly information on news and events.

Priorities:

- Improve resource information distribution to service providers by promoting the Downtown/Point Douglas Google Group Network/Resource Sharing Platform.
- Increase resource information awareness among the public/email subscribers by promoting the coordinator role
- E-blast/E-Newsletter via Mailchimp Platform.
- Continue to develop “For Your Information” listings (Health and Wellness, and others as needed).
- Develop a Housing Supports/Flow Chart for ease of identifying need and appropriate referral.
- Continue partnership with The Leaf/Assiniboine Park offering free tours including transportation.
- Continue partnership with the Manitoba Chamber Orchestra for free Educational Workshops and Matinee Concerts including transportation.
- Continue to work with community stakeholders (Mb. Housing, Wpg. Housing, WRHA Healthy Aging Resource Team (HART)/Community Facilitator, Transportation Options Network for Seniors (TONS), East Downtown Senior Resource Coordinator) to explore next steps re: Volunteer Driving Program.
- Expand the reach of E.R.I.K. distribution via community agencies, food banks, pharmacies, etc.
- Continue to support Dufferin Seniors Centre (volunteer-run organization) in building capacity by assisting with connections to educational speakers, writing grants, and providing resource information.
- All the above priorities will be evaluated through personal testimonials, program participation numbers, number of ERIK’s distributed, and on-line reports of platform usage.

North Point Douglas Seniors Association – Senior Centre, 117 Euclid Ave

**Name: Sandy Dzedzora/Brenda Reid-Kuluk
117 Euclid Avenue**

Accomplishments:

- Preparing fully cooked well balanced meals to hand out to a segment of individuals in need. We have also been successful acquiring donations of food, clothing and other items which allows us to give out each Friday to those who have completed one of our intake forms.

Priorities:

- To continue to offer community-based services for vulnerable older adults in Point Douglas and to seek sustainable funding for continued programming.

Manitoba Housing and Renewal Corp – Tenant Services Program, 269 Dufferin Ave

**Name: Shawn Calder/Lenore Sylvester
269 Dufferin Avenue**

Tenant Services Program

Accomplishments:

- The major accomplishment this past year was to provide an equal opportunity for older adults who reside in the building to get involved in the programs that were being offered, stay active and healthy, provide opportunities to learned new social skills, and encouraged participants to develop leadership in their community.
- Another accomplishment this past year includes maintaining and developing relationships with tenants and community stakeholders to ensure successful tenancies for tenants and applicants within the Manitoba Housing Program.
- As more and more tenants are moving into the building, they are taking an active role by coming forward and volunteering their time and services to the many programs that are being offered.
- The Tenant Advisory Committee (TAC) partnered with Community Financial Counselling Services to offer Income Tax Preparation services to the tenants in the building.

How did you measure your achievement?

- By doing surveys and asking tenants for feedback on what works and what does not.
- By developing long-term and short-term goals and identifying what programs the tenants want to accomplish and what type of outcomes they are seeking.
- We measured the success of achievements by observing the tenant’s satisfaction as well as the health and safety of all tenants. Measured the success of achievements by the number of people that have used the services provided.

Priorities:

- Over the next year we plan on organizing more informative presentations, with topics including drug abuse, mental health, safety, aging adult concerns, etc. We would like to have Winnipeg Police and A & O host these presentations.
- We will, as always, continue to work on and strengthen partnerships with other community service organizations as we work together to engage our community through all opportunities new and old.

- Continue to link and assimilate with all the various community support networks in and around the neighborhood such as Turtle Island Neighborhood Centre, Lord Selkirk Park Resource Centre, North End Women's Centre, Mount Carmel Centre, North Point Douglas Seniors Coalition, Community Police Services, and the Aboriginal Health and Wellness Centre.
- Continued to connect with Winnipeg Feeds-Food bank who provides monthly food supplies to the tenants.
- Continue to connect and collaborate with more health and wellness programs at WRHA, Mental Health, and A & O Support Services for Older Adults.

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

- Track attendance at the Tenant Advisory Committee meetings
- Seek regular feedback from tenants
- Meet with tenants and implement Case

Winnipeg Housing and Rehabilitation Corp – Tenant Resource Program, 145 Powers St.

Name: James Heinrichs/Sue Crielaard
145 Powers St

Accomplishments:

- Bring the community together within the building. We have had many different activities within the building. Crock pot cooking class was a success with grant funding (Healthy Together Now and WRHA). We had a St. Patrick's Day social with cold cuts and music. A large Holiday dinner were had by the most of the tenants. We helped the community by offering units to individuals who were affected by fires in their buildings. Tenants reached out to the temporary tenants and supported them with laundry cards and community programs (like Harvest). Staff were regularly on site in common rooms for Tenant Advisory Committee (TAC) meetings and future planning. Many coffee times enjoyed by tenants. Bingo started again for residents too.

Priorities:

- The main goal for the next year is to get more updates for the common room. The room is very dark and non-inviting. We would like the common room to reflect the warm and inviting hearts of the tenants. Other goals are to include getting new members for Tenant Advisory Committee (TAC). This will be achieved by offering open houses and explaining what the TAC does. There is also a want for garden boxes. Grants will be applied for to support this desire.

KeKiNan Centre – Tenant Resource Program, 102 Robinson St

Name: Jeff Leighton/Andy Wood
100-102 Robinson Street

Accomplishments:

- Networking with Indigenous community organizations.
- Promoting KeKiNan with joint programming and support
- Increased sense of belonging and community among elders

Priorities:

- Increase a sense of safety

Winnipeg Housing and Rehabilitation Corp, Canadian Polish Manor – Tenant Resource Program, 300 Selkirk Ave

Name: James Heinrichs/Ewa Wadowska
300 Selkirk Avenue

Accomplishments:

- I have been continuing to build rapport with my clients. I have been attending workshops. I organized presentations, workshops, Income Tax Clinic, Flu Shot Clinic for tenants and organized day trips.

Priorities:

- To gain knowledge about programs that would benefit my clients. I will promote safety and respect for all tenants. Home visits to those who are not able to get out.

Indigenous Seniors Resource Centre Winnipeg – Senior Centre, 100 Robinson St

Name: Pat Munch
100 Robinson Street

Accomplishments:

- A major accomplishment was expanding our service to the community and Kekinan residents in the way of emergency food support, programming, and resources. We developed a program that saw youth from the community join the elders once a month for a meal and games. This program is a success based on the numbers that participants.
- Emergency food is an on-going service that is needed based on the number of seniors who receive food support monthly.

- We have a community garden planted at Kekinan Centre which the seniors planted and maintain. The courtyard that it is situated in is beautifully adorned with flowers, fruit bushes and a vegetable garden. The success of this is based on the pride and care the seniors have in maintaining the grounds. The seniors have shared that they gather there in the evenings and weekends to visit and make tea over the open fire pit. They share their stories and memories around the fire good and bad. It's all a part of healing. Indigenous Seniors Resource Centre (ISRC) has secured community space that allows for community seniors to attend programming weekly. The success of this weekly program is based on the numbers of seniors attending weekly and the positive feedback

Priorities:

- Indigenous Seniors Resource Centre continues to form strong partnerships from the community organizations, this allows for Indigenous Seniors Resource Centre to cost share the major indigenous events that happen throughout the year.
- Indigenous Seniors Resource Centre will continue to support and provide the necessary resources and tools to the Indigenous seniors throughout the city of Winnipeg. This creates a sense of belonging for the seniors as some struggle with loneliness and isolation.
- Indigenous Seniors Resource Centre will continue to provide emergency food support and community food resources to seniors requesting food support.
- Continue to support the Intergenerational connections with community youth and seniors of Indigenous Seniors Resource Centre.

Downtown

Manitoba Housing and Renewal Corp – Tenant Resource Program, 555 Ellice Ave

Name: Hillary Ramsey/Sergio Figuero-Tores
555 Ellice Avenue

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, seasonal celebrations, BBQ, Hymn Sing, Arts and Crafts, jeopardy games, paint etc....) run smoothly by providing support to tenant activity worker. The tenants look forward to attending programs with Sara Riel participants.
- Organized workshop on mental health and personal safety for tenants

Priorities:

- One of the major goals is increasing tenant's safety and security and enhancing Security presence onsite. We will measure tenant's feelings of safety and security from feedback from the tenants and their families.
- Another goal is having a pest free environment and this will be measured through reports from pest management department.
- Also, we will be organizing activities that promote mental and physical wellness – e.g. yoga, gardening, Bingo, mindfulness-based stress reduction etc. and this will be measure through the level of tenant participation and feedback.

Manitoba Housing and Renewal Corp. – Congregate Meal Program, 444 Kennedy St

Name: Josh Maxwell
444 Kennedy Street

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 444 Kennedy St

Name: Jason Simonson/Hilary Ramsey
444 Kennedy Street

Accomplishments:

- Summer BBQs food bingos and Holiday Dinners. More connection to supports in the community.

Priorities:

- Greater emphasis on tenant/community support and partnerships with collateral agencies. The number of participants attending groups and activities will be the measure of success.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 340 Princess St

**Name: Shawn Calder/Lenore Sylvester
340 Princess Street**

Accomplishments:

- The major accomplishment this past year was that the tenants took on active roles by building stronger relationships with each other. Due to the challenges that the tenants face within the building with transient people from the shelters entering the building and causing problems. The tenants started looking out for each other. They were more open to alerting Housing Communication Center of any major concerns when something goes wrong within the building. More and more tenants were seeking out active roles by getting involved and supporting each other. However, due active role they played some of the tenants became mentors and provided guidance, motivation, leadership, and emotional supports for one another.
- The major goals and achievement are to continue to support the tenants, listen, provide resources, partner with community members, and advocate for services to meet their basic needs within the community.

How did you measure your achievements?

- By documenting, recording, asking questions, and receiving feedback from the tenants on what works in the past and what is currently still working. This global hub had created a positive environment for them to grow and function within their community.

Priorities:

- Continue to work with tenants and provide on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, and various community stakeholders within the neighbourhood.
- Continue to offer programs, presentations, activities, referrals, and information when needed to tenants.
- Continue to offer healthy lifestyle training, support tenants with mental health, crisis interventions, and recovery services.

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

- Track attendance at the Tenant Advisory Committee (TAC) meetings.
- Seek regular feedback from tenants.
- Continue to implement Case Management Action Plans and set goals for successful tenancy.

Manitoba Housing and Renewal Corp. – Congregate Meal Program, 515 Elgin Ave

**Name: Josh Maxwell
515 Elgin Avenue**

Accomplishments:

- We have been able to continue to service our communities after COVID. We are still trying to bring residents back to the dining rooms to congregate.

Priorities:

- Trying to feed as many of our low-income clients as possible. Connecting with our tenant service coordinators to promote our program.

Manitoba Housing and Renewal Corp. – Tenant Resource Program, 515 Elgin Ave

**Name: Patrick Tshiovo/Wendy Petrockuk
515 Elgin Avenue**

Accomplishments:

- Accomplishments at 515 Elgin within the past year include developing and maintaining relationships with community stakeholders to ensure tenants are continuing to receive support services from the community. Developing and maintaining relationships with tenants of the building to ensure tenants can work with property services for a successful tenancy.
- Helping older individuals with the application process to ensure they are receiving an offer at 515 Elgin primarily for the meal program and close proximity to health care supports at 425 Elgin or Health Sciences centre.
- Providing information to tenants at 515 Elgin through the tenant advisory committee monthly meetings and posting advertisements on the building bulletin boards regarding activities and resources in the community.
- Assisting clients to complete taxes with the volunteer income tax program.
- A measure of success for accomplishments is demonstrated by having tenants participate in volunteer activities to organize community events including barbeques, pizza and chicken dinners.
- Community Wellness Initiative (CWI) attending the building to provide programming is well attended and tenants enjoy it.

Priorities:

- The priorities for the 2024 to 2025 year include encouraging successful tenancies for tenant at 515 Elgin by providing information about program policies to ensure tenants are fully aware of responsibilities and rights as a tenant.

- Develop and improve relationships with community stakeholders to ensure resources are available to tenant at the 515 Elgin property.
- Increasing supports attending the 515 Elgin property to decrease social isolation and increase community engagement.

Bethania Housing and Projects Inc, Arlington Haus – Tenant Resource Program and Congregate Meal Program, 880 Arlington St

**Name: Pam Taylor/Joanne Peraita
880 Arlington Street**

Tenant Resource Programs

Accomplishments:

Our organization’s major accomplishments for the past April 1, 2023-March 31, 2024, is to be able to address our tenant’s social, physical, mental, and spiritual needs by the following:

- Increased social activities to prevent self-isolation and depression by conducting fun activities amongst tenants like Birthday party once a month, Celebrations example, Remembrance Day (recognizing our veteran tenant), Christmas New Year’s Day, Valentine’s Day, St. Patrick’s Day, Coffee Party, etc.
- Decreased isolation and depression as we encouraged the tenants to participate in our Winter Wonderland Bus Tour: We have rented 2 buses for our tenants and brought them to Winter Wonderland to see the Christmas lights. Also, in Linden Woods and nearby neighborhoods to see Christmas lights and decorations last December. It was a great success, we had 2 buses full.
- Invited the kids from St. Edwards School, they had a mini concert for tenants and sang Christmas carols for them in December.
- Increased Intergenerational activities by inviting the kids from St. Edwards School to visit our tenants once a month and do fun activities together. We have teamed up with St. Edwards School and we have agreed that every year, their Grade 3 students will visit our tenants at the Arlington Haus every last Wednesday of the month and do fun activities together starting last December. Our tenants and the Grade 3 students have done Christmas ornaments and Christmas cards, Christmas party, Valentine’s Day card making, “I love to Read” month celebration were the kids read stories on each tenant, designing your shirt activity in March were the tenants together with kids designed their shirts by coloring, sticking stickers, etc.
- We have invited Cal Wookey, a professional entertainer that plays guitar and sing songs from the 50’s-70’s to entertain our tenants. They loved Cal and they even sang along in every song that he sang for them.
- We had a Bug Beware Presentation where the owners had a discussion with our tenants about how to prevent having bed bugs and how to stop spreading them.

- A&O came and presented their services to seniors and how they can help any intakes of any program that they have.
- A group of licensed financial advisers presented a Will and Estate Planning and Wealth transfer to our tenants. It also included Burial plans and Final income tax filling.
- The Winnipeg Fire Department conducted a “How to act in case of Emergency” presentation. They also reminded the tenants on fire hazardous materials and their proper disposal and storage to prevent having fire.
- We have invited a professional tax accountant for the Disability Tax credit presentation. They were so informative and offered free consultations to our tenants.
- Starting January, we now have a Bible Study once a month at 7 in the evening lead by Bill Cavey and his wife Nancy. It was a very intimate Bible Study and was very interactive.
- West End Resource Centre conducted a 4 session Computer Class called “Technology Skills for Older Adults”.
- The classes covered a range of topics, including Chromebook basics, Gmail usage, Google drive, social media navigation (Facebook and YouTube) and essential online safety practices. They bought laptops for the tenants to use during the computer sessions and the tenants loved it. It was very informative and hands on and it enabled them to cope with our modern technology.
- We had A&O’s Total Brain Health, a 4-session program where they had brain stimulating activities for tenants to help them to stay sharp. It was very interactive and fun.
- Invited Alzheimer’s Society to present Dementia Awareness presentation to our tenants. It was very informative. They have discussed from Types of Dementia, factors affecting a person having one and how to manage Dementia.
- A&O presented “Eat Well Live Well” and Canada’s Food guide for our tenants. Guided them on the recommended eating plan to help them to make healthy food choices. It was very informative and created self-awareness amongst our tenants since most of them still do their own cooking.
- The Winnipeg Police came and presented the “Personal Safety for Seniors”. It’s all about security and being safe. We got a good turnout on this one since most of our tenants would go out alone and do their errands.
- The officer discussed a lot of practical ways for our tenants to be safe in their suite or outside.
- Every first Friday of the month, we have Rev. Eric Zadiji from St. Edwards that presides the Catholic mass for our catholic tenants.
- Nursing students from Red River College had a one-on-one session with our tenants and had a presentation about keeping the heart healthy.
- In March, we had Dan Braun, a licensed tax accountant that assisted our tenants to file their income tax for 2023. We got a good number of sign-ups for this and had a smooth and fast filing for each tenant.

- Once a month, we have Travelogue, a travel video that features places, culture, and history of a certain country. We also served treats/snacks from a country that we feature. The tenants loved it, and they were very interested. They even suggested the countries they would like to feature in our next Travelogue.
- Dog therapy once a month is provided by Humane Society. The tenants loved it and they even bought teats for the dogs every time we had. It was a hit every time since most of the tenants love dogs.
- The Winnipeg Public Dietitian office volunteer presented “Eat Well Live Well” and Sugar activity to the tenants. They showed our tenants the New Canada Food Guide and how many sugars does beverages have.
- It was very interactive and informative. The tenants had fun while learning so much.
- A volunteer from Winnipeg Dietitian Office did a Food Demonstration to our tenants. For Arlington, they made a Broccoli salad and in Autumn House they did Lentil Taco for the tenants to copy and made one for themselves. It was a great food demo as it was a quick and easy but healthy meal.
- Continued to serve good and healthy meals to our tenants through ArlingtonHaus Meal Program.
- Measure of Success:
- We got to have a very good number of participants in every activity that we had in both houses. Tenants are more socially active, and they appreciate the educational presentations/in-person classes that were presented and done to help them with their daily lives.

Based on SSS monthly reporting from over 12 months:

ArlingtonHaus

Total number of Programs conducted: 311

Total number of times tenants participated: 3,906

Total of individual contacts and Services provided: 728

Grant:

- Building Intergenerational Connections-2023 grant awarded by Manitoba Association of Senior Communities for ArlingtonHaus were used for activities done by the tenants together with Grade 3 students from St Edwards School. Some of which are Christmas ornaments/cards making, Valentines cards making, “I love to read” month where the students read stories to the tenants, etc. Proper reporting was submitted before the deadline. We had a huge number of participants and all of them gave positive feedback. They had fun and enjoyed the activities they had with the kids. We plan to apply for the same grant for this year.

Priorities:

Our priorities for April 1, 2024-March 31, 2025, is to increase more engagements amongst tenants by conducting enticing social activities and presentations that would help them in their daily lives. We plan to have the following activities/presentations in the coming months:

- Bus Tour/Field trips- We plan to have a picnic in the nearby parks in Spring and have another Bus tour to see the lights at the Winter Wonderland again in Winter.
- Frauds and Scams Presentation by the Winnipeg Police in April. We already have a confirmed date for the presentation in April.
- Spring Cleaning on April- We have booked a pick-up date to Diabetes Canada for our tenants preloved things that they would like to donate. It aims to help them in organizing their belongings and avoid hoarding.
- Northway Pharmacy will have a presentation about the importance of taking the medicines on time. They will also have a Blood Pressure Clinic for free for all the tenants.
- Inviting professional Entertainers to sing for our tenants once in a while.
- Fall Prevention presentation in April as well. This will be helpful to our tenants that have walkers and wheelchair with them.
- First Aid Presentation/Demonstration- We would like to have a presentation/demonstration on the basic first aid for our tenants to learn. We will try again to seek a resource person/organization that do this for free.
- Barbeque - We plan to have barbeques in Spring and Summer outdoor so tenants would enjoy good food and have fun being outside with their co-tenants.
- Inviting the Winnipeg Harvest to do presentations about gardening.
- Partnering with Red River College nursing students to do a one-on-one session with the tenants.
- This year, we were awarded the Healthy Together Now Grant from healthy Together Now Downtown for “Embrace your Health” program of our TRC. It aims to promote healthy eating practices and brain stimulating fun activities for our tenants. This program is subdivided into specific activities that will encourage tenants to be mindful about what they eat and take into their body as it influences their mental health. At the end of the program, it aims to enhance the tenant’s cognitive confidence, have better eating habits and lift their social activeness.
- Continue in partnering with organizations/resource personnel for future activities/presentations that we think our tenants would be needing.

Mennonite Seniors Housing Inc. – Tenant Resource Program, 790 Wellington Ave.

Name: Joanne Schmidt/Melanie Camara
790 Wellington Ave

Tenant Resource Program

Accomplishments:

- Transition of 790 Wellington – Autumn House to Mennonite Seniors Housing Network

Priorities:

- To recruit tenant resource staffing for Autumn House as needed.
- To transition and build on the tenant resource support recently provided by Bethania Group

Lions Manor and Lions View – Tenant Resource Program, 320 Sherbrook St and 311 Furby St

Name: Steve Locke
320 Sherbrook Street and 311 Furby Street

Accomplishments:

- Was awarded \$30000 in funding from Winnipeg Foundation to implement a Programming Coordinator position beginning January 2023. This led to an increase in recreation activities in the facility and much needed social engagement.
- Assisted with completing referrals to on-site Life Smart health clinic.
- Established monthly Clients in Common meetings with WRHA program members to better collaborate on supporting residents.
- Utilized community resources such as Rent Relief Fund to secure tenancies for struggling residents.
- Partnered with Life Smart Health for on-site COVID booster and foot care clinics.
- Partnered with Canada Revenue Agency in hosting on-site tax clinics.
- Assisted residents with applying for \$500 Canada Housing Benefit.
- Supported residents in applying and transitioning to long term care and addictions treatment facilities.
- Accomplishments were measured in the amount of residents engaged through the Tenant Resource program, the community resources utilized to meet resident needs, and the number of program participants and individual feedback on their experiences.

Priorities:

- To continue to build relationships with WRHA service program members via Clients in Common meetings.

- To further develop social activities through the Programming Coordinator position such as summer BBQ's and outings, movie and sports event nights, etc.
- To collaborate with staff and community agencies such as West End BIZ on fostering a safer, secure space for our residents in the downtown neighbourhood.
- To connect more residents to our Rent Supplement program (in partnership with Manitoba Housing).

West End Active Living Centre - Senior Serving Organization, 1315 Strathcona St

Name: Orlando Buduhan
1315 Strathcona Street

Accomplishments:

- Since the beginning of the emergency lockdown from March 2020 to March 2023 when COVID-19 protocol was relaxed and allowed community centres to open with caution, we lost many valuable volunteers and members.
- One of our major accomplishments this past year was being able to recruit enough volunteers to run our programs and increase our membership steadily to almost pre-pandemic membership and growing. We were also able to re-organize most of our program and added the popular Tai-Chi program with good attendance in all our programs. With funding re-instated by WRHA starting April 2023, to be used to pay salaries of contract staff, we were able to reduce service fees to an affordable amount and allow indigents free memberships and admission to all our programs to give no reason for social, psychological and physical isolation.

Priorities:

- Our organization's priority for April 2024 to March 2025 is to; encourage our volunteers to recognize the value of their service and continue their serving with pride to encourage more volunteers. Maintain unity in all our groups and members to serve in all our programs with enthusiasm and make our services available to everyone specially to reach out to all older adults in isolation to look at West End Active Living Centre as the hub at the end of a Golden Rainbow bridge for a Joyful, healthy older adults enjoying their few golden years together, keeping healthy and with dignity.

West Downtown/Broadway – Senior Resource Finder, Satellite Office

Accomplishments: N/A

Priorities: N/A

East Downtown – Senior Resource Finder, 640 Main St

Name: Amanda Macrae/Monica Phaneuf

640 Main Street

Accomplishments:

- Continued partnership with Home Care to get cleaning supplies to clients in the community.
- Continue to fill requests for cellphones for low-income older adults through The Technology Navigator Committee.
- Continue to partner with and look for partnerships with organizations in the community to offer programs, outings, and activities to older adults.
- This past year we partnered with The Leaf to offer tours to older adults in the downtown community.
- Offered a Crock Pot Cooking Class to a Manitoba Housing Building.
- Offered an outing to the Winnipeg Chamber Orchestra Concert.
- Started a Google Group for service providers to share information, programs, and resources for older adults in the community.
- Provided E.R.I.K. presentations to 55+ Buildings and organizations in the Downtown Area.
- Continued to get information to older adults through pop-up offices, The Pro's Knows Events, Active Aging Day, service provider, community members, calls, and emails.

Ongoing Committee Work:

- Transportation Options Network for Seniors (TONS) Board
- E.R.I.K. Committee
- Technology Navigator Committee

Priorities:

- Currently in the beginning stages of discussing starting a Volunteer Driving Program in the Downtown and Point Douglas community areas. The goal is to start a Pilot Project.
- Participated in a Memory and Aging Course through the Wellness Institute. Will be offering a course in May 2024, to older adults living in the community.
- Develop and distribute a newsletter to distribute to older adults in the Downtown community.

- Continue to be up to date on what resources, services, and programs are available in the community by attending network meetings, information sessions, Webinars, community events, courses, and by having regular contact with community organizations and service providers.
- Continue to offer pop-up offices, programs (coffee chats, paint classes, Bingo, outings), presentations, 55+ buildings, community organizations and service providers.

Regional/Provincial

Indigenous Seniors Resource Centre Winnipeg – Senior Centre, 100 Robinson St

Name: Pat Munch

100 Robinson Street

Accomplishments:

- A major accomplishment was expanding our service to the community and Kekan residents in the way of emergency food support, programming, and resources. We developed a program that saw youth from the community join the elders once a month for a meal and games. This program is a success based on the numbers that participants.
- Emergency food is an on-going service that is needed based on the number of seniors who receive food support monthly.
- We have a community garden planted at Kekan Centre which the seniors planted and maintain. The courtyard that it is situated in is beautifully adorned with flowers, fruit bushes and a vegetable garden. The success of this is based on the pride and care the seniors have in maintaining the grounds. The seniors have shared that they gather there in the evenings and weekends to visit and make tea over the open fire pit. They share their stories and memories around the fire good and bad. It's all a part of healing. ISRC has secured community space that allows for community seniors to attend programming weekly. The success of this weekly program is based on the numbers of seniors attending weekly and the positive feedback.

Priorities:

- Indigenous Seniors Resource Centre Winnipeg continues to form strong partnerships from the community organizations, this allows for the centre's cost share the major indigenous events that happen throughout the year.
- Indigenous Seniors Resource Centre Winnipeg will continue to support and provide the necessary resources and tools to the Indigenous seniors throughout the city of Winnipeg. This may create a sense of belonging for the seniors as some struggle with loneliness and isolation.
- Indigenous Seniors Resource Centre Winnipeg will continue to provide emergency food support and community food resources to seniors requesting food support.
- Continue to support the Intergenerational connections with community youth and seniors of Indigenous Seniors Resource Centre Winnipeg.

Canadian National Institute for the Blind (CNIB) – Specialized Services, 1080 Portage Ave

Name: Kyle Mason
1080 Portage Avenue

Accomplishments:

- For the fiscal year ending March 31, 2024, CNIB provided a total of 4,043 hours of service in peer support and leisure to 190 different groups. On average, CNIB provided service to 173 participants per month and 16 different group/sessions per month.
- For people who have lost their sight, connecting with others who have experienced the same thing can make a world of difference toward rebuilding confidence, independence and a sense of hope. Research indicates that peer support reduces the incidence of depression and isolation associated with sight loss while helping people gain self-confidence and improve the quality of their lives.
- The goal of the programming is participants and peer volunteers have a positive outlook on themselves and the self-confidence to engage in their communities. Participants experience self-acceptance of their sight loss so that it is not perceived as a barrier to fulfilling life; become engaged in social and recreational activities based on interests; form supportive relationships with peers with sight loss and significant others; experience reductions in social isolation.
- Through our peer support programs, CNIB:
 - Makes sure every individual who is experiencing sight loss has somewhere to turn for support and information.
 - Give people confidence and practical skills so they can get back to enjoying life.
 - Build a vibrant community of individuals with sight loss, where no one feels isolated or alone.
 - Provide a positive, inclusive and safe support network of people who have lived experience of sight loss where they can share practical and emotional support strategies.
 - Increase the sense of knowledge, skills and hope while motivating participants to make healthy and empowering choices for themselves.
- CNIB's programs give people with sight loss a sense of connection, belonging and hope for the future - where and when they need it most. Depending on their specific needs and interests, individuals who are blind or partially sighted can choose from several different peer support programs to help them build connections with others, get the practical and emotional support they need, and find the courage and inspiration to move forward and pursue their goals.

The following programs continue to be well attended and popular with the senior demographic:

- Virtual Vision Mate - Virtual Vision Mates are volunteers who connect with people who are blind or partially sighted to engage in friendly conversation and offer support.

- Adjusting to Vision Loss - This six-week program provides individuals with an inclusive support network, the opportunity to share practical support strategies, and to help to face the future with confidence, independence, happiness, and hope changing what it means to be blind. The purpose of the program is to provide adults who are blind or partially sighted with support during their adjustment to vision loss; improve their knowledge about eye condition, living with vision loss, and CNIB and community supports and services; develop their confidence and independence skills; and provide opportunities for social participation and peer relatedness.
- Saskatchewan and Manitoba Indigenous Peer Support Group - This program is designed for blind or partially blind indigenous individuals who are wanting to connect with others who are experiencing similar circumstances in a safe and comfortable setting. Participants will have the opportunity to help choose a variety of 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.
- Friday Morning Coffee Group - The in-person Friday Coffee Group is back! Rekindle old friendships while making new ones, meet new people and have enjoyable conversations. This group offers a safe, positive social network for those that are blind or partially sighted.
- On A Prairie Wind - Each 60-minute weekly episode will explore a new theme: making references to novels, poetry, articles, song lyrics, quotations, recipes, and more. From clotheslines to libraries, musical instruments, art, and the intriguing landmarks of Winnipeg and Manitoba - come along on this journey of curiosities!
- Book Club - Whether you enjoy the classics, bestsellers, biographies, or fiction, share your passion with other blind and partially sighted readers. A new book is chosen each month, and each participant will be registered for library services.
- Bible Study - Make new friends, or deepen existing friendships, find support from your peers, and develop more theological insight and biblical understanding.
- Biblical Peer Support Group - A time for sharing, communion, prayer, and praise. Make new friends, deepen existing friendships, find support from your peers. This program is a peer support group and is an extension of the Bible Study for summer.
- Virtual Coffee Group - Make new connections and find friendship and great conversation. The focus is on a positive, inclusive, and safe support network of people who have experienced sight loss. Everyone is welcome.
- Recreation Programs - While the intention is to keep someone safe, assumptions about sight loss often compel people to discourage children, youth and adults who are blind or partially sighted from participating in sports and recreation. As a result, these community members experience social isolation and clinical depression. They miss out on the social, emotional, and physical benefits of sports and recreation.

- It's well documented that participation in sports and recreation provides many benefits such as building self-esteem, confidence and social skills as well as improving overall health and sense of belonging. Yet, there is a significant lack of community programs for people who are blind or partially sighted. The CNIB Foundation is committed to accessibility and inclusion, where people can live, work and play without barriers.
- Participant from "On a Prairie Wind" – "On a prairie wind is my favorite of the many virtual CNIB programs I have taken since the pandemic started. It is always excellent, and I hope it can continue forever! This is a great time that provides focused topics and lots of room for discussion. On a Prairie Wind is a lovely basis of music and poetry which has cultivated a supportive and caring community."
- CNIB officially launched our Strategic Plan on October 12th Nationally and locally Manitoba held an Open House November 27th in Winnipeg at the CNIB office.
- CNIB ran our first **Transit campaign** to support the commitment, Safe and Accessible Journeys, in our Strategic Plan. The "Get on Board Campaign" ran from October 2 – 13 and had three components: transit ride-a longs; secret riders and a transit townhall. Multiple participants took part in doing ride a-longs with dignitaries from Winnipeg Transit. Four City Councilors and the Deputy Mayor Janice Lukes took part in the Get on Board Campaign. Twenty people including staff attended the transit townhall, with representation from City Council, Winnipeg Transit, Vision Loss Rehabilitation Canada, the Senior Leadership Council, and members of the sight loss community. In January, the MB government circulated a press release stating their commitment to make transit more accessible.
- The **SnoWay** campaign launched in January and will continue until March 31, 2024. As part of CNIB's commitment to Safe and Accessible Journeys under our Strategic Plan "The Way Forward" CNIB launched an advocacy campaign to educate municipalities and the general public about the environmental barriers snow and ice-covered sidewalks create and remind them of their responsibility to clear snow and ice from paths of travel.
- The **Attitude is Everything** commitment campaign launched February 5, 2024. CNIB Staff as well as participants will be headed out into the community to take part in this campaign to help dispel stigmas about what is to be blind. The "Attitude is Everything" campaign took place during "White Cane Week" Feb 5-12.

How did you measure your successful achievements?

- We continue to monitor the success of our programs with rapid fire surveys, outcome surveys and most prominently phone surveys and check-ins where participants provide us with personal testimonials indicating the positive impact the program(s) has/have on their lives.

Priorities:

- Peer Support Programs to ensure individuals with vision loss have ongoing opportunities to connect through regular peer support groups.

- Virtual Vision Mate Program matching individuals living with vision loss with volunteers to engage in friendly conversation and offer support. CNIB is reintroducing the Classic Vision Mate Program in this summer for in-person connections with seniors experiencing sight loss.
- Over the next few years, we are working to achieve wide-spread opportunities and inclusion for sports and recreation. Everyone, regardless of sight loss, will be able to enjoy sports and recreation, and all the benefits that come with healthy, active lifestyles.
- Programs and Activities Include:
 - Walking Group - The Walking Group Program provides a chance for individuals who are blind or partially sighted to exercise and practice their mobility and travel skills.
 - Trishaw - This amazing bike is available to all participants who wish to experience the sensations of cycling again; or for the very first time! The Trishaw features a spacious and comfortable carriage that can accommodate two passengers. Trishaw pilots are trained to ensure optimal safety for maximum fun!
 - Summer and Fall Outings will continue to occur throughout June to September and consist of four to five outings within the City and outskirts of the province. Examples of outings include:
 - Gimli - landmark Gimli Outing.
 - Winnipeg Folk Festival
 - Rainbow Stage Performances
 - Breakfast Club - The group meets in a variety of restaurants one day every month. This group is well attended. Participants benefit from gaining a comfort level by going to different locations within the City.
 - CNIB will continue to monitor the success of its programming through its surveys. We will continue to adapt to meet the needs of our participants and advocate on their behalf.

Manitoba Association of Senior Communities (MASC) – Specialized Services, PO Box 54607

**Name: Connie Newman
PO Box 54607**

Accomplishments:

- Networking with member centres
- On line monthly meetings with member centres
- Increase in attendance in monthly meetings

Priorities: N/A

A & O Support Services for Older Adults (A&O) – Specialized Services, 207 Donald St

**Name: Amanda Macrae
200 - 207 Donald Street**

Accomplishments:

- 311 Food Security Line - assisted with the delivery of over 3,149 food hampers.
- SCWW: provided 420 classes, with a total of 9,390 total participants.
- Continue to provide weekly (two/week) check in groups for Connect wait list clients. This group is facilitated by agency volunteers. 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 988 gifts to older adults in the community.
- Worked on a proposed revision to The Caregiving with Confidence program (now called Caregiving Support Program) in order to better reflect the needs of caregiver's in the community. In addition, over 25 support groups were delivered to caregivers who are providing support to their loved ones.
- A & O provides educational presentations to community groups seeking information on various aspects of aging. 885 individuals were reached through 40 presentations, and 13 booths in 2024-25.
- This past year, the Connect program received over 117 new referrals/intake calls and worked with an average of 95 past clients each month.
- In the past year, the This Full House program received 102 new referrals, worked with an and provided over 647 service hours. The program delivered two (2) Buried in Treasures support groups. Buried in Treasures is a 15-session group that provides education, support, and strategies for older people 55+ struggling with clutter in their homes.
- The agency continues to join various committees which are important in building connections and partnerships needed to work in several program areas.
- Shelter Programs Meet and Greet – This is a group, primarily comprised of not- for-profit organizations across Canada providing similar shelter services to A & O's Safe Suite program. A need was seen to meet with agencies providing specific services to client's 55+, as the needs can often be very different from those under 55.
- This group is planning a joint webinar to highlight these programs across the Country, best practices and learnings in May 2024.
- A & O has partnered with 211 Manitoba to launch the 211 System Navigation program. This program is the first of its kind in Winnipeg and offers unique opportunity for older adults (55+) to call 211 Manitoba in partnership with A & O to connect to needed information and access available supports, services and programs. This line was launched in January 2024.

Priorities:

- 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.
- Continue to work with clients and community members to ensure the A & O programs are meeting the needs of the community. (ex: feedback into one on one work and support groups and how clients would best be able to attend – virtual or in person).
- With a recent growth in new staff, continue to support staff and ensure staff have what is required to provide best services A & O can to A & O clients.

Creative Retirement Manitoba (CRM) – Senior Centre/Specialized Services, Satellite Offices, PO Boz 10022

**Name: D'Arcy Mansell
Satellite offices, PO Box 10022**

Accomplishments:

Spark Curiosity, Empower Lives: Creative Retirement in Action

- This year, Creative Retirement continued to be a vibrant hub for older adults seeking to ignite their curiosity and explore new possibilities. Our diverse program offerings cater to a wide range of interests, fostering intellectual growth, artistic expression, and tech-savvy independence.

Highlights from the year:

- **Engaging Minds:** From lively discussions on current events to in-depth explorations of history and literature, our workshops provided a stimulating environment for lifelong learners.
- **Tech Savvy Adults:** We empowered older adults to embrace technology through hands-on courses in computers, digital tools, and even video editing.
- **Unleashing Creativity:** Art enthusiasts thrived in our photography, painting, writing, and video filming workshops, finding a space for self-expression and artistic exploration.

The Power of Collaboration:

- Creative Retirement recognizes the strength in partnerships. By collaborating with community organizations like the Robert A. Steen Community Centre, Champlain Community Centre, The Wellness Institute, Crescentwood Community Centre, and the Manitoba Conservatory of Music and Arts, we continue to expand our program offerings and deliver the highest quality content. We even reached beyond our borders to expand our online program offerings by inviting lecturers from as far afield as the United Kingdom, Argentina, The United States and other Canadian Provinces.

This approach allows us to:

- **Tap into a wider range of expertise:** Our partners bring valuable knowledge and resources to the table, enriching our program content.
- **Offer a broader program selection:** With combined resources, we can provide a diverse range of educational opportunities for all interests.
- **Ensure top-notch program quality:** Partnering with established organizations guarantees participants access to exceptional instructors and learning experiences.
- **Measuring our Impact: Keeping Our Programs Dynamic**
- **Creative Retirement thrives on continuous improvement.** We leverage a two-pronged approach to ensure our programs stay relevant and impactful for our members.
- **Member Feedback:** We actively solicit feedback through surveys and program evaluations, gaining valuable insights into participants' experiences. This allows us to tailor our programs to better meet their evolving needs and interests. This year we began sending program evaluations to each member after they participate in a class, we intend to continue with this very informative practice.
- **Data-Driven Decisions:** We analyze program participation statistics to understand the popularity of specific topics and the overall reach of our initiatives. This data helps us refine our offerings and prioritize programs that resonate most with our community.

Through this combined approach, we guarantee our programs remain:

- **Relevant:** Addressing the current interests and needs of our members.
- **Impactful:** Delivering programs that make a positive difference in participants' lives.
- **Enriching:** Continuously fostering lifelong learning and engagement.

Priorities:

Looking Ahead:

- Creative Retirement is committed to remaining a dynamic force in the community. We are constantly seeking new ways to expand our offerings and empower older adults to live life to the fullest.
- **Sharpen Your Mind, Deepen Your Knowledge: Creative Retirement Embraces Higher Learning.**
- Recognizing the importance of lifelong cognitive challenge, Creative Retirement is expanding its focus on higher-level learning opportunities, complementing our popular fitness and social programs. This unique focus caters to members seeking to explore intellectual pursuits and enhance their cognitive health as they age. The many new national and international contacts which we have been fostering over the past year will be of great assistance in expanding the academic offerings at Creative Retirement.
- Also, we have placed a focus on finding as many volunteer presenters as possible in an effort to keep our costs down and thus, our membership fees affordable.

- **Ensuring Affordability:** In recognition of the rising cost of living, we're making Creative Retirement even more affordable! This fall we will lower our annual membership fee to \$45, and as always, most programs remain free for members. This exceptional value will allow older adults in our community to continue enriching their lives through learning and connection.
- **Growing Our Community:** To spread the word about our fantastic programs and growing community, we're implementing a targeted social media advertising campaign. This cost-effective approach allows us to reach older adults in Manitoba who share a passion for lifelong learning. By leveraging social media's precision targeting, we hope to welcome new members interested in exploring their interests, expanding their knowledge, and connecting with like-minded individuals.
- **Empowering Our Members:** Expanding the Volunteer Base: To further enrich our offerings and empower our members, we're actively seeking passionate older adults to join our volunteer base. This exciting opportunity allows individuals to share their knowledge and expertise as club leaders, presenters, and program hosts, fostering a vibrant learning community and fostering a deeper sense of connection.

Rainbow Resource Centre (RRC) – Senior Centre and Specialized Services, 545 Broadway

Name: Noreen Mian/Elizabeth McMechan
545 Broadway

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

Accomplishments:

- In May 2023, we moved to our new location at 545 Broadway, and have put an emphasis on harm reduction, increasing accessibility in our programming, and building connections/a sense of belonging with one another.
- Rainbow Resource Centre "Over the Rainbow" has hosted many intergenerational events throughout the year (at least once per month) in collaboration with the Youth Program. These events offer space for older adults and youth in the 2SLGBTQ+ community to gather and bridge generational gaps and share stories and experiences.
- In addition to this, we have been carving out intentional space in the Older Adult Program for participants to share deeply personal stories of surviving and thriving as 2SLGBTQ+ elders, especially through the tumultuous era of the 1980s and 1990s as HIV/AIDS devastated our communities. The Over the Rainbow program continues to provide a safe landing space for queer older adults in any stage of their journey with aging or queerness.
- The impact of Over the Rainbow cannot be solely captured by numbers and quantifiable data, but the numbers also speak for themselves. Throughout this year, OTR has hosted 170 events with 1700 attendees, and over 175 unique participants. This number has grown since the last report, and the attendance, particularly for in-person programming, continues to rise month to month.

Priorities:

Our organization's strategic plan for 2022-2025 identified 3 strategic priorities:

- Rainbow will improve organizational health to support staff well-being and ensure the operational capacity to deliver services.
- Rainbow will address equity, diversity, inclusion and accessibility across the organization.
- Rainbow will raise organizational profile and presence.
- A large priority for the 2024-2025 year is to create a robust evaluation plan for our program. This will allow us to effectively review current programming to ensure access and intersectionality are embedded, and help address our three goals as an organization:
 - to provide services and resources that respond to identified need.
 - create space for communities to meet, organize and support people.
 - advocate with and on behalf of the 2SLGBTQ+ community.
- We will also continue to build partnerships that will benefit our participants. We have gone through the process with programming staff to identify current and desired future partnerships with organizations that work with equity seeking communities.
- In 2024 we hired a Training and Education Coordinator for Seniors and Healthcare to advocate with and on behalf of the 2SLGBTQ+ community through designing and providing high quality workshops in long-term care, senior-serving organizations and other health care settings. This will help queer and trans older adults "age in place" rather than having to go back into their closet due to affirming environments.

Meals on Wheels of Winnipeg (MOW) – Specialized Services, 174 Hargrave St

Name: Marla Somersall
174 Hargrave Street

Accomplishments:

- There has been an increase in volunteer participation and retention has improved.
- We are using new software for communication and route planning.
- We moved to new software to better track service delivery and provide better service to clients. Previous software was no longer supported so the transient.

How did you measure your achievements?

- Consistency in the delivery of meals and ease of communication with volunteers.
- Monitoring of errors/problems through software and with partners.
- Coverage of routes by volunteers and number of routes delivered by staff.

Priorities:

Completion of the 2024-2028 strategic plan including these areas:

- Ensure current services are maintained and assess the need/capacity for service expansion/improvement.
- Review delivery procedures and food safe practices and update volunteer training.
- Strengthen public profile for volunteer recruitment and client awareness.
- The strategic planning process which will encompass the specific goals above will be assessed through request for service/ability to respond to the need through client application data, wait lists and service coverage city wide.
- Program/data analysis related to social determinants of health and provincial and city priorities as well as partner and community feedback and outreach will be key tools for assessment as well.
- Strengthening the public profile will be assessed through social media response, connection to community events and promotional/volunteer presence.

Conseil des francophones 55+ de Winnipeg – Senior Resource Finder and Specialized Services, 400 rue Des Meurons

Nom : Nadège Tuo
400 rue Des Meurons

Senior Resource Coordinator – Serves the Francophone speaking population of Winnipeg

Réalisations :

- En collaboration avec la FAFM, le Conseil des francophones 55+ a offert une variété d'activités en matière de vie saine, de santé physique, de santé mentale, et du mieux-être en général.
- Il faut noter aussi la reprise de sa foire mieux-être Grouille ou Rouille après un hiatus de deux ans. Cet événement tant attendu a connu un succès, malgré quelques ajustements, notamment celui du lieu de l'activité (avait habituellement lieu à l'Université de Saint-Boniface; il a eu lieu cette fois au Centre communautaire Dakota).
- En chiffres:
 - Environ 2 120 participations aux activités du Conseil 55+
 - Plus de 190 sessions d'activités physiques et d'informations
 - Plus de 2 000 contacts personnalisés, via emails, téléphone et en personne
 - Plus de 200 trousseaux T.I.S.U. distribués
 - Participation à *Manitoba Games 2023*
 - Plus de 25 classes virtuelles de yoga (gratuites)
 - Grouille ou Rouille 2023 (170 participants – 18 activités – 20+ animateurs – 20+ bénévoles)

- Ci-dessous est un tableau récapitulatif de la répartition homme/femme des personnes ayant rempli le sondage pour l'activité Grouille ou Rouille:

	50 à 59 ans	60 à 69 ans	70 à 79 ans	80 à 89 ans	90 ans et plus	Pas de réponse	Total
Hommes	1	1	8	2		2	14
Femme	1	21	37	8		4	71
S/O		1	1			3	5
Total	2	23	46	10		3	90

- Communications aux membres:

- **Infolettre:** En plus des courriels périodiques, la diffusion électronique mensuelle de l'infolettre, est un des moyens privilégiés pour transmettre l'information à nos membres. Il est intéressant de voir que plus de 80 % des personnes inscrites à nos envois ouvrent les documents.
- **Réseaux sociaux:** 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. La FAFM utilise également X (anciennement Twitter) pour la promotion de ses activités.
- **Sondage:** À l'automne, la FAFM a lancé un sondage dans le but de connaître les intérêts et les besoins des personnes âgées du Manitoba. La Fédération est très encouragée par les 105 réponses obtenues. L'analyse du sondage sera faite en début du mois d'avril et les résultats seront présentés à l'assemblée des membres en 2024. Le rapport sera par la suite publié sur le site Web de la FAFM.

- Le personnel du Conseil des francophones 55+:

- A participé aux réunions des Chercheurs de ressources pour personnes âgées.
- A siégé au comité et a participé aux rencontres du dossier T.I.S.U.
 - Chaque chercheur de ressources a reçu plus de 1 000 trousseaux qui peuvent être distribués aux personnes qui en font la demande.
- A participé aux sessions de formation de l'ORSW et a obtenu un certificat de participation à la session du 11 mars 2023 intitulée *How to communicate to Avoid Ageism*.
- A continué sa collaboration auprès de ses partenaires communautaires, tels, entre autres, le Centre de santé Saint-Boniface, Pluri-elles, le Club Éclipse, le Centre communautaire Winakwa, l'Accueil Colombien, Place Des Meurons, La Fédération des parents de la francophonie manitobaine, l'Université de Saint-Boniface, le Centre communautaire Dakota, et l'Union Nationale Française entre autres.

Accomplishments (English Translation):

- Working with the FAFM, the Conseil des francophones 55+ (Conseil 55+) offered a variety of activities on healthy living, physical and mental health and general wellness.

- The *Grouille ou Rouille* wellness fair also resumed after a two-year hiatus. This long-awaited event was a success, despite a few changes, notably to the venue (the Dakota Community Centre instead of Université de Saint-Boniface, which had been the usual location).
- A few statistics:
 - Approximately 2,120 participants in Conseil 55+ activities
 - Over 190 physical activity and information sessions
 - Over 2,000 instances of personal contact, via email, telephone and in person
 - Over 200 E.R.I.K.s (Emergency Response Information Kits) distributed
 - Participation in the 2023 *55+ Games*
 - More than 25 virtual yoga classes (free)
 - *Grouille ou Rouille* 2023 (170 participants, 18 activities, 20+ facilitators, 20+ volunteers)

- Breakdown of *Grouille ou Rouille* survey respondents by age and gender:

	50–59 years	60–69 years		70–79 years	80–89 years	90+	No response
Male	1	1	8	2		2	14
Female	1	21	37	8		4	71
N/A		1	1			3	5
Total	2	23	46	10		3	90

- Communication with members:

- **Newsletter:** In addition to periodic e-mails, the monthly electronic newsletter is one of the best ways to share information with our members. It is interesting to note that over 80% of subscribers to our email distribution list open the attachments.
- **Social networks:** The FAFM Facebook page and website continue to play an important role in promoting FAFM activities. The FAFM also uses X (formerly Twitter) to promote its activities.
- **Survey:** The FAFM launched a survey in the fall to investigate the interests and needs of elderly people in Manitoba. The Federation was very encouraged by the 105 responses received. The survey will be analyzed in early April, and the results will be presented at the AGM in 2024. A report will then be posted to the FAFM website.
- Conseil 55+ staff:
 - Participated in Seniors Resource Finders meetings.
 - Sat on the committee and attended E.R.I.K. meetings (each resource finder received over 1,000 kits for distribution to those who request them).

- Attended WRHA training sessions and received a certificate of attendance for the March 11, 2023 session entitled *How to Communicate to Avoid Ageism*.
- Continued to work with community partners, such as the Centre de santé Saint-Boniface, Pluri-elles, Club Éclipse, the Winakwa Community Centre, Accueil Colombien, Place Des Meurons and La Fédération des parents de la francophonie manitobaine, Université de Saint-Boniface, the Dakota Community Centre, and Union Nationale Française, etc.

Priorités :

- Au cours de la période du 1er avril 2024 au 31 mars 2025, le Conseil 55+ continuera de motiver davantage les personnes âgées francophones à faire des activités physiques et à suivre des ateliers d'informations pour maintenir un mode de vie sain, et d'organiser des rencontres afin de contrer l'isolement social auquel certaines personnes âgées font face.
- Présenter sa journée mieux-être « Grouille ou Rouille » (mai).
- 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.: club de marche, rencontres de discussions, ateliers de respirations thérapeutiques, sessions d'information traitant de sujets variés, telles l'alimentation des aînés, l'importance du sommeil, etc).
- Continuer à référer les personnes âgées vers les services ou organismes adéquats afin de répondre à leurs demandes.
- 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+ continuera les partenariats établis avec les résidences telles Place Des Meurons, Accueil Colombien, Villa Aulneau, etc.
- Le Conseil 55+ prévoit un partenariat avec Homecare Solutions for Everyone, qui a appuyé sa foire mieux-être Grouille ou Rouille 2024.
- Continuer l'offre de sessions d'information et la distribution de la Trousse d'information sur les situations d'urgence (T.I.S.U). Des sessions de présentation sont programmées.
- Le Conseil 55+ continuera de siéger sur divers comités de travail, tels, entre autres, T.I.S.U.
- 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:
 - des occasions de partenariat pour le programme « Vieillir chez soi » de la FAFM;
 - la mise en œuvre d'activités intergénérationnelles pour contrer l'isolement social et favoriser le partage de connaissances et d'expériences.

- 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 sondages via JotForm et/ou à l'oral seront effectués à la fin de chaque série d'activités, pour évaluer le niveau de satisfaction des participant.e.s. et recueillir leur suggestions pour l'adaptation de nos services.

Priorities (English Translation):

- From April 1, 2024 to March 31, 2025, the Conseil 55+ will:
- continue to encourage French-speaking seniors to take part in physical activities and information workshops to maintain a healthy lifestyle, and to organize meetings to reduce the social isolation that some seniors face;
- present the *Grouille ou Rouille* wellness day (May);
- ensure the smooth running of the Conseil 55+ and implement activities while striving to develop a variety of activities in various disciplines: physical, social, cultural, artistic, etc. (e.g., walking club, discussion meetings, breathing workshops, information sessions on a variety of topics, such as nutrition for seniors, the importance of sleep, etc.);
- continue to refer seniors to the appropriate services and organizations to meet their needs;
- continue to research, survey and evaluate available French-language resources to better respond to the needs and enquiries of French-speaking seniors;
- continue the partnerships established with residences such as Place Des Meurons, Accueil Colombien, Villa Aulneau and others;
- work with *Homecare Solutions for Everyone*, which supported the 2024 *Grouille ou Rouille* wellness fair;
- continue offering information sessions and distributing E.R.I.K.s. Presentation sessions have already been scheduled;
- continue to sit on various working committees, including the one pertaining to E.R.I.K.;
- recruit volunteers to support the Conseil 55+ in its programming and services for seniors;
- work with the FAFM on:
 - partnership opportunities for FAFM's ageing at home program (*Vieillir chez soi*),
 - implementing intergenerational activities to reduce social isolation and encourage knowledge sharing and experience.
- Our registration and attendance lists will be used to compile statistics on the number of participants in our activities. We also plan to continue tracking the number of requests for services, referrals, etc.

- Oral and/or JotForm surveys will be administered at the end of each activity series to gauge satisfaction levels among participants and gather suggestions for adapting our services.

Alzheimer Society of Manitoba (ASM) – Specialized Services, 120 Donald St

Name: Jessica Harper
10 - 120 Donald Street

Accomplishments:

- Accomplishments are measured quantitatively (number of new clients, number of contacts with clients, number of education sessions provided and number of participants in sessions) as well as qualitatively through annual surveys, evaluations and feedback. In 2021 a third-party research poll was also conducted of ASM clients, as well as the general public.
- While discussions around caregiver burnout and strategies to avoid crises, including unnecessary admissions to hospital or long-term care, were prevalent prior to the onset of the Covid pandemic, First Link® Client Support staff have anecdotally reported an overall increase in these discussions. Staff have additionally reported an increase in crisis-related calls relating to managing and responding to challenging behaviours, lack of available practical and in-home support from community agencies, as well as an increase in the number of topics that arise during a single client interaction. Call lengths associated with individual client interactions have continued to exceed those informally logged pre-pandemic, with caregivers in need of additional support as they navigate their dementia journey. Meeting this increased demand for our support, and at times level of intensity that clients come to us with, is another accomplishment. We continue to emphasize to staff and clients alike that we are not a crisis service, though we do want to provide quality client support and provide caregivers with the tools they need to navigate their dementia journey.
- In addition to maintaining quality telephone support to our clients, and maintaining higher client contacts than those logged pre-pandemic, we’ve continued to see growth in the number of referrals and self-initiated clients to the First Link® Client Support program.
- Following increased financial support to our Program, we increased support group offerings to people living with dementia and their caregivers, including the introduction of several specialized support groups that offer targeted support to respond to unique caregiver challenges that often arise. Examples of specialized group programming, include (but are not limited to), an:
 - Ambiguous loss support group
 - Post ambiguous loss monthly meeting
 - Bereavement support group
 - Sandwich support group (geared towards care partners who are supporting a parent or other family member with dementia, while also trying to balance the stresses of raising a family and managing other day-to-day personal or career commitments)

- Men’s coffee talk group
- Support group for spouses of people with dementia living in long-term care
- Support group for care partners of persons living with young onset dementia
- In addition to specialized support groups, we’ve additionally continued to respond to demand and introduce general care partner support groups in rural Manitoba (virtual and/or in-person) to ensure that program offerings reflect the needs of local caregivers.
- As long as there is an ongoing demand and we continue to have the staffing resources to do so, we intend to continue offering all current support group offerings, as well as consider opportunities for increased offerings to meet demand.
- Our Minds in Motion, Dementia-Friendly Community and public education programs are not formally part of the First Link® Client Support program, but we know from clients that these are important initiatives to them too. We were able to increase participation in all areas over the previous year, as well as adding new organizations to the Community Partner Programs. Our Research Forum, Care4U Family Conference and Community Partner Program attendance has surpassed pre-pandemic levels, while Minds in Motion is almost back to pre-pandemic participation numbers.

Priorities:

- Our priority is to continue delivering excellent support and information to persons living with dementia and their caregivers, connecting with existing community resources as early as possible in their dementia journey, helping them to understand and anticipate the 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 crises. Financial, legal, health, housing and end-of-life planning are key areas.
- Following an increase in funding and private donor support in recent years, we increased our staffing levels, which lead to an increase in the frequency we’re able to connect with clients, and an increase/expansion to our support group offerings (including the introduction of specialized group programming to target unique needs in the dementia journey. We aim to continue delivering in these areas of enhanced service delivery, while continually assessing the needs of our clients, to ensure that we’re delivering programs and services that provide much needed dementia specific supports.
- With funding from the Winnipeg Foundation, we aim to pilot afterhours telephone support to people living with dementia and their caregivers in the coming months. The pilot project will help to provide data and a better understanding of whether there’s an ongoing demand for afterhours services, and to inform our program planning and development for the years ahead, once the pilot project wraps.
- Achievement will be measured in client interaction metrics and survey results indicating continued satisfaction with our services.

Appendix C: 2024 Community Themed Action

Support Services to Seniors Planning & Collaboration Day 2024-2025 Community Theme Area Action Plan

Downtown

Full names and contact information of all participants: FACILITATOR: Mandy Safronetz, Lorraine Kakegamic, Pat Munch, Connie Newman, Vanessa Wiedeman, Nina Harder, Hilary Ramsey, Kathy Majowski, Ashlee Charach, Kusela Guitap, Emarie Rose Malamion, Raine Sevewright

Theme Area (one per group): Food Security – Transportation

Outcome (What outcome/result does your group wish to work together on?): Fill gap in access to transport for older adults/seniors to grocery stores (downtown) – “grocery shuttle”

Actions (What tasks need to be done to achieve the goal?)

- Reach out to organizations that may want to offer transportation
 - Grant opportunities
 - Partnership
 - Questionnaire surveys
- Reach out to organizations already offering transportation
 - Grant opportunities
 - Partnership
 - Questionnaire surveys
- Create a working committee
 - Grant opportunities
 - Partnership
 - Questionnaire surveys

Lead (Who will do this task?)

Multiple group members

Timeframe (When does the task need to be done?)

Mid-January (follow-up meeting)

Indicators of Success (What changes will indicate you moved closer to the goal?)

- Active committee that meets regularly
- Transportation network set-up and running

Support Services to Seniors Planning & Collaboration Day 2024-2025 Community Theme Area Action Plan

Fort Garry/River Heights

Full names and contact information of all participants: FACILITATOR: Tonya Beveridge, Samantha Loxton, Beci Cartwright, Vicki Russenholt, Jody Tanner, Don Fletcher, Bonnie Sypulski, Agnieszka San Juan, Wendy, D’Arcy Mansell, Samantha Silvester, Melanie Camara

Theme Area (one per group): Mental Health

Outcome (What outcome/result does your group wish to work together on?): Improving well being and reducing social isolation while increasing engagement overall.

Actions (What tasks need to be done to achieve the goal?)

- Education (more presentations)
 - Creative Retirement
 - Canadian Mental Health Association
 - Mood Disorders Manitoba
 - A&O Programs
- Outreach coming to building
- Social Connection
(gift giving, acts of kindness)

Lead (Who will do this task?)

Each agency will take its own lead on this action

Timeframe (When does the task need to be done?)

Over the next year

Indicators of Success (What changes will indicate you moved closer to the goal?)

- If presentations and education happen to help improve well-being overall
- That there is an increase in services brought into the building and a resident feel more connected
- That the agency feels there has been increased engagement

**Support Services to Seniors Planning & Collaboration Day
2024-2025 Community Theme Area Action Plan**

Point Douglas/ Downtown

Full names and contact information of all participants: **FACILITATOR:** Vince Sansregret, Kendall Jackson, Sue Criellard, Ewa Wadowska, Shelley Hillis, Andy Wood, Lenore Sylvester, Cara Mcdougall, Shawn Calder

Theme Area (one per group): Safety and Food Security

Outcome (What outcome/result does your group wish to work together on?): Increasing the sense of safety and access to food security through programs and activities in apartments/properties managed by non-profit housing and WHRC/Mb. Housing. By increasing the number of programs and activities happening within 55+ and social housing properties, this will lead to a sense of increased safety, as more people gathering and engaged in activities inherently leads to increased sense of safety and access to food.

Actions (What tasks need to be done to achieve the goal?)

- Safety in community and within housing properties
 - Access to funding through small grants such as HTN, Tenant Advisory Committee funds
- Travelling Food Mart
- Safety event and cultural celebratory
- Planning Committee

Lead (Who will do this task?)

- TSC/TRC
- Senior Resource Finder Network Committee

Timeframe (When does the task need to be done?)

Continuously

Indicators of Success (What changes will indicate you moved closer to the goal?)

- If Number of activities are increased year over year.
- People are getting together, people feel safer

**Support Services to Seniors Planning & Collaboration Day
2024-2025 Community Theme Area Action Plan**

River East

Full names and contact information of all participants:

FACILITATOR: Tanya Swanson, 204-940-2114, tswanson@wrha.mb.ca
Charity Strange, 204-894-0224, cnrcea@chalmersrenewal.org

Wendy Petrochuk, 431-337-7575,

wendy.petrochuk@gov.mb.ca Jennifer Kappy, 204-297-7472,

jkappy@donwoodmanor.org Jodi Barbosa,

Jodi.barbosa@bethania.ca

Carolyne Nickel, 204-654-6054, Carolyne.nickel@bethania.ca

Julia Lim, 204-960-2084, resrf@gnalc.ca

Leilani Villarba, 204-890-3282

Susan Sader, 204-669-1710 ext 224

Njoy Matsubara, 204-794-8765

Theme Area (one per group):

- Food Insecurity
- 5 families/day are coming into East Kildonan Active Living Centre r/t food needs
- Related to food dessert
- Related to limited transportation

Outcome (What outcome/result does your group wish to work together on?):

- Community members of River East to safely and affordably access groceries.
- Increase physical activity for older adults
- Affordable transportation to access food

Actions (What tasks need to be done to achieve the goal?)

- Access to GNALC van (holds up to 7 people)
- Winnipeg Transit chartered; Lionel Barkman (bus holds up to 36 people)
- Tanya to send out contact info from Carolyn to group
- Liaise with city councilors/MLA
- current trial of pilot project
- Jason Schreyer to liaise with Winnipeg Transit (catchment Disraeli to Chief Peguis Trail)
- Leilani to write a letter of support
- Serena – volunteer description for volunteer to assist with groceries
- link with students at Miles Mac
- community ventures – MBCI

- if fee can be waived for non-profit organization ie) Charlmers
- Refrigerated storage containers/freezers – food rescue, 243 Henderson Hwy

Timeframe (*When does the task need to be done?*)

- Up to 6 months

Lead (*who will do this task?*)

- Susan Sader
- Leilani
- Tanya
- Wendy
- Councillors/MLA

Indicators of Success (*What changes will indicate you moved closer to the goal?*)

- van is being used regularly
- number of people registered
- number of trips to grocery store
- number of people registered for bus
- Partnerships formed between City of Winnipeg, MLAs/city councilors, Chalmers, EKALC, GNALC and SRF

**Support Services to Seniors Planning & Collaboration Day
2024-2025 Community Theme Area Action Plan**

Seven Oaks/Keewatin-Inkster/East & West St. Paul

Full names and contact information of all participants: FACILITATOR: Evan Zarecki, Becky Chisick, Dan Saidman, Harvey Sumka, Anne Love, Serena Bittner, Christine Reuther, Marlene Hazzard, Kathy Alli

Theme Area (one per group):

- Live Digital Resource Document

Lead (Who will do this task?)

- Resource Coordinators

Outcome (What outcome/result does your group wish to work together on?):

- Provide all partners with a shared document of categorized resources

Actions (*What tasks need to be done to achieve the goal?*)

- Put together live document template
 - Once set-up, admin notifies partners so they can upload resources
- Identify who administrators are
 - Share Google document with other partners so they can contribute
- Identify types of resources to include (ie. Transportation options)
 - transportation, food security, social programs
- Partnerships
 - what are lost opportunities we are not engaging in?
 - what value can be brought when working with others on a deeper level; seeing it through
- Non-Digital Options for accessible resources
- Live Resource Document
 - organized resources accessible for partners in community

Timeframe (*When does the task need to be done?*)

- Set-up by January 2025 and notify partners
- Admin to review quarterly

Indicators of Success (*What changes will indicate you moved closer to the goal?*)

- Feedback from partnering organizations
- Amount of resources of input to form a valuable document
- Evaluate how often partners (ie. Resource finders) using the document
- Information sharing with assistance from MASC
- Partnership on a bigger, city wide scale
- education sessions on how to use technology (ie. iPad class)
- GLUU manual
- develop drop in classes to use various technology
- outreach/intergeneration guidance to assist organizations to lead this
- live Google documents

**Support Services to Seniors Planning & Collaboration Day
2024-2025 Community Theme Area Action Plan**

St. Boniface/St. Vital

Full names and contact information of all participants: FACILITATOR: Georgette Dupuis, Andrew Schindle, Krista Johnson-Billeck, Marla Somersall, Viviane Sabourin, Nicole Guiboche, Diane Leveque

Theme Area (one per group):

- Active Networking – bilingual services (2023-2024), Increase low-cost fitness and social programs

Outcome (What outcome/result does your group wish to work together on?):

- Fitness and Social programs – for low-income/marginalized older adults
- Advocacy for program in community centre

Actions (What tasks need to be done to achieve the goal?)

- Create social and fitness opportunities for low income and marginalized older adults that have difficulty being able to afford even low-cost opportunities
Lead by Nicole, Andrew and Georgette
 - Step-up with confidence and local partners
- Community centre advocacy program
Lead by Georgette, Andrew and Archwood 55 Plus
 - MASC
 - local MLA
 - local councilor
 - GWWCC
- Keep people in their home by providing meals in St. Vital
 - Meals on Wheels
- La Fédération des aînés franco-manitobains inc. (FAFM) – get to know more about their programs to integrate problem solving

Timeframe (When does the task need to be done?)

- February training and session in early spring
- Urgent, as early as January 1, 2025

Indicators of Success (What changes will indicate you moved closer to the goal?)

- Number of volunteers trained
- Number of participants
- Number of sessions
- Meeting with councilors
- Get on policy committee

**Support Services to Seniors Planning & Collaboration Day
2024-2025 Community Theme Area Action Plan**

St. James/Assiniboine South

Full names and contact information of all participants: FACILITATOR: Kathy Perreault, Ashley Chmberlain, Taylor Winnicky, Margaret Graham, Joanne Van Dyck, Sheila Moyer, Taylor McMillan, Naomi Lundgren, Sarah Buchan, Dominic Ho, Sheryl Bennett, Orlando Buduhan, Maria Sytnick

Theme Area (one per group):

- Reduce Isolation

Outcome (What outcome/result does your group wish to work together on?):

- Reducing isolation

Actions (What tasks need to be done to achieve the goal?)

- Find new ways to advertise so that existing programs can reach more people.
 - Each individual facility will lead their own initiatives and commit to share with each other at network meetings throughout the year (what's working, not working, resources, funding opportunities)
 - Increased attendance and feedback from older adults
- Modify programs as they run to increase accessibility.
- Promote social prescribing (helps those who connect to health system but aren't necessarily connected to specific resources, such as Home Care).
- Promote resources at Access Centres
- Involve EIA in networking
- Community facilitator to follow-up on resource package: social supports on discharge from hospital
 - Community facilitator will check in regularly on these topics.

Timeframe (When does the task need to be done?)

- Over the next 12 months

Indicators of Success (What changes will indicate you moved closer to the goal?)

- Increased attendance
- Feedback from older adults

TABLE ONE	DOWNTOWN/POINT DOUGLAS (2 tables)			
Name	Address	Organization	Title	email
Ashlee Charach	425 Elgin Ave	Winnipeg Health Region	HART Facilitator	acharach@wrha.mb.ca
Emarie Rose Malamion	640 Main St	Winnipeg Health Region	Student (Social Work) Community Facilitator	Malamier@myumanitoba.ca
Henry Neufeld	A1-100 Robinson St	Indigenous Seniors Resource Centre	Elder	executivedirector@isrcwpg.ca
Kendall Jackson	515 Elgin Ave	Manitoba Housing	Tenant Service Coordinator	Kendall.Jackson@gov.mb.ca
Kusela Guitap	425 Elgin Ave	Winnipeg Health Region	HART Facilitator	aguitap@wrha.mb.ca
Mandy Safronetz (facilitator)	640 Main St	Winnipeg Health Region	Community Facilitator	msafronetz@wrha.mb.ca
Monica Grocholski	200-207 Donald St	Pt. Douglas Senior Resource Finder	Senior Resource Coordinator	dsrc@aosupportservices.ca
Pat Munch	A1-100 Robinson St	Indigenous Seniors Resource Centre	Executive Director	executivedirector@isrcwpg.ca
Wendy Petrochuk	515 Elgin Ave/55&53 Stadacona	Manitoba Housing	Tenant Service Coordinator	Wendy.Petrochuk@gov.mb.ca

TABLE TWO	DOWNTOWN/POINT DOUGLAS (2 tables)			
Name	Address	Organization	Title	Email
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Andy Wood	100 & 102 Robinson Street	KeKiNan Centre	Elder Resident Resource Coordinar	kekinan@fivestonesinc.ca
Ewa Wadowska	300 Selkirk Ave	WPG Housing & Rehab Corp.	Tenant Service Coordinator	ewadowska@whrc.ca
Lenore Syvester	269 Dufferin Ave/340 Princess St	Manitoba Housing	Tenant Services Coordinator	Lenore.Sylvester@gov.mb.ca
Lorraine Kakegamic	A1-100 Robinson St	Indigenous Seniors Resource Centre	Board Member	lm_kakegamic@yahoo.com
Nina Harder	425 Elgin Ave	Winnipeg Health Region	Social Work Practicum Student	nharder4@wrha.mb.ca
Shawn Calder	269 Dufferin Ave	Manitoba Housing	Program Manager	Shawn.Calder@gov.mb.ca
Sue Crielaard	60 Frances Street	WPG Housing & Rehab Corp	Tenant Resource Coordinator	SCrielaard@whrc.ca
Vince Sansregret (facilitator)	80 Sutherland	Winnipeg Health Region	Community Facilitator	VSansregret@wrha.mb.ca
Cara McDougall	269 Dufferin	Manitoba Housing	Tenant Service Coordinator	cara.mcdougall@gov.mb.ca
Shelley Hillis	300 Selkirk Ave	Winnipeg Housing	Tenant Resource Coordinator	shillis@whrc.ca
Hilary Ramsey	559 Ellice Ave	Manitoba Housing	Program Coordinator	Hilary.Chamberlain@gov.mb.ca
Vanessa Wiedeman	356 Donald St	Manitoba Housing	Tenant Service Coordinator	Vanessa.Wiedeman@gov.mb.ca

TABLE THREE	SEVEN OAKS/INKSTER (2 tables)			
Name	Address	Organization	Title	Email
Evan Zarecki (facilitator)	3 - 1050 Leila Avenue	Winnipeg Health Region	Community Facilitator	ezarecki@wrha.mb.ca
Agnieszka San Juan	496 Hargrave Street	Winnipeg Health Region	Case Management Specialist	ASanJuan@wrha.mb.ca
Anne Love	1625 Logan Avenue	Keewating Inkster Neighbourhood Seniors Resource Council	Board Member	kalove@mts.net
Becky Chisick	1588 Main Street	Gwen Sector Creative Living Centre	Executive Director	becky@gwensecter.com
Christine Reuther	1960 William Ave	Brooklands Active Living Centre	Board Member	reuther7@mymts.net
Dan Saidman	1588 Main Street	Gwen Sector Creative Living Centre	Senior Resource Coordinator	dan@gwensecter.com
Harvey Sumka	1625 Logan Avenue	Keewating Inkster Neighbourhood Seniors Resource Council	KIN Senior Resource Coordinator	kinrc@mymts.net
Kathy Ali	1625 Logan Avenue	Keewating Inkster Neighbourhood Seniors Resource Council	KIN Tenant Resource Coordinator	kinrctrc@gmail.com
Marlene Hazzard	1960 William Ave	Brooklands Active Living Centre	Program Coordinator	bpscc@mymts.net
Serena Bittner	PO Box 54607	Manitoba Association of Senior Communities	Consultant	sbittner.consulting@gmail.com

TABLE FOUR	REGIONAL/PROVINCIAL (2 tables)			
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Cara Thomas	3401 Roblin Ave	Winnipeg Health Region	Operations Leader, Continuing Care	cthomas5@wrha.mb.ca
D'Arcy Mansell	Satellite Offices	Creative Retirement Manitoba Inc.	Executive Director	hello@crcentre.ca
Jeanette Edwards	PO Box 54607	Manitoba Association of Senior Communities	Board Member	beiko@mts.net
Jessica Harper	10 - 120 Donald Street	Alzheimer's Society of Manitoba	First Link Senior Manager	jharper@alzheimer.mb.ca
Joanne Fabian	1080 Porrtage Ave	CNIB	Program Lead, Community Engagement	joanne.fabian@cnib.ca
Marla Somersall	147 Hargrave Street	Meals on Wheels of Winnipeg Inc.	Executive Director	msomersall@mealswinnipeg.com
Megan Furguson	650 Main Street	Winnipeg Health Region	Social Work Professional Lead	mferguson2@wrha.mb.ca
Melissa Humeniuk	300 Carlton Street	Dept of Health, Seniors & Long Term Care	Policy Analyst	Melissa.Humeniuk@gov.mb.ca
Cara Windle	650 Main Street	Winnipeg Health Region	Clinical Change Lead	cwindle@wrha.mb.ca
Tara-Lee Proctor	3401 Roblin Ave	Winnipeg Health Region	Regional Lead, Health Services – Community and Continuing Care	tprocter@wrha.mb.ca

TABLE FIVE	REGIONAL/PROVINCIAL (2 tables)			
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Brooke Bunn	2300 McPhillips Street	Winnipeg Health Region Indigenous Health	Indigenous Health Workforce Development Coordinator	bbunn@wrha.mb.ca
Connie Newman	PO Box 54607	Manitoba Association of Senior Communities	Executive Director	ccnewman@shaw.ca
Kelly Harris	2300 McPhillips Street	Winnipeg Health Region	Indigenous Health Education & Training Coordinator	kharris6@wrha.mb.ca
Kimberley Day	650 Main St	Winnipeg Health Region	Agency Accountability Analyst	kday@wrha.mb.ca
Maria Dasdhaul	A121 - 2109 Portage Avenue	Winnipeg Health Region	Administrative Assistant	mdasdhaul@deerlodge.mb.ca
Romeo Gauthier	545 Broadway Avenue	Rainbow Resource Centre	Training and Education Coordinator, Health Care and Seniors	romeog@rainbowresourcecentre.org
Stacey Miller	200-207 Donald St	A&O: Support Services for Older Adults	Manager, Community Service	smiller@aosupportservices.ca
Terri Bowser	A121 - 2109 Portage Avenue	Winnipeg Health Region	Manager, Health Services: GPAT, GMHT, R&G	tbowser@wrha.mb.ca

TABLE SIX	REGIONAL/PROVINCIAL (2 tables)			
Name	Address	Organization	Title	Email
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Kathy Henderson	A121 - 2109 Portage Avenue	Winnipeg Health Region	Healthy Aging and Seniors Care Specialist	khenderson@wrha.mb.ca
Mike Nader	650 Main St	Winnipeg Health Region	CEO & President	mnader@wrha.mb.ca
Raine Seivewright	2300 McPhillips Street	Winnipeg Health Region	Indigenous Health Education & Training Coordinator	lseivewright@wrha.mb.ca
Shelly Smith	495 Hargrave Street	WRHA	Manager, Health Services Family Doctor Finder	ssmith49@wrha.mb.ca
Sheryl Geisbrect	930 Portage Avenue	Canadian Mental Health Association	Recovery Partnership Lead	sgiesbrecht@cmhawpg.mb.ca
Tammy Reimer	580 Main Street	211 MB United Way Winnipeg	Director	treimer@unitedwaywinnipeg.ca
Tanya Blais	2300 McPhillips Street	Winnipeg Health Region Indigenous Health	Indigenous Health Workforce Development Coordinator	tblais2@wrha.mb.ca

TABLE SEVEN	RIVER EAST (2 tables)			
Name	Address	Organization	Title	Email
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Charity Strange	180 Poplar Ave	Chalmers Neighbourhood Renewal	Executive Assistant	cnrcea@chalmersrenewal.org
Don Fletcher	PO Box 54607	Manitoba Association of Senior Communities	Consultant	dfletch418@gmail.com
Jacque Pontedeira	180 Poplar Ave	Chalmers Neighbourhood Renewal	Seniors Program Coordinator	cnrcea@chalmersrenewal.org
Jennifer Kappy	165 Donwood Drive	Donwood EPH	Tenant Resource Coordinator	jkappy@donwoodmanor.org
Joy Matsubara	180 Poplar Ave	Chalmers Neighbourhood Renewal	Board Member	cnrcea@chalmersrenewal.org
Leilani Villarba	180 Poplar Ave	Chalmers Neighbourhood Renewal	Executive Director	cnrced@chalmersrenewal.org
Julia Lim	720 Henderson Hwy	RiverEast Senior Resource Finder	River East Senior Resource Coordinator	resrf@gnalc.ca
Susan Sader	720 Henderson Hwy	Good Neighbours Active Living Centre	Executive Director	director@gnalc.ca
Megan Wallace	720 Henderson Hwy	Supports to Seniros in Group Living	Coordinator	ssgl@gnalc.ca
Tanya Swanson (facilitator)	845 Regent Avenue W	Winnipeg Health Region	HART Facilitator	tswanson@wrha.mb.ca

TABLE EIGHT	ST. BONIFACE/ST. VITAL (2 tables)			
Name	Address	Organization	Title	Email
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Andrew Schindle	1188 Dakota Street	Dakota Community Centre	Adult Program & Seniors Resource Coordinator	andrew@dakotacc.com
Georgette Dupuis (facilitator)	170 Goulet Street	Centre de Sante	Community Facilitator	gdupuis@centredesante.mb.ca
Janet Carriere	565 Guilbault Street	Archwood 55 Plus	Board of Directors Member	archwood55@shaw.ca
Krista Johnson-Billeck	565 Guilbault Street	Archwood 55 Plus	Program Coordinator	archwood55@shaw.ca
Lisa Tinley	PO Box 54607	Manitoba Association of Senior Communities	Consultant	lisatin72@gmail.com
Nadège Tuo	400 Des Meurons Street	FAFM - Conseil des francophone	Senior Resource Coordinator	conseil55@fafm.mb.ca
Nicole Guiboche	101 Marion Street	Manitoba Housing	Tenant Service Coordinator	nicole.guiboche@gov.mb.ca
Vivian Sabourin	200 Mason Street	L'Accueil Colombien	Tenant Resource Coordinator	info200masson@shaw.ca

TABLE NINE	FORT GARRY/RIVER HEIGHTS (2 tables)			
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Beci Cartwright	601 Osborne Street	The Bethania Group	Building Manager	beci.cartwright@bethania.ca
Bonnie Sypulski	528 Hudson Street	Fort Garry Rotary Villa	Tenant Resource Coordinator	trc@rvilla.net
Diane Delucia	433 River Avenue	Villa Cabrini	Board Member	
Jody Tanner	528 Hudson Street	Fort Garry Rotary Villa	Tenant Resource Coordinator	trc@rvilla.net
Melanie Camara	445 Stafford	Mennonite Seniors Housing Inc. Bethel Place	Tenant Resource Coordinator	mcamara@bethelplace.ca
Samantha Loxton	285 Pembina Hwy	Bethania Inc.	Tenant Resource Coordinator	Samantha.Loxton@BETHANIA.CA
Samantha Silvester	433 River Ave	Villa Cabrini	Tenant Resource Coordinator	vcabrini@mymts.net
Tonya Beveridge (facilitator)	280 Booth Ave/ 975 Henderson HWY	Winnipeg Health Region	WRHA Assiniboine South and River East Community Faciliator	TBeveridge@wrha.mb.ca

TABLE TEN	TRANSCONA (2 tables)			
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Jo-ann Peltier	845 Regent Avenue W	Transcona Council for Seniors Inc.	Board Member	tcs@mymts.net
Kathy Rennie	720 Kildare Avenue	Park Manor Care	SSGL Coordinator	ssgl@parkmanor.ca
Linda Brown	PO Box 54607	Manitoba Association of Senior Communities	Consultant	lpstoesz@shaw.ca
Lorri Dahl	845 Regent Avenue W	Transcona Council for Seniors Inc.	Program Assistant	tcs@mymts.net
Stacey King	720 Kildare Avenue	Park Manor Care	SSGL Coordinator	ssgl@parkmanor.ca
Jeanette Patrick	975 Henderson Hwy/ 845 Regent Avenue W	Winnipeg Health Region	Director, Health Services Community Health Services	JPatrick1@wrha.mb.ca
Stacy Boone (facilitator)	975 Henderson Hwy	Winnipeg Health Region	WRHA Community Facilitator	sboone@wrha.mb.ca

TABLE ELEVEN	ST. JAMES/ASSINIBOIA SOUTH (3 tables)			
Name	Address	Organization	Title	Email
Dominie Ho	1315 Strathcona Street	West End Actice Living Centre	Board Member	dominieho.1954@gmail.com
Ashley Chamberlain	1412 Fife Street	Manitoba Housing	Program Manager	ashley.chamberlain@gov.mb.ca
Joanne Van Dyck	625 Osborne Street	South Winnipeg Seniors Resource Council	Senior Resource Coordinator	resources@swsrc.ca
Kathy Perrault (facilitator)	280 Booth Drive	Winnipeg Health Region	WRHA St. James Community Facilitator	kperrault@wrha.mb.ca
Maria Sytnick	3 - 203 Duffield Street	Winnipeg Health Region	HART Facilitator	msytnick@wrha.mb.ca
Naomi Lundgren	3 - 203 Duffield Street	St. James Assiniboia 55+ Active Living Centre	Senior Resource Coordinator	resource@stjamescentre.com
Orlando Buduhan	1315 Strathcona Street	West End Actice Living Centre	Board Member	obuduhan44@gmail.com
Sarah Buchan	3 - 203 Duffield Street	St. James Assiniboia 55+ Active Living Centre	Executive Director	director@stjamescentre.com
Sheila Moyer	5006 Roblin Blvd	Charleswood Active Living Centre	Executive Director	sheila.moyer1090@gmail.com
Sheryl Bennett	1315 Strathcona Street	West End Actice Living Centre	Board Member	sherylbennett75@gmail.com
Taz Lakhani	625 Osborne Street	South Winnipeg Seniors Resource Council	Board Member	resources@swsrc.ca
Taylor McMillan	3 - 203 Duffield Street	Winnipeg Health Region	HART Facilitator	tmcmillan@wrha.mb.ca

**Appendix E: 19th Annual Support Services to Seniors
Planning and Collaboration Day**



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

November 15, 2024

**19th Annual Support Services to Seniors
Planning & Collaboration day**

**19th Support Services to Seniors Planning &
Collaboration day**



- Once you have registered, grab a refreshment, settle in and introduce yourself around the room.
- Please put your hand up if you prefer to stay at your table but wish to have others come to visit you.

**CARING
FOR HEALTH**



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

TRADITIONAL TERRITORIES ACKNOWLEDGEMENT

The Winnipeg Health Region provides services to all nations on the traditional and ancestral lands of the Anishinaabeg, Ininiwak, Anishininewak, Dakota-Oyate, Dene, Inuit, and the national homeland of the Red River Métis. Treaties were created with the First Nations and include past, present, and future inhabitants, so we are all treaty people. Winnipeg Health Region serves those on Treaty 1 and Treaty 5 lands.

We acknowledge the five Dakota communities in Manitoba that are not signatories to any treaties with Canada. We acknowledge that Winnipeg takes its drinking water from Shoal Lake 40 First Nation. We acknowledge that the acts of colonization which are part of our history have caused deep, lasting harm, which continues today.

We commit ourselves, in a good way, to learning about truth and reconciliation, promote healing, and creating a better future for all.

La région sanitaire de Winnipeg offre des services à toutes les nations des terres traditionnelles et ancestrales des Anichinabeg, Ininiwak, Anishininewak, Dakota-Oyate, Dénés, Inuits, et de la terre natale de la nation métisse de la rivière Rouge. Les traités conclus avec les Premières Nations concernent les habitants du passé, du présent et de l'avenir, de sorte que nous sommes tous des personnes visées par un traité. La région sanitaire de Winnipeg offre ses services aux personnes qui habitent les territoires visés par les traités no 1 et no 5.

Nous reconnaissons les cinq communautés de la nation Dakota du Manitoba qui ne sont pas signataires d'un traité avec le Canada. Nous reconnaissons que Winnipeg s'approvisionne en eau potable auprès de la Première Nation Shoal Lake numéro 40. Nous reconnaissons que les actes de colonisation qui font partie de notre histoire ont causé des préjudices profonds et durables, qui continuent d'exercer un impact de nos jours.

Nous nous engageons, comme il convient, à en apprendre davantage sur la vérité et la réconciliation, à promouvoir la guérison et à créer un meilleur avenir pour nous tous.

WRHA Welcome to the 19th Support Services to Seniors Planning Day

Mike Nader, CEO & President, WRHA



Our Vision in the Future

- Healthy People
- Thriving Communities
- Partners in Care

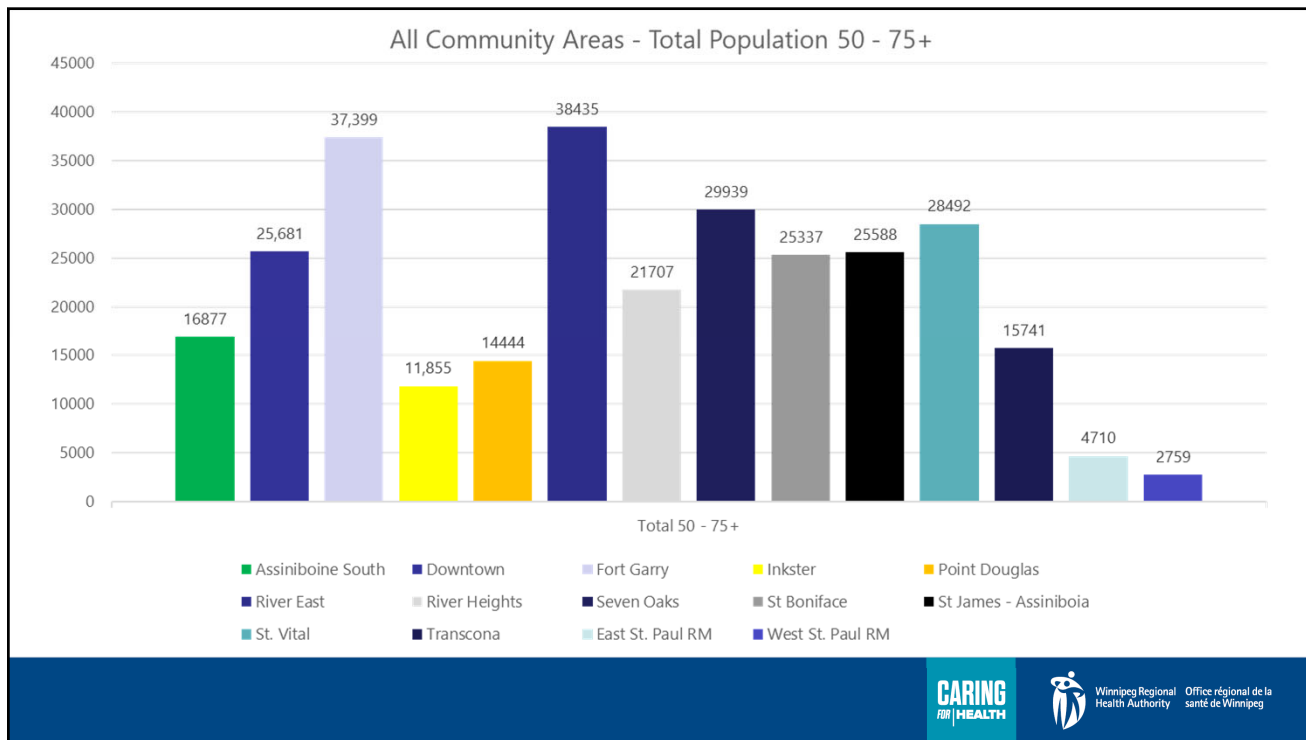
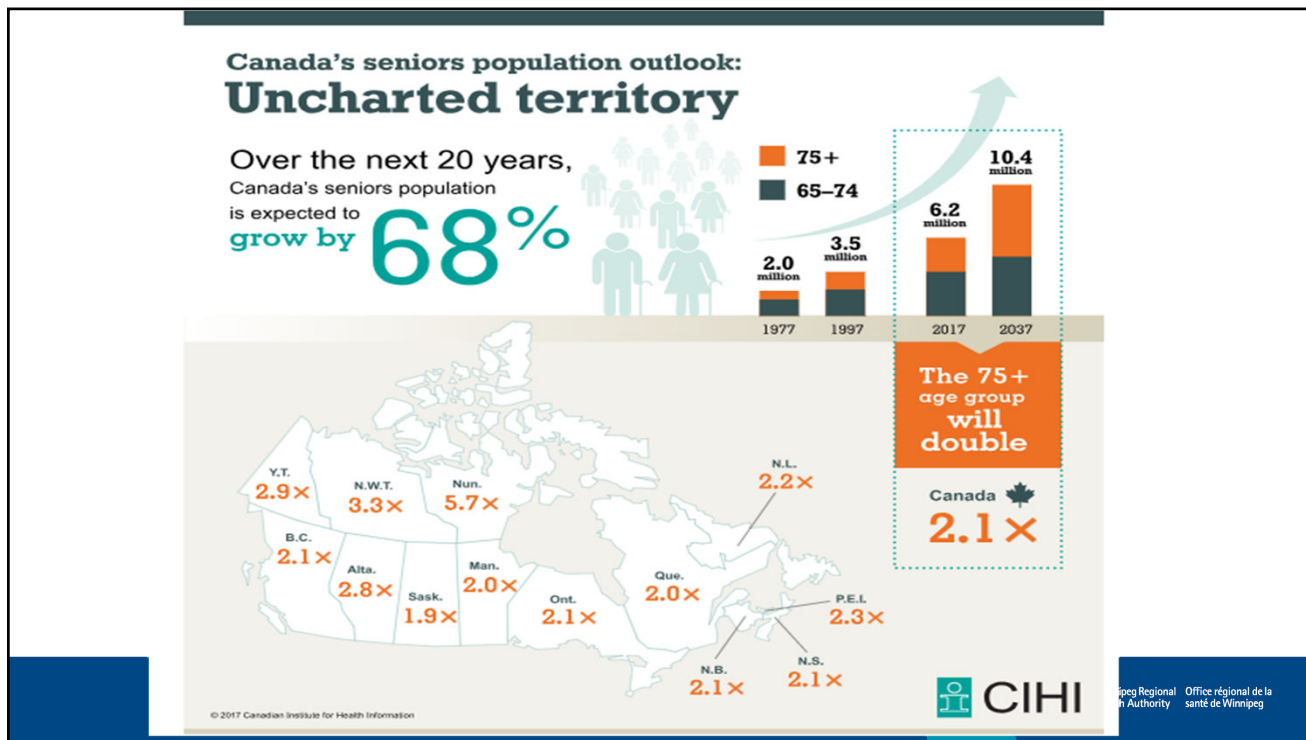


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POPULATION DEMOGRAPHICS	WINNIPEG HEALTH REGION	MANITOBA
Total population	778,239	1,360,518
Life expectancy - male	79.4	78.5
Life expectancy - female	83.4	82.8
Residents living in low income households	16.0%	15.0%
Children living in low income households	22.6%	21.9%
Indigenous	12.2%	18.0%
Visible minority populations	27.5%	17.5%
Population Age 65+	15.8%	15.5%

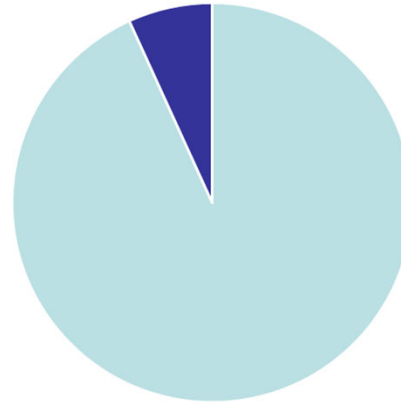
SOURCE: 2019 COMMUNITY HEALTH ASSESSMENT

Winnipeg Regional Health Authority / Office régional de la santé de Winnipeg



Aging in the Right Place

- 93.2% mainstream housing (house, apartment, condo, etc.)
- 6.8% collective dwellings (retirement homes, long-term care facilities or health care related facilities)



■ Mainstream housing ■ Collective Dwellings

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Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg

Support Services to Seniors

- **Senior Resource Finders:** link and refer to community supports, programs & services in community areas
- **Tenant Resource Coordinators:** develop & coordinate a service plan for tenant living in 55+ buildings to live independently
- **Congregate Meal Program:** provide hot, nutritious meals
- **Active Living Centres:** provide programs and services where older adults come together
- **Supports to Seniors in Group Living Coordinators:** Housing with enhanced supports to continue to live independently
- **Regional Older Adult Organizations:** A&O: Support Services for Older Manitobans, Alzheimer Society of Manitoba, CNIB, Meals on Wheels, Manitoba Association of Senior Communities

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Winnipeg Regional Health Authority
Office régional de la santé de Winnipeg

2023 -2024 Key performance deliverables

- 28 congregate meal programs delivered 439,588 meals with the support of 41,407 volunteer hours.
- Meals on Wheels delivered over 166,002 meals.
- 12 senior resource finders made 41,991 contacts with older adults with the support of 16,455 volunteer hours.
- 36 tenant resource programs made 65,868 contacts by supporting older adults in 55+ housing blocks within 3,643 suites.
- 9 supports to seniors in groups living made 121,923 contacts in 1,172 suites by providing supports and assisting older adults with instrumental activities of daily living.
- Alzheimer Society First Link has 4,951 active open files.

2023 -2024 Key performance deliverables

- 14 senior centres provided over 8,215 group activities to 147,684 participants ranging from mental and physical health promotion, healthy active aging from exercise to social and recreational programming as well as 118,291 contacts with older adults.
- A & O Support Services for Older Adults had 1,280 cases receiving counselling services; 690 elder abuse cases; 798 hoarding cases and 3,580 clients receiving connect care services.
- A & O Senior Centre Without Walls provides an average of 420 group activities with 9,390 participants with the support of 673 volunteer hours; Supports for Caregivers – 1,055 clients receiving caregiver support.
- CNIB – 1,883 clients receiving vision impairment support.

Cultural Safety Engagement

Raine Seivewright and Kelly Harris

Education & Training Coordinator

Indigenous Health

WRHA



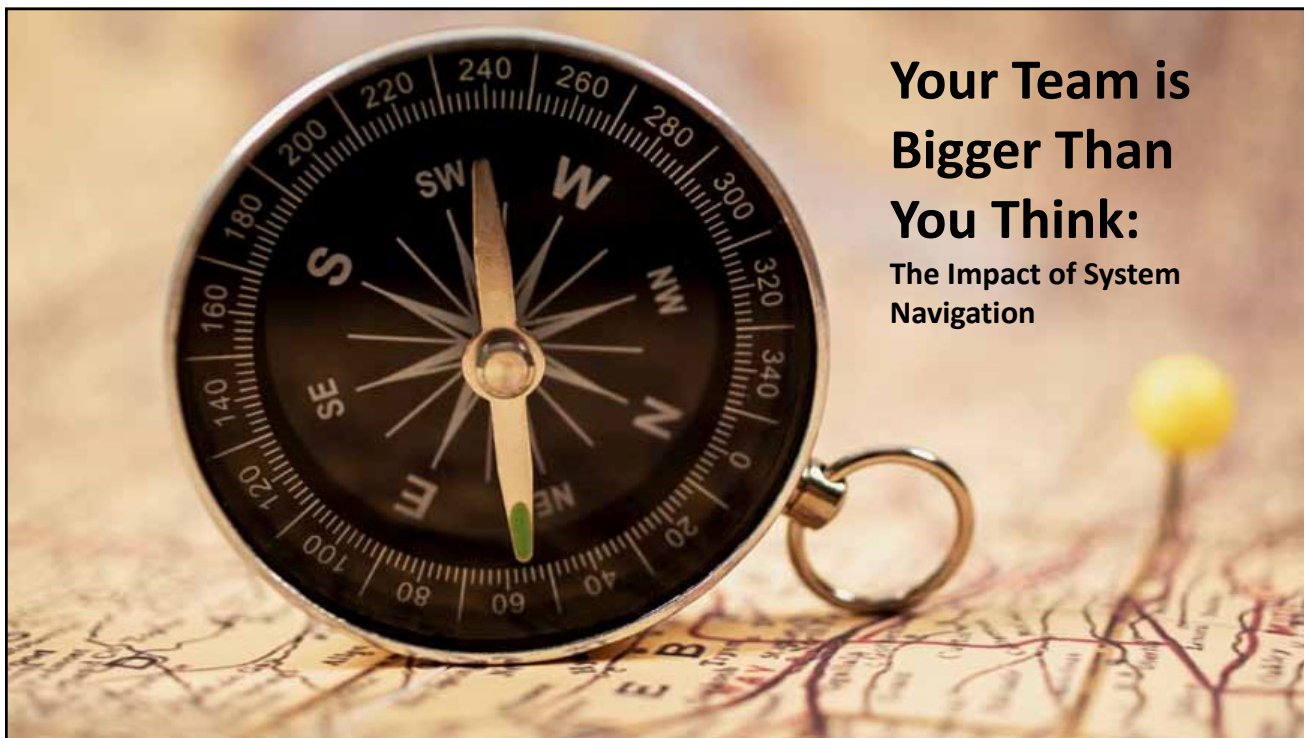
Winnipeg Regional Health Authority
Indigenous Health



Winnipeg Regional Health Authority
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Winnipeg Regional Health Authority
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Your Team is Bigger Than You Think: The Impact of System Navigation



Life can be hard. Finding help can be easy.

211 connects you to services anywhere in Manitoba.

- Settlement services
- Mental health support
- Addiction treatment
- Disability & accessibility services
- Domestic violence shelters & support
- Food & clothing
- Housing
- Pregnancy & postnatal care
- Parenting & caregiving resources
- Hospice & palliative care
- Recreation programs
- And more

Dial 2-1-1 to find the support you & your family need to thrive!



Scan now to search for help on mb.211.ca



FREE • CONFIDENTIAL • 24/7 • 200+ LANGUAGES

mb.211.ca



Support Services for Older Adults

Three Pillars of Service

Amanda Macrae, CEO

Phone: (204) 956-6440

aosupportservices.ca

Safety & Security

Elder Abuse Prevention Services
 Safe Suite Program
 Older Victim Services
 SafetyAid: Falls Prevention Program - First of its kind in Canada!
 This Full House - First of its kind in Canada!

Social Engagement

Senior Centre Without Walls - First of its kind in Canada!
 Connect Program
 Senior Immigrant Settlement Services

Counselling

Counselling
 Information and Referral
 Intake
 Support for Caregivers
 Housing Consultations
 Legal Services

Family Doctor Finder

- Family Doctor Finder is a provincial program that helps connect people looking for a primary care provider with primary care providers who are accepting new patients
- The program is free; and voluntary for both providers and the public
- FDF staff are also systems navigators
- You can register with Family Doctor Finder by calling **204-786-7111** or **toll-free at 1-866-690-8260**; or register online at www.Manitoba.ca/familydoctorfinder.

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 Office régional de la santé de Winnipeg

Indigenous Health



Winnipeg Regional Health Authority
Indigenous Health

- Tanya Blais and Brooke Bunn,
Workforce Development Coordinators
- 204-940-8880
- Indigenoushealth@wrha.mb.ca
- Four program areas: Centralized Support Services, Integration Services, Patient Services and Workforce Development and Education

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Canadian Mental Health Association

- Service Navigation Hug 204-775-6442
 - Provides info about various mental health & addiction services
 - Assist people to know and exercise their rights
 - Provide guidance to families supporting a loved one living with a mental illness/addiction
 - Provide presentations about CMHA
- Turning Pages program for people over 50 years of age
- Courses for older adults about mental health Experiences and courses for service providers

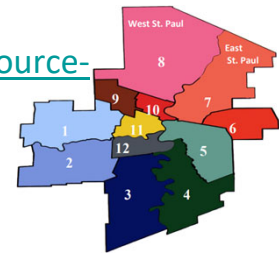
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Senior Resource Finder

- Harvey Sumka, Senior Resource Coordinator
- Information and referral hub, E.R.I.K.®, yard & home maintenance referral, transportation options, meal programs, community presentations/educational material, community partnerships for events (health fair, pop-up offices, income tax clinics, foot care, active living, etc.).
- <https://wrha.mb.ca/support-services-to-seniors/seniors-resource-finders/>
- When in doubt call 211 MB for your senior resource coordinator



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Your Team is Bigger Than You Think : The Impact of System Navigation Case Study One

Mrs. H & Mrs. I are both 69-year-old Indigenous females who have been living together for close to 45 years. They moved from Pinaymootang First Nation to Winnipeg in the last 6 months. Since their move, they have been feeling alone and isolated in their new surroundings. They recently attended a community event and picked up a Senior Resource Finder information sheet. Mrs. H calls their senior resource coordinator to ask for assistance in getting settled in a new city. Mrs. H is also looking for a new doctor and is going for Dialysis weekly. Mrs. I has mobility concerns that do not allow much flexibility in moving around.

When in doubt, Call 211 MB



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Office régional de la santé de Winnipeg

Your Team is Bigger Than You Think : The Impact of System Navigation Case Study Two

Mr. J is a 75-year-old male who called 211 MB to ask about social activities in their community area in Winnipeg. In the conversation, Mr. J also mentioned that they live with domestic violence and were hoping to find a social program that would allow them to get out of the house and sit and have coffee with others and chat about things—maybe or maybe not the things they are dealing with at home. Mr. J also indicated in the conversation that they are blind and could not afford a way to their doctor who works in Selkirk, Manitoba.

When in doubt, Call 211 MB



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Your Team is Bigger Than You Think : The Impact of System Navigation Case Study Three

Mary calls A & O as she looking for services to assist her as a caregiver to her 89-year-old mom. Her mom speaks Tagalog and some English but would rather speak Tagalog most of the time. Mary is 69 years of age and shares her health concerns with bipolar disorder, depression and a recent diagnosis of Breast Cancer. Her mom is Diabetic but is positively dealing with her health the best she can. Mary is looking for options for her mom as she is unsure of her health and ability to continue being a caregiver.

When in doubt, Call 211 MB



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Community Themed Area Action Plan

2023-2024 Community Themed Areas

- **Downtown:** Connecting to people, volunteers, participants and staff
- **Inkster and Seven Oaks:** Food Security
- **Point Douglas:** Pilot project for seniors' cell phones
- **River East:** Transport, Food Security, vulnerable communities target
- **River Heights/Fort Garry:** Transportation and increasing volunteers within the organization
- **St. Boniface:** Active networking re: bilingual services
- **St. James Assiniboia/Assiniboine South:** Minimizing/Reducing Ageism
- **St. Vital:** Access to Resources
- **Transcona:** Social Prescribing



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2024-2025 Community Theme Area Action Plan

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

Full names and contact information of all participants:

Theme Area (one per group):

Outcome (What outcome/positive change does your group wish to work together on?):



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2024-2025 Community Theme Area Action Plan

Actions (What are some items that can be done over the next year?)	Lead (Who will take the lead and be involved?)	Resources (What do you need to make positive progress - people, tools, etc.?)	Timeframe (When do you plan to take some actions?)	Indicators of Success (What changes will indicate you made positive progress?)	Complete ✓ when complete



Wrap Up & Evaluation

Kathy Henderson, Healthy Aging & Seniors Care Specialist

Evaluation

- Please take 3-5 minutes to complete this survey to assist us in planning for next year's session.



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Next Steps

SAVE THE DATE

Friday, November 21st, 2025

20th Annual Support Services to Seniors
Planning & Collaboration Day