



Winnipeg Regional Health Authority Office régional de la santé de Winnipeg

18th Annual Support Services to Seniors Education and Collaboration Planning Day Report

Friday, October 13th, 2023

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

Summary

On Friday, October 13, 2023, 123 participants registered and 111 participants attended the eighteenth annual Support Services to Seniors planning and collaboration day hosted by the Winnipeg Regional Health Authority (WRHA).

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

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

Participants completed an evaluation to reflect on the 2023 Support Services to Seniors planning day. Some highlights of the survey are:

- 97% of participants responded favourably to the presentations throughout the day.
- 96% of the participants responded that the resource table held valuable information.
- 98% of the participants felt the location, parking lot, bus route and free side street parking were accessible and convenient.
- 93% of participants felt the core priority exercise was beneficial to further collaborate with community partners regionally and in community areas.
- 84% of participants stated that they reviewed the past Support Services to Seniors planning and collaboration day reports.
- 71% of participants have accessed the Support Services to Seniors website within the past 12 months.

Background

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

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

The official welcome was provided by **Mike Nader, President and CEO**, of the **Winnipeg Regional Health Authority (WRHA)**. It was addressed that there is a new 2023-2028 WRHA Strategic Plan. This includes:

Our Vision: Healthy people. Thriving communities. Partners in care.

Our Mission: We provide the best health care to every person we serve.

Together, we care by delivering compassionate, timely and quality health services where and when our patients, clients and residents need them.

Our Values:

COMPASSION -We listen first, and offer respect, kindness and empathy to find the best ways to help.

COLLABORATION -We work together from the start as diverse teams and communities to make better health and well-being possible for everyone.

INCLUSIVITY -We recognize, respect and learn from the unique needs and contributions of every person in our community.

ACCOUNTABILITY -We hold ourselves and others responsible for actions and results.

INTEGRITY -We demonstrate honesty and transparency in everything we say and do.

EQUITY -We work together to promote conditions and remove barriers so every person can achieve their full health potential.

COMMUNICATION & TRUST - Each of these values requires a foundation and the prioritization of communication and trust between the WRHA and its staff, patients, clients, residents, partners and community.

Each of these values requires a foundation and the prioritization of communication and trust between the WRHA and its staff, patients, clients, residents, partners and community, which includes Support Services to Seniors

An overview of the highlights of key performance deliverables for 2021-2022 were shared as follows:

- 28 congregate meal programs delivered 444,641 meals with the support of 40,449 volunteer hours.
- Meals on Wheels delivered over 168,217 meals.
- 13 senior resource finders made 33,160 contacts with older adults with the support of 12,855 volunteer hours.
- 37 tenant resource programs made 59,600 contacts by supporting older adults in 55+ housing blocks within 3,832 suites.
- 9 supports to seniors in groups living made 125,307 contacts in 1,182 suites by providing supports and assisting older adults with instrumental activities of daily living 7 days per week.
- Alzheimer Society First Link has 4,085 active open files.
- 14 senior centres provided over 7,123 group activities to 111,164 participants ranging from mental and physical health promotion, healthy active aging from exercise to social and recreational programming as well as 103,961 contacts with older adults.
- A & O Support Services for Older adults had 1,304 cases receiving counselling services; 788 elder abuse cases; 947 hoarding cases and 3,486 clients receiving connect care services.
- A & O Senior Centre Without Walls provides an average of 431 group activities with 12,889 participants with the support of 955 volunteer hours; Caregiving with Confidence – 1,231 clients receiving caregiver support.
- CNIB – 2,029 clients receiving vision impairment support.

The agenda and objectives can be found in ***Appendix A: 18th Annual - Healthy Aging and Seniors Care planning day agenda.***

Dallas Murphy, Research Assistant, Centre on Aging presented on Reimagine Aging.

Some highlights included:

- Ageism can affect society in a variety of ways, so many organizations have anti-ageism campaigns including the World Health Organization (WHO) has the Global Strategy and Action Plan and Age Friendly World
- Ageism is defined by the WHO as “Stereotyping (think), prejudice (feel) and discrimination (act)towards people on the basis of age”

- The effects of Ageism include devalued lives of older persons, inappropriate policies and programs, lack of work opportunities, reduced access to care and treatment, poor quality of life, poor social relationships, reduced longevity, and exclusion of older people for research
- Centre on Aging has a new program in person or on line called Reimagine Aging: Aging – the worst of times or the best of times

The power point can be found in **Appendix B: Reimagine Aging**

The 2023 accomplishments and priorities were compiled and sent out to the funded agency based on the 2023 SSS planning documents completed by each Support Services to Seniors funded agency. The complete overview of accomplishments and priorities can be viewed in **Appendix C: Accomplishments and Priorities booklet.**

The working group exercise “Pathways to Community Connections: Past and Present Priorities” allowed community partners to review the 2022 priority action plan collectively and decide how they would like to collaborate on the upcoming year’s core priority for the upcoming year together. It was highlighted that it is each organization's responsibility to use the priority action plan as a tool to further develop and strengthen partnerships in order to reach the priority goal. The complete overview of the 2023 Priority Action Plan can be viewed in **Appendix D: 2023 Priority Action Plan.**

Daniel Leonard, Director, 211 MB and Amanda Macrae, CEO, A & O: Supports Services for Older Adults, presented on System Navigation. Some highlights included:

- System Navigation enables older adults and those that care about them to seek advice and support in navigating community information on available resources, services, and programs in an easy, accessible way that considers the various ways people consume information.
- This program is the first of its kind in Winnipeg and offers a unique opportunity for older adults (55+) and those that care about them to call 211 MB in partnership with A & O to connect to needed information and access available supports, services, and programs.
- This innovative system navigation service is a partnership between A & O, 211 Manitoba, and all of you!
- System Navigation will provide access to information, programs, and services through a coordinated central hub in Winnipeg. This is based on the Manitoba Senior Strategy Focus Area #2 which states the following: This requires partnering with older adult serving organizations (i.e., 211 MB, A & O, Senior Resource Finders, WRHA, etc.) to ensure a continuation of up-to-date information on programs and services for all aging needs, taking into consideration ethnocultural perspectives, languages and geography.

The power point can be view in **Appendix E: System Navigation**

Connie Newman, Executive Director of the Manitoba Association of Senior Communities and Dr. Mike Rutledge, presented on **Collaborative Impact with Social Prescribing.** Some highlights included:

- Social prescribing is a means for health care providers to connect individuals to a range of non-clinical services in the community to improve health and well-being. Social prescribing can help to address the underlying causes of health and well-being issues, as opposed to simply treating symptoms. Social Prescribing is a holistic approach to health care, which promotes community-based integrated care and helps to de-medicalize healthcare provision.
- This initiative will: Foster healthy aging; Integrate health, social care, and age-friendly Environment; Strengthen alliances amongst key players; Reduce siloed, independent activities, and build greater collaborative impact to facilitate healthy aging.

The information sheet can be found in ***Appendix F: Collaborative Impact with Social Prescribing.***
The complete list of participants can be found in ***Appendix G: Participant Listing 2023.***

18th ANNUAL SUPPORT SERVICES TO SENIORS PLANNING & COLLABORATION DAY AGENDA Navigation through Support Services to Seniors

Friday, October 13th, 2023

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 9:45	Acknowledgement of Indigenous Ancestral and Territorial Lands Henry Neufeld Elder, Indigenous Seniors Resource Centre	
9:45 to 10:00	Welcome to the neighbourhood Mike Nader, CEO and President, Winnipeg Regional Health Authority	
10:00 to 11:00	Reimagine Aging Dallas Murphy, Research Assistance Centre on Aging, University of Manitoba	
11:00 to 11:15	Wellness break	Work Tables
11:15 to 12:00	Pathway to community connections: Past & Present Priorities 2022 core priority and action plan review Discuss: Was the priority accomplished in the past year? If so, describe how this was accomplished. If not, what were the challenges? Discuss: Whether the group wishes to work toward last year's priority or focus on a new priority. Update action plan.	Work Tables
12:00 to 1:00	Network lunch, stretch, celebrate and discuss past successes	Work Tables
1:00 to 1:45	System Navigation - A & O, 211 MB and Senior Resource Finders Amanda Macrae, CEO, A&O: Support Services for Older Adults Daniel Leonard, 211 MB Director, The United Way	
1:45 to 2:30	Social Prescribing Connie Newman, Executive Director Manitoba Association of Senior Communities	
2:30 to 3:00	"See you back in the neighbourhood" Laurel Rose, Executive Director, Health Services Continuing Care, WRHA Takeaway of the day Revised core priority action plan Save the Date: November 15, 2024	

18th ANNUAL SUPPORT SERVICES TO SENIORS PLANNING & COLLABORATION DAY AGENDA Welcome to the neighbourhood

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 area as a priority and develop an action plan to follow in the upcoming year that will continue to support healthy aging and well-being within our community areas.

Reimagine Aging

Dallas Murphy, Research Assistant
Michelle Porter, Director



1

Acknowledgements

- We are grateful to the New Horizons for Seniors Program for providing funding to Centre on Aging Director Dr. Michelle Porter for the development of the program.
- We thank the advisory committee for their input into the program development
 - A&O Support Services to Older Adults
 - Manitoba Senior Communities
 - Men's Shed
 - Dr. Tara Stewart
 - Dr. Stephanie Chesser
 - Dr. Corey Mackenzie

2

Ageism as an Issue

- It is recognized that ageism can affect society in a variety of ways, so many organizations have anti-ageism campaigns
- World Health Organization
 - Global Strategy and Action Plan
 - Age-friendly World
 - <https://www.who.int/ageing/ageism/campaign/en/>
- Federal government in Canada

3

Definitions

- “Age-ism – Another Form of Bigotry”
 - Robert Butler (1969)
- “Prejudice or discrimination on the grounds of a person's age” (Oxford dictionary)
- “Stereotyping (think), prejudice (feel) and discrimination (act) towards people on the basis of age” (WHO)
 - Socially accepted
- Usually refers to older people, but could also apply to anyone of any age

4

Forms of Ageism

- Unconscious or conscious
- Internalized or self-ageism
- Interpersonal (individual & social networks)
- Institutional
- Positive/negative
 - Sageism
- Cultural ageism – comedy, mass media, etc.
- Benevolent (positive but over-accommodation)
- Hostile

5

Effects of Ageism

- Devalued lives of older persons
- Inappropriate policies and programs or ones that ignore older people
- Lack of work opportunities
- Reduced access to healthcare and treatments
- Poor quality of life and well-being
- Poor social relationships
- Reduced longevity (by up to 7.5 years)
- Exclusion of older people from research

6

Global Report on Ageism

- The Global report on ageism outlines a framework for action to reduce ageism including specific recommendations for different actors

<https://www.who.int/teams/social-determinants-of-health/demographic-change-and-healthy-ageing/combating-ageism/global-report-on-ageism>

7

Provincial Strategic Initiatives

To ensure all people are valued and celebrated, regardless of age, and that ageism and ableism are reduced, we will undertake the following initiatives:

- **Ageism Prevention Toolkit:** Develop ageism prevention tools that support government partners, service providers and private organizations to identify and address ageism and ableism in their policies, programs and services.
- **Celebrating Older Manitoban:** Honour and celebrate the diversity and contributions of seniors and combat ageism and ableism through recognition, training and information.
- **Intergenerational Programs:** Support the creation of more intergenerational programs to increase interactions, understanding and connections through greater volunteer/education opportunities and co-locating programs and services.

https://gov.mb.ca/seniors/docs/seniors_strategy_2023.pdf

8

Internalized or self-directed ageism

After decades of exposure older individuals may unknowingly direct these age stereotypes inward

These internal ageist perspectives might be entrenched even more in older individuals because of the length of the exposure, as well as because there is little public discourse about ageism even being an issue

9

Consequences of internalized ageism

Adoption of health promoting or risky behaviours

Poorer physical and cognitive health

Early retirement

Technology use

Suicide ideation

Social isolation or loneliness

Elder abuse

10

Positive Perspectives on Aging

- In contrast to the pervasive negative thinking about aging, here is what we know about older people:
 - More agreeable and better at getting along with others
 - Fewer negative emotions
 - More positive emotions
 - Less depression and anxiety
 - Remain open to new experiences and perspectives
 - More conscientious
 - More likely to volunteer
 - More likely to recycle and make philanthropic donations
 - Improved metacognition (thinking about thinking)
 - Better at thinking of problems from multiple perspectives
 - Better at solving problems between people
 - Improvements in some forms of memory
 - Dementia is much less common than we expect

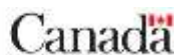
11

Centre on Aging |  University of Manitoba

Reimagine Aging

Aging – the worst of times or the best of times?

Funded in part by the
Government of Canada's
New Horizons for Seniors Program

 Canada

12

Reimagine Aging Program

Reduce internalized
ageism in older
individuals

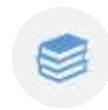
Help participants to
reimagine their own
aging relative to their
personal situation

13

Program format



SIX WEEKS

90 MINUTES
PER SESSIONEDUCATIONAL
VIDEOSINDIVIDUAL
ACTIVITIESGROUP
DISCUSSION

"HOMEWORK"

14

Session One

Ageism – what is it

Positive perspectives on aging

Building the skill of mindfulness

Noticing ageism

15

Session Two

What is internalized ageism

What are the consequences of
internalized ageism

Skill of separating yourself from
unwanted ageist thoughts

Noticing internalized ageism

16

Session Three

Stories we tell ourselves
about aging

Reimagine our own
stories of aging

Take perspective on
what it means to age

17

Session Four

Changing what we can control and accepting
what we cannot control

Participants are taught to avoid saying they
cannot do something because they are “too
old”

Find ways to adapt

Skills related to acceptance

18

Session Five

Identification of personal values

Constructing a personal definition of aging well that is free from ageist messaging

19

Session Six

Identification of goals and behaviours that are in line with individual values and personal definition of aging well

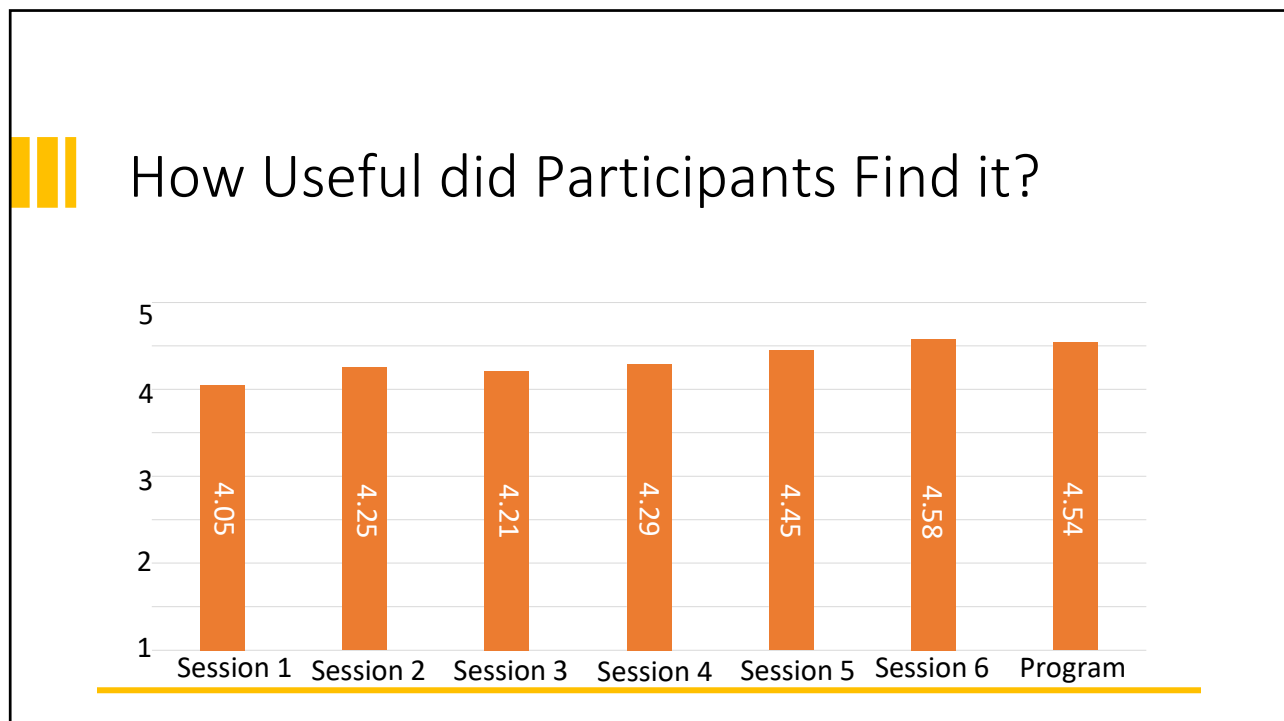
Strategies for goal attainment and behaviour change

20

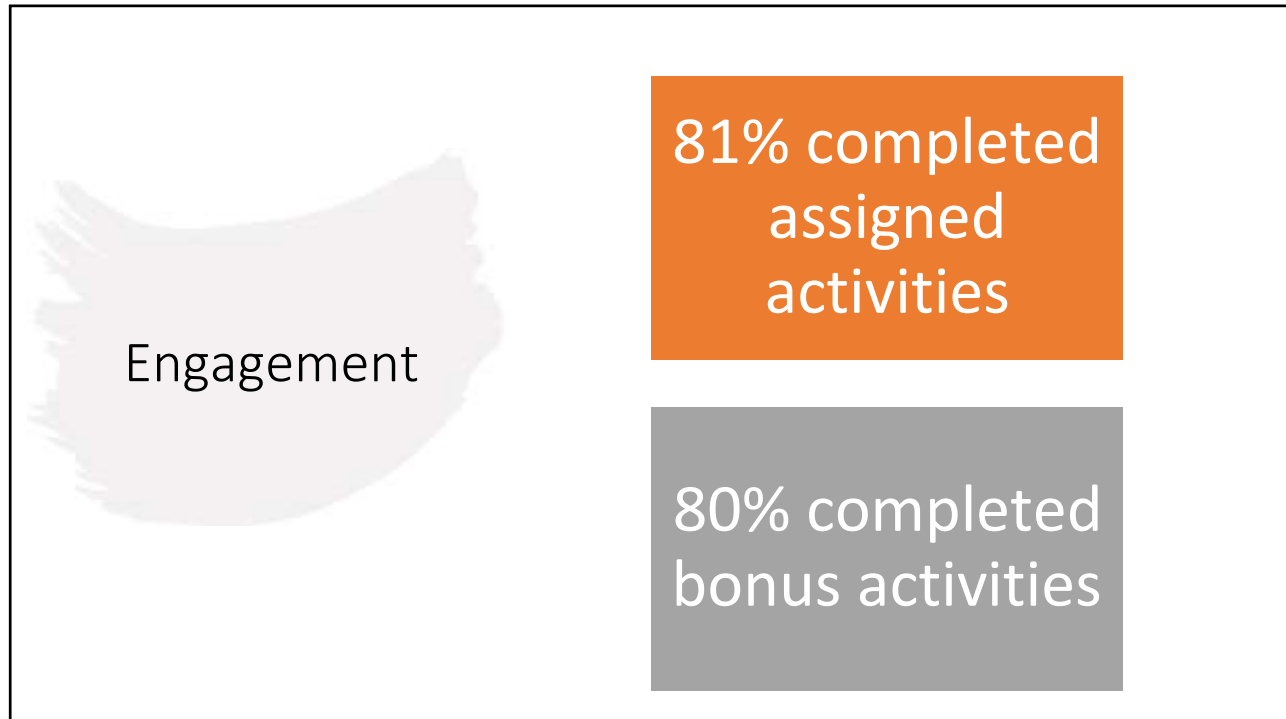
Findings from our first offering

-  Lots of enthusiasm for the program
-  Feedback was positive on the content and the effects on individuals

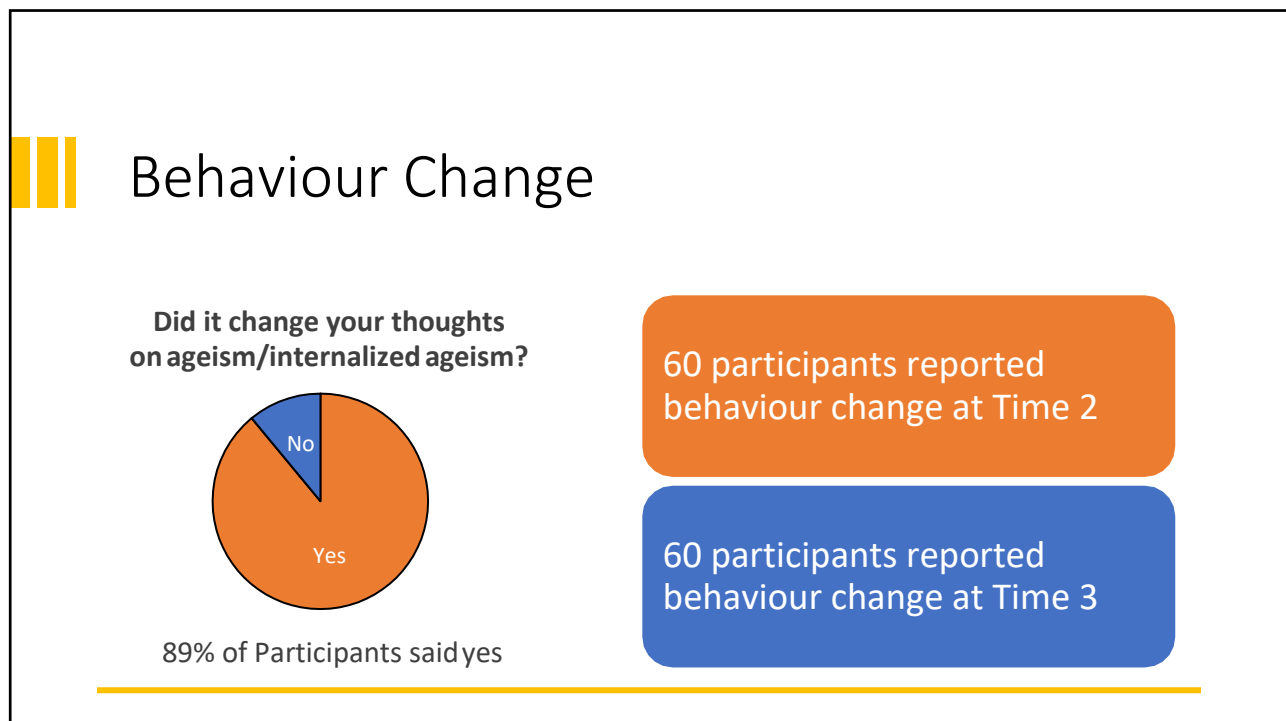
21




22



23



24



Future Offerings


In-person

- Funding received to partner with community organizations
- Community groups across the province will be offering this as six-week sessions, with facilitators present
- Educational videos, activities, and breakout group discussion
- Program packages are provided

Online on-demand

- Learning platform
- All the same educational videos and activities but no breakout group discussions
- Self-paced (could be done quicker or longer, no set schedule)

25



Get Involved!

If you want to offer the program:

- \$400 to cover room rental and facilitator payment
- We provide the videos and paper copies of all materials the participants will need
- A way to play the videos is needed (e.g., video projector system)
- Facilitator is needed to ensure correct videos are played and discussion stays on track

26



Get
Involved!

If you want to offer the program:

- Facilitators **do not** need to be experts and **do not** need to be teachers!
- We will offer a virtual group session to go through instructions with facilitators



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

Healthy Aging and Seniors Care Support Services to Seniors

Accomplishments & Priorities 2023

TABLE OF CONTENTS

<i>Support Services to Seniors Funded Agencies</i>	1
<i>Background</i>	6
<i>St. James Assiniboia Community Area</i>	7
Bethania Housing - Tenant Resource Services	7
Metropolitan Kiwanis Courts - Supports to Seniors in Group Living and Meal Program	8
St. James Assiniboia 55+ Centre – Senior Centre/Senior Resource Finder/Meal Program	8
Manitoba Housing – Tenant Resource Program	9
Manitoba Housing	10
<i>Assiniboine South</i>	11
Charleswood 55+ Active Living Centre – Senior Centre.....	11
Manitoba Eastern Star Chalet – Congregate Meal Program	12
Manitoba Housing – Tenant Services Program.....	12
Manitoba Housing – Congregate Meal Program.....	13
Rady Jewish Community Centre (RADY JCC) – Senior Centre	13
Assiniboine South/River Heights	14
<i>Fort Garry</i>	14
Fort Garry Rotary Villa.....	14
Pembina Active Living 55+ (PAL 55+)	15
Fort Garry Seniors Resource Council	16
Delmar Congregate Meal Program	16
<i>River Heights</i>	17
Bethania Housing.....	17
Bethania Housing.....	18
Manitoba Housing – Congregate Meal Program.....	19
Bethel Place.....	20
Manitoba Housing – Congregate Meal Program.....	21
Villa Cabrini	21
River Heights/Assiniboine South	22
<i>St. Vital</i>	22
St. Vital and St. Boniface	22
Winnipeg Housing and Rehabilitation Corporation	23

St. Boniface	23
Archwood 55 Plus	23
Foyer Vincent – Congregate Meal Program	24
Place Des Meurons	24
Manitoba Housing – Congregate Meal Program	25
Manitoba Housing – Tenant Resource Program	25
Manitoba Housing – Tenant Services Program	26
Manitoba Housing – Congregate Meal Program	27
L'Accueil Colombien Inc.....	27
St. Boniface and St. Vital.....	27
Conseil des francophones 55+ de Winnipeg - Senior Resource Finder	28
Transcona	30
Transcona Senior Resource Finder (209 Yale W and 500 Widlake).....	30
Park Manor Care – Supports to Seniors in Group Living	31
River East.....	32
Good Neighbours Active Living Centre.....	32
River East – Seniors Resource Finder and Congregate Meal Program.....	34
Donwood Manor Elderly Persons Housing	34
Elmwood East Kildonan Active Living Centre	37
Bethania Housing, BethaniaHaus	40
Bethania Housing, Kingsford Haus – Congregate Meal Program.....	41
Seven Oaks Includes East and West St. Paul.....	42
Gwen Sector Creative Living Centre	42
Seven Oaks Community Area – Senior Resource Finder	42
Middlechurch Home of Winnipeg, Community Supports Program	43
Inkster	45
Keewatin Inkster Neighbourhood Resource Council INC (KINRC).....	45
Keewatin Inkster Neighbourhood Resource Council INC (KINRC).....	46
NorWest Co-op Community Food Centre.....	46
Brooklands Active Living Centre	47
Point Douglas.....	48
Point Douglas – Senior Resource Finder	48

North Point Douglas Seniors Association	49
Manitoba Housing – Tenant Resource Program	50
Winnipeg Housing and Rehabilitation Corporation	51
KeKiNan Centre.....	51
Winnipeg Housing Rehab Corporation, Canadian Polish Manor	52
Indigenous Seniors Resource Centre Winnipeg (ISRC)	52
Downtown	53
Manitoba Housing - Ellice Place	53
Manitoba Housing – Congregate Meal Program.....	53
Manitoba Housing – Tenant Resource Program	53
<i>Manitoba Housing – Tenant Resource Program</i>	<i>54</i>
Manitoba Housing – Congregate Meal Program.....	54
Manitoba Housing – Tenant Resource Program	55
Bethania Housing and Arlington Haus– Tenant Resource Program	55
Autum House Inc – Tenant Resource Program	57
Bethania Housing, ArlingtonHaus – Congregate Meal Program	58
Lions Manor and Lions View – Tenant Resource Program	58
West End Active Living Centre	59
West Downtown / Broadway – Senior Resource Finder	59
East Downtown – Senior Resource Finder	60
Regional/Provincial	61
Indigenous Seniors Resource Centre Winnipeg (ISRC) – Senior Centre.....	61
Canadian National Institute for the Blind (CNIB) – Specialized Services	61
Manitoba Association of Senior Communities (MASC) – Specialized Services .	63
A & O Support Services for Older Adults (A&O) – Specialized Services	64
Creative Retirement Manitoba (CRM) – Senior Centre/Specialized Services	65
Rainbow Resource Centre (RRC) – Senior Centre/Specialized Services	66
Meals on Wheels of Winnipeg (MOW)- Specialized Services.....	66
Senior Resource Finder- Conseil des francophones 55+ de Winnipeg - La Fédération des aînés franco-manitobains inc. (FAFM).....	67
Alzheimer Society of Manitoba (ASM) – Specialized Services	69

Support Services to Seniors Funded Agencies

Downtown Community Area

Congregate Meal Programs

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

Tenant Resource Programs

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

Seniors Resource Finder

- East Downtown Seniors Resource Finder – 640 Main St
- West Downtown/Broadway Seniors Resource Finder – Satellite offices

Winnipeg Regional Health Authority

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

Senior Centre

- West End Active Living Centre – 1312 Strathcona St

Point Douglas Community Area

Tenant Resource Programs

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

Senior Centres

- Indigenous Senior Resource Centre – 100 Robinson St
*Serving the Indigenous 55+ population within the city of Winnipeg
- North Point Douglas Seniors Association – 49 Euclid St

Seniors Resource Finder

- Point Douglas Seniors Resource Finder – 640 Main St

Winnipeg Regional Health Authority

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

Inkster Community Area

Congregate Meal Program

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

Tenant Resource Programs

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

Seniors Resource Finder

- Keewatin/Inkster Seniors Resource Finder – 1625 Logan Ave

Senior Centre

- Brooklands Active Living Centre – 1960 William Ave West

Seven Oaks Community Area

Congregate Meal Program

- Gwen Selter Creative Living Centre – 1588 Main St

Senior Centre

- Gwen Selter Creative Living Centre – 1588 Main St

Seniors Resource Finders

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

River East Community Area

Congregate Meal Programs

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

Tenant Resource Programs

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

Senior Centres

- Good Neighbours Active Living Centre – 720 Henderson Hwy
- Chalmers Neighbourhood Renewal Corp - Elmwood East Kildonan Active Living Centre – 180 Poplar Ave

Seniors Resource Finder

- River East Seniors Resource Finder – 720 Henderson Hwy

Winnipeg Regional Health Authority

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

Supports to Seniors in Group Living

- Donwood Manor – 165 Donwood Dr
- ☐ Good Neighbours Active Living Centre - Oakland Gardens 1 & 2 at 210 Oakwood Ave and 220 Oakwood Ave
- ☐ Good Neighbours Active Living Centre - 1080 Henderson and 1100 Henderson Hwy

Transcona Community Area

Congregate Meal Program

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

Seniors Resource Finder

- Transcona Seniors Resource Finder – 845 Regent Ave

Winnipeg Regional Health Authority

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

Supports to Seniors in Group Living

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

Fort Garry Community Area

Congregate Meal Programs

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

Tenant Resource Programs

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

Seniors Resource Finder

- Fort Garry Seniors Resource Finder – satellite offices

Supports to Seniors in Group Living

- Lindenwood Manor – 475 Lindenwood Dr

Senior Centre

- Pembina Active Living (55+) – 170 Fleetwood Rd

River Heights Community Area

Congregate Meal Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- Fred Tipping Place – 601 Osborne St
- 64 Nassau Meal Program – 64 Nassau St

Tenant Resource Programs

- Bethel Place – 445 Stafford St

- Villa Cabrini – 433 River Ave
- Fred Tipping Place – 601 Osborne St
- Pembina Place – 285 Pembina Hwy

Seniors Resource Finder

- River Heights Seniors Resource Finder – 1 Morley Ave

Senior Centre

- Rainbow Resource Centre – 475 Broadway Ave * Serving Manitoba's Two Spirit, Lesbian, Gay, Bisexual, Transgender, Queer and Questioning communities

South Assiniboine Community Area

Congregate Meal Programs

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

Tenant Resource Program

- Manitoba Housing – 170 Hendon Ave

Senior Centre

- Charleswood 55 Plus Active Living Centre – 5004 Roblin Blvd

Seniors Resource Finder

- Assiniboine South Seniors Resource Finder – 1 Morley Ave

Winnipeg Regional Health Authority

- St. James/Assiniboine South Healthy Aging Resource Team – 3rd floor - 203 Duffield

St. James/Assiniboia Community Area

Congregate Meal Programs

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

Tenant Resource Program

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

Senior Centre

- St. James/Assiniboia 55+ Centre – 3rd floor - 203 Duffield St

Seniors Resource Finder

- St. James/Assiniboia Senior Resource Finder – 3rd floor - 203 Duffield St

Supports to Seniors in Group Living

- Metropolitan Kiwanis Courts – 2300 Ness Ave

Winnipeg Regional Health Authority

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

St. Vital Community Area

Tenant Resource Program

- Winnipeg Housing & Rehabilitation Corporation – 60 Chesterfield Ave

Seniors Resource Finder

- St. Vital Seniors Resource Finder – 1188 Dakota St

St. Boniface Community Area

Congregate Meal Programs

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

Tenant Resource Programs

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

Seniors Resource Finders

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

Senior Centre

- Archwood 55 Plus - 565 Gibault St

Winnipeg Regional Services

- Indigenous Senior Resource Centre – 100 Robinson St
*Serving the Indigenous 55+ population within the city of Winnipeg
- A & O: Support Services to Older Adults – 200-207 Donald Street
- Alzheimer Society of Manitoba – 10-120 Donald St
- Canadian National Institute for the Blind: The Mrs. Daya and Chander Gupta Centre – 1080 Portage Ave
- Creative Retirement Manitoba – satellite offices
- Conseil des francophone 55 Plus – 400 des Meurons St
*Serving the Francophone speaking population within the city of Winnipeg
- Manitoba Association of Senior Communities – 3rd floor - 203 Duffield St
- Meals on Wheels of Winnipeg – 174 Hargrave St
- Rainbow Resource Centre – 545 Broadway Ave
* Serving Manitoba's Two Spirit, Lesbian, Gay, Bisexual, Transgender, and Queer communities within the city of Winnipeg

Background

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

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

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

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

St. James Assiniboia Community Area

Bethania Housing - Tenant Resource Services

Name: **Taylor Johnson**
529 Country Club Blvd

Tenant Resource Services

Accomplishments:

Over the past year, 529 Country Club tenants had access to the Healthy Together Now Grant which was used for an Art Therapy Group. The group was 3 sessions and had 6 attendees. The tenants also had bi-weekly donations of food from Agape Table which helped so many tenants experiencing food insecurity. The Tenant Resource Committee (TRC) brought the tenants on an outing to Lockport in the fall of 2022 for lunch at Half Moon and a leisurely drive down River Road. TRC had presenters come from various agencies to present on several topics including Cardiac Health, Injury Prevention, Smoking Cessation, Pharmacy Services, Scams and Frauds, and Victoria Lifeline. The tenants organized BBQ's and holiday dinners with help from the TRC. Vaccination clinics were also held throughout the year (Flu and Covid).

Priorities:

- 529 country club is hosting bi-weekly, mental wellness activities for all tenants in the lounge sponsored by Canadian Mental Health Association (CMHA). To ensure reaching maximum amount of tenants, a poster will be handed out to each door, and the coordinator will attend event with tenants to ensure they are feeling heard, and supported. If further resources are needed coordinator will connect them to the appropriate resource in a 1 on 1 session.
- Cooking for 1 or 2 (Healthy together now grant), will be utilized and hosted by the Healthy Aging Resource Team (HART) team at 529 Country Club. There will be 4 sessions to learn about how to cook and provide the body with proper nutrients on a budget.
- 529 Country Club will continue to work alongside with AGAPE table, bi weekly, to provide food security for tenants.
- 529 Country Club also continues to have an in-house non-perishable food storage for any tenant that may need food or hygiene products.
- Coordinator has contacted a Canadian Laundry Detergent Company, to seek out a donation. 1-year supply of Detergent strips were granted for each tenant in the building, this will help build self-esteem, save costs and help to help the pest control problem in the building.
- Red River College and coordinator are working hand in hand to deliver a 5-6 week in house program. Students are in a home care shadowing experience and their superiors are not on site. During that time they will see volunteer tenants (usually 6) one for each student to visit with for 3-4, 1 hour or so appointments in their suites. We offer a Blood Pressure clinic early in the term and a health education event, usually on the last week, for the building. This gives tenants a chance to check in on their health and wellness from the comfort of their home, make a social connection, and get involved within the community.

- The coordinator is new in her role and is already booking until the end of August, she is connecting with multiple community outlets, registering for courses to educate herself and be able to educate the tenants. The coordinator monitors activities held in each building by participating and getting to know the tenants individually to ensure they are feeling supported. In order to reach priorities, the coordinator allows time at Tenant Advisory Committee meetings to write anonymous suggestions, ideas, thoughts or improvements they would like to see in the building. We have also put up a suggestion box!

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

Name: **Sheila Hunter**
2300 Ness Ave

Supports to Seniors in Group Living

Accomplishments:

- Metropolitan Kiwanis Courts increased the number of events and activities to support residents which included vaccine clinics, a resident survey and resident engagement. Continue to test and monitor residents for Covid-19. Metropolitan Kiwanis Courts currently has weekly walk-in clinic for 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 have held one successful High Tea and anticipate another in August based on the positive reviews. The regular statistics reported will track increased participation in events and activities.

Congregate Meal Program

Accomplishments:

- Metropolitan Kiwanis Courts increased the number of guest meals served. Metropolitan Kiwanis Courts provides over 700 meals per day. Monthly Food For Thought meeting with Chef for residents to provide feedback on meal program.

Priorities:

- Open the Café for the summer, continue to pick up donations as available from Peak of the Market, increase guest meals served and resident engagement.

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

Name: **Sarah Buchan**
203 Duffield St

Senior Centre

Accomplishments:

- This can be measured by the number of successful programs we now have which is reflective of attendance. We require a certain number of registrations to keep a program. The numbers suggest we have been successful. We have also increased our social media presence which is proving successful given the amount of likes, shares, etc. that we are receiving.

Priorities:

- o Continuing to grow our memberships, pursuing sponsorships and updating our website/registrations software. These three things will help increase our presence in the community and help us offer affordable programming to the area. We will monitor this by keeping monthly reports to compare our progress and assess what is successful or unsuccessful.

Congregate Meal Program

Accomplishments:

- o The Centre has increased the amount of frozen soups we provide to the community. Prices have been able to be lowered or at least stay the same given the inflation we have faced. We have started a garden to offset grocery costs.

Priorities:

- o The priority for this program for the year is to keep our prices from needing to increase and to offer more frozen meal options. We will do this by planning efficiently and monitoring monthly reports for Congregate Meal Planning.

Senior Resource Finder

Accomplishments:

- o Community Outreach was the primary goal this year. That has been achieved by attending multiple tenant block meetings, different Expos and Community programs. There is a solid presence in the community that has been reflected in the increase on the Senior Resource Finding monthly statistics.

Priorities:

- o Continuing to increase the community presence of coordinator but also of the Centre overall. This will be achieved by continuing to provide outreach to the community and joining with other community organizations. This will be monitored through monthly statistics.

Manitoba Housing – Tenant Resource Program

Name: **Patrick Tshivo**

22 Strauss Dr

Tenant Resource Program

Accomplishments:

The pandemic drove tenants into their suites and so the goal and accomplishment of last year was getting tenants to emerge. This continues to be measured by the number of tenants who use the public spaces (lounge, garden/patio, and who attend events hosted by the Tenant Advisory Committee - TAC).

- o Part of getting tenants out of their suites were the efforts of staff to get out into the hallways, knocking on doors, promoting events, and reconnecting with external agencies to help promote and link tenants to their program offerings. The creation of new partnerships reflects the efforts made.
- o The Manitoba Housing district has also been very proactive with restocking and resupplying its tenant associations with equipment and supplies as many went missing during the lockdowns.
- o Priorities for the upcoming year include continuing to encourage tenants to engage with each other inside and outside their community, continuing to promote healthy living, educating tenants on the value of healthfulness, the pandemic was an

excellent demonstrator of the harmful impacts of isolation, and so because of this, we have a great opportunity to try and convince tenants to make better choices – as we now know how things can go wrong when they/we don't.

Priorities:

- o To better engage with tenants there needs to be a greater presence by staff at the sites, therefore this coordinator will have scheduled office time at the 22 Strauss Drive site, 3 half days per week, minimum. When he started at this site in January of 2023 there were no set times at the site.
- o Tenants have commented that they felt disconnected from MB Housing during the pandemic so reconnecting, first through an onsite presence, and secondly by engaging tenants more directly in the hallways/lounges must be a focus.
- o Another tool for connection and promotion will be creating a monthly newsletter with upcoming events that will be both posted in the buildings and delivered to suites (this has started)
- o Thus far management has stated that they do want to support the coordinators with becoming more engaged with tenants in a hands-on way (continued support will be essential).
- o Another goal for the upcoming year is to help the tenants fundraise in other ways as their budget aspirations have shown that they need more money than they currently receive.
- o Thus far this summer some presentations and outings have been scheduled, but results have fallen below expectations despite high initial interest. It is believed that quantifiable change in tenant behaviours will take time with the demographic that exists in these buildings and so there will need to be acceptance of this by management.
- o It will be necessary to stay committed to the long-term goal.

Manitoba Housing

Name: **Josh Maxwell**

125 Carriage Rd

Congregate Meal Program

Accomplishments:

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

Priorities:

- o Continue growing our programs trying to get more clients

Assiniboine South

Charleswood 55+ Active Living Centre – Senior Centre

Name: *Kristal Laminman*

5006 Roblin Blvd

Senior Centre

Accomplishments:

After careful and strategic gradual then full reopening, we have resumed offering a wide variety of programs and services to our members. 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. We have enlisted many Centre members to assist in our programming in various capacities including facilitating and coordinating activities, gathering supplies, doing presentations, assisting with office tasks and doing one on one troubleshooting/educating. We are fortunate to have such talented and giving members investing in their peers. 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 2024. Board and staff education now happen regularly on a variety of salient topics including board governance, accessibility, dementia friendly communities and donor software. Organizational review and refresh commenced this year after significant staff turnover and pandemic operations. This has included completed or planned review of all policies and procedures, use of new electronic platforms for collecting and using data and clean-up of physical space and storage in preparation for our future move. Our Building and Property Committee has been very active preparing for our new home and moving forward with all the decision-making and planning needed without a project manager. In the fall, a trial of measuring specific program objectives pre and post session was undertaken in several fitness classes. We have since morphed our program evaluations, including incorporating some specific objectives to an online platform which has been well-received by our members and has yielded 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.

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. Expanding our outreach and remote programming to combat social isolation is planned. Continuing to use the skills and knowledge and enthusiasm of our members will be at the forefront with the challenges we have ahead.

Our Building and Property Committee activity is an 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. Completion of the review and revision of all policies and procedures and contingencies will occur in this upcoming year making all documents current and comprehensive to guide future staff and Boards. Refresh of some equipment to enhance cleanability will occur this year and applications for accessibility are pending which, if successful, would enhance our programming and participation possibilities for the hard of hearing and hearing-impaired members in our current and potentially future home.

Manitoba Eastern Star Chalet – Congregate Meal Program

Name: *Doug Wilkinson*

Box 13, 525 Cathcart St

Congregate Meal Program

Accomplishments:

- Hire a new chef, very skilled in meal planning

Priorities:

- Continue to provide healthy nutritious meals to our residents

Manitoba Housing – Tenant Services Program

Name: *Camille Sylvester*

170 Hendon Ave

Tenant Services Program

Accomplishments:

- Assisting tenants with income tax and financial literacy
- Different organizations are coming to complex to assist with food (bread, potatoes, corn and carrots)
- Partnering with organizations such as Community Wellness Initiative (CWI), Healthy Aging Resource Team (HART), We Got this Canada

Priorities:

- Tenants have expressed interest in more community events outdoors/activities. They would like more flowers in the backyard as well as local musicians and artists for entertainment
- Tenants would like greater knowledge and assistance with medication and pain management
- Tenant have expressed having an on-site meal program where they can get access to additional meals and be engaged in cooking classes
- Assistance for pest management for tenants to have greater autonomy of supports/services and resources
- Weekly activities which promote mental and physical well-being and promote engagement with tenants
- Continued active engagement with the tenant advisory committee and workshops on emergency preparedness and personal safety.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**

170 Hendon Ave

Congregate Meal Program

Accomplishments:

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

Priorities:

- Continue growing our programs trying to get more clients.

Rady Jewish Community Centre (RADY JCC) – Senior Centre

Name: **Laura Marjovsky**

123 Doncaster St

Senior Centre

Accomplishments:

- We have re-designed the Stay Young Program, called now: Social Club, with the input of participants. 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 grown a 30% in attendance since last year.
- Continued offering weekly games afternoons with growing attendance since last year.
- Continued partnerships between various other senior serving organizations such as the Gwen Secter Creative Living Centre, Shaftesbury, Jewish Child and Family Services, Simkin Centre.
- Continued growing Senior's attendance at Jewish Holiday events and Cultural events. Attendance has grown 50% since last year.
- Continued to offer programming that is it diverse and relevant for this population, such as the Jewish Film Festival, Holiday Programming, while appealing to the community at large.
- Enhanced the physical, spiritual, emotional, social, and intellectual growth of individuals.
- Continued offering a Rady wellness series providing older adult options to learn about health and wellness topics through the expertise of specialists in a relaxed and interactive setting.
- Music and Mavens daytime concert and speaker series saw increased participation compared to last year's program. Our speaker series saw record numbers with an average of 50 seniors every afternoon. Some of those programs reached an attendance of 90 seniors. We also experience sold out concerts (200 participants) much like before the pandemic.
- Supported ongoing partnerships with community-based agencies to better serve unique needs of older adults living with chronic conditions: Parkinson's Society of Manitoba; MS Society; Alzheimer's society.
- Provided volunteer and leadership opportunities for people 55+. Volunteer participation also increased this past year by 50% 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.

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.
- Continue to offer options for virtual programming for those individuals that still do not feel safe participating at in-person programming, such as the Jewish Film Festival.
- 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 Yiddish Concert, Film and Speaker Festival in early 2024, and a variety of new classes and workshops.
- To continue expanding our wellness programming.

Assiniboine South/River Heights

Name: **Martin Landy**

1 Morley Ave

Senior Resource Finder

Accomplishments:

- To continue our high standards of connection and support to the community
- Increase in E-blasts
- Zoom presentations
- Revival of Golden Rules Senior Club

Priorities:

- Opening and successful operations of Seniors Resource Centre
- Continuing our commitment to our high standards of connection and support to the community.
- To keep cost low and not raise prices

Fort Garry

Fort Garry Rotary Villa

Name: **David Hood**

528 Hudson St

Congregate Meal Program and Tenant Resource Program

Accomplishments:

- We have hired a new cook in the kitchen as well as new Tenant Resource Coordinator. The cook is doing well as we are having more tenants partake in the Congregate Meal Program. We have also, with the help of tenant volunteers, set up a weekend canteen to sell food, snacks and some small grocery items such as milk and drinks. This is going well with proceeds going back to the tenants for activities.

Priorities:

- Our goal is to have more help in the kitchen regarding food prep and cleaning; to ease the time pressure on the cook. This would allow her to focus on meal preparation and being able to have a break in the day. We would like to increase our meal program numbers so as to be more sustainable.
- We also want to increase the number of volunteers who help out in various areas of our community; crafts, events including field trips with other buildings, so as to create more of a community that benefits all who come to the villa.

Pembina Active Living 55+ (PAL 55+)

Name: **Susan Fletcher**
170 Fleetwood Rd

Senior Centre

Accomplishments:

- We have added many new programs since last summer: ESL conversation class for newcomers, Movie PALs, Tech Tuesday, Travel Tips, Take 5, Alzheimer Support Group, Ring & Ride, tablet lending library.
- We have increased membership from 167 last September to this Spring 2023
- We have added partnerships with Alzheimer's Society and Palliative Care
- We have increased our Sponsorship by 2 businesses. We now have 5 Sponsors.
- PAL 55+ measures this success by positive feedback received verbally and by email, by the increase in membership and Spring and Fall surveys.

Priorities:

- To reach our financial goals through fundraising, Sponsorships, Grants and Donations
- Adding Grief support group in partnership with palliative care in the Fall
- Add a Seniors Theatre Group in partnership with St. Norbert Arts Resource Centre
- Hold two fundraisers: Fall and Spring
- Increase membership to programs, services, presentations, through advertising
- Survey needs of members and respond accordingly
- Success will be measured by increased membership, positive feedback and financial stability.

Winnipeg Mennonite Seniors Care - Lindenwood Retirement Living

Name: **Bonnie Coble**
475 Lindenwood Dr

Supports to Seniors in Group Living/Tenant Resource Program

Accomplishments:

- Along with Leila Pharmacy we provided our annual flu clinic with around 90% of our residents receiving the vaccine
- We had our COVID-19 booster clinic which was well attended
- We hosted a fall prevention clinic

Celebrating our Accomplishments and Priorities 2022

- We have remained a bedbug free building
- No COVID-19 outbreaks in our building

Priorities:

- In Partnership with Leila Pharmacy, we are doing a pilot project with QDoc. It is a platform that connects residents with local Doctors for virtual appointment, letting you see a Doctor from home.
- We are offering our residents LiveLife, which is our in-house life line service.
- Staff training workshop on dementia/dealing with difficult people.
- Reinstate our monthly pharmacy clinic
- Have a diabetes/nutrition presentation

Fort Garry Seniors Resource Council

Name: **Amanda Macrae/Patti Berube**
270 Donald St

Senior Resource Finder

Accomplishments:

- Continued as a Verified Partner for the Community Volunteer Income Tax Program and increased number of older adults who used the service.
- Collaborated with Sobey's Pharmacy and the Medicine Shoppe Pharmacy to vaccinate over 100 older adults for the seasonal flu and Covid vaccinations.
- Increased e-newsletter distribution list.
- Returned to in-person pop-up offices at various apartment blocks.
- Increase in E.R.I.K. presentations.
- Created new partnerships with Healthy Aging Resource Team (St. James / River Heights)
- Invited to participate with the My Health Team (Fort Garry / River Heights) as part of the Falls Prevention Clinics.
- Doubled the number of contacts with older adults (post pandemic) and provided information and referrals.

Priorities:

- Strengthen the Advisory Working Group by increasing members and increase participation in planning activities to meet the Strategic Priorities.
- Continue to host pop offices and expand to new locations (Access Fort Garry, Richmond Gardens, Summerland)
- Continue to collaborate with the Verified Partner Program (Community Financial Counselling Services) and increase number of Income Tax Clinics offered.
- Continue to expand flu clinics to new locations.
- Offer a summer bus trip to rural Manitoba.
- Collaborate with South Winnipeg Family Information Centre to increase technology training for older adults and recruit peer volunteers.
- Continue to create new partnerships with other senior serving organizations.
- Increase e-newsletter distribution list to connect older adults living in Fort Garry and surrounding areas to community programs and services.
- Distribute ERIKs to all older adults 65+ in Fort Garry as per government funding

Delmar Congregate Meal Program

Name: **Martin Landy**

Celebrating our Accomplishments and Priorities 2022

110 Adamar Ave
Congregate Meal Program

Accomplishments:

- o To continue our high standards of healthy meals at affordable prices
- o We did not have to increase our prices even though inflation and costs were sky high

Priorities:

- o Successful and profitable operations of meal program
- o To increase meal uptake
- o To keep cost low and not raise prices

River Heights

Bethania Housing

Name: **Keith Angell**

285 Pembina Hwy

Tenant Resource Program

Accomplishments:

- o Received a \$23,000 grant from the New Horizon's for Seniors Grant program to set up a Seniors Resource Centre at 285 Pembina Highway
- o Received a grant from the Healthy Together Now program to establish a tenant-led urban garden.
- o Received a grant from MenShed to support the male tenants who reside at 285 Pembina Highway.
- o Partnered with 55 Nassau Street Church to offer the tenants spiritual connection, holiday entertainment, and food bank resources.
- o Partnered with A & O Services for Seniors (Be a Santa to Senior program) to ensure that all the tenants living at 285 Pembina Highway received Christmas/holiday gifts
- o Arranged for all the tenants to receive a free Food Hamper at Christmas time.
- o Partnered with Home Instead Senior Care to provide tenants at 285 Pembina Highway with various donated bedding & linen supplies, as well as, personal hygiene items
- o Partnered with Bed Bug Beware to offer tenants in need of new beds, TV's, and various household items. Bed Bug Beware also donated their time to assist tenants' removal of any infested furniture from their suites.
- o Hosted the first annual 285 Pembina Highway Health and Wellness Fair
- o Hosted the first annual sock fundraiser. Siloam Mission received all the donated socks from this fundraiser.
- o Hosted the first annual Orange Shirt Day smudging ceremony and sharing circle.
- o Organized 3 Covid in-house vaccination clinics.
- o Advocated for services for tenants whose mental and physical health are deteriorating. These services include: Home Care services, Public Guardian and Trustee (PG&T) services, Bi-weekly suite cleaning, laundry services, recommendations, and letters of support for tenants to be considered for paneling as well as mental health supports, assistive devices, and transportation needs.
- o Developed a community booklet that showcased all the free and affordable activities and events scheduled during the Spring/Summer months throughout Winnipeg

Celebrating our Accomplishments and Priorities 2022

Measure of success

- o Tenants in the last year, due to the various generous funding opportunities, have at no cost to them a robust of monthly scheduled activities. These activities include but are not limited to: Art therapy, functional exercise program, yoga and music, dog therapy, BBQ's, guest speakers, and entertainment.
285 Pembina Highway evaluates the success of these monthly activities based on these criteria: Attendance (Short – term and long-term), tenant feedback, and functional observations. TRC has received many thank cards and positive verbal feedback from tenants regarding the monthly activities. Also, attendance in tracked on these activities. The attendance at the monthly activities has organically increased each month/ activity. New tenants, who in the past preferred to be alone/isolated are joining the monthly activities.
- o Grants that have been awarded to 285 Pembina Highway do require yearly evaluations as per the terms of the grant.
- o COVID-19 Clinic vaccination clinics – 285 Pembina Highway has had less than 10 persons over a 3-year period who have been sick and required to isolate because of having COVID-19. 92% of the tenants living at 285 Pembina Highway are at least quadruple vaccinated.
- o Sock donation – Tenants donated enough socks to fill 2 large hockey bags and it needed two strong men to lift these bags into a truck to deliver them to Siloam Mission

Priorities:

- o Create partnerships with community organizations that offer a variety of in-house support services, activities, web base training and seminars, and events as well as direct client care to the tenants. The coordinator aims to develop 20 -25 new community partnerships.
- o Provide computer and internet training to tenants.
- o Create an extensive library of community resources for tenants.
- o Create a tenant-loaning library.
- o Collaborative project to develop a shared list of programs and facilitators for all the Bethania coordinators can use. This project will exponentially expand the Bethania coordinator Network's community resources and ensure innovative and creative programming.
- o Establish Pembina Highway Independent Living Resource Centre (PIRC) – for the tenants and the various services it will have for tenants to access.
- o Create co-op placements for students in the Support Worker program, Recreation Facilitator for Olde Adults, Social Worker and/or Psychology program.
- o Develop an orientation to 285 Pembina Highway presentation for all new tenants, their family, and their supports will attend to inform them of 285 Pembina Highway/Bethania tenant-landlord policies, community resources, staff roles and responsibilities...etc.
- o Coordinator Bethania group to share ideas and resources.

Bethania Housing

Name: **Crystal Klassen**

601 Osborne St

Tenant Resource Program

Accomplishments:

Celebrating our Accomplishments and Priorities 2022

- COVID-19 lockdowns ended which brought tenants back down to the lounge slowly. Programming started to happen in the tenant lounge (Canadian Mental Health Association started to come for weekly programming, Agape Table food donations every 2 weeks).
- We got approved for the New Horizons Grant which gave us \$6800. We used this grant money to purchase raised garden beds, gravel for the ground to make the space accessible for people with mobility issues and a side garden.

Priorities:

- **Health Clinics:** Partnered with Medicine Shoppe Owner/Pharmacist to start in-house Blood Pressure Clinics at 601 Osborne St once a month beginning in May 2023. This partnership may expand to include a virtual Doctor through QDoc once funding is in place for a new laptop to host these Virtual Doctors Appointments. This same Pharmacist also hosts Vaccine Clinics and will do presentations on various topics.
- **Conquering Isolation:** Partnered with Gateway Church to host regular social events (Bingo, Games nights, etc.) at 601 Osborne to get the tenants out of isolation and participating in fun social activities. Every other Friday we have Canadian Mental Health Association come for Peer Support as well as Arts/Crafts with the tenants and have discussions about various topics.
- **Food Insecurity:** A partnership has also been created between the local MLA (Wab Kinew) and coordinator. MLA and his team are donating a large amount of gardening seeds from Harvest Manitoba to help us get our gardens started so we can grow and share the produce with our tenants. We have also partnered with Agape Table who donates loads of food that the Building Manager or coordinator to pick up every other Wednesday, we then hand it out to 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:** We have implemented 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.
- **Physical Activity:** With our Healthy Together Now Grant, we are paying for a weekly Exercise Program geared to people who have mobility issues where tenants can attend and do armchair aerobics. We have also applied for the Victoria Lifeline/Victoria Hospital Foundation Grant to purchase new exercise equipment (treadmill/exercise bikes), confirmation of receiving this grant is pending at this time.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**
601 Osborne St

Congregate Meal Program

Accomplishment:

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

Priorities:

- Continue growing our programs trying to get more clients.

Bethel Place

Name: **Joanne Schmidt**
445 Stafford St

Tenant Resource Program

Accomplishments:

- We have successfully transitioned a new staff person into the position of Tenant Resource Coordinator and welcome back all the volunteers for programming and the meal program. We have had a high suite turnover and have transitioned many new residents in the community. Coming out of COVID Resident engagement programs and services is positive.

Priorities:

- Helping and encouraging residents to engage in their Resident Association Committees.
- Resourcing options to replace the grocery shuttles once provided by local grocery stores.
- To provide diversity in the programming and services for residents.

Congregate Meal Program

Accomplishments:

- In April of 2022, we successfully reopened the dining to residents and guests. These past years, we also successfully transitioned the acting meal coordinator to Meal Coordinator and recently was able to hire a staff person from the Ukraine. Overall, the meal program is well attended, and residents and guests are enjoying the meals and opportunities to connect. We also have been actively engaging volunteers from the community. In summer of 2022 we were able to access a grant from the Canada Summer Student Program to help with vacation relief of staff.

Priorities:

- To continue to provide affordable tasty meals for residents and guests.
- To maintain the volunteer program for the meal service and ensure that it is providing a rich experience for the volunteers.
- To access funding resources – Canada Summer Student Grant – To apply for two grants for vacation relief for staff and for volunteers.
- To effectively manage high food costs and supply chain shortages.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**

64 Nassau St

Congregate Meal Program

Accomplishment:

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

Priorities:

- Continue growing our programs trying to get more clients.

Villa Cabrini

Name: **Laura Gowerluk**

433 River Ave Congregate

Meal Program

Accomplishments:

- The number of participants at the dinner program is increasing.
- While meals served on a takeout/delivery basis remains an option, more participants are choosing to dine in person. Delivery remains an option for those inclined.
- We have also recruited a number of 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. Once the weather cooperates, our new outdoor patio space will be used to host BBQ's, garden party type lunches and themed dinners.
- We are looking to encourage ideas from meal program participants through the use of a suggestion box.
- Recruiting volunteers to help with meal ticket sales and meal prep, service and cleanup is also a priority.
- Measurement for progress will be monitored through meal program participation, ideas generated through the suggestion box and the number of volunteers recruited

Tennant Resource Centre

Accomplishments:

- We have been excited with our organization being able to get together again since COVID-19. We have been getting more attendance for our events as the year has gone by. We have started exercise classes again and started a few new things. (Book club, coffee talk, bible study, bread program, and lots more) We have measured our success by the number of residents coming to programming and the number of individual contacts.

Priorities:

- This next year we are hoping to add more exercise programs, more programming directed for inclusion of participants with other interests and more involvement from outside organizations. We are looking forward to expanding to help our residents as well as build relationships. One of our priorities this year is to try and find funding for transportation for our seniors to go shopping. We have been trying to figure this out as a partnership with two other groups.

River Heights/Assiniboine South

Name: **Martin Landy**

1 Morley Ave

Senior Resource Finder

Accomplishments:

- To continue our high standards of connection and support to the community
- Increase in E-blasts
- Zoom presentations (will give numbers)
- Revival of Golden Rules Senior Centre

Priorities:

- Opening and successful operations of Seniors Resource Centre
- Continuing our commitment to our high standards of connection and support to the community.

St. Vital

St. Vital and St. Boniface

Name: **Lance Letain**

1188 Dakota St

Senior Resource Finder and Supports to Seniors in Group Living

Accomplishments:

- Increased 55+ group fitness classes offered within Dakota Community Centre. The number of classes being offered and full capacity of the classes are a testament to the need for continued programming. Success was measured by compiling daily attendance of each class offered at Dakota Community Centre. Hosted Pros Knows health fair in mid-November 2022

Priorities:

- New initiatives: New exercise and social engagement programs that target older age related medical conditions, illnesses, health and social well-being (COPD, Parkinson's and Men's Shed)
- Increase: The number of current programs specifically for the older adult
- Increase: The number of off-site community engagement opportunities for the Seniors Resource Finder

Winnipeg Housing and Rehabilitation Corporation

Name: **James Heinrichs**
60 Chesterfield Ave
Tenant Resource Program

Accomplishments:

- We measured our success in achievements by the relationships that we had been able to create. At 60 Chesterfield we have had a difficult time building relationships due to the pandemic and taking over the management of the building. Through coffee time at the building, we have developed an understanding of the needs of the building. There appears to be a lack of community outside of the morning coffee time. Presentations brought in were hit and miss. Shaw cable and Northway Pharmacy presentations were well received. Group events like the BBQ's and Christmas dinner were more of a hit. We had seen that there is a slow integration back into group events. Reaching out to tenants one on one and inviting them has worked better.

Priorities:

- Currently the goal is to connect with Dakota Collegiate in order to bring community together of all ages. We are exploring the possibility of students being able to achieve a credit for community volunteering. We are also reviewing what the possibility is of the building obtaining a Tenant Advisory Committee again. Since the Tenant Advisory Committee has folded, there has been minimal tenant involvement. The goal is to also explore better connections with community programs. A new Tenant Resource Coordinator has been hired for the role. Connection with Youville has been started and will built on.

St. Boniface

Archwood 55 Plus

Name: **William Bees**
565 Guilbault St
Senior Centre

Accomplishments:

- **Improved Financial Sustainability** – Implemented new membership fee structure and class pricing guideline; established charge for pickleball; started bingo fundraising events; established a contingency account re: twelve months fixed costs.
- **Boosted Membership Confidence** – Members are returning to the club (membership numbers are up from 200 to 260+ members)
- **Reducing Volunteer Burn-out** – List of volunteers recorded in membership system, with increasing number of volunteers to choose from. Established a new position (unpaid) to coordinate volunteers.

- **Providing On-going Refreshed Programming** – Members surveys determined satisfaction with existing programming and interests in new event opportunities (e.g. gardening them activities such as gardening workshops and trip to The Leaf; technology training sessions; popular summer outings, such as Rainbow Stage, Folklorama, etc.). Many events this year have been sold out.
- **Continued Support to Archwood Community Centre** – Several opportunities occurred to discuss improvements to ensure viability of both clubs.

Priorities:

- **Sustain Financial Stability** – Year-end operating position maintained at break-even basis or small profit. Maintain contingency account at 12 months of fixed costs.
- **Maintain Current Membership Level** – Membership level continues to be between 250-300 members
- **Establish Role of Volunteer Coordinator** – Responsibility and activities for Coordinator are defined. Programs for volunteer recruitment and training are developed.
- **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.

Foyer Vincent – Congregate Meal Program

Name: **Kathy Levacque**
200 Horace St

Congregate Meal Program

Accomplishments:

- One of our major accomplishments is to have been able to continue outsourcing meals during the pandemic and to raise our numbers by at least 3-4 per day.

Priorities:

- Continue to deliver highest of quality meals to seniors at a reasonable price with nutrition in mind in a religious, Francophone atmosphere.

Place Des Meurons

Name: **Maria Garcia**
400 des Meurons St
Tenant Resource Program

Accomplishments:

- Invite diverse support systems' services and speakers to Place Des Meurons. To name a few: WPG Police Services, WPG Fire and Paramedics, Canadian Revenue Agency, Flu Shot Clinic, Alzheimer's Society, Global Connections, etc. Personal presentations eminently impacted every resident. After each session, tenants came to me to share their thoughts and appreciation about the advice, guidance, and support they received. I listed and discussed this with them face to face, during telephone conversations and in office visits. As a Tenant Resource Coordinator, I witnessed that personal contacts are proof of an integral key to eradicate isolation.

Priorities:

- Affirmative actions generate change. The residents who live here echo their passion of maintaining their independence. Our perspective is to relay real situations and systemic challenges to management, with my peers, cooperatives and the tenant's association.
Objectives are to enhance and introduce more stimuli. This will honour seniors to live a life infused with whimsy and prosperity. I scrutinize and process our aspects by networking and relying on my sensory abilities.

Congregate Meal Program

Accomplishments :

- Our priority for the current year: Maintain the services of pick up, delivery and dine-in to accommodate all our residents and their needs.
Accomplishments: with the collaboration of our Tenant Resource Coordinator we were able to offer free produce from Peak of the Market (potatoes, onions and carrots) several times during the past year and we continue to offer so when Peak of the Market offer their supplies and products. At one time, we had so many potatoes delivered (1,000 lb.) that we organized a "Perogies fundraising supper" and the funds raised during the event were donated to the Ukrainian Association in Winnipeg; it was wonderful!

Priorities:

- Our priority is to engage more volunteers among the residents for the meal program. Also, we would like to maintain a steady number of meals per day; currently we are experiencing a lower number of participants, this can be due to having new residents, more couples, moved in recently.
We keep organizing one special themed supper per month in an effort to get more participants involved. During the volunteer's appreciation week, we posted thank you posters everywhere in our facility and we organized an appreciation's supper with gifts for all the volunteers and musicians. It was a lovely evening.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**
875 Elizabeth Road

Congregate Meal Program

Accomplishments:

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

Priorities:

- Continue growing our programs trying to get more clients.

Manitoba Housing – Tenant Resource Program

Name: **Patrick Tshivo**
875 Elizabeth Road
Tenant Resource Program
Accomplishments:

- Multiple concerts and events were held throughout the year including Fubuki Daiko, Lady Lee, historian presentations, WPS presented on frauds and scams. Most events were VERY well attended. Tenants had a catered BBQ meal provided by Danny's Whole Hog which was well received
- Garden area continues to expand and be decorated. More tenants than ever are outside beautifying the courtyard and front of building. Lots of tenants volunteering their time around the property
- We were able to have another successful income tax clinic. Staff delivered information packages to those that requested it, collected the completed forms and delivered them to the tax preparer.
- Many new tenants in the building. Lots have taken interest in the garden project and events taking place in the building
- Peak of the Market comes every couple month with 500lbs of vegetables that are quickly scooped up by tenants
- For a few months, we had a weekly delivery of bread (free) this was VERY well received but ended unfortunately.
- We were able to accommodate Red River College Nurses again this year
Success is measured by number of attendees and overall sense of community within the building.

Priorities:

- Tenants have asked for an exercise program at the building. While this looked promising at first, it has proven more challenging to secure a volunteer to provide it.
- Tenant safety has become an issue/priority due to recent instances. Keeping tenant informed on what to do and not do.

Manitoba Housing – Tenant Services Program

Name: **Ngozi Iheka**
101 Marion St

Tenant Services Program

Accomplishments:

- Connected tenants to appropriate services and making sure they received the support services they need, which resulted in high compliance with pest treatment and successful tenancies.
- Make sure the tenant daily activities (bingo, seasonal celebrations, BBQ, Hymn Sing, Arts and Crafts, jeopardy games, paint etc..) run smoothly by providing refreshment to the tenants so that tenants look forward to attending programs.
- 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 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, mindfulness-based stress reduction, etc. and this will be measured through the level of tenant participation and feedback.

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**

303 Goulet St

Congregate Meal Program

Accomplishments:

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

Priorities:

- Continue growing our programs trying to get more clients.

L'Accueil Colombien Inc.

Name : **Normand Touchette**

200 rue Masson St

Congregate Meal Program

Accomplishments:

- We have re-instated our annual BBQ's, Birthday dinners and special Holiday dinners. These were cancelled due to COVID-19 restrictions.

Priorities:

- N/A

St. Boniface and St. Vital

Name: **Lance Letain**

1188 Dakota St

Senior Resource Finder and Supports to Seniors in Group Living

Accomplishments:

- Increased 55+ group fitness classes offered within Dakota Community Centre. The number of classes being offered and full capacity of the classes are a testament to the need for continued programming. Success was measured by compiling daily attendance of each class offered at Dakota Community Centre. Hosted Pros Knows health fair in mid-November 2022

Priorities:

- New initiatives: New exercise and social engagement programs that target older age-related medical conditions, illnesses, health and social well-being (COPD, Parkinson's and Men's Shed)
- Increase: The number of current programs specifically for the older adult
- Increase: The number of off-site community engagement opportunities for the Seniors Resource Finder

Celebrating our Accomplishments and Priorities 2022

Conseil des francophones 55+ de Winnipeg - Senior Resource Finder

Name: **Lucienne Châteauneuf/ Nadège Tuo**

400 des Meurons St

Specialized Services

Senior Resource Coordinator – Serves the Francophone speaking population of Winnipeg

La Fédération des aînés franco-manitobains inc. (FAFM)

Accomplishments:

En collaboration avec la FAFM, le Conseil 55+ a veillé à la mise en œuvre d'une variété d'initiatives en matière de vie saine. Le Conseil 55+ a continué l'offre, en mode virtuel ainsi qu'en personne, d'activités telles, entre autres :

- Santé 55+, bougez à votre rythme (activités physiques)
- Sessions d'information
- Promotion d'activités offertes par divers organismes
- Diffusion d'information et de ressources aux personnes aînées

Résultats :

- La FAFM, par l'entremise de ses divers projets, y inclus le Conseil des francophones 55+, a réussi à rejoindre plus de 1 000 personnes soit pour participer à des activités en mode virtuel, et en personne.
- Somme totale, au cours de l'année, plus de 200 sessions individuelles traitant de divers sujets ont eu lieu, comptabilisant près de 400 heures d'activité. Une cinquantaine de personnes ont travaillé environ 250 heures à la mise sur pied des activités virtuelles et des activités en personne. Les animatrices, animateurs et partenaires ont, comme par le passé, continué à offrir leur expertise et leur appui.

Communications aux membres

- La page Facebook de la FAFM, ainsi que son site Web, jouent un rôle important dans la promotion des activités de la FAFM et du Conseil des francophones 55+. On s'est aussi doté d'un compte Twitter pour élargir la promotion de nos activités et toucher une autre catégorie de notre clientèle. En plus de la diffusion électronique mensuelle de notre Infolettre, on envoie des courriels périodiques via MailChimp pour tenir nos membres informés des activités en cours et/ou à venir.

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.
- A participé aux sessions de formation de l'ORSW.
- 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, et l'Union Nationale Française.
- A continué à proposer des activités tout en maintenant des protocoles sanitaires pour la quiétude des membres.

Accomplishments:

- In cooperation with the FAFM, the Conseil des francophones 55+ (hereafter referred to as Conseil 55+) implemented a variety of healthy-living initiatives. Conseil 55+ continued to offer activities:
- Santé 55+, bougez à votre rythme (movement-based activities)
- Information sessions
- Dissemination of information and resources among seniors
- Promotion of activities offered by various organizations
- Outcomes:
- Through its various projects, including Conseil 55+, the FAFM engaged over 1,000 individuals through virtual and in-person activities.

Celebrating our Accomplishments and Priorities 2022

- o Over the course of the year, more than 200 individual sessions were offered on a variety of subjects, totalling almost 400 activity hours. Some 50 people worked roughly 250 hours to offer the virtual and in-person activities. As in the past, our facilitators and partners continued to provide expertise and support.
- o Communication with members
- o The FAFM Facebook page and website play an important role in promoting FAFM and Conseil 55+ activities. A Twitter account was also created to expand the promotion of our activities and reach a new category of clientele. In addition to a monthly electronic newsletter, we send out regular e-mails via Mailchimp to keep our members informed of current and upcoming activities.
- o Conseil 55+ staff:
- o participated in Seniors Resource Finders meetings.
- o sat on the committee and attended Emergency Response Information Kit (ERIK) meetings.
- o participated in WRHA training sessions.
- o continued to work with community partners, such as the St. Boniface Health Centre, Pluri-elles, Club Éclipse, Winakwa Community Centre, Accueil Colombien, Place Des Meurons, Fédération des parents de la francophonie manitobaine, and Union Nationale Française.
- o continued to offer activities while maintaining health protocols for members' peace of mind.

Priorities:

- o Au cours de la période du 1er avril 2023 au 31 mars 2024, 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.
- o Présenter sa journée « Mieux-être » Grouille ou Rouille (a eu lieu le 4 mai).
- o Assurer le bon fonctionnement du Conseil des francophones 55+ et diriger la mise en œuvre de toutes ses activités en veillant au développement d'une variété d'activités dans diverses disciplines: physique, sociale, culturelle, artistique, etc (p.eg. : club de marche, rencontres de discussions, danse en ligne, karaté, sessions d'information traitant de sujets variés).
- o Continuer à référer les personnes âgées vers les services ou organismes adéquats afin de répondre à leurs demandes.
- o Continuer à rechercher, à sonder et à évaluer les ressources disponibles en français afin de mieux répondre aux demandes de renseignements et aux besoins des personnes âgées francophones.
- o Le Conseil 55+ continuera les partenariats établis avec les résidences telles Place Des Meurons, Accueil Colombien, Villa Aulneau, etc.
- o Continuer l'offre de sessions d'information et la distribution de la Trousse d'information sur les situations d'urgence (T.I.S.U). L'équipe étudiera la possibilité de faire une tournée dans les résidences des 55 ans et plus.
- o Le Conseil 55+ prévoit siéger sur divers comités de travail, tels, entre autres, T.I.S.U.
- o Veiller au recrutement de bénévoles pour appuyer le Conseil 55+ dans l'offre de sa programmation et de ses services aux personnes âgées.
- o Collaborer avec la FAFM pour:
 - La sensibilisation sur des sujets variés, dont, entre autres, l'âgisme et la maltraitance envers les personnes âgées.
 - La mise en œuvre d'activités intergénérationnelles pour contrer l'isolement social et favoriser le partage de connaissances et d'expériences.

- o Nos listes d'inscription, ainsi que nos listes de présences aux activités serviront à comptabiliser les statistiques traitant du nombre de participantes et participants aux activités. De plus, nous prévoyons continuer à tenir compte du nombre de demandes de services ou de références, etc.
 - 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:

- o From April 1, 2023, to March 31, 2024, Conseil 55+ will continue to encourage French-speaking seniors to take part in physical activities and information workshops aimed at maintaining a healthy lifestyle, and to organize meetings to reduce the social isolation faced by some seniors.
- o Present its Grouille ou Rouille wellness day (held on May 4).
- o Ensure the smooth running of Conseil 55+ and direct the implementation of all its activities by developing a variety of offerings in various disciplines: physical, social, cultural, artistic, etc. (e.g., walking club, discussions, line dancing, karate, information sessions on a variety of topics).
- o Continue to refer seniors to the appropriate services and organizations to meet their needs.
- o Continue to research, survey and assess available French-language resources to better respond to the inquiries and needs of French-speaking seniors.
- o Conseil 55+ will continue the partnerships established with residences such as Place Des Meurons, Accueil Colombien, Villa Aulneau and others.
- o Continue offering information sessions and distributing the Emergency Response Information Kit (ERIK). The team will investigate the possibility of touring the homes of people 55 and over.
- o Conseil 55+ plans to sit on various working committees, such as ERIK and others.
- o Recruit volunteers to support Conseil 55+ in its programming and services for seniors.
- o Work with the FAFM to:
- o raise awareness on a variety of topics, including ageism and elder abuse.
- o implement intergenerational activities to reduce social isolation and foster the sharing of knowledge and experience.
- o Our registration lists and attendance lists will be used to compile statistics on the number of participants in our activities. We also plan to continue to track the number of requests for services, referrals, etc.
- o Oral and/or JotForm surveys will be conducted at the end of each series of activities to gauge satisfaction levels and gather suggestions for adapting our services.

Transcona

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

Name: **Colleen Tackaberry**

845 Regent Ave

Senior Resource Finder

Accomplishments:

- Our major accomplishments this past year have been to see most of our programs reestablished after COVID19; Tai Chi, Zumba Gold, Yoga, I AM Fit Chair Exercises, Congregate Meal Program Dinning In, Continued IT training coordinated with High School Students, Alzheimer's Caregivers Group, Vision Impaired Group, Hard of Hearing Group, Bus Trip to The Leaf, Development of a Frauds and Scams Power Point and the presentation of the program at various locations, Helped to coordinate and participated in a Pros Know Health Fair and became a location introducing Social Prescribing. Statistics have shown a need and appreciation for these programs.

Priorities:

- We will introduce transportation from seniors' blocks to grocery stores for shopping as local stores are no longer providing this service.
- We have received a New Horizons Grant to upgrade our website to make it more user friendly.
- We are looking to partner with local contractors to help seniors with home renovation.
- We will again reinstate the Health Fair at Kildonan Place.
- We will track these improvements and consult with seniors using our services to be assured we are providing the best service possible.

Park Manor Care – Supports to Seniors in Group Living

Name: **Abednigo Mandalupa Jr.**

Supports to Seniors in Group Living

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

Accomplishments:

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

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

Priorities:

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

River East

Good Neighbours Active Living Centre

Name: **Susan Sader**

720 Henderson Hwy

Senior Centre

Accomplishments:

- Membership went from 798 to 1005 – increase of 26%
- Number of groups went from 1534 to 1971 – increase of 28%
- Number of participants in groups went from 18,457 to 24,033 – increase of 30%

- o Held first large events since COVID – Queen’s Jubilee Tea and Welcome Back BBQ
- o Received a third \$50K grant from The Winnipeg Foundation to rebuild after COVID
- o Held 1st Open House week since COVID – resulted in 42 new members that week
- o Launched new website which includes online registration, registering as members and volunteers online, online donations
- o Re-started our 3-year strategic plan which was put to the side during COVID and initial rebuilding after COVID
- o Survived financially without having to increase program fees and membership fee
- o Re-opened Hobnobs Café in Sept two days a week, and back to five days a week in January
- o Achievements primarily measured through statistics and feedback from members and instructors

Priorities:

- o Continue to rebuild membership and participation rates
- o Establish a new Marketing Committee to develop key messages about the centre and develop some promotional materials
- o Two surveys – Volunteer Satisfaction Survey and Membership Satisfaction Survey – both for first time since COVID
- o Space audit – goal to optimally use space for programs
- o Received grant to develop corporate sponsor/donor plan – will implement this year
- o Develop/revise operational manuals for all staff
- o Evaluate and potentially expand on what is offered on new website

Support to Seniors in Group Living

Accomplishments:

- o Getting back to full speed; offering many learning and fun events
- o Getting the seniors social clubs up and running again
- o Creating valuable brochures for individuals (and updating older ones)
- o Organizing focus groups for the Provincial Seniors Strategy
- o Planning future ideas and applying for grants (still waiting to hear and implement)
- o Networking with other organizations to brainstorm how to tackle issues like transportation
- o Obtained tablets, ran training sessions and are looking to implement open Wi-Fi hours and access to technology
- o Christmas events in particular were packed houses and fun and emotional for all
- o Hosting 4 practicum students from Brandon University Psychiatric Nursing and the incredible events we did with them; mental health, health fair and coffee and conversation day
- o Increasing the activity of seniors back out into the community

How did you measure your successful achievements?

- o Attendance is a strong indicator (as seen in group stats)
- o Activity surveys
- o Ongoing community feedback

Priorities:

- o Our number one new initiative to get started is a Food Pantry for seniors in our buildings. This endeavor will take partnership through grants, volunteers, and community and business donations. This project will be time consuming, so it will take balance to incorporate into our already busy schedule.

- o Secondly, we are now looking to implement tech/Wi-Fi time in our office so seniors have the ability to do more online things like order groceries, book appointments, learn or just have fun.
- o Continue to offer personal support and education, group programming and keep the social clubs operating (as they are struggling due to volunteer and funds shortage).
- o How will you monitor and/or measure reaching these priorities?
- o For the Food Pantry, having a kick off day, will be the first measure of success. Usage will be the second measure of success and thirdly, ongoing community support.
- o For tech/wi-fi time, again usage will be the biggest measure.
- o For the social clubs, we need to help with recruiting volunteers, find funding to pay for Food Handlers certification, find funding for continues success. The biggest challenge the clubs face is the annual insurance costs which range from \$700 to \$1500. There is no support for them in these areas.

River East – Seniors Resource Finder and Congregate Meal Program

Name: **Julia Lim**

720 Henderson Highway

Accomplishments:

- o Finding a Seniors Resource Coordinator that is doing very well.
- o Getting funding to hire a marketing/pr person to rebrand the meal program – it is now called the Klildonan Neighbours Dining Club.
- o Restarted the Rides for Seniors program after COVID19

Priorities:

- o Continue to promote congregate meal program as a dining experience instead of as a service – reason is because demographics in buildings where the meal program operates have changed – less older, frailer adults.
- o Continue to recruit volunteers for the Rides for Seniors program
- o Launch the Daily Hello program

Donwood Manor Elderly Persons Housing

Name: **Paul Nyhof**

165 Donwood Dr

Supports to Seniors in Group Living

Accomplishments:

- o Supports to Seniors in Group Living assist with execution of arranged flu/COVID vaccination clinics -calling tenants who may forget their appointments assisting with the flow of appointments.
- o Assists with communications to tenants.
- o 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 Life Line and EMS.
- o Maintains communications with families.
- o Assists with Tenant-led programming by providing supplies and assists with the sound system.

- o Encourages and visits tenants who are at risk of isolation – Tenant with no family support, does not leave her suite, she spends most of her time in bed with the blinds drawn. This tenant has planned 1:1 visitation 2x per day. Over time a trust relationship has been developed and we were able to encourage tenant to leave her suite to check her mail. Our goal is to have this tenant independently coming down to check her mail on her own.
- o Total Tenant interactions by Supports to Seniors in Group Living for 2022-2023 are 16,767 or 46 tenant interactions per day which breaks down to around four interactions per hour.

Priorities:

- o Offer workshops based on Tenant interest expressed through tenant responses from the survey including: Finance, Gardening, Craft, Massage, Fitness for Older Adults, Theatre. National Awareness months and bringing in speakers to educate and speak on the subject including: Alzheimer’s Awareness in January, Elder Abuse Awareness in June. Success of these workshops will be measured by evaluation tenant responses both verbally and written. Coordinating will be a joint effort. Programs will be advertised on the Recreation calendar and a poster beside the elevator on each floor. We would like to see attendance of 30-40 tenants.
- o Establish Intergenerational programming- gardening, wood working, games night, movie night, musical events, etc. We will be connecting with local schools and supporting churches. Discussion has begun to connect with High school students from a Biology class to work with Tenants to garden together, providing an opportunity learn from each other. We are working to connect with a Shop class to participate in wood working with men. Students from a local High School worked together to organize a musical concert for the Tenants and have requested to come again. We are working to connect with youth groups from supporting churches to assist with game and/or movie nights.
- o Coordinating and executing will be a joint effort. Intergenerational programs will be offered by sign-up sheet to gauge interest. Programs will be advertised on the Recreation calendar and a poster beside the elevator on each floor.
- o Establish Additional Tenant Led programs and opportunities for tenants with similar interests to gather. Currently we have a sign-up sheet for games as we have been asked by tenants if we know of other tenants who enjoy said games. We will add this to the Recreation calendar and offer a time and date for tenants to meet who enjoy the same activity. Coordinating and executing will be a joint effort.
- o Floor family- We have successfully set up the Common area TV’s and have used the program Bright Sign to post menus and program notifications and are in the midst of learning how to use Bright Sign to offer programs and documentaries available on U-Tube linked to Bright Sign on a schedule. We will then post the viewing times for each floor and encourage tenants to meet in the common area to view programs together. An additional idea would be program sports games and performances. We will conduct a survey to gauge programs, performances, documentaries, and sports events of interest.

Tenant Resource Program

Accomplishments:

- o Tenant Resource Coordinator organized 2 flu/COVID/bivalent vaccination clinics - October 2022, December 2022, - total of 82 tenants participated.
- o Tenant Resource Coordinator organized the 6-month COVID- Bivalent Booster Vaccine Clinic April '23- 52 tenants participated.

- o Tenant Resource Coordinator continues to be 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. We experienced 2 bed bug incidents which were quickly eradicated.
- o Tenant Resource Coordinator coordinated year-end tax preparation services for tenants- 21 tenants participated
- o Coordinated with Red River Nursing students to offer a blood pressure clinic.
- o Coordinated presentations with Victoria Life Line, Revenue Canada, and Northway Pharmacy to name a few.
- o Coordinated the advance polling station for tenants to vote in-house- October 2022
- o Tenant Resource Coordinator conducted a Tenant Service Survey 57 or 48% of suites participated by submitting their responses.
- o Opened our dining room to 100% capacity
- o On average the TRC answers 5 inquiries daily from members of the community regarding our building and services resulting in an average of 10 people per week touring Donwood and many submitting applications. Currently we have 143 applications on our waiting list with 75 new applicants in 2022-23. This is a strong indicator that our services are in demand.
- o Installed a new hearing device system to our existing sound system which enables tenants with hearing difficulties to participate in programs and better enjoy musical performances. Part of the system uses the t-coil technology. Tenant responses have been positive to this addition.
- o Opened up a new seating area for tenants to gather to enjoy the nice weather.
- o Introduced 8 walker and wheelchair accessible raised garden boxes. This summer 5 of the 8 garden boxes are used by individual tenants to grow and maintain items of their choice. 3 will be used for a planting program facilitated by our summer student. The success of this program is yet to be determined. Our hope is that offering the planting program will re-ignite a passion for gardening.
- o Students from a local high school planned and performed a musical concert for the Tenants; 33 tenants attended.
- o 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:

- o Offer workshops based on Tenant interest expressed through tenant responses from the survey including: Finance, Gardening, Craft, Massage, Fitness for Older Adults, Theatre. National Awareness months and bringing in speakers to educate and speak on the subject including: Alzheimer’s Awareness in January, Elder Abuse Awareness in June. Success of these workshops will be measured by evaluation tenant responses both verbally and written. Coordinating will be a joint effort between SSSL, TRC and others
- o Establish Intergenerational programming- gardening, wood working, games night, movie night, musical events, etc. We will be connecting with local schools and supporting churches. Discussion has begun to connect with High school students from a Biology class to work with Tenants to garden together, providing an opportunity learn from each other. We are working to connect with a Shop class to participate in wood working with men. Students from a local High School worked together to organize a musical concert for the Tenants in May 2023 with 33 tenants attending and have requested to come again. 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.
- o Transportation Services for Tenants to go shopping and to appointments.

- Establish Additional Tenant Led programs and opportunities for tenants with similar interests to gather. Currently we have a sign-up sheet for games as we have been asked by tenants if we know of other tenants who enjoy said games. We will add this to the Recreation calendar and offer a time and date for tenants to meet who enjoy the same activity. Coordinating and executing will be a joint effort.
- Tuk shop-offering the option for tenants to purchase items on-site. Coordinator is 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. As there are many details that need to be considered and it is in the infancy stages; we can share that this is a project under construction. This service would be organized by the coordinator and require a team approach working with Finance, along with the possibility of working with the kitchen to fulfil orders.

Elmwood East Kildonan Active Living Centre

Name: *Leilani Esteban Villarba*
180 Poplar Ave

Congregate Meal Program

Accomplishments:

- **Nutritional Needs:** Our Food programs provide seniors with healthy, balanced meals that meet their nutritional needs, ensuring that they stay healthy and avoid health complications.
- **Financial Constraints:** Many of our low-income seniors face financial constraints that make it difficult for them to afford healthy food. Our program helps alleviate this burden by providing free or low-cost meals, enabling seniors to stretch their limited budgets further.
- **Social Isolation:** Seniors who live alone or have limited social connections may struggle with social isolation, which can lead to depression and other mental health issues. Our programs serve as a social outlet, bringing seniors together to share meals and engage in social activities, which we feel has contributed to improving the mental health and well-being of the members and seniors of this community.
- **Independence:** Our members and seniors value their independence and want to age in place rather than move to a nursing home or assisted living facility. Our programs provide seniors with the support they need to live independently, allowing them to remain in their homes and communities.
- Throughout the year we have provided over 6,500 low cost or no cost meals to members of this community.

Priorities:

- **Expanding meal program coverage:** One priority could be to increase the number of seniors served by the meal programs. This could involve creating more opportunities for meal programming to ensure more seniors have access to nutritious meals.
Measurement: The organization can track the number of meals served or the number of seniors enrolled in the program to measure progress towards this goal.
- **Improving meal quality and variety:** Enhancing the nutritional content and diversity of meals is crucial for seniors' health and well-being. Priorities may include collaborating with nutritionists or dietitians to develop balanced meal plans and incorporating fresh, locally sourced ingredients whenever possible.

Measurement: Regular assessments and surveys can be conducted to gauge seniors' satisfaction with the meal quality and variety. Nutritional assessments can also be conducted periodically to ensure the meals meet the required standards. Surveys or feedback forms can be provided to seniors to assess their satisfaction with the customized meal options and to identify areas for improvement.

- To monitor and measure the progress towards these priorities, we will employ various methods such as data collection and analysis, regular surveys, feedback forms, focus groups, and qualitative interviews with seniors.

Senior Centre

Accomplishments:

As a seniors serving organization, we are proud to highlight our significant achievements and accomplishments over the past year. Despite the challenges presented by the COVID-19 pandemic, our organization has worked diligently to meet the needs of our most vulnerable seniors. Here are some of our achievements:

○ **Food Programs and Access to Affordable Meals:**

- Implemented and expanded food programs to ensure that seniors have access to nutritious meals. This includes meal delivery services, community kitchens, community lunches and partnerships with Peak of the Market, and Second Harvest to provide no cost fruits and/or vegetables to our members and community.
- Collaborated with community organizations and volunteers to establish affordable meal options, and opportunities to programs such as the Better Access to Groceries Program to alleviate financial strain for low-income seniors.

○ **Community Gatherings and Social Engagement:**

- Organized community gatherings, both in-person and virtual, to combat social isolation among seniors. These events fostered a sense of belonging and provided opportunities for social interaction and engagement.
- 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:**

- 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:**

- 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:**

- Distributed emergency hampers containing essential supplies, including food, personal hygiene items, and cleaning supplies, to seniors experiencing heightened challenges due to the COVID-19 pandemic. These hampers provided immediate relief and support during difficult times.

- We are proud to report that our efforts have resulted in a positive impact on the lives of many seniors in our community. Through our programs and services, we have witnessed an increase in the number of seniors who have received vital support during these challenging times. The demand for our services has grown significantly, indicating 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 ensure that we 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

Priorities:

At the Chalmers Neighbourhood Renewal (180 Poplar) we implemented the following program/service changes, new initiatives, improvements, and potential partnerships/opportunities to align with our mission to enhance the well-being of seniors in our community.

Affordable Housing and Homelessness Prevention:

Enhance our existing housing support services by providing dedicated case managers to assist seniors in finding affordable housing, accessing subsidies, and navigating the rental market.

- Establish partnerships with local housing authorities, non-profits, and private landlords to secure a greater number of affordable housing units for low-income seniors.
- Strengthen our eviction prevention programs by offering financial assistance, legal counseling, and mediation services to vulnerable seniors at risk of losing their homes.
- Implement community outreach initiatives to raise awareness about housing rights, tenant protections, and available resources for seniors.

Financial Stability and Income Support:

- Expand our financial literacy and budgeting workshops to empower seniors with the knowledge and skills necessary to manage their finances effectively.
- Establish partnerships with employment agencies and educational institutions to provide job training, employment placement, and entrepreneurship opportunities for low-income seniors.
- Advocate for policy changes that increase access to income support programs, such as social security benefits, pensions, and public assistance, for eligible seniors.
- Develop a comprehensive benefits screening program to identify and assist seniors in accessing all available financial assistance programs and entitlements.

Health and Well-being:

- Collaborate with local healthcare providers and community organizations to offer specialized health services tailored to the needs of low-income seniors.
- Establish support groups and peer-to-peer networks to promote social connectedness and combat social isolation among vulnerable seniors.

Monitoring and Measurement:

To ensure effective implementation and progress tracking, we have established the following monitoring and measurement strategies:

1. Outcome Indicators: Define specific outcome indicators related to housing stability, income improvement, and overall well-being of seniors. These indicators may include the number of seniors housed, reduced eviction rates, increased income levels, improved financial literacy, and enhanced health outcomes.
2. Data Collection and Analysis: Regularly collect and analyze data on program participation, services utilized, client satisfaction, and outcomes achieved. This data

will inform program adjustments, identify trends, and measure the impact of our initiatives on seniors' lives.

3. Feedback and Surveys: Conduct surveys and gather feedback from program participants to assess the effectiveness and relevance of our services. This will allow us to make improvements based on the specific needs and preferences of the seniors we serve.
4. Collaboration and Partnerships: Evaluate the success of our partnerships with housing authorities, nonprofits, healthcare providers, and other stakeholders. Assess the quality of collaboration, the number of seniors served through partnerships, and the outcomes achieved through joint efforts. By implementing these priorities and closely monitoring our progress, we aim to make a significant and positive impact on the housing stability and well-being of low-income seniors. We are committed to continuously improving our programs, services, and partnerships to meet the evolving needs of this vulnerable population.

Bethania Housing, BethaniaHaus

Name: **Lena Harder/Jodi Barbosa**

1060 Kimberly St

Tenant Resource Program

Accomplishments:

- We have been able to plan a lot more activities and opportunities for tenants as COVID restrictions dropped. We have been getting Seniors out of their apartments, socializing, and seeing more volunteering as well. This contributes to their health as well.
- We have been able to have Presentations to help improve the tenants' health, featuring a dietician who came to provide snacks and ideas of how to eat healthy, Fall Prevention, Scams Awareness from the Winnipeg Police Service, Bereavement Group, and most recently, a Health Fair featuring a variety of organizations and services in the community.
- We added more raised garden beds this summer with the help of a Grant from New Horizons, providing more safe ways for tenants to be active, be outdoors and socialize.
- We had a Flu shot clinic- partnered with Northway Pharmacy. This flu shot clinic was well attended, 23 tenants received the flu shot. We had a well-run clinic, with forms filled out ahead of time, Screening questions asked and a seating area to be observed afterwards.
- We were able to have our first Christmas Dinner all together since 2019 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.
- We have continued to offer COVID 19 Booster clinics in coordination with Northway Pharmacy. In November we had 17 tenants get the booster shot, and we are about to have another Booster Clinic in June.
- We have been able to have Entertainment for tenants every other month, and social get togethers the other months. I have also added more games for tenants to play, such as Price is Right, Jeopardy, and Bingo. We have also shown Church services with the help of Technology, movies, and tours from around the world. We have also offered flower arranging workshops, other crafts, and Art supplies to bring out their creative side.

- o Measuring the success of my achievements by observing the tenants' satisfaction as well as the health and safety of all tenants. In addition, I listen to tenants' feedback at each event to gauge their satisfaction and improve services.
- o Also, measured the success of achievements by the number of people that have used the services I provide

Priorities:

- o Planning to implement more spiritual care, which has been requested by tenants. I will show church services (some tenants cannot make it to church, and many enjoy watching with other tenants), looking for someone to lead Bible study, and someone to lead Hymns and Gospel music.
- o Plan to implement a grocery shuttle during the winter months, with the help of a Grant, as shuttles have been suspended indefinitely since COVID-19 started.
- o Will continue to offer Flu shot clinics and COVID booster clinics to help protect tenants and keep them healthy.
- o Will continue to work with agencies to offer services applicable to our building, for example, working with Northway Pharmacy to have a Physiotherapist come in to educate and pharmacists come to do a blood pressure clinic.
- o 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

Name: **Lena Harder**
426 Kingsford Ave
Congregate Meal Program
Accomplishments:

- o Two new hires to note in Fall 2022. Director of Food Services, Delroy Clarke (replacing Daphne Froese); and Liezelotte Pauls in the position of Cook hired on October 3, 2022, (replacing Jasdeep Kaur). The new employees have adapted well and has been warmly received by tenants.
- o We are pleased to report, a successful return to fully open dining room. We have also resumed welcoming visitors to dine with our tenants. Parties greater than 10 must notify cook a week in advance, (to ensure adequate quantities are ordered and planned for).
- o Meal item favorites continue to be a staple in weekly menu planning. Familiar ethnic dishes are most popular and result in an overwhelming response with maximum number of meal sign up. Tenants are encouraged to participate in the congregare meal program. New and existing tenants are encouraged to enroll in the monthly meal plan, which provides the consistency of a midday meal, five days a week.
- o We contribute much of our success of the program to our dedicated volunteers. Volunteers assist with meal prep, table setting, plating, serving, tray service, and cleanup. We are in the process of planning a Volunteer Appreciation Afternoon Outing. Since the beginning of COVID protocols, our recognized acknowledgement of their dedication is long overdue. We have had a positive response from our volunteers.
- o Due to rising food costs and kitchen expenses, we have increased our meal prices from \$8.00 to \$8.50. Actual costs incurred are \$9.50/meal. In order to keep our meal program affordable, the KingsfordHaus Co-op Board has approved to include the \$1.00 difference of cost in the operating budget.

Priorities:

- o Staff retention – through positive work environment, positive feedback and encouragement
- o Continue to include favorite meal items and popular ethnic dishes (Mennonite).
- o Continue to offer soups for our noon meal, and for single food item purchase.
- o Continue to welcome visitors
- o We encourage tenants to participate in the congregare meal program. New and existing tenants are encouraged to enroll in the monthly meal plan, which provides the consistency of a midday meal, five days a week.
- o Due to rising food costs and kitchen expenses, we request the KingsfordHaus Co-op Board to approve cost/meal price difference in the operating budget for the current and upcoming fiscal year in order to keep the meal price affordable.

Seven Oaks Includes East and West St. Paul

Gwen Sectar Creative Living Centre

Name: **Becky Chisick**
1588 Main St
Senior Centre
Accomplishments:

- o This past year Gwen Sectar Creative Living Centre's accomplishments have been the increase in program and congregare meal program participation, implementation of new programming as well as a significant increase in the Kosher Meals in Wheels program

Priorities:

- o Our priority remains to maintain membership, create new partnerships and heighten awareness of programs and services to reduce isolation among seniors.

Congregate Meal Program

Accomplishments:

- o This past year Gwen Sectar Creative Living Centre's accomplishments have been the increase in program and congregare meal program participation, implementation of new programming as well as a significant increase in the Kosher Meals in Wheels program.

Priorities:

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

- o Our priority remains to maintain membership, create new partnerships and heighten awareness of programs and services to reduce isolation among seniors.

Seven Oaks Community Area – Senior Resource Finder

Name: **Dan Saidman**
Senior Resource Finder
Accomplishments:

- o Seven Oaks Seniors goal was to reengage the community by offering support to seniors. This was achieved through 1:1 consultation, educational presentations and group programs. There have been lots of changes to Seven Oaks Seniors links the last couple of years, so this year it was about consistent. We were able to bring stable programs to the community with monthly brunch clubs, weekly card games and free chair exercises on Fridays. We have also set up a senior advisory group to help staff understand the needs of the community.
- o How did you measure your successful achievements?
- o To measure the success of last year's goals we looked at the numbers. The number of people getting consulted support, the amount of people attending programs and the amount of outreach programs Seven Oaks Seniors has provided to the community. The second way to measure the program success has been the feedback from our members.

Priorities:

- o The goal for next year is to increase the number of people that turn to Seven Oaks Seniors for programs, referrals and services. We will achieve this goal by advertising programs and services through social media, email lists, promotional material and outreach presentations. We will be able to measure these priorities based on the number of people using programs and services as well as the feedback we receive from our community.

Middlechurch Home of Winnipeg, Community Supports Program

Name: **Bev McCallum**

280 Balderstone Rd

Senior Resource Finder and Tenant Resource Program

Accomplishments:

- o As we still continue with the effects from 2 years of COVID, there are definitely signs that things are starting to improve in our community.
- o While all programs, clinics and most services hosted at Middlechurch Home are still paused, we have provided more programming outside in the community.
- o Our Certified Foot Care Nurse is providing in home foot care for clients out in the community and our in-house Foot Care Nurse provides regular foot care services to our residents on a rotating schedule.
- o Vision & Hearing Clinics have not yet resumed but clients are referred to our community service partners to assist their needs.
- o I have continued to reach isolated seniors, having contact with all the 55+ clients in both my areas/communities.
- o The bi-weekly Hello program has continued through this year by having a chat, checking on their health and wellbeing, answering any questions they might have and providing them with all resources, update information and always promoting Healthy aging. This is also an opportunity to ensure that they are being taken care of and some supports are in place should they need. My clients have really looked forward to these calls and it remains the ideal way to still stay connected and to be of assistance when needed. I generally adjust my work and services based on the needs required to assist my clients.

- o Newsletters have continued every month, to pass along in a more timely and current manner. Information tends to change often and so it is important to ensure that they receive up to date resources and services available for them. Along with each newsletter I included consent forms vaccinations, printed Healthy Aging material and a small gift as such note pads, biodegradable plastic bags, cleaning cloths, pot holders and games to name a few. These small gifts added enjoyment to the mailouts and brought a bit of fun and levity to the other more heavier topics covered in the newsletter. All newsletters are either hand delivered, mailed or delivered through home visits.
- o Our Supper Club Dinner program has now transformed to our Supper Club Luncheon program. Most guest are finding the afternoon program easier to attend to avoid the night driving, especially during the colder months. We have now hosted 6 luncheons so far this year and different locations in our area and have seen a gradual increase in our attendance. Which is nice to see.
- o Our Floral Workshops have been extremely popular at both locations, East St. Paul 55+ and West St. Paul Recreational Centre (Access Centre). Huge attendance and are usually fully booked two weeks before the event. Will possibly be looking at booking two days instead of one for accommodate all who want to attend.
- o Have continued to communicate with other Seniors Resource Finders to stay in touch and to see where we can share in programs and resources to assist our seniors.
- o My successes are measured by the positive feedback I received from my client group telling me that I have helped to make their lives a little less lonely, that I have made a difference by someone they could count on and resources and information or just to chat. The gratitude I receive from the Seniors in my communities make my work very meaningful and it motivates me to continue and to always try harder to meet the needs of the seniors in East & West St. Paul.

Priorities:

- o Priorities for the next year include continuing to develop new supports, resources and services to meet the needs clients in my community.
- o To keep existing service providers and resources in place and to continue to promoting healthy aging and always looking for new options for offering services and to recruit new providers to offer more options.
- o Continuing to keep lines of communication open with my clients, addressing their concerns and questions and offering any services, resources and assistance I can provide, including directing them to the best possible supports based on their needs.
- o As I am retiring in May 2023, I would only wish that my replacement would meet the needs of the seniors who live in both East & West St. Paul by continuing all services, programs and resources as well as any new ones to assist the wonderful, special clients in my communities.

Keewatin Inkster Neighbourhood Resource Council INC (KINRC)

Name: **Harvey Sumka**

1625 Logan Ave

Senior ResourceFinder

Accomplishments:

- The This year brought about our transitioning time from pandemic life to incorporating slow steps of introducing in person programs again to the public at large. In early 2023 we were offering programs such as Technology training for cell phones, tablets, and laptops, cooking groups focusing on the use of Instant Pots and Air Fryers, our Step to the Beat program that introduced older adults to chair exercising and gym walking, preparation of income tax returns and our ongoing Legal Clinic. While the pandemic is still not quite past us, we do offer environments where individuals are still well spaced, and mask wearing is considered optional and continues to be supported/promoted in a non-judgmental manner. We were interested to see that although there was a growing desire for in person programs there were still many who were hesitant to return. We do feel that we are testing the waters in a thoughtful way that allows an individual to experience what that feels like again in a space where their feedback is absolutely invited and encouraged.
- One major area of concern for us this year has been food security – many calls surrounding the need for support in this area required further action. At our Support Services to Seniors Planning Day we determined the need to form a coalition with our bordering community of Seven Oaks to create a Food Security Network which has already taken form. We continue to shape and define what this coalition should attempt to achieve as we add new partners to the Network. Keewating Inkster Neighbourhood Resource Council (KINRC) has successfully recruited our City Councilor and all MLA's serving in our catchment to participate in the group and we are now working on our Federal MP's to join as well. We feel this has become a great opportunity to throw the resource net wider and refer the community to every possible support they could access to stretch their budgets further.
- Another major success this year was KINRC's involvement in a Dental Partnership project headed by Norwest Community Health Co-op. Almost 100 clients from the Inkster community (close to half of them recruited through KINRC) received free dental services ranging from cleanings and x-rays, fillings, extractions, and even full sets of dentures ranging in cost from two hundred to several thousand dollars value for each of the services provided. A true highlight of our year was to be involved with such a rewarding project - the initiative won the WRHA Patient Safety Initiative for Older Adults award! We are currently working on a second round of intake which will see work done in early fall of 2023.

Priorities:

- Our priorities for this fiscal year will continue with championing the need for information surrounding food security as there is still much work to be done. We will also be focusing on re-engagement to public life with 6 fun events (2 held out of city and 4 in city). This will allow us to provide low-cost social opportunities through a grant we received from New Horizons. It will also give us the chance to learn more about how to run in person programs at this phase of the pandemic. We are wise enough to know that positive COVID cases are still present in our community and want to work hard to ensure our events are not the cause of any spread. We will be asking all of our participants to answer short surveys after each trip so that we may gauge their comfort levels and feedback on the type of excursions that are offered.

- We also plan to meet with Transportation Options Network for Seniors (TONS) to discuss implementing Escorted Rides again and how that looks in 2023 for accessing volunteers and any liability issues that may have changed (ie: COVID safety during rides, expected fees, etc.)

Keewatin Inkster Neighbourhood Resource Council INC (KINRC)

Name: **Kathy Ali**

1625 Logan Avenue

Tenant Resource Program

Accomplishments:

- KINRC recognizes that there are challenges for low-income older adults to access food security. KINRC has been able provide support and meals to tenants, especially in the past year where inflation has caused many tenants to feel financial hardships. KINRC once again provided a festive holiday meal to all tenants who wanted to receive one. We ensured that tenants were advised and provided information about any new financial supports programs from the government to help with the rising costs of food. Many tenants were happy to know about and to receive these benefits. KINRC partnered with Access NorWest to be able to provide over 50 tenants' access to a free dental clinic in the fall that provided one of the following: checkups, fillings, extractions, denture re-alignments and repairs. KINRC has provided low-cost programming to tenants such as technology 101 programs to help learn about their devices and legal clinics to help with power of attorney and wills. We once again had our Income Tax Clinic which saved tenants the cost of getting their taxes done elsewhere. Measurements to achieve our success is to encourage feedback from tenants and to encourage participation in any programs or events being offered.

Priorities:

- Every KINRC is excited to offer more social outings and get tenants out and about, especially after being socially isolated due to COVID pandemic. We are excited to offer tenants this year the chance to go on day trips and excursions. For those who cannot make it there will be options such as walking clubs, games and arts & crafts. The TRC is starting to see more involvement in group activities. Along with social events, the TRC will like to have tenants participate in "Get Better Together" to encourage tenants to be involved in self-care so they can manage through group support.
- As we begin to adjust and learn to live with the COVID virus, we will encourage tenant participation and feedback as our best step forward.

NorWest Co-op Community Food Centre

Name: **Roberta Pronteau**

61 Tyndall Ave

Congregate Meal Program

Accomplishments:

- This past year our major accomplishments have been the reopening to in-person dining. We have continued to offer a both/and approach with some people preferring to stay remote. We have served and incredible amount of meals here that have helped to support the seniors in our catchment. Men and the Women in the

Kitchen is seeing great uptake. We have been able to maintain good volunteer support.

Priorities:

- We will increase our promotion of the program. We will be continuing to engage with the Seven Oaks/Inkster food security network and will be continuing to support that network through both Harvey's involvement as well as the Community Food Centre.

Brooklands Active Living Centre

Name: **Alice Steinke**
1960 William Ave W

Senior Centre & Congregate Meal Program

Accomplishments:

- Being able to open Centre to bring members back inside to participate in programs, services keeping safety and group sizes in mind. We were successful by having no breakouts of covid.
- Holding a Visioning Day with members. Members participated in round tables plus questionnaires letting us know what was needed and wanted in forthcoming programs and services in our community. One third of the membership participated in the 4-hour program. This day gave the board more direction for future programs and growth.
- Being able to attract new membership as we lost quite a few members throughout the pandemic.
- Keeping the cost of programs to a minimum as this is a low-income neighborhood.
- Success was measured by numbers of members participating and enjoying programs and services offered.

Priorities:

- Reviewing our policies and procedures to bring up to date standards and keeping in compliance with all agencies involved in our organization.
- Looking for new partnerships to enhance our connection with the community
- Attracting more skilled members for board and committee positions to lighten the load of present board members
- Adding more diversified programming and offering some evening programs to attract younger seniors to participate
- Having more seniors participating in programs and services provided.
- Finding more ways to reach isolated seniors in the area

Point Douglas

Point Douglas – Senior Resource Finder

Name: **Amanda Macrae/Monica Grocholski**
640 Main St

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/FYI's.
- 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 Centres, 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 – 45 free refurbished cell phones have been distributed to low-income older adults; developed Digital Resource Listing for service providers and to increase awareness of tech supports and services.
- Facilitated free community paint classes 1x / month in collaboration with ARTbeat Studio, Mb Housing, WPG Housing Renewal Corp (WHRC), Indigenous Seniors Resource Centre, Hope Centre, New Covenant Church (NCC); provided linkages to ARTbeat Studio for capacity building.
- Continued to facilitate the Point Douglas/Downtown Service to Seniors Network Group Meetings 3x /year; continued to send out regular notices (events, services, programs, opportunities, etc.) to service providers via email distribution list.
- Partnered with Norquay Community Centre, Manitoba Association of Senior Communities (MASC), and Healthy Aging Resource Team to provide a gathering for older adults/come meet your neighbours event at NCC and to increase awareness of community resources and to gather feedback on interested activities for future potential programming at the centre.
- Partnered with MASC and CJNU Radio Station to record a script for promotion of the Point Douglas senior resource finder.
- Continued offering consultation to volunteer organizations; North Centennial Seniors Association; continue to support volunteer org. Dufferin Seniors Citizen's Inc. by grant writing to secure funding for 22 Chair Yoga Classes.
- Partnered with WHRC to deliver Urban Poling Program/Lending Program for tenants at 300 Selkirk

Priorities:

Service Navigation/Resource Awareness:

- Increase POP-UP Offices/Resource Booths to 2xmonth/explore more options/opportunities for outreach; according to Seniors Strategy Report, Service Navigation has been acknowledged in their Vision Statement.
- Develop a monthly E-Newsletter subscription for the general public (older adults, caregivers, families); Subscribers will receive notices on services, programs, events, opportunities, etc.).
- Continue to work with the St. John's Library/HART's to plan for older adults educational programming/assist with technology navigation/tech drop-in programming; continue to offer pop-up offices/ resource booths.

- Socialization/Mental Health Benefits:
- Partnering with Downtown senior resource coordinator/WHRC to offer 2 Beaver Bus summer day trips to Gimli, MB.
- Continue to partner with ARTBeat Studio to offer free monthly community paint classes at 55+ apt. blocks/community centres as per highly requested by participants/service providers.
- Partnering with WRHA Public Health to offer free ECO-Therapy gardening activities; partnering with The Leaf, Assiniboine Park, to offer 3 free group tours for low-income older adults (includes transportation, food, snacks).
- Continue to partner with HART/Downtown & Fort Garry SRF/Computers for Schools Plus to provide free refurbished cell phones for low-income older adults and continue to secure other donors/funding sources. Service provider feedback on Cell Phones for Seniors Project reports access to phone line extremely important and needed.
- Continue to offer Urban Poling Instruction/Lending Program to interested community groups.

Capacity Building:

- Working with volunteer organization, Dufferin Seniors Citizen Inc. to receive free refurbished desktop computer via Computers 4 Schools; assist with accessing WIFI, computer/printer/email set-up via City of Wpg. Community Dev. Dept./St. Johns Library staff members. Also researching funding/donor options to assist with re-establishing DSC's once per month lunch (soup and perogies) program which offers space for 40 community residents.
- Continue to work with Norquay Community Centre to offer assistance/consultation with planning older adult programming opportunities as requested via community resident feedback survey.
- Re-establishing partnership with 55+ apartment block, 800 Burrows, St. Mary Protectress Villa (new staff) to provide consultation/explore options and linkages to offer in house educational/ social/recreational opportunities.
- Working with WRHA, Community Facilitator, Transportation Options Network for Seniors, and Downtown Seniors Resource Finder to explore potential for the North End Community Renewal Corp. to consider onboarding a Volunteer Driving Program with the assistance/consultation of TONS and Downtown/Pt. Douglas senior resource coordinators.

North Point Douglas Seniors Association

Name: **Sandy Dzedzora**

49 Euclid Ave

Senior Centre

Accomplishments:

- Continue to assist in increasing the mental and physical health of older adults in the North Point Douglas community area, encouraging older adults to increase skills and certification (i.e. computer skills, food handlers' certificate), assisting older adults to secure life and home resources (i.e. food, furniture, clothing), aiding older adults who find themselves in abusive situations, providing resources and referrals where needed, medical appointment companions/advocate for resources, explain diagnosis & prescriptions, providing outreach for resources, assisting with housing security, friendly visiting for isolated older adults. Continue partnership with volunteer community nurse that assists in delivering food, making sandwiches & providing education.

Celebrating our Accomplishments and Priorities 2022

- Measure achievements by record keeping

Priorities:

- We would like to increase and secure sustainable funds for our centre hours through further baseline funding for a full time paid centre.
- We would like to secure funding for current volunteer/assistant manager position. Currently this a funded through short-term grants but sustainability is a challenge.
- Continue to provide network meetings and education sessions for funded agencies.

Manitoba Housing – Tenant Resource Program

Name: **Patrick Tshivo**

269 Dufferin Ave

Tenant Resource Program

Accomplishments:

- The major accomplishment this past year was the implementation of new volunteers to the programs. More and more tenants were seeking out active roles by getting involved in volunteering activities. This had created a positive environment for them to grow and function within their community. Some were able to make new friends, created a sense of gratitude, and form stronger friendship with other tenants. In addition, the Tenant Advisory Committee decided to purchase t-shirts with a logo so that the volunteers can be easily recognized when their offer programs and services within the building. This had a huge impact on the new move in tenants, as they were eager to know, who all the volunteers were, so that when an activity do come up they knew who to connect with.
- This year an additional program has been added on Musical Jam Session a team of volunteers within the building showed an interest in music and came together with their musical instrument to create an atmosphere of joyful sounds and melody.

How did you measure your successful achievements?

- 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.

Priorities:

- Continue to link and assimilate with all the various community support network in and around the neighborhood such as Turtle Island Neighborhood Centre, Lord Selkirk Park Resource Centre, North 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 collaborated with more health and wellness programs at WRHA, Mental Health, Age & Opportunity, and the Wellness Centre at Seven Oaks Hospital.
- In addition, discussions were on the table to connect WRHA or Mount Carmen Clinic to implement a Foot Care program and a Nutritional program as more and elderly tenants are showing an interest in their health and wellbeing.
- How will you monitor and/or measure reaching these priorities?
- Track attendance at the Tenant Advisory Committee (TAC) meetings
- Seek regular feedback from tenants

Celebrating our Accomplishments and Priorities 2022

- o Meet with tenants and implement Case Management Action plans/goals for successful tenancy

Winnipeg Housing and Rehabilitation Corporation

Name: **James Heinrichs**
145 Powers St N

Tenant Resource Program

Accomplishments:

- o 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 was had by most of the tenants. We helped community by offering units to individuals that 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:

- o 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 a new member for the 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

Name: **Jeff Leighton/Andy Wood**
100 Robinson St

Tenant Resource Program - Elder Resource Coordinator

Accomplishments:

- o Entered partnership with Indigenous Senior Resource Centre which allowed for more programming and service delivery onsite in KeKiNan Centre. Hired full position of Elder Resident Resource Coordinator beginning October 2
- o Rebooted various programs and activities including cultural feasts, BBQs, arts & crafts, Indigenous teaching sharing circles, workshops, trainings, etc. Rebooted Tenant Advisory Committee which has advised the Resource Coordinator on programming direction and goals as well as being active in ongoing assessment of program delivery. Achievements are monitored via resident feedback, Advisory Committee feedback, a survey and appreciable change in the culture of the facilities (people have noticed a change in attitude and spirit).

Priorities:

- o Continue to develop partnerships with other organizations. Increase participation in current programming. Increase sense of community and safety for residents. More opportunities to engage in the physical environment in a positive, safe and healthy way using the KeKiNan courtyard.

Winnipeg Housing Rehab Corporation, Canadian Polish Manor

Name: **James Heinrichs**
300 Selkirk Ave

Tenant Resource Program

Accomplishments:

- o Increased attendance for all programming
- o Relationship building with tenants who moved during COVID shutdown
- o Implementing traditions for Polish Community again. Sharing this information with non-Polish tenants and creating community
- o Received additional support from SoKal
- o Holy Ghost multicultural days

Priorities:

- o Provide space for more programming
- o New garden space development
- o Increase connections between Polish community and Indigenous community

Indigenous Seniors Resource Centre Winnipeg (ISRC)

Name: **Pat Munch**
100 Robinson St

Senior Centre

Accomplishments:

- o The major accomplishment during this time was moving the location to Kekinan Centre, 100 Robinson Street from 527 Selkirk Ave. This move enables the centre to offer accessible access to programs and support to Kekinan residents as well as community seniors. Having the adequate space that Kekinan has to offer enables the centre to expand programming such as the Busy Bee Gardening Club, Exercise Program, Indigenous Teaching and Healthy Living.
- o The degree of success is evident in the increased number of seniors participating in the programs and events.

Priorities:

- o To continue with on-going partnerships with Winnipeg Regional Health Authority & Manitoba Health, Seniors and Active Living
- o To offer increased programs promoting Healthy Living which is reflective from the four directions of the Medicine Wheel (Intellect, Emotional, Spiritual and Physical). By following the Medicine Wheel model, the centre's programs will encompass the four significant areas of a senior's life therefore it may create a sense of personal balance.
- o To maintain existing community partnerships and to seek out new and diverse community partnerships. By monitoring the monthly stats on programs and services the centre will determine what is working and what needs adjustments.

Downtown

Manitoba Housing - Ellice Place

Name: **Ngozi Iheka**
555 Ellice Ave

Tenant Resource Program

Accomplishments:

- o 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
- o 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 looks forward to attending programs
- o Organized workshop on mental health and personal safety for tenants

Priorities:

- o One of the major goal 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.
- o Another goal is have a pest free environment and this will be measured through reports from pest management department.
- o Also we will be organizing activities that promote mental and physical wellness – e.g. yoga, mindfulness-based stress reduction etc. and this will be measure through the level of tenant participation and feedback

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**
444 Kennedy St

Congregate Meal Program

Accomplishments:

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

Priorities:

- o Continue growing our programs trying to get more clients.

Manitoba Housing – Tenant Resource Program

Name: **Jason Simonson**
444 Kennedy St

Tenant Resource Program

Accomplishments:

- o We had a couple very well attended BBQ's and a Birds Hill beach trip that went very well. My measure of success is attendance at our Tenant Advisory Committee (TAC) events.

Priorities:

- o Continuing to hold groups and events that engage and entertain tenants. Also building security issues are very prevalent at the moment. Coordinator would like invite WPG Police Services (WPS) out again for a safety presentation.

Manitoba Housing – Tenant Resource Program

Name: **Patrick Tshiovo**

340 Princess St

Tenant Resource Program

Accomplishments:

- o The major accomplishment this year was the upgrading of the building maintenance. Closed Circuit Television Cameras were installed in and around the building that provided tenants with protection from unforeseeable circumstances. By having, the cameras installed it assisted in stabilization, safety, and maintenance of their housing. In addition, due to the challenges within the neighborhood an onsite guard was hired to be on site for the weekends.
- o Partnership with WRHA facilitators played an essential role in planning, implementing, and collaborating with housing for programs and activity taking place within the building. As well as the Tenant Advisory Committee, which brought about positivity and individualized support services for recreational programs.
- o Continue to advocate for tenants based on their care needs, and provide resources and assistances when needed.

How did you measure your successful achievements?

- o By documenting, recording, asking questions, and receiving feedback from tenants on what programs they are interested in and are those programs working for them.

Priorities:

- o Continue to work with tenants and provide on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, and various community stakeholders within the neighborhood.
- o Continue to offer programs, activities, referral, and information when needed to tenants.
- o Continue to offer healthy life style training, support tenants with mental health, crisis interventions, and recovery services.
- o How will you monitor and/or measure reaching these priorities?
- o Track attendance at the TAC meetings
- o Seek regular feedback from tenants
- o Meet with tenants and implement Case Management Action Plans/Goals for successful tenancy

Manitoba Housing – Congregate Meal Program

Name: **Josh Maxwell**
515 Elgin Ave

Congregate Meal Program

Accomplishments:

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

Priorities:

- o Continue growing our programs trying to get more clients.

Manitoba Housing – Tenant Resource Program

Name: **Patrick Tshiovo**

515 Elgin Ave

Tenant Service Program

Accomplishments:

- o Accomplishments this past year include maintaining and developing relationships with tenants, community supports and other government agencies aimed at keeping individuals housed within the program.
- o Conducting interviews for applicants to ensure that 515 Elgin is a suitable fit for their housing needs.
- o Working with tenants and the Community Wellness Initiative team to reduce the number of units with live pest activity in the building so that the tenants can enjoy their home.
- o Engaging tenant's through the Tenant Advisory Committee to organize events such as feasts to address social isolation and getting to know new and even existing tenants.
- o The measure of successful achievement is determined by the willingness of tenants participating in the events at the building and within the community. Success is also determined by working with tenants to maintain and keep their housing

Priorities:

- o Priorities include working with tenants to ensure successful tenancies through case management. Ensuring that tenants have a good understanding of Manitoba Housing policies, procedures and house rules.
- o Connecting tenants to community supports to promote tenant health and connect within the community.
- o Survey tenants and record feedback from the Tenant Advisory Committee meeting to identify if priorities are addressing needs for individuals and the community.

Bethania Housing and Arlington Haus– Tenant Resource Program

Name: **Cristine Schroeder**

880 Arlington St

Tenant Resource Program

Accomplishments:

- o At ArlingtonHaus in 2022-2023, the coordinator organized multiple BBQ's for the tenants, took the tenants on an outing to Lockport in the fall for lunch at Half Moon. The tenants also got to go on a bus to look at Christmas lights which was organized by the coordinator but funded by the MLA for the Daniel McIntyre neighborhood (Malaya Marcelino). Several presentations happened in the building by various organizations on topics such as Cardiac Health, Sleep, Injury Prevention, Scams and Fraud, Victoria Lifeline, Seniors Resource Finders. Arlington Haus also had nursing students do a 4-week practicum placement within the building which was organized by coordinator and Red River Nursing instructors.

Priorities:

- o The coordinator has set up an opportunity for the tenants to meet and greet with the local MLA, chit chat, share experiences, stories, and allow opportunities for suggestions for the neighborhood. MLA - Marcelino, Malaya has offered to fund a summer BBQ, and potentially more activities this summer. This allows the tenants to have a sense of community, purpose and improves general wellbeing.
- o The coordinator has partnered with the Broadway Seniors Resource Council Inc.. Anna Murray will come once a month to do a presentation to all tenants and then follow up with a pop-up, offering 1 to 1 supports. The TRC and Anna will maintain a close contact, to ensure the tenants are feeling supported, and heard. The TRC will follow up with tenants weekly, when she is in the building.
- o The coordinator will continue to bring presentations into the building on safety, health and wellness. 1-2x per month.
- o ArlingtonHaus is fortunate enough to have a Recreation Coordinator – that is funded by the assisted living program on the 3/4 floors of the building. All tenants in the building are able to attend daily activities provided in the first level lounge. Some activities include Colouring, Crafts, Teas, Movies, games (crib, shuffle board, Wii games), and Bingo!
- o Nursing student and coordinator are working hand in hand to deliver a 5-6 week in house program. Students are in a home care shadowing experience and their superiors are not on site. During that time they will see volunteer tenants (usually 6) one for each student to visit with for 3-4, 1 hour or so appointments in their suites. We offer a Blood Pressure clinic early in the term and a health education event, usually on the last week, for the building. This gives tenants a chance to check in on their health and wellness from the comfort of their home, make a social connection, and get involved within the community.
- o The coordinator is new in her role and is already booking until the end of August, she is connecting with multiple community outlets, registering for courses to educate herself and be able to educate the tenants. The coordinator monitors activities held in each building by participating and getting to know the tenants individually to ensure they are feeling supported. In order to reach priorities, the coordinator allows time at Tenant Advisory Committee (TAC) meetings to write anonymous suggestions, ideas, thoughts or improvements they would like to see in the building. We have also put up a suggestion box!

Autum House Inc – Tenant Resource Program

Name: **Taylor Johnson**
790 Wellington Ave
Tenant Resource Program
Accomplishments:

- At Autumn House in 2022 and 2023, the coordinator organized BBQ's and holiday parties for various holidays. The coordinator reached out to the Autumn House Board and was able to secure funding to purchase a new TV for the Tenant Lounge so tenants could participate in monthly screenings of church services. The tenants also now can stream movies in the lounge and watch educational programming at any time, as it is a smart TV. The tenants at Autumn House shared a bus with ArlingtonHaus tenants to go to Lockport with the coordinator in the fall, which was a great success and a very exciting outing for the tenants. At Christmas time, the local MLA (Malaya Marcelino) paid for a bus for the tenants to go see the Christmas Lights. Several presentations happened in the building by various organizations on topics such as Cardiac Health, Sleep, Injury Prevention, Scams and Fraud, Victoria Lifeline, Seniors Resource Finders. Autumn House also had nursing students do a 4-week practicum placement within the building which was organized by coordinator and Red River College Nursing instructors.

Priorities:

- Coordinator has contacted a Canadian Laundry Detergent Company, to seek out a donation. coordinator was granted 1 year supply of Detergent strips for each tenant in the building, this will help build self-esteem, save costs and help to help the pest control problem in the building.
- At 790 wellington the coordinator has set up an opportunity for the tenants to meet and greet with the local MLA, chit chat, share experiences, stories, and allow opportunities for suggestions for the neighborhood. MLA - Marcelino, Malaya has offered to fund a summer BBQ, and potentially more activities this summer. This allows the tenants to have a sense of community, purpose and improves general wellbeing.
- The coordinator has partnered with the Broadway Seniors Resource Council Inc.. Anna Murray will come once a month to do a presentation to all tenants and then follow up with a pop-up, offering 1 to 1 supports. The coordinator and Anna will maintain a close contact, to ensure the tenants are feeling supported, and heard. The TRC will follow up with tenants weekly, when she is in the building.
- The coordinator will continue to bring presentations into the building on safety, health and wellness. 1-2x per month contacting local resources to ensure they are accessible, attainable and helpful.
- Red River students and coordinator are working hand in hand to deliver a 5-6 week in house program. Students are in a home care shadowing experience and their superiors are not on site. During that time they will see volunteer tenants (usually 6) one for each student to visit with for 3-4, 1 hour or so appointments in their suites. We offer a Blood Pressure clinic early in the term and a health education event, usually on the last week, for the building. This gives tenants a chance to check in on their health and wellness from the comfort of their home, make a social connection, and get involved within the community.
- The coordinator has continued to set up monthly visits with the Humane Society. The tenants experience therapeutic joy when visiting the animals, and the humane society uses these visits as opportunities to gather photos for their website, encouraging a sense of community.

- The coordinator is new in her role and is already booking until the end of August, she is connecting with multiple community outlets, registering for courses to educate herself and be able to educate the tenants. The coordinator monitors activities held in each building by participating and getting to know the tenants individually to ensure they are feeling supported. In order to reach priorities, the coordinator allows time at Tenant Advisory Committee (TAC) meetings to write anonymous suggestions, ideas, thoughts or improvements they would like to see in the building. We have also put up a suggestion box!

Bethania Housing, ArlingtonHaus – Congregate Meal Program

Name:
880 Arlington St
Congregate Meal Program
No Submission

Lions Manor and Lions View – Tenant Resource Program

Name: **Gilles Verrier**
320 Sherbrook St & 311 Furby St
Tenant Resource Program
Accomplishments:

- Was awarded \$30 000 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 MB Housing).

West End Active Living Centre

Name: **Orlando Buduhan**

1315 Strathcona St

Senior Serving Organization

Accomplishments:

- The constraints and uncertainty of the pandemic, paired with COVID-19 safety protocol mandates continue to have a significant impact for us in our ability to continue to offer our service and programs to the community. This crisis has significantly impacted influencing staffing decision, volunteer and membership contributions. Our major accomplishment this past year would have been the re-establishment and adding into our programs and recruiting new volunteers to run our programs. We were also able to register around 50% of our previous membership despite the rapid change in physical health situation of our older adult members. After the onset of this pandemic, we have lost some members to assisted living and long-term care not to mention, some have gone through the glorious "Pearly gate" our final destiny.

Priorities:

- Our group like most organizations, COVID 19 has highlighted the importance of staying connected to their membership and volunteer through communication technology. Creativity and innovations are essential in staying connected to our membership and volunteers where only a few are knowledgeable in the use of emails & virtual communication. One of these things we have to do to reach our goal is, to improve and upgrade our communication technology. Provide training in this area of digital maturity. We would also like to evaluate our members of the board to have a composition appropriate to move the organization forward We will be reviewing our programs and volunteers to provide affordable venues, services and opportunities to make West End Active Living Centre a hub for older adult seniors to come and keep healthy and enjoy their golden years with dignity!

West Downtown / Broadway – Senior Resource Finder

Name: **Anna Murray**

Satellite offices

Senior Resource Finder

Accomplishments:

- We were able to provide 188 seniors with referral to services and resources. We were able to have 15 group activities in which seniors had the opportunity to participate in group activities to learn di2
- Improve relationships with partnering organizations
- Being present in the community outreach opportunities where possible
- Secure funding for collaborations and future partnership for programming in the community.
- Offer a resource fair to seniors to find more resources and health and safety workshops

- Different helpful resources in their area, as well as participate in art activities and much needed social interaction. 48 ERIK Kits were distributed to seniors in the catchment.

Priorities:

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

East Downtown – Senior Resource Finder

Name: **Amanda Macrae/Monica Phaneuf**

640 Main St

Senior Resource Finder

Accomplishments:

- Continuing to fill referrals for cell phones for low-income older adults with The Technology Navigator Committee
- Providing ERIK and SRF Presentations to organizations and 55+ buildings in the Downtown area
- Providing Pop-up Offices at MB and WPG Housing Blocks as well as The Millennium Library on an ongoing basis
- Continue to receive phone calls and emails from community members, service providers and organizations looking for information and referrals.
- Ongoing Committee work
Transportation Network for Seniors (TONS) Board – advocating for low-income vulnerable older adults in the community.
ERIK Committee – Ensuring the integrity and access to the program for older adults in the community

Priorities:

- Continue to offer pop-up offices with the Point Douglas Seniors Coalition and Healthy Aging Resource Team.
- Continue to offer programs (coffee chats, paint classes, outings).
- Continue to deliver presentations on senior resource finder and ERIK to 55+ buildings, community organizations and service providers.
- Starting a google groups with Community Facilitators and other downtown service providers to allow community organizations and service providers to access resources related to older adults.
- Continue to be up to date on what's going on in the community by attending network groups, being in regular contact with service providers and organizations in the community and other counterparts.
- Increase awareness of my position downtown by advertising in community papers and on the radio.

Regional/Provincial

Indigenous Seniors Resource Centre Winnipeg (ISRC) – Senior Centre

Name: **Pat Munch**
100 Robinson St

Senior Centre

Accomplishments:

- The major accomplishment during this time was moving the location of Centre to Kekinan Centre, 100 Robinson Street from 527 Selkirk Ave. This move enables Centre to offer accessible access to programs and support to Kekinan residents as well as community seniors. Having the adequate space that Kekinan has to offer enables Centre to expand programming such as the Busy Bee Gardening Club, Exercise Program, Indigenous Teaching and Healthy Living.
- The degree of success is evident in the increased number of seniors participating in the programs and events.

Priorities:

- To continue with on-going partnerships with Winnipeg Regional Health Authority, Manitoba Health, Seniors, and Active Living,
- To offer increased programs promoting Healthy Living which is reflective from the four directions of the Medicine Wheel (Intellect, Emotional, Spiritual and Physical). By following the Medicine Wheel model, the Centre programs will encompass the four significant areas of a senior's life therefore it may create a sense of personal balance.
To maintain existing community partnerships and to seek out new and diverse community partnerships. By monitoring the monthly stats on programs and services Centre will determine what is working and what needs adjustments.

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

Name: **Ashley Nemeth**
1080 Portage Ave

Specialized Services

Accomplishments:

- For the fiscal year ending March 31, 2023, CNIB provided a total of 4,092 hours of service in peer support and leisure to 197 different groups. On average, we provided service to 169 participants per month and 16 different groups/sessions per month.
- The benefits of the groups offered by CNIB continues to have a profound impact on helping participants cope with the negative effects of isolation throughout the past year. CNIB's virtual groups have enabled participants to stay connected safely as we transition back to in-person programming. As well, participants were able to meet with others across the country. The virtual programs have helped to remove geographical barriers. Participants are meeting with diverse interests ranging from the book club, relaxation yoga, life coaching series, cultural programs, exploring music, poetry, etc.

- CNIB has continued to transition many groups from virtual to in person programming. We continue to offer the virtual platform to accommodate individuals who prefer this option with many programs being hybrid.
- The Virtual Vision Mate program has continued in 2022/23. The program continues to be popular with great results. The program matches people with vision loss with a sighted volunteer who provides companionship, and one-on-one assistance with everyday tasks and errands. It is offered virtually over the phone or computer for friendly conversations on a weekly basis. In the Fall of 2023, we are also looking at reintroducing the Classic Vision Mate program which meet in person either in the home or in their community and usually meet once a week for two hours.
- The following programs continue to be well attended and popular with the senior demographic.
 - Virtual Vision Mate
 - Adjusting to Vision Loss
 - Sharing Circle
 - Care Providers Virtual Café
 - Saskatchewan and Manitoba Indigenous Peer Support Group
 - Relaxation Yoga
 - Mind Power Life Coaching
 - On A Prairie Wind
 - Book Club
 - Bible Study
 - Virtual/In Person Coffee Group
- By offering both virtual and in person programming individuals are able to access local programming based on their preference and comfort.
- Participant in Adjusting to Vision Loss Group
- "Thank you and everyone for the support and all the information. I didn't know there were so many resources available. CNIB definitely has the most caring and compassionate people working. I truly appreciate everything I have learnt and everyone I had the pleasure of dealing with." Jennifer M.
- Participant from the Book Club
- "I've met a lot of nice people and learned to venture outside of my norm – to 'read outside the box' – and explore books and situations I wouldn't have explored previously."

CNIB Community Outings

- Last summer CNIB organized a number of outings to theatre events as well as a day trip to Gimli. The purpose of these outings is for our participants to visit local attractions and meet new people. There were 24 participants who attended the Gimli outing and here is one of the comments we received "So much fun feeling the sand between my toes! Great company, and nice to be outside in the good weather."
- The theatre events included the Folk Festival for which we had 7 participants, and the Rainbow stage was very popular with 20 participants attending both shows, 'The Hockey Sweater' and 'The Wizard of Oz'.
- We had this comment from Katie "For the very first time I experienced theater like never before because of the described live production content I actually cried! Thanks so much."
- The CNIB Breakfast Club was enjoyed by 36 participants. This is a peer social group that meets for breakfast once a month out in the community to enjoy each other's company, share stories, and practice mobility skills.

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. This program is provided with all COVID protocols and restrictions in place and is scheduled over the phone. CNIB is working towards introducing the Classic Vision Mate Program in the Fall for in-person connections with seniors experiencing sight loss.
- Adjusting to Vision Loss 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.
- CNIB will once again offer rides on the Trishaw Bike. 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 fully trained to ensure optimal safety for maximum fun!
- 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.

Manitoba Association of Senior Communities (MASC) – Specialized Services

Name: **Connie Newman 3rd floor – 203 Duffield St**

Specialized Services

Accomplishments:

- Secure funding for social prescribing for Manitoba
- Connected with senior resource coordinators in Transcona, St James Assiniboia, Assiniboine South
- Chaired the MB Government Seniors Strategy Advisory Committee – report released Feb 2023
- Hosted a collaborative Age Friendly HUB in St Vital (Dakota Community Centre), Transcona (Retired Sr Citizens), and planned a Downtown (YMCA) for April 2023

Priorities:

- Hosting at least two HUB meetings/events (Age Friendly) which will bring together community based services across sectors in Winnipeg (Osborne Strip and Henderson Hwy)
- Expand social prescribing in other communities in Winnipeg

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

Name: **Amanda Macrae**

200-207 Donald St

Specialized Services

Accomplishments:

- 311 Food Security Line - assisted with the delivery of over 2,535 food hampers.
- This past holiday season, A & O was proud to receive a very generous food donation from the Assiniboine Credit Union (ACU) Community Response Drive. The Community Response Drive is a way for ACU employees and members to come together to support community organizations with much needed items.
- Senior Centre Without Walls: provided 431 classes, with a total of 12,916 total participants.
 - The average number of callers per session increased to 29.97 (from 27.13 in the 2021-2022 fiscal year).
- 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 760 gifts to older adults in the community.
- The Caregiving with Confidence program had over 165 contacts with clients, service providers and family members. 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 33 presentations, and 6 booths in 2022-23.
- This past year, the Connect program received over 170 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 122 new referrals, worked with an average of 69 past clients per month, and provided over 1,065 service hours. The program delivered two 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 has seen an increase in requests to join various committees which are important in building connections and partnerships needed to work in several program areas.
 - Hoarding Task Force – The City of Winnipeg has recently developed a hoarding task force, which includes representatives from Fire Paramedics, By-laws, OCD centre of Manitoba, Home Care, Property Management (including Manitoba Housing), and several others. This task force is in its early stages. This task force is turning to A & O as one of the only front-line agencies assisting people living with Hoarding Disorder.
 - 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.

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.

- o Develop a partnership with Cyber-Seniors to launch a program that will provide free tech support (in multiple languages) to older adults learning how to use tablets and other forms of technology. This will assist older adults to access A & O programs and services, but also ensure they remain connected with social connections, medical support, and other important services.

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

Name: *D’Arcy Mansell*

Satellite offices

Specialized Services

Accomplishments:

- o Our organization takes immense pride in its diverse range of programs that have made a significant impact on the lives of older adults. We have successfully curated an extensive array of educational opportunities, covering a wide spectrum of subjects that cater to the varied interests of our participants. From fostering health and fitness through engaging workshops to delving into thought-provoking topics such as history, current issues, and literature, our programs encompass a rich tapestry of knowledge. Additionally, we provide hands-on skill development courses, enabling older adults to embrace modern technology, computers, and other digital tools. Moreover, we recognize the transformative power of the arts and offer engaging workshops in photography, painting, video filming, and editing, providing a creative outlet for self-expression. Through these diverse programs, Creative Retirement has become a catalyst for intellectual growth, skill enhancement, and artistic exploration, empowering older adults to continue their lifelong learning journey with passion and enthusiasm.
- o At Creative Retirement, we strongly believe in the power of collaboration and community engagement. We have actively fostered partnerships with numerous community organizations to enhance the planning and delivery of our programs. By working hand-in-hand with these organizations, we have been able to tap into a vast network of expertise, resources, and diverse perspectives. This collaborative approach has enabled us to offer a broader range of educational opportunities and ensure the highest quality of program content. Our community partners in the past year included: Robert A. Steen Community Centre, Champlain Community Centre, Manitoba Conservatory of Music and Arts, Good Neighbours Senior Centre, The Wellness Institute, Minnedosa Senior Centre.

How did you measure your successful achievements?

- o We place great importance on assessing our achievements to ensure the ongoing success of our programs. We utilize a comprehensive approach, drawing insights from valuable feedback provided by our members and analyzing program participation statistics. By actively seeking input from our members, we gain firsthand perspectives on the impact and effectiveness of our educational offerings. This feedback allows us to continuously refine and tailor our programs to better meet the evolving needs and interests of our community. Additionally, we closely examine program participation statistics, which provide quantitative data on the reach and engagement of our initiatives. By analyzing these statistics, we gain valuable insights into the popularity of specific topics and the overall success of our efforts in promoting lifelong learning. Through this robust measurement process, we ensure that our programs remain relevant, impactful, and continue to positively enrich the lives of older adults within our community.

Priorities:

- o At Creative Retirement, we place great importance on assessing our achievements to ensure the ongoing success of our programs. In the coming year we will solicit feedback from our current and former members with a thorough survey. By actively seeking input we gain firsthand perspectives on the impact and effectiveness of our educational offerings. This feedback allows us to continuously refine and tailor our programs to better meet the evolving needs and interests of our community.
- o Maintaining affordability and accessibility for seniors on fixed incomes is a core priority for Creative Retirement. To achieve this goal, we are placing a strong emphasis on increasing our fundraising efforts. By expanding our fundraising initiatives, we aim to generate additional resources that will allow us to keep membership costs down and ensure that our educational programs remain affordable and accessible to all seniors in our community. One avenue we will explore to achieve this objective is to actively seek corporate sponsorships. We recognize the value of mutually beneficial partnerships with corporations that share our vision of empowering older adults through lifelong learning. By forging alliances with corporate sponsors, we not only gain financial support but also establish meaningful collaborations that can enhance the reach and impact of our programs.
- o One of our key priorities at Creative Retirement is to increase promotion efforts and attract new members. We will implement a comprehensive marketing strategy leveraging digital platforms, social media, local events, and partnerships. By raising awareness about our exceptional educational programs, we aim to engage individuals seeking personal growth, learning, and social connections. Through targeted advertising, engaging content, and community networking, we will create a welcoming environment for new members to join us on their lifelong learning journey.

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

Name: *Noreen Mian*

545 Broadway St

Specialized Services

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

Accomplishments:

- o Securing on going program funding, hosting a national conference on planning for later life for 2SLGBTQ+ older adults.

Priorities:

- o Moving locations, increasing intergenerational programming.

Meals on Wheels of Winnipeg (MOW)- Specialized Services

Name: *Rhonda Gardner*

174 Hargrave St

Specialized Services

Accomplishments:

- o We were able to provide and deliver over 167,000 meals in 2022, in spite of the fact that the Regional Distribution Facility continues to alter our services.

Priorities:

- That we are able to maintain our services at the current level without further restrictions as imposed by the Regional Distribution Facility.

Senior Resource Finder- Conseil des francophones 55+ de Winnipeg - La Fédération des aînés franco-manitobains inc. (FAFM)

Name: **Lucienne Châteauneuf/ Nadège Tuo**

400 des Meurons St

Specialized Services

***Serves the Francophone speaking population of Winnipeg**

Accomplishments:

En collaboration avec la FAFM, le Conseil 55+ a veillé à la mise en œuvre d'une variété d'initiatives en matière de vie saine. Le Conseil 55+ a continué l'offre, en mode virtuel ainsi qu'en personne, d'activités telles, entre autres :

- Santé 55+, bougez à votre rythme (activités physiques)
- Sessions d'information
- Promotion d'activités offertes par divers organismes
- Diffusion d'information et de ressources aux personnes aînées

Résultats:

- La FAFM, par l'entremise de ses divers projets, y inclus le Conseil des francophones 55+, a réussi à rejoindre plus de 1 000 personnes soit pour participer à des activités en mode virtuel, et en personne.
- Somme totale, au cours de l'année, plus de 200 sessions individuelles traitant de divers sujets ont eu lieu, comptabilisant près de 400 heures d'activité. Une cinquantaine de personnes ont travaillé environ 250 heures à la mise sur pied des activités virtuelles et des activités en personne. Les animatrices, animateurs et partenaires ont, comme par le passé, continué à offrir leur expertise et leur appui.

Communications aux membres

- La page Facebook de la FAFM, ainsi que son site Web, jouent un rôle important dans la promotion des activités de la FAFM et du Conseil des francophones 55+. On s'est aussi doté d'un compte Twitter pour élargir la promotion de nos activités et toucher une autre catégorie de notre clientèle. En plus de la diffusion électronique mensuelle de notre Infolettre, on envoie des courriels périodiques via MailChimp pour tenir nos membres informés des activités en cours et/ou à venir.

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.
- A participé aux sessions de formation de l'ORSW.
- 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, et l'Union Nationale Française.
- A continué à proposer des activités tout en maintenant des protocoles sanitaires pour la quiétude des membres.

Accomplishments:

- In cooperation with the FAFM, the Conseil des francophones 55+ (hereafter referred to as Conseil 55+) implemented a variety of healthy-living initiatives. Conseil 55+ continued to offer activities:
- Santé 55+, bougez à votre rythme (movement-based activities)

Celebrating our Accomplishments and Priorities 2022

- Information sessions
- Dissemination of information and resources among seniors
- Promotion of activities offered by various organizations
- Outcomes:
- Through its various projects, including Conseil 55+, the FAFM engaged over 1,000 individuals through virtual and in-person activities.
- Over the course of the year, more than 200 individual sessions were offered on a variety of subjects, totalling almost 400 activity hours. Some 50 people worked roughly 250 hours to offer the virtual and in-person activities. As in the past, our facilitators and partners continued to provide expertise and support.
- Communication with members
- The FAFM Facebook page and website play an important role in promoting FAFM and Conseil 55+ activities. A Twitter account was also created to expand the promotion of our activities and reach a new category of clientele. In addition to a monthly electronic newsletter, we send out regular e-mails via Mailchimp to keep our members informed of current and upcoming activities.
- Conseil 55+ staff:
- participated in Seniors Resource Finders meetings.
- sat on the committee and attended Emergency Response Information Kit (ERIK) meetings.
- participated in WRHA training sessions.
- continued to work with community partners, such as the St. Boniface Health Centre, Pluri-elles, Club Éclipse, Winakwa Community Centre, Accueil Colombien, Place Des Meurons, Fédération des parents de la francophonie manitobaine, and Union Nationale Française.
- Continued to offer activities while maintaining health protocols for members' peace of mind.

Priorities:

- Au cours de la période du 1er avril 2023 au 31 mars 2024, le Conseil 55+ continuera de motiver davantage les personnes aînées 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 aînées font face.
- Présenter sa journée « Mieux-être » Grouille ou Rouille (a eu lieu le 4 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, danse en ligne, karaté, sessions d'information traitant de sujets variés).
- Continuer à référer les personnes aînées 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 aînées francophones.
- Le Conseil 55+ continuera les partenariats établis avec les résidences telles Place Des Meurons, Accueil Colombien, Villa Aulneau, etc.
- Continuer l'offre de sessions d'information et la distribution de la Trousse d'information sur les situations d'urgence (T.I.S.U). L'équipe étudiera la possibilité de faire une tournée dans les résidences des 55 ans et plus.
- Le Conseil 55+ prévoit 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 aînées.

Celebrating our Accomplishments and Priorities 2022

- Collaborer avec la FAFM pour:
 - La sensibilisation sur des sujets variés, dont, entre autres, l'âgeisme et la maltraitance envers les personnes âgées.
 - 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:

- From April 1, 2023, to March 31, 2024, Conseil 55+ will continue to encourage French-speaking seniors to take part in physical activities and information workshops aimed at maintaining a healthy lifestyle, and to organize meetings to reduce the social isolation faced by some seniors.
- Present its Grouille ou Rouille wellness day (held on May 4).
- Ensure the smooth running of Conseil 55+ and direct the implementation of all its activities by developing a variety of offerings in various disciplines: physical, social, cultural, artistic, etc. (e.g., walking club, discussions, line dancing, karate, information sessions on a variety of topics).
- Continue to refer seniors to the appropriate services and organizations to meet their needs.
- Continue to research, survey and assess available French-language resources to better respond to the inquiries and needs of French-speaking seniors.
- Conseil 55+ will continue the partnerships established with residences such as Place Des Meurons, Accueil Colombien, Villa Aulneau and others.
- Continue offering information sessions and distributing the Emergency Response Information Kit (ERIK). The team will investigate the possibility of touring the homes of people 55 and over.
- Conseil 55+ plans to sit on various working committees, such as ERIK and others.
- Recruit volunteers to support Conseil 55+ in its programming and services for seniors.
- Work with the FAFM to:
 - raise awareness on a variety of topics, including ageism and elder abuse.
 - implement intergenerational activities to reduce social isolation and foster the sharing of knowledge and experience.
- Our registration lists and attendance lists will be used to compile statistics on the number of participants in our activities. We also plan to continue to track the number of requests for services, referrals, etc.
- Oral and/or JotForm surveys will be conducted at the end of each series of activities to gauge satisfaction levels and gather suggestions for adapting our services.

Alzheimer Society of Manitoba (ASM) – Specialized Services

Name: **Jessica Harper**

10-120 Donald St

Specialized Services

Accomplishments:

Major accomplishments this past year have included:

Celebrating our Accomplishments and Priorities 2022

- 10% increase in total referrals received compared to 2021/22
- 28% increase in total client contacts compared to 2021/22, as well as a 60% increase compared to 2020/21
- Anecdotally, our staff have observed a continued significant increase in the length and complexity of client calls, with more calls involving elements of crisis, distress and/or burnout. 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, staff have reported an overall increase in these discussions. 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.
- Our capacity to meet this increased level of intensity during client interactions has been an additional accomplishment. Though we continue to emphasize to staff and clients alike that we are not a crisis service, we do want to provide quality client support during intense time(s) of need and aim to support staff in navigating the complexity of these interactions.
- We've maintained existing virtual and in-person support group offerings to both persons living with dementia and their care partners, though have also expanded offerings to include more specialized groups for care partners to meet their complex needs. Increased group offerings have included the:
 - Ambiguous Loss Support Group, which addresses the unique emotional experiences for care partners when the person living with dementia is still physically here but may not be emotionally or cognitively present in the same way they once were, leaving care partners with continued feelings of grief and loss.
 - Support Group for Spouses of Persons with Dementia Living in Long-Term Care, which addresses the unique challenges for spouses to navigate, as their role changes, they adjust to changes in self-identity, adjust to living separately from their spouse, and continue to navigate their dementia journey.
 - Men's Coffee Talk Group, which addresses the unique challenges that may arise for male identifying care partners, including feelings of isolation, and coping with changes in role(s) and relationship.
 - Responsive Behaviour Support Group, which addresses the increased support and care strategies required when persons living with dementia exhibit challenging behaviour changes.
 - 'Sandwich' Support Group, which addresses the challenges that arise for 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.
- As long as there is 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 evaluate the need for additional specialized offerings to meet the needs of our clients.
- 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 as well. Minds in Motion participation has been gradually increasing.
- We have received positive feedback on program evaluation forms regarding the ability to be back to in-person programming, where individuals living with dementia and their care partners can engage in social and recreational programs alongside people navigating similar experiences.

Celebrating our Accomplishments and Priorities 2022

Priorities:

- Our priority is to continue delivering excellent support and information to persons living with dementia and their caregivers, connecting families with existing community resources as early as possible in their dementia journey, helping educate families to better understand and anticipate the changes that come with the progression of the disease, and helping families with advance planning so they are able to manage transitions and avoid crises. Financial, legal, health, housing and end-of-life planning are key areas for our staff to touch on during these conversations.
- The Alzheimer Society is committed to prioritizing the quality of client interactions, ensuring that First Link Client Support staff allot unlimited time to each individual client based on need. Additionally, new referrals are prioritized for first contact, prior to initiating outreach attempts for follow-up and check in to existing clients.
- Achievement(s) will be measured in client interaction metrics and survey results indicating continued satisfaction with our services.

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): St. James Assiniboia/Assiniboine South

Names of participants: Amy, Amanda, Taylor, Shira, Sheila, Melanie, Darcy, Naomi, Sarah, Beci, Margaret, Kathy, Nick and Janet

Core Priority (one priority to focus on as a group): **Minimizing/Reducing Ageism**

Goal (What result or outcome do you want?): Reduce social isolation and increase community engagement

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Sharing community resources and educational opportunities	Community facilitators	Mailing list	Ongoing	Community partners increased confidence	
Run “Reimagine Aging” program	HART Bethania SJA55+ MB Housing and NorWest 2700 Ness and Rady Centre	Program from Centre on Aging Space Facilitaor (55+ Centre)	6 week program		

<p>Collect feedback from older adults in our areas on ageism specific to our community area -Could then focus a future goal on them eg, any major themes</p>	<p>Facilitators of Reimagine Aging</p>				
--	--	--	--	--	--

Remember to keep it SMART

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

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

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

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

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

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Sheila, Orlando, Jean, Steve, Caitlin, Mandy, Anna, Jim

Core Priority (one priority to focus on as a group): **Connecting to people, volunteers, participants and staff**

Goal (What result or outcome do you want?): Increase volunteerism and maintain staff

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Advertise -radio, other media -social media -Volunteer Manitoba	All	-contacts -need to be -specific members -need consistency with programs attendance	Ongoing for some places	More volunteers and participants connected Staff positions are full	
Reward volunteers - points program, free programs, membership discounts Compensate – ie gas, food Offer a service in return	All	-funding -donations -people and time	Ongoing	Sustainable reward program fund, maybe a sponsor	
Start programs that can run with minimal people to promote.	All	-people -space -promotions	Ongoing Re-evaluate next year	Recruited volunteers who've implemented or run programs. Volunteer positions are filled/maintained by 10% by the next year.	

Support Services to Seniors Planning & Collaboration Day Action Plan

Community Area(s) or Specialized Service Area(s): Inkster and Seven Oaks

Names of participants: Harvey Sumka, Marlene Hazzard, Anne Love, Kathy SLG, Deborah Kramer, Jennifer Osachuk

Core Priority (one priority to focus on as a group): **Alana/Jessica – Alzheimer’s Society**

Food Security

Goal (What result or outcome do you want?): Provide comprehensive information re: where to obtain food items

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Discuss diet considerations with food banks	Food, security network members	Contact dietitian through access Norwest/WRHA/SOGH dietitian	4 – 6 months	Increase feedback from clients Request same and dietitian’s input	
Fully research food service agencies for low cost items	Food, security network members	Representatives from each agency to report client costs	4 – 6 months	Increased use of program for clients	
Provide updated document to all Sr. Service agencies	Food, security network members	Senior agencies in area Access to website for promotion	4 – 6 months	Agencies are increase use/distribution of information	

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Ewa, Shelley, Henry, Pat, Lenore, Dana, Aslee, Kusela, Justina, Monica, Vince, Kendall

Core Priority (one priority to focus on as a group): **Pilot project for seniors' cell phones 2022 ongoing. Individuals can apply for Free**

Desktops computers, tablets, low cost or free apply at computer from schools.

Goal (What result or outcome do you want?): St. John's library may be able to participate as location to pick up. Increase community

Awareness of services available for our clients.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Create communication network using social media (Discord)	Monica	Cell phones with smart technology	6 months	Increase in personal connections between community stakeholders	
Create increase connections between seniors resource finder, HART team, Elders, Home Care and MB Housing	Vince				

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Carolyn (Bethania), Elise, Megan, Lexi (SSS), Jennifer (Donwood), Charity, Louise, Leilani (Chalmers/EK Active), Lorna, Keri (Home Care), Shelly D., Julia Lim, Susan (GNALC)

Core Priority (one priority to focus on as a group): Edison Issues – Transport, Food Security. EK Active – Homelessness, guard rails, 1630

break ins, social destruction, staff sustainability and programs and increase funding – vulnerable communities target

Goal (What result or outcome do you want?): Housing, food, infestation, hoarding and cleaning

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Housing	Megan (SSS) and Leilani (Chalmers)	Benefactors Edison	6 months	Awareness and support with private property owners	
Food	Tonya and Louise (Chalmers and HART)	Congregate meal programs, food pamphlets to increase known emergency food in community professional list	2 months	Increase in food pantry Sharing of resources Keeping congregate meal programs going with number of people attending	
Infestations	HART	People need active support regarding housekeeping GNALC: Home maintenance program	No timeframe	No known system solution	

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Melanie Camara, Samantha Silvester, Martin Landy, Sandra Sukhan, Elaine Kroeker, Geri Lowe, Crystal Klassen and Amanda Younka

Core Priority (one priority to focus on as a group): Transportation and increasing volunteers within the organization

Goal (What result or outcome do you want?):

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Transportation – write letter to policy advisors through Connie	Amanda	Bullet points from TRC to Amanda	Nov. 1, 2023	Connie passes to city of Winnipeg committee	
Volunteering increase recruitment, St. Mary's and St. Pauls's High school students					
Reaching out to students (High Schools) for volunteer applicants. Also do an education presentation at these sites: - Fort Garry Comm. Network - Fort Rouge Neighborhood Network - Osborne Village Biz - Corydon Village Biz					

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Alexandra, Nadège, Krista, Nicole, Lynn

Core Priority (one priority to focus on as a group): **Active networking re: bilingual services**

Goal (What result or outcome do you want?): To source more bilingual health related resources, mental, physical, etc.

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Sending emails with ongoing info (activities, calendars, pamphlets, etc.)	Alexandra	Documentation from participants in action plan group	Annually on-going	List of information sent	
Zoom meetings	Nadège and Lance	Email addresses Email reminders/invitations	Nadège to set up 4x/year at 30 minutes.	Number of meetings in a year Meeting notes	

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Lance, Elizabeth, Maria, Christine, Lisa, Katrina, Alexandra

Core Priority (one priority to focus on as a group): **Access to Resources**

Goal (What result or outcome do you want?): Increased access to resources for clients

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Access to smaller or more local programs	Lance and Maria	People	1 Year	Presentations from Home Care to PCC and vice versa	
Access to ERIKs for Home Care clients who are more isolated	Alexandra and Maria	ERIKs	1 Year	Access to small pack of ERIKs in the office	

Support Services to Seniors Planning & Collaboration Day Action Plan

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

Names of participants: Xing, Steve, Kathy, Stacey, Abednigo, Tanya, Colleen

Core Priority (one priority to focus on as a group): Social Prescribing – in process, and want to strengthen team

Goal (What result or outcome do you want?): To build or expand alliances and collaboration ie) primary care clinics and My Health Team

Actions <i>(What tasks needs to be done to achieve the goal?)</i>	Owner <i>(Who will do this task?)</i>	Resources <i>(What do you need to complete this task - people, tools, etc.?)</i>	Timeframe <i>(When does the task need to be done?)</i>	Indicators of Success <i>(What changes will indicate you moved closer to the goal?)</i>	Complete <i>(✓ when complete)</i>
Presentations Re: Social Prescribing	- Colleen Tackaberry - Connie Newman	- connections to PCPs, MyHealthTeam, Pharmacists	3 – 6 months	- have an increase in social prescribing referrals	
Re-establish regular meetings with HART, Senior Resource Finder, SSGL and other community partners/members ie) community facilitator	- Tanya (HART)	- e-mail addresses of participants	3 – 6 months	Regular meetings established	
Encourage older team adults to spread members the word on social activities in Transcona	- all team members	- none	Over the next year	Increase in attendance at social programs in community	

System Navigation



**Looking for Supports
for Older Adults?**

Call 2•1•1

FREE • CONFIDENTIAL • 24/7

A partnership between  **Manitoba**[®]  **A&O**
Support Services for Older Adults



AMANDA MACRAE
A & O: Support Services for Older Adults

DANIEL LEONARD
211 Manitoba

October 13, 2023

What is System Navigation?

System Navigation enables older adults and those that care about them to seek advice and support in navigating community information on available resources, services, and programs in an easy, accessible way that considers the various ways people consume information.



Better Together

- This innovative system navigation service is a partnership between A & O, 211 Manitoba, and all of you!
- This program is the first of its kind in Winnipeg and offers a unique opportunity for older adults (55+) and those that care about them to call 211 MB in partnership with A & O to connect to needed information and access available supports, services, and programs.

Agency Overview

A & O: Support Services for Older Adults Inc. (A & O) has been providing innovative, specialized support services for Winnipeggers since 1957.

211 Manitoba is the front door to community-based government, health and social services designed to meet the needs of diverse populations, across all different aspects of life. It is a free, confidential service available 24 hours a day, seven days a week in more than 150 languages, including 4 Indigenous languages.

Why System Navigation?

- System Navigation will provide access to information, programs, and services through a coordinated central hub in Winnipeg. This is based on the Manitoba Senior Strategy Focus Area #2 which states the following:
- This requires partnering with older adult serving organizations (i.e., 211 MB, A & O, Senior Resource Finders, WRHA, etc.) to ensure a continuation of up-to-date information on programs and services for all aging needs, taking into consideration ethnocultural perspectives, languages and geography.

Thank you

Questions / Comments?



Collaborative Impact With Social Prescribing

WRHA – Planning & Collaboration Day
October 13, 2023
Good Neighbours Active Living Centre



Who we are

The Manitoba Association of Senior Communities (MASC) facilitates and supports the healthy aging of older Manitobans through leadership, learning, connection, and community engagement

- through our 80+ member centres
- Through our 90+ age friendly communities
- With an Executive Director, 10 consultants, 2 support staff

Older Manitobans want:

- to Age in the right place
- the Ability to function
- Enhanced resources/fewer barriers

Age-Friendly Communities



Age-friendly communities and places optimize the ability of all older Manitobans to do the things they feel are important to them

A global initiative... 8 domains in a unique framework that combines the social environment - the person part, with the built environment – the place part.

Four of the domains support Social Prescribing....

- **Community Support & Health Services**
- **Communication & Information**
- **Social Participation**
- **Respect & Social Inclusion**

Social Prescribing...in Manitoba



Community Resources...

- Health Care Providers
- Age-Friendly Leadership
- Senior Centres/Communities collaborating with Senior Resource Coordinators/Finders

Provincial & Regional Resources...

- Provincial Government
Health,
Seniors & Long-term Care,
Mental Health & Community Wellness
- Regional Health Authorities
- Provincial Associations

Dr Michael Routledge



What is social prescribing? - A pathway that helps to address a patient's needs.

Social prescribing is a means for health care providers to connect patients to a range of non-clinical services in the community to improve health and well-being. Social prescribing can help to address the underlying causes of patients' health and well-being issues, as opposed to simply treating symptoms. Social Prescribing is a holistic approach to health care, which promotes community-based integrated care and helps to demedicalize healthcare provision.

Collaborative Impact with Social Prescribing



... is a means for health care providers to connect clients/patients to a range of non-clinical services in the community... to improve their social connections, health and well-being.

This initiative will...

- Foster healthy aging
- Integrate health, social care, and age-friendly environments
- Strengthen alliances amongst key players
- Reduce siloed, independent activities, and
- Build greater collaborative impact to facilitate healthy aging

Continuing steps forward



- Next – Primary Health Care Providers - digital access
 - WRHA
 - SSHA
 - PMH
 - IERHA

➤ Data report to WRHA

➤ AND For Senior Resource Coordinators
[Creating Connections through Social Prescribing – MASC](https://www.manitobaseniorcommunities.ca)
[\(manitobaseniorcommunities.ca\)](https://www.manitobaseniorcommunities.ca)

And

For Healthcare Professionals and Volunteers
[Online Training e-Modules | Targeting Isolation](#)



Questions, comments.....

- PD funds
- ERIKits
- Other

Connie Newman, Executive Director

ccnewman@shaw.ca

204-792-5838

www.agefriendlymanitoba.com

www.manitobaseniorcommunities.ca

Appendix G: Participant Listing 2023

TABLE ONE	DOWNTOWN/POINT DOUGLAS		
Name	Address	Organization	email
Anna Murray	RPO Maryland	Broadway Seniors Resource Council Inc.	broadwayseniors@gmail.com
Caitlin Burdeniuk	3-496 Hargrave St	WRHA Home Care	CBurdeniuk@wrha.mb.ca
Jean Buduhan	1312 Strathcona St	West End Active Living Centre	obuduhan44@gmail.com
Mandy Safronetz	80 Sutherland Ave	WRHA	msafronetz@wrha.mb.ca
Monica Phaneuf	640 Main St	Downtown Senior Resource Finder	dsrc@aosupportservices.ca
Orlando Buduhan	1312 Strathcona St	West End Active Living Centre	obuduhan44@gmail.com
Jim Dear	640 Main St	WRHA	JDear@wrha.mb.ca
Shelly Smith	5-496 Hargrave St	WRHA Community/Centralized	ssmith49@wrha.mb.ca
Sheryl Bennett	1312 Strathcona St	West End Active Living Centre	sherylbennett75@gmail.com
Steve Locke	320 Shebrook St	Lions Housing Centres Inc.	LMtrc@lhc.ca
Kusela Guitap	425 Elgin St	WRHA Downtown/Point Douglas HART	aguitap@wrha.mb.ca
Justina Onoja	425 Elgin St	HART	jonoja@wrha.mb.ca

TABLE TWO	DOWNTOWN/POINT DOUGLAS		
Name	Address	Organization	email
Ashlee Charach	425 Elgin Ave	Healthy Aging Resource Team Facilitator	acharach@wrha.mb.ca
Henry Neufeld	100 Robinson St	Indigenous Seniors Resource Centre	executivedirector@isrcwpg.ca
Kendall Jackson	100-269 Dufferin Ave	Lord Selkirk ParkRegion Manitoba Housing	Kendall.Jackson@gov.mb.ca
Lenore Friesen	80 Sutherland Ave	WRHA Home Care	lfriesen5@wrha.mb.ca
Monica Grocholski	640 Main St	A&O Support Services	mgrocholski@aosupportservices.ca
Pat Munch	100 Robinson St	Indigenous Seniors Resource Centre	executivedirector@isrcwpg.ca
Vince Sansregret	80 Sutherland Ave	WRHA Point Douglas Community Area	VSansregret@wrha.mb.ca
Dana Breland	80 Sutherland Ave	WRHA Home Care	dbreland2@wrha.mb.ca
Ewa Wadowska	300 Selkirk Ave	Winnipeg Housing Rehabilitation Corporation	ewadowska@whrc.ca
Shelley Hillis	300 Selkirk Ave	Winnipeg Housing Rehabilitation Corporation	shillis@whrc.ca

TABLE THREE	FORT GARRY/RIVER HEIGHTS		
Name	Address	Organization	Email
Crystal Klassen	601 Osborne St	The Bethania Group	crystal.klassen@bethania.ca
Geri Lowe	117 - 1 Morley Ave	South Winnipeg Seniors Resource Finder	martin@swsrc.ca
Laura Gowerluk	433 River Ave	Villa Cabrini Inc	k.gowerluk@qkstream.com
Martin Landy	117-1 Morley Ave	South Winnipeg Seniors Resource Finder	martin@swsrc.ca
Melanie Camara	445 Stafford St	Bethel Place	mcamara@bethelplace.ca
Patti Berube	135 Plaza Drive	Fort Garry Seniors Resource Finder	pberube@aosupportservices.ca
Samantha Silvester	433 River Ave	Villa Cabrini Inc	vcabrini@mymts.net
Sandra Sukhan	170 Fleetwood Rd	Pembina Active Living	office@pal55plus.ca
Amanda Younka	135 Plaza Drive	WRHA	AYounka@wrha.mb.ca
Elaine Kroeker	475 Lindenwood Dr	Lindenwood Retirement Living	ekroeker@lindenwood.ca

TABLE FOUR	WRHA		
Name	Address	Organization	Email
Kathy Henderson	2109 Portage Ave	WRHA Support Services to Seniors	KHenderson@wrha.mb.ca
Mike Nader	650 Main Street	WRHA	mnader@wrha.mb.ca
Tara-Lee Procter	650 Main Street	WRHA Community and Continuing Care	tprocter@wrha.mb.ca
Krista Wilson	2109 Portage Ave	WRHA Rehabilitation, Healthy Aging & Senior's	klwilson@wrha.mb.ca
Laurel Rose	34001 Roblin Blvd	WRHA Health Services Continuing Care	LPRose@wrha.mb.ca
Theresa (Terri) Bowser	2109 Portage Ave	WRHA Support Services to Seniors	tbowser@deerlodge.mb.ca
Kimberly Day	650 Main Street	WRHA Agency Accountability	kday@wrha.mb.ca
Maria Dasdhaul	2109 Portage Ave	WRHA Support Services to Seniors	mdasdhaul@deerlodge.mb.ca
Danny Sisler	Carlton Ave	Seniors and Long-Term Care	Danny.Sisler@gov.mb.ca

TABLE FIVE	SEVEN OAKS/INKSTER		
Name	Address	Organization	Email
Anne Love	1625 Logan Ave	Keewatin/Inkster Neighbourhood Resource	kinrc@mymts.net
Becky Chisick	1588 Main St	Gwen Sector Creative Licing Centre	becky@gwensector.com
Dan Saidman	1588 Main St	Gwen Sector Creative Licing Centre	dan@gwensector.com
Deborah Kramer	3-1050 Leila Ave	WRHA Home Care Services	dkramer@wrha.mb.ca
Harvey Sumka	1625 Logan Ave	Keewatin/Inkster Neighbourhood Resource	kinrc@mymts.net
Jennifer Osachuk	3-1050 Leila Ave	WRHA Home Care Services	josachuk@wrha.mb.ca
Marlene Hazzard	1960 William Ave W	Brooklands Active Living Centre	bpscc@mymts.net
Kathy Alli	1625 Logan Ave	Keewatin/Inkster Neighbourhood Resource	kinrctrc@gmail.com

TABLE SIX	RIVER EAST/TRANSCONA		
Name	Address	Organization	Email
Carolyn Nickel	426 Kingsford Ave	BethaniaHaus/KingsfordH aus	carolyn.nickel@bethania.ca
Elise Legard	720 Henderson Hwy	Good Neighbours Active Living Centre	director@gnalc.ca
Jennifer Kappy	165 Donwood Dr	Donwood Manor	jkappy@donwoodmanor.org
Jodi Barbosa	1060 Kimberly St	BethaniaHaus	jodi.barbosa@bethania.ca
Julie Perry	301 Redonda St	Park Manor Care	jperry@parkmanor.ca
Leilani Esteban Villarba	180 Poplar Ave	Elmwood EK Active Living Centre	cnrcadmin@chalmersrenewal.org
Louise Mangali	180 Poplar Ave	Elmwood EK Active Living Centre	cnrcadmin@chalmersrenewal.org
Shelley Demsik	975 Henderson Hwy	WRHA RiverEast/Transcona	sdemski@wrha.mb.ca
Susan Sader	720 Henderson Hwy	Good Neighbours Active Living Centre	director@gnalc.ca
Lorna Shaw	720 Henderson Hwy	WRHA HART	lshaw@wrha.mb.ca

TABLE SEVEN	TRANSCONA/RIVER EAST		
Name	Address	Organization	Email
Abednigo Mandalupa	301 Redonda St	Park Manor Care	AMandalupa@parkmanor.ca
Charity Strange	180 Poplar Ave	Elmwood EK Active Living Centre	cnrcadmin@chalmersrenewal.org
Colleen Tackaberry	209 Yale Ave West	Transcona Council for Seniors	tcs@mymts.net
Julia Lim	720 Henderson Hwy	Good Neighbours Active Living Centre	resrf@gnalc.ca
Kathy Rennie	301 Redonda St	Park Manor Care	ssgl@parkmanor.ca
Megan Wallace	720 Henderson Hwy	Good Neighbours Active Living Centre	director@gnalc.ca
Stacey King	301 Redonda St	Park Manor Care	ssgl@parkmanor.ca
Steve Lipischak	209 Yale Ave West	Transcona Council for Seniors	steve.lipischak@gmail.com
Tanya Swanson	720 Henderson Hwy	WRHA Healthy Aging Resource Team	TSwanson@wrha.mb.ca
Xing Hua Wang	845 Regent Ave W	WRHA RiverEast/Transcona	xwang@wrha.mb.ca
Lexi Golemboski	720 Henderson Hwy	Good Neighbours Active Living Centre	ssgl@gnalc.ca

TABLE EIGHT	ST. BONIFACE /ST. VITAL		
Name	Address	Organization	Email
Elizabeth Abimbola Alabi	845 Dakota St	Youville Centre	aalabi@youville.ca
Katrina Morden	170 rue Goulet St	St. Vital Home Care	kmorden@wrha.mb.ca
Krista Johnson	565 Guilbault St	Archwood 55 Plus	archwood55@shaw.ca
Lance Letain	1188 Dakota Ave	Dakota Community Centre	Lance@dakotacc.com
Lynn Chidlow	400 rue Des Meurons	Place Des Meurons Inc.	placedesmeurons@gmail.com
Maria Sytnick	170 Goulet St	WRHA Home Care Program	msytnick@wrha.mb.ca
Marie Lunn	565 Guilbault St	Archwood 55 Plus	archwood55@shaw.ca
Nadège Tuo	123-400 rue Des Meurons	La Conseil de Francophones 55+	conseil55@fafm.mb.ca
Lucienne Chateaneuf	107 - 400 Des Meurons	La Federation des aines Franco-Manitobains Inc.	direction@fafm.mb.ca
Nicole Guiboche		Manitoba Housing	
Lisa Lacroix	170 Goulet St	WRHA	llacroix4@wrha.mb.ca
Alexandra Dénomée	170 Goulet St #2	WRHA	adenommee@centredesante.mb.ca

TABLE NINE	ST. JAMES/ASSINIBOINE SOUTH		
Name	Address	Organization	Email
Amy Krahn	3 - 203 Duffield St	WRHA Healthy Aging Seniors Resource Team	AKrahn2@wrha.mb.ca
Beci Cartwright	529 Country Club	The Bethania Group	Beci.Cartwright@BETHANIA.CA
Janet Jackman	3-203 Duffield St	St. James Assiniboia 55+ Centre	president@stjamescentre.com
Kathy Perrault	280 Booth Dr	St. James Community Facilitator	kperrault@wrha.mb.ca
Margaret Graham	170 Hendon Ave	Manitoba Housing	Margaret.Graham@gov.mb.ca
Melanie Duncan	785 Keewatin St	NorWest Co-Op Community Health Centre	mduncan4@norwestcoop.ca
Naomi Lundgren	3-203 Duffield St	St. James Assiniboia 55+ Centre	resource@stjamescentre.com
Nicholas Rush	659 Cavalier Dr	Manitoba Housing	Nicholas.Rush@gov.mb.ca
Roberta Malam	123 Doncaster St	Rady Jewish Community Centre	snewman@radyjcc.com
Sarah Buchan	3-203 Duffield St	St. James Assiniboia 55+ Centre	director@stjamescentre.com
Sheila Hunter	2300 Ness Ave	Metropolitan Kiwanis Courts	shunter@kiwaniscourts.ca
Shira Newman	123 Doncaster St	Rady Jewish Community Centre	snewman@radyjcc.com
Taylor McMillan	3 - 203 Duffield St	WRHA Healthy Aging Seniors Resource Team	tmcmillan@wrha.mb.ca
Tonya Beveridge	280 Booth Dr	Assiniboia Souh Community Facilitator	TBeveridge@wrha.mb.ca
Eve Omar	280 Booth Dr	WRHA	eomar2@wrha.mb.ca

TABLE TEN	REGIONAL/PROVINCIAL		
Name	Address	Organization	Email
Amanda Macrae	207 Donald St	A&O: Support Services for Older Adults	amacrae@aosupportservices.ca
Connie Newman	19-2825 Ness Ave	Manitoba Association of Senior Communities	ccnewman@shaw.ca
Daniel Leonard	580 Main St	United Way Winnipeg	dleonard@unitedwaywinnipeg.ca
D'Arcy Mansell	PO Box 10022	Creative Retirement Manitoba	hello@crcentre.ca
Dr. Michael Routledge	19 - 2825 Ness Ave	Manitoba Association of Senior Communities	ccnewman@shaw.ca
Jeanette Edwards	19-2825 Ness Ave	Manitoba Association of Senior Communities	beiko@mts.net
Jessica Harper	10 - 120 Donald St	Alzheimer's Society of Manitoba	jharper@alzheimer.mb.ca
Kristen Burridge	1080 Portage Ave	CNIB	kristen.burridge@cnib.ca
Serena Bittner	19 - 2825 Ness Ave	Manitoba Association of Senior Communities	tons.utconsultant@outlook.com
Tamika Reid	19-2825 Ness Ave	Manitoba Association of Senior Communities	tamika.reid@winnipegmfrc.ca
Linda Brown	19 - 2825 Ness Ave	Manitoba Association of Senior Communities	lbrown11@sogh.mb.ca
Sarah Austin	19 - 2825 Ness Ave	Manitoba Association of Senior Communities	lbrown11@sogh.mb.ca
Alana Duff	10 - 120 Donald St	Alzheimer's Society of Manitoba	aduff@alzheimer.mb.ca
Sierra Dueck	10 - 120 Donald St	Alzheimer's Society of Manitoba	aduff@alzheimer.mb.ca