



Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

Support Services to Seniors Education and Collaborative Planning Session

Held on October 25, 2007

**Prepared by:
Support Services to Seniors
Community Development/Community Health Services
Winnipeg Regional Health Authority**

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Support Services to Senior Planning Day: “Collaborative Planning Report”

Summary

On October 25, 2007, the Winnipeg Regional Health Authority (WRHA) Support Services to Seniors held the fourth annual Collaborative Planning Day.

Regional key accomplishments and initiatives noted were:

Elder abuse strategy

- Developed an Elder Abuse guide aimed at raising awareness of the public, service providers, and professionals.
- A Provincial elder abuse video is in the developmental process.
- Delivered elder abuse education training sessions in 2006 and 2007 for a broad range of WRHA service staff, community agency staff, City of Winnipeg Police Services staff, rural RHAs and many other groups.
- Developed and expanded the Age and Opportunity Safe Suite initiative.
- Participated in the provincial elder abuse conference planning committee to be held in October 2008.

Falls Prevention Strategy

- The St. James –Assiniboia Seniors Demonstration Working Group will implement the assessment and screening tool entitled, “Staying on your Feet.”

Congregate Meal Programs

- A client satisfaction survey was developed as a resource for the agencies.

Winnipeg In Motion

- The Annual **Forever *in motion* Jamboree** was held with increased participation
- The work of communities continues to encourage older adults to get *in motion* by implementing Steppin’ Up exercise classes, SMART, walking groups, community events such as the walking clubs etc.

Influenza Campaign

- The Support Services to Seniors continued to be actively involved in the influenza campaign through the recruitment of volunteers and

public awareness through all funded support services to seniors programs and services.

Supports to Seniors in Group Living

- Two Supports to Seniors in Group Living sites were implemented (Supports for Seniors in Group Living (SSGL) is defined as housing with enhanced support services that supports health promotion and independence with a goal of aging in place (*Manitoba Health, SSGL Guidelines for Sponsors 2006*) and is apart of the Long Term Care Strategy).

WRHA Health Links-Info Santé and Encompass Bilingual Fridge Magnets

- Produced and distributed throughout Winnipeg through community newspapers and by WRHA staff and funded agencies.

Service Purchase Agreements

- All are close to completion.

Performance Indicators (Summary)

- **Funded Agencies for Support Services to Seniors** - Total number of Contacts (Direct & Indirect) 199,323 (2% growth over last year).
- **Congregate Meal Program** - Total number of Meals Served was 298,110 (23.6% growth over last year).
- **Meals on wheels provided** – 179,649 meals this past year.
- Support Services to Seniors agencies provided well over 65,000 **volunteers' hours.**

There are continued opportunities for Support Services to Seniors agencies and WRHA to network and enhance their relationships and partnerships. Increased development and implementation of intergenerational programs continues through varied initiatives (e.g. World Elder Abuse Day).

The planning, developing, implementation, and evaluation of programs and services (such as health fairs, community gardens, safety awareness, social activities, Emergency Response Information Kit, cooking clubs, Livin' It Up, meal programs, care giving conference, etc.) are key in the delivery of Support Services to Seniors.

Communities continue to address transportation concerns by working collectively in implementing shuttle bus services, cab clubs, taxi vouchers and volunteer escort transportation.

The summary of priorities identified by participants included:

- To continue efforts to address, connect and reduce social isolation.
- To continue working on transportation concerns.
- To continue to offer and maintain programming to older adults.
- To increase awareness and integration of health care/community resources for older adults.
- To develop a comprehensive action plan to respond to diverse aging needs.
- To recruit and retain volunteers.
- To continue to enable healthy eating (e.g. congregate meal programs, access to shopping, cooking clubs, grocery shopping).
- To increase awareness and understanding of the WRHA Long Term Care and Aging in Place strategy.
- To develop communication strategies such as increase awareness of resources.
- To address Emergency Preparedness as it relates to older adults in the community.
- To address mental health promotion and aging.

This is the fourth year that Support Services to Seniors has held a collaborative planning day. Some of overall observations made this year were:

- There is increased awareness and understanding of the range of Support Services to Seniors provided.
- There is increased collaboration between agencies especially in community areas.

- Increased achievements have been made due to collaboration and partnerships.
- Increased networking among agencies has occurred.
- There continues to be a need to work together to address social isolation, transportation, mental health promotion, healthy eating and active living.
- Increased understanding of regional and community based resources is apparent.

The work carried out by the Support Services to Seniors grant funded agencies board members, staff and volunteers in program and service delivery exemplifies the need to work collaboratively to address the diverse needs of the aging population in Winnipeg.

Background

The Winnipeg Regional Health Authority (WRHA) Support Services to Seniors Program prepared this report based on the collaborative and education -planning session held on October 25, 2007. Lois Coward, facilitator of the educational portion of the gathering, identified the following resources as tools for the agencies to use:

- Beyond Chocolate Bars – PAT: PLAN, ASK, THINK - Resource Manuel.
- Application For Civic Charities Permit
- Manitoba Gaming Control Commission Community Raffle Application Form.
- Manitoba Gaming Control Commission Raffle Terms and Conditions.
- Manitoba Gaming Control Commission Raffle Application Guide.

Preamble

More than 70 participants attended from Support Services to Seniors programs and services for the Education and Collaboration Planning session held on October 25, 2007. Participants included funded agency board members, sponsoring agency staff, WRHA team managers, seniors health resource team representatives, and community facilitators.

Participants were assigned to tables, based on the twelve (12) community areas in the Winnipeg Region. Those agencies that provide region wide services were assigned to a separate table. This enabled participants to discuss issues and plans based on geographic populations of older adults.

The objectives of Support Services to Seniors Planning Day were:

- To stop and celebrate accomplishments we have achieved.
- To continue to plan together and identify priorities that continue to support healthy aging and aging in place.
- To provide an opportunity for Support Services to Seniors agencies to network with one another.
- To increase our understanding of fundraising and proposal writing, which will support ongoing sustainability of the services that we provide.

The day began with opening remarks and presentation of the day's objectives Winnipeg Regional Health Authority (WRHA) Regional Director, WRHA Primary Health Care. Each of the tables was asked to stop and celebrate their achievements throughout the year. These were documented.

Participants then identified a minimum of two priorities for Support Services to Seniors in their respective community areas. Addressing community area and regional issues provided an opportunity for Support Services to Seniors staff and board members, WRHA team managers, senior health resource teams and community facilitators to network, integrate, explore and collaborate to develop priorities in their community area or for the region for Support Services to Seniors.

Following the priority setting by each table, time was allotted for participants to circulate and share and read each other's successes, accomplishments and priorities. This concluded the planning portion of the session.

The learning portion of the session focused on fund raising and grant proposal development. The facilitator provided a handout of various tools to increase the understanding of fundraising and proposal writing. It was noted that these activities support ongoing sustainability of the services that are provided in communities.

A panel discussion then occurred with Support Services to Seniors providing local examples. The panelist included Susan Sadar- Good Neighbour Senior Centre, Michelle Ranville-Age & Opportunity, Karen Irvine -Boni-vital Seniors Resource Council and Colleen Tackleberry-Transcona Council for Seniors. Each representative presented an event that his or her organization held. The presentations included lessons learned, sponsorship, what type of event occurred and how it was implemented. There was very active group involvement with questions and answers. Then the floor was opened up to other agencies to share information on their fundraising events.

The wrap up and next steps were summarized by the Regional Director of Primary Health Care and this included an overview of the funding planning document and evaluations for the day.

Group Discussions Notes

The achievements and priorities of each community area have been summarized below.

Assigned Groups	Achievements	Priorities
<p>Downtown and Point Douglas Community Area</p>	<p>McClure Place</p> <ul style="list-style-type: none"> • Increased number of non residents using congregate meal program • Increased outreach through Support services to seniors <p>Manitoba Housing Authority</p> <ul style="list-style-type: none"> • Increased participation with tenant associations at 340 Princess, 515 Elgin, 145 Powers <p>Seniors Home Help</p> <ul style="list-style-type: none"> • Daily I'm okay surveillance program • Livin' It Up sessions – nutritional and exercise • Monthly calendars and newsletter continue • Successful board turnover with 4 board members leaving and 5 new members came onto the board • Saturday Canteen for those who cannot get out easily to get groceries and promotes independence. <ul style="list-style-type: none"> ○ Klinik offers dietician as a resource ○ West Central Women's Resource Centre a good example of "how to" • Craft room and social opportunities at Autumn House • Revised bylaws to limit terms 	<ul style="list-style-type: none"> • Increase intergenerational programming • Transportation Options • Addressing and connecting with socially isolated seniors • Liaison/partnerships with multicultural /community seniors • Food security (congregate meal programs, access to shopping, affordability...) • Providing adequate, accessible, affordable transportation • Safe, secure, affordable, accessible housing for seniors • Mental Health Supports • Broadway Seniors resource council identified the Need for strategic program for building affordable supportive housing and to develop a program to stabilize housing subsidies for seniors – has been forwarded by request to Minister of Finance

	<p>Broadway Seniors Resource Council</p> <ul style="list-style-type: none"> • Health fair a huge success – agencies like new, more intimate setting allowed for better contact, dissemination, information • Tremendous number of individual contacts and creative problem solving as needed (e.g. phone calls from caregivers/family members living out of province) <p>Age & Opportunity and Downtown Seniors Resource Council</p> <ul style="list-style-type: none"> • October 10 held Seniors and Elders event for six buildings from widely varied socio-economic backgrounds • Working with Health Science Centre social workers to refer isolated seniors for supports • Daily hello program initiated and operated by Downtown Seniors Resource Council • Monthly shuttle bus to Superstore with average 25 riders • Can promote Age & Opportunity programs and services <p>Point Douglas Seniors Resource Council</p> <ul style="list-style-type: none"> • Shuttle bus operating 3rd year • Increasing funding sources to include rider donations, Neighbourhoods Alive! funding, Chronic Disease Prevention Initiative, MLAs and MPs • Mini health fairs – nutrition bases information include meal/lunch or breakfast linked with health promotion clinics at Mount Carmel Clinic <p>Downtown Seniors Health Resource Team (SHRT)</p> <ul style="list-style-type: none"> • Walking group at Portage Place and spin-offs include wellness series, peer leaders, world record walk 	<ul style="list-style-type: none"> • Seniors Home Help Inc - increase physical fitness/activity • Use meal program satisfaction survey
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- *In Motion* Jamboree (increased transportation and participation)
- Bell Hotel - relocated residents, collaboration with Employment Income Assistance and Manitoba housing Authority, outreach
- Solidified creative corner at 444 Kennedy. Collaboration with Manitoba Housing Authority, Art Beat, SHRT and mentoring with tenants. Focus on safety, exercise and creativity
- Get Better Together (Health Action Centre and Clinic), chronic disease management
- Health promotion clinics in community
- Working with social isolation in the multicultural community

Klinic

- Increase number of doctors involved in outreach program
- Dietitian, social worker, nurses and transportation for those not living in blocks and with supports /family

Community Facilitator

- Downtown Seniors Resource Council renewal
- Centennial Neighbourhood seniors has a goal to address isolated seniors
- Developing cooking club with church on Logan

<p>Fort Garry and River Heights Community Area</p>	<p>River Heights Community</p> <ul style="list-style-type: none"> • Education: Fall Prevention, seniors driving, seniors safety, Active Living, Council presentation, private Home Care, Winter safety, Grief and Loss, Depression • Partnerships: MLAs, WRHA, Age & Opportunity, Active Living Alliance for Canadians with Disabilities, government, Active Living Coalition for Older Adults, Creative Retirement, school system, local day care, ERIK • Transportation: Shuttle Bus Service – Transportation working guide • Meal program: Manitoba Eastern Star, Delmar, 64 Nassau – request submitted • Neighbourhood Resource Network <p>Fort Garry Community</p> <ul style="list-style-type: none"> • FYI – New FYI – Speakers Bureau resource • Intergenerational program • Outings and trips • Healthy lifestyle Bingo • Steppin’ Up • Steppin’ Out • Living It Up • Volunteer appreciation • Parties 	<p>1) Long-Term Strategic Plan for Seniors focusing on:</p> <ol style="list-style-type: none"> a) Transportation b) Affordable-Accessible Housing c) Funding shortages d) Partner with government to develop a realistic/cohesive plan <ul style="list-style-type: none"> • Increased Human Resources <ul style="list-style-type: none"> ○ Increase number of staff for Resource Council - Fort Garry only .5 EFT and South Winnipeg only 1.0 EFT <p>2) Largest community area – least resources allocated</p> <ul style="list-style-type: none"> • Access Centre • SHRT • WRHA Community Area Facilitator <p>No Access Centre, SHRT or Community Area Facilitator in the area.</p> <p>3) Increase funding to Senior Programs and Services</p> <ul style="list-style-type: none"> • Increase pay to resource council to run and pay staff and programming • Increase number of funded meal programs – • Increase number of new funded programs • Increase funding to frontline staff
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<p>St. James Assiniboia and Assiniboine South Community Areas</p>	<p>Social Isolation</p> <ul style="list-style-type: none"> • Community cooking clubs (including men's groups and low income housing groups) • Learning way – connect older adults in community to volunteer roles • Increased partnerships • Increased Diabetes education • Increased outreach • Increased in new programming • Implementation of a membership database system • Successful community needs assessment • Maintenance/increased membership • Some successful fundraising event • Increased number of volunteers 	<ol style="list-style-type: none"> 1) Increase space 2) Funding 3) Programming today and into the future (prepare for baby boomers)
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<p>River East and Transcona Community Areas</p>	<p>Good Neighbour Senior Centre</p> <ul style="list-style-type: none"> • Northeast Pioneers Trail • McIvor Mall walking – very successful • Beautify Elmwood – flower boxes, murals, “lighting up” Elmwood • Good Neighbour Senior Centre (GNSC) won Mayor’s Volunteer Award • GNSC won MB Council on Aging Award • Stronger in communications with churches • Thursday afternoon social club – 20-25 people • Ongoing funding for outreach worker for Elmwood - from .50 to .8 EFT • Student Authors Gathering Elder Stories (SAGES)-intergenerational seniors sharing stories – book to be published • Improved relationships with schools in the area Transcona and River East <p>Donwood Manor</p> <ul style="list-style-type: none"> • Monthly educational; 1st health fair; bring services in • Getting more student nurses in – furthering the service learning model • New partnerships with ALCOA – leadership development and communication strategy • Falls Prevention strategy • Occupational therapist researcher to look at the role of health care professionals in community development • Senior Health team coming to Transcona 	<ol style="list-style-type: none"> 1) Communication Strategies – awareness of resources 2) Emergency Preparedness 3) Mental Health and Aging – knowledge, referral, outreach, dealing with grief – casinos – pubs. 4) Affordable and appropriate housing
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River East Council for Seniors

- Bus to reach out to community to bring people to the meal program (social isolation)
- Increased referrals
- Increased awareness of services in community
- Emergency Preparedness for seniors being spearheaded by local seniors
- Millennium Gardens – won Take Pride Winnipeg
- 1st Intergenerational/Multi use campus with Bronx Community Centre spring 2008
- Successful open house at Access Transcona – 800+people

<p>Seven Oaks and Inkster Community Areas</p>	<ul style="list-style-type: none"> • Steppin' Up/Out increased in Seven Oaks (partnerships and participants) • East/West St. Paul started Steppin' Up programs • Inkster "in motion" grant: Zest for Living and two walking programs • Brooklands Pioneers Senior Centre funding for program coordinator • Seven Oaks Home Maintenance Program • Mow and snow program east/west St. Paul • Successful flu shot clinics in east/west St. Paul • Seven Oaks: First Volunteer Recognition event • Snow partnership continued (SWEEP) in Marymound – Seven Oaks • Foot care clinic – Brooklands Senior Centre • Seven Oaks – increase in daily hello program with Gwen Sector Creative Living Centre • East/west St. Paul increase in supper club • Seven Oaks Seniors Links newsletter – widely distributed, lots of community advertisers 	<ol style="list-style-type: none"> 1) Transportation and Home Maintenance <ul style="list-style-type: none"> • Seven Oaks Seniors Link and KINRC partnership 2) Healthy Living/Aging Initiatives <ul style="list-style-type: none"> • Steppin' Up/Out programs • Nutrition programs: Livin' It Up 3) Funding <ul style="list-style-type: none"> • Core funding for operations - fundraising tools
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<p>St. Vital and St. Boniface Community Areas</p>	<p>101 Marion</p> <ul style="list-style-type: none"> • Clean up • New security system • 24 hour security personnel • Reduced crime • Still a lot dealing with prescription drugs • Evicted undesirable clients • Presentations 1) ERIK/TISU 2) fire prevention 3) police and many others • Bed bugs <p>Bonivital Seniors Resource Council (BVCS) /Youville</p> <ul style="list-style-type: none"> • Lunch and learn series – Dakota Centre – November for community seniors • Bishop Greenway Awareness Day for seniors with <i>in Motion</i> grant • FAFM and Centre de Santē St. Boniface – in motion grant to fund Steppin' Up and Steppin' Out Training sessions in French • Bed Bugs remains an issue • Transportation manual – volunteer driver program <p>Still need to address issues at:</p> <ul style="list-style-type: none"> • 30 Chesterfield (Kinsmen Centre) - security problems; alcohol problems, caretaker issues, on going bickering with residents...Would a Tenant Resource Coordinator help?? • 60 Chesterfield -dirty, unsanitary; many complaints from residents 	<p>1) Support and enhance services 101 Marion and 30 Chesterfield</p> <ul style="list-style-type: none"> • Shuttle bus services • St Boniface nurse evaluations • Start a Tenant Advisory Committee-101 Marion • Enhance relationships with Centre de Santē – 101 Marion/ Clinique, Youville – 30 Chesterfield • Address: Mental Health issues at 101 Marion; Alcohol; Sex Trade; Caretaker issues; management problems <p>2) Develop Working Relationships with – non French senior resource Councils with BVCS and other resource councils</p> <p>3) Establish French Resource Council</p> <p>4) Address Mental Health Issues in many blocks in St. Boniface</p>
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Shuttle bus services to St. Vital

- Add another block to St. Vital – 60-70 people per month
- Investigate if 101 Marion could be included

**Intergenerational Seniors Connections
BVCS/Youville**

- Students/Seniors – Victor Major

L'Accueil Colombiein/Chez Nous

- Increased table services for congregate meal – reduce home care workers
- Serve 60 meals per day

Centre de Santē

- Facilitate Immunization clinics in seniors block
- Help plan community clinic with WRHA at St. Boniface College

FAFM/Centre de Santē

- New upcoming Resource Council for Francophone

**Centre de Santē and Partner Seeking
Solutions with Seniors (PSSS)**

- Intergenerational theme about abuse and misuse in plays with FAFM Theatre – which may be possible to bring to PSSS conference in February 2008

<p>Regional Areas</p>	<p>Creative Retirement Manitoba</p> <ul style="list-style-type: none"> • Seniors into the School expanding • Developing Story Sacs • Advanced computer training for EAL students • Continuing to develop community partnerships i.e. Partners Seeking solution with Seniors • Increased awareness of other services • Increase language skills with other older adults • Have 11,000 volunteer hours <p>Rupert's Land Caregiver Services</p> <ul style="list-style-type: none"> • Successful 2007 Provincial conference - cut off registration after 200 people, glowing evaluations • Expanded to promote services throughout the city • Expanding partnerships <p>Partners Seeking Solutions with Seniors (PSSS)</p> <ul style="list-style-type: none"> • Rewarded additional funding from Public Health agency of Canada for Canada Drug strategy and Peer helping • Improved networking and outreach • Increased membership and e -group list • Enhance website • Increased opportunity to influence policy 	<ul style="list-style-type: none"> • Continue to Increase community collaborations • Improve access to service and delivery of service • Explore creative alternative funding sources • Training and supporting language interpreters to enable Aboriginal elders to disclose incidents of abuse, medical errors etc (as a part of an initiative of all populations, ages, etc) • Life long learning opportunities for seniors; in current "climate" of government focus on "job readiness" education programs • Disaster Management/Preparedness <ul style="list-style-type: none"> ○ Enable seniors and SSS agencies through delivery of education workshops and resources. Involve city of Winnipeg, WRHA , EMO, NGOs • With increased number of projects there may be duplication/overlap - involving the same target groups, skill sets etc. increased number of projects and programming. <ul style="list-style-type: none"> ○ Need to better coordinate, streamline and centralize (?) programs • Struggle to maintain
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	<p>WRHA Aboriginal Health Services</p> <ul style="list-style-type: none"> • 1st time at the planning day of Community Project coordinator, 2 patient advocates <p>WRHA volunteer programs</p> <ul style="list-style-type: none"> • Continue to have better steps to a agencies to involve volunteers in their programs • Increase collaboration to volunteer possibilities • Make referrals to other agencies if WRHA cannot accommodate • Directly support Services to Seniors • Encourage youth to gain experience with older adults <p>Manitoba Association of Multipurpose Senior Centre (MAMSC)</p> <ul style="list-style-type: none"> • Fulfilling mandate • Give voice of concerns of senior centre workshop for staff of senior centres on conflict management and writing funding proposals <p>Meals on Wheels</p> <ul style="list-style-type: none"> • Expanded services • Increase in number of meals delivered in 2007 by 4,000 • Held its 1st fundraising event in October 2007 dinner and auction in partnership with Kiwanis Club of St. James <p>Medication Line for the elderly (MILE)</p> <ul style="list-style-type: none"> • Expanded services to 5 days per week • More outreach and more in person contact • Received increased funding 	<p>programs within existing programs</p>
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- Increase use of line.

Seniors Secretariat and Everyone

- Seniors and Elders Day – expansion and increased participants at MTS Centre
- Active Living Coalition for Older Adults incorporated and increased growth
- Seniors Guide
- Increased collaboration and partnerships
- Increased calls on elder abuse line
- World Elder Abuse Awareness day at West End Senior Centre
- Seniors Access Resource Manual

Age & Opportunity

- Started Safe suite October 2006 expanded in July 2007
- Elder abuse offered 2 additional workshops this year
- Distributed Elder abuse resource guide to agencies, physicians, libraries, pharmacies, senior centres, hospitals
- Developing Elder abuse video
- 50th Anniversary Gala
- Downtown Satellite location
- Shuttle buses

Winnipeg *in Motion*

- 2nd Forever *in motion* Jamboree and increased numbers at this event
- Growth in Steppin' Up and Steppin' Out programs

	<ul style="list-style-type: none"> • Increased partnership translated manual into French with Manitoba Health and Info Santé • 123 Trained Peer leaders trained <p>CNIB</p> <ul style="list-style-type: none"> • Expanding social outing year round • Trained 20 peer leaders to provide Support and leadership to Leisure program <p>Issues</p> <ul style="list-style-type: none"> • Sustain Peer – agency to coordinate, coordination of resources/networks • Exploring support group purpose and membership • Looking at conference every 2nd year and a workshop in between, have presentations to consumers/professional groups 	
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Appendix 1 - SUPPORT SERVICES TO SENIORS PLANNING DAY

Thursday, October 25, 2007

AGENDA

8:00 to 8:30	Registration and Coffee	Madeline Kohut Kathy Henderson
8:30 to 8:40	Opening Remarks, Day's Objectives and Overview of Support Services to Seniors	Jeanette Edwards
8:40 to 9:00	Celebration Success <i>Objective: Stop and celebrate</i>	Work Tables
9:00 to 9:30	Review of Accomplishments	Work Tables
9:30 to 10:00	<i>Community Priorities</i> What are the top 2 or 3 priorities maximum for Support Services to Seniors in your community?	Work Tables
10:00 to 10:30	Coffee Break and Networking	
10:30 to 12:00	Strategies for Success: A Fundraising Educational Seminar <i>Objective: Increase understanding of the fundraising</i>	Lois Coward
12:00 – 12:45	LUNCH	
12:45 – 2:00 45 minutes panel 30 minutes discussion/dialogue	Community Fundraising Panel Discussion <i>Objective: To share good practices and stories on fundraising in the community</i>	Panelist Lois Coward
2:00 – 2:15	Wrap Up and Evaluation	Jeanette Edwards

Appendix 2 - Support Services to Seniors Planning Session October 25, 2007

Evaluation Results

45 participants of 70 attendees (65%) responded

The rating scale is that of 1 to 5 with 5 being strongly agreed and 1 being strongly disagree.

Excellent		OK		Poor
1	2	3	4	5

1. The value of the review of last year's plans was valuable
 - 7 participants or 15.6% rated at a 5 (Excellent)
 - 17 participants or 37.8% rated at a 4
 - 19 participants or 42.2% rated at a 3 (OK)
 - 0 participants or 0% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 2 participants or 4.4% did not respond
2. The group discussion to identify new priorities was helpful
 - 15 participants or 33.3% rated at a 5 (Excellent)
 - 24 participants or 53.4% rated at a 4
 - 5 participants or 11.1% rated at a 3 (OK)
 - 0 participants or 0% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 1 participant or 2.2% did not respond
3. The education and new resources provided was useful
 - 11 participants or 24.4% rated at a 5 (Excellent)
 - 17 participants or 37.8% rated at a 4
 - 13 participants or 28.9% rated at a 3 (OK)
 - 2 participants or 4.5% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 2 participants or 4.5% did not respond
4. The speaker's knowledge and skills was beneficial
 - 11 participants or 24.4% rated at a 5 (Excellent)
 - 13 participants or 28.9% rated at a 4
 - 18 participants or 40.0% rated at a 3 (OK)
 - 2 participants or 4.5% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 1 participant or 2.2% did not respond
 -

5. The speaker's openness to questions and feedback was useful
 - 15 participants or 33.3% rated at a 5 (Excellent)
 - 15 participants or 33.3 rated at a 4
 - 12 participants or 26.7% rated at a 3 (OK)
 - 1 participant or 2.2% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 2 participants or 4.5% did not respond

6. The location were accessible and convenient
 - 29 participants or 64.4% rated at a 5 (Excellent)
 - 12 participants or 26.7% rated at a 4
 - 4 participants or 8.9% rated at a 3 (OK)
 - 0 participants or 0% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 0 participants or 0% did not respond

7. As a result of attending this session, the idea/knowledge/resource(s) that I plan to use will be:
 - Some new fund raising strategies
 - Look into sponsorship using Lois' handouts
 - I found the volunteer (Meals On Wheels) to help distribute our handout/info sheet!! Thanks!!
 - Some unique fundraising ideas
 - Fundraising ideas and identifying priorities
 - Ideas for developing a full strategy for fundraising
 - To establish a new Tenant Advisory Committee for any of my blocks and introduce many services from "Centre de Santé – St Boniface." Also join "Partners Seeking Solutions" network to address dependency issues.
 - In my present position I do not have to do any fund raising, so this year the main topic of fundraising was not of much benefit to me
 - May use some fundraising ideas re: new granting bodies
 - I belong to three different senior groups. The presentation offered material to further enhance our programs.
 - Received specific contact people for our programming
 - Some ideas from the fundraising presentation – celebrate, thank, etc.
 - The need to advocate with other groups for resources (i.e. Seniors Resource Health Centres)
 - Grant proposal and various funding ideas. Being able to see other successes of other areas, networking
 - Area representative meeting. Tenant Association facilitator.
 - A few fund raising ideas
 - To lobby harder for the government to loosen their purse strings
 - Discussing some of the ideas from the posters to see what applies to us
 - Networking – meeting again with key people in community to resolve, move along issues. Share ideas about fundraising with agencies/groups
 - Speakers from panel were very interesting
 - Fundraising
 - From fundraising (very helpful)

- Network with various Seniors groups to take information to Mayor's Senior Advisory Council
 - Fundraising suggestions and education
 - Fundraising tips
 - Some ideas re: fundraising
 - Good and practical fundraising ideas
 - Working on community priorities with our team. Sharing fundraising ideas with communities
 - Fundraising ideas
 - To look into specific fundraising opportunities to community-what would work how to get there
8. Should we plan this type of session next year?
- 44 responded to YES
 - 1 did not respond
9. What suggestions do you have for future topics?
- More time just to discuss strategies with other agencies
 - Volunteer recruitment
 - Strategic Plans/Gaps i.e. Advancing Age Strategy
 - Name each organization attending so we can relate to the need and priorities of each group i.e. senior centre, seniors resource and area represented
 - Falls Prevention, Mental Health, Social Isolation, Evidence Based Practice
 - Disaster Management
 - This year was very good. Left the session with the knowledge to bring back to our council
 - Media session – Jack Marquardson's session at the Association of Community Resource coordinator's conference was excellent but needed more time
 - Advocating for seniors without risking government funding – how to get results - who to approach without getting blackballed for it. Senior Secretariat is not effective. Neither is MSOS.
 - One and a half hour long lecture type presentations are a bit long. Try to break it up with some interactive activities
 - Talking about the " Aging in Place" strategy and the changes in Health Care that are taking place. Shifting of government money. The need of affordable senior housing and the gray area the seniors not able to live independently and not ready for Personal Care. The need to supportive housing and assisted living
 - Isolated seniors and how to identify and engaged them
 - Provincial MLA speaker: What is the overall Manitoba Provincial Seniors Strategy, or is there one? Seniors Housing Presentation
 - Challenges of health needs with seniors both physical and mental. Who is looking after our seniors as they " Age in Place"?
 - The issue of Bed Bugs is becoming a big issue in MB – provide some informational, education and what measures for protection of staff going into seniors houses i.e. policies.
 - An overview on the Provincial and WRHA Strategies for our seniors.
 - Names of organizations that provide grants to seniors and what are their criteria. The best way to lobby for more funding from government.

- After the posting of priorities and successes we needed time to see how we can put them to use in our area.
- Mental Health - where do you start; resources; who plays roles, develop community strategies
- Innovative partnership with business from the business perspective e.g. why they are interested. Similar to what was done at Fort Gibraltar about 5 years ago
- Partnerships, intergenerational projects. Reaching out to those isolated, frail seniors
- Transportation – where have we gone? Where are we going?
- Any of the priority topics
- Frail isolation with seniors
- More general education about what the other organizations do specifically to help with referrals
- Great networking opportunity. Useful information on fundraising
- We need to have a major focus on setting priorities and developing strategies to address some priority areas, particularly regarding housing, food security and transportation

10. Any other comments?

- Excellent facility
- Good job! Excellent food. Great venue. Thanks!
- Longer time for networking
- Excellent location. Enjoyed reading accomplishments and priorities rather than oral reports back to the group. Always enjoy these opportunities
- Liked the sharing of ideas. Like venue. No charge parking, good location, nice atmosphere. Thank you
- The walkabouts to view. The different communities' accomplishments and priorities was a great idea
- It was educational – great networking. Chairs were hard!
- We need to get more ethnic communities in Winnipeg. Many have said that they feel very isolated
- Would it be possible to forward a list of delegates/participates and their contact info after or at the event? This would aid networking permission could be gained/obtained on registration form that is completed prior to the event
- Speaker was minimally knowledgeable; not dynamic enough; the handouts were great. Group sharing was great – fundraising ideas were great
- Really liked the format this year. Very well built from last year's weaknesses. Great to network with colleagues
- As I come not through my job with senior resource but as a member of the directors – I learnt a lot.
- In the monthly stats for WRHA - there is no recognition or reflection about administrative duties that include time spent writing proposals, research, making posters, attending community meeting and time per person. Truly feel it is insulting to have a topic like fundraising from a government organization that is supposed to fund us especially with a strong economy and a top-heavy organization that we find out about truths in various newspaper reports. Still believe WRHA should own rights to and distribute ERIK kits for free. The location was the best one yet for parking and location. Networking was better than using group discussion to identify new priorities.

- Keep up the good work
- I appreciate the panel after lunch and their practical suggestions of how the raised money for their organization. It was good to get together to network
- The unique location was well chosen! The food was delicious. Thank You! The microphone could have been turned up a little louder, as some of the speakers were soft spoken
- More opportunity for organizations to share ideas, success-similar to the session at the end of the day
- Although the fundraising power point presentation was very good – the handouts did not follow the order of the presentation and that was a little confusing and frustrating.
- Speaker was too long – coincide handouts with overhead presentation so participants don't need to take notes. Panel and informal networking was most beneficial aspect of the gathering – learned a lot from others. Great for networking
- Good lunch! Seems to be a need for increased resources and services for community areas that don't have them i.e. Seniors Resource Teams. Always hear about a lack of resources from WRHA and government
- Moving to noon session would be long enough (hard to get away)
- Grant proposal – speaker wasn't organized - could not keep up with notes distributed. Needed to have copies of last year's plans available
- Where were all the seniors housing managers? MASSHM is an association of housing managers who discuss many of the similar issues. The seminar of fundraising was too long (morning). The power point presentation information was better than the distributed information
- Always great to share ideas with others in our community areas. What we need is increased funding not fundraising ideas for a government sponsored program
- Why on earth should non-profit services for seniors have to do fundraising for their organization? Our tax dollars should be used for these services if the funding for the services is low. Services for Seniors seem too fragmented. The Seniors Directorate needs to coordinate and pull it all together.
- I object to the concept of "fundraising" seniors' services, centres, etc should be funded. Interesting and helpful for other "hats" that I wear but not for seniors. I realized the afternoon presenters "celebrated: their fundraising successes but it did nothing for me
- Have longer time for sharing and setting priorities by area. More group participation during presentation.
- The review of last year's plans was not long enough; the group discussion to identify new priorities was not long enough.
- Appreciate all the effort made to make this a valuable day. Acoustics poor for group discussion but good for presentation. Enjoyed the opportunity to network
- Lois used the word "think" many times. Was she accurate in her information on raffles, licenses, etc? I would have like a handout of the power point. The handout did not follow the power point. Would Lois be more comfortable with a lapel microphone? To me Lois's presentation was a review as the SC has hired a consultant to help us plan- now I have questions for our consultant. Thank you.
- Very well organized, well-attended, great location. Have next year's event in early November. Too many activities in Seniors and Elders Month.

Appendix 3 - Support Services to Seniors Listing

Downtown Community Area

Congregate Meal Programs

- Bethelstadar Coop – 1061 Sargent
- McClure Place – 533 Greenwood
- Manitoba Housing Authority - 555 Ellice
- Manitoba Housing Authority - 340 Princess
- Manitoba Housing Authority – 385 Carlton
- Manitoba Housing Authority – 515 Elgin
- Manitoba Housing Authority – 444 Kennedy
- Manitoba Housing Authority – 185 Smith
- West End Senior Centre – 644 Burnell
- Seniors Home Help – 880 and 888 Arlington and 790 Wellington

Tenant Resource Programs

- Seniors Home Help – 880 and 888 Arlington and 790 Wellington
- Manitoba Housing Authority – 515 Elgin
- Manitoba Housing Authority – 444 Kennedy
- Manitoba Housing Authority – 185 Smith
- Manitoba Housing Authority – 470 Pacific
- Manitoba Housing Authority – 340 Princess
- Lions Manor – 320 Sherbrook
- Lions Place – 610 Portage

Senior Centres

- West End Senior Centre – 644 Burnell
- Age & Opportunity Office – 200-280 Smith

Community Resource Councils

- Downtown Seniors Council of Winnipeg Inc – 425 Elgin
- Broadway Seniors Resource Council – 319-691 Wolseley Avenue

Winnipeg Regional Health Authority

- Downtown Seniors Health Resource Team – 425 Elgin

Point Douglas Community Area

Congregate Meal Program

- Manitoba Housing Authority – 817 Main Street

Tenant Resource Programs

- Manitoba Housing Authority – 269 Dufferin
- Manitoba Housing Authority – 145 Powers
- Canadian Polish Manor - 300 Selkirk

Senior Centres

- 817 Main Street Senior centre – 817 Main Street
- Aboriginal Senior Resource Centre – 100 Robinson

Community Resource Council

- Point Douglas Seniors Coalition – 817 Main

Inkster Community Area

Congregate Meal Programs

- Willow Centre – 61 Tyndall
- Bluebird Lodge– 97 Keewatin

Tenant Resource Programs

- Bluebird Lodge – 97 Keewatin
- Willow Centre– 61 Tyndall
- Fred Douglas Apts – 1280, 1290 and 1300 Aberdeen

Community Resource Council

- Keewatin Inkster Neighbourhood Resource Council for Seniors Inc. – 97 Keewatin

Seven Oaks Community Area

Congregate Meal Program

- Gwen Sectar Creative Living Centre – 1588 Main Street

Senior Centre

- Gwen Selter Creative Living Centre – 1588 Main Street

Community Resource Councils

- Seven Oaks Seniors' Links – 1588 Main Street
- Middlechurch Home of Winnipeg – 280 Balderstone

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 Ltd. - 426 Kingsford

Tenant Resource Programs

- Donwood Manor – 165 Donwood and 1245 Henderson
- Bethania Haus 1060 Kimberly and Kingsford Haus – 426 Kingsford

Senior Centre

- Good Neighbour Senior Centre – 755 Henderson Hwy

Community Resource Council

- River East Council for Seniors – 755 Henderson Hwy

Winnipeg Regional Health Authority

- River East Senior Health Resource Team – 755 Henderson Hwy

Transcona Community Area

Congregate Meal Program

- Transcona Council for Seniors –209 Yale

Community Resource Council

- Transcona Council for Seniors – 845 Regent Ave

Fort Garry Community Area

Congregate Meal Programs

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

- Villa Nova – 1035 Wilkes Ave

Tenant Resource Programs

- Fort Garry Rotary – 528 Hudson
- Lindenwood Manor – 475 Lindenwood

Community Resource Council

- Fort Garry Resource Council – 800 Point Road

Support to Seniors in Group Living

- Lindenwood Manor – 475 Lindenwood

River Heights Community Area

Congregate Meal Programs

- Bethel Place – 445 Stafford
- Villa Cabrini – 444 River Ave
- Stradbrook Senior Centre – 400 Stradbrook
- Manitoba Housing Authority – 601 Osborne

Tenant Resource Programs

- Bethel Place – 445 Stafford
- Villa Cabrini – 444 River Ave
- Manitoba Housing Authority – 601 Osborne
- 285 Pembina Inc. – 285 Pembina Hwy

Senior Centres

- Stradbrook Senior Centre – 400 Stradbrook
- Rady Centre - Fifty and beyond

Community Resource Council

- South Winnipeg Resource Council – 1 Morley

South Assiniboine Community Area

Congregate Meal Programs

- Manitoba Housing Authority – 170 Hendon
- Manitoba Easter Star Chalet – 425 Cathcart

Tenant Resource Program

- Manitoba Housing Authority – 170 Hendon

Senior Centre

- Charleswood Senior Centre – 5004 Roblin and 450 Laxdale

Community Resource Council

- South Winnipeg Resource Council – 1 Morley

St. James/Assiniboia Community Area

Congregate Meal Programs

- Manitoba Housing Authority – 22 Strauss
- Manitoba Housing Authority – 529 Country Club
- Manitoba Housing Authority – 125 Carriage
- Metropolitan Kiwanis Courts – 2300 Ness

Tenant Resource Program

- Manitoba Housing Authority – 22 Strauss
- Manitoba Housing Authority – 529 Country Club
- Manitoba Housing Authority – 125 Carriage

Senior Centre

- St. James/Assiniboia Senior Centre – 2109 Portage

Community Resource Council

- St. James/Assiniboia Senior Centre – 2109 Portage

Support to Seniors in Group Living

- Metropolitan Kiwanis Courts – 2300 Ness

Winnipeg Regional Health Authority

- St. James/Assiniboia Senior Health Resource Team – 2109 Portage

St. Vital Community Area

Congregate Meal Program

- Manitoba Housing Authority – 60 Chesterfield

Tenant Resource Program

- Manitoba Housing Authority – 60 Chesterfield

Senior Centre

- St. Vital/St. Boniface Senior Centre – 254 Lakewood Boulevard

Community Resource Council

- Bonivital Council for Seniors – 845 Dakota

St. Boniface Community Area

Congregate Meal Programs

- Manitoba Housing Authority – 101 Marion
- Manitoba Housing Authority – 60 Chesterfield
- L'Accueil columbine Inc – 200 Masson includes Chez Nous at 187 Avenue de la Cathedrale
- Ville Tache – 400 rue des Meurons
- Foyer Vincent – 200 Horace
- Columbus Manor – 303 Goulet

Tenant Resource Programs

- Manitoba Housing Authority – 101 Marion
- Manitoba Housing Authority – 60 Chesterfield
- L'Accueil columbine Inc – 200 Masson
- Ville Tache – 400 rue des Meurons

Senior Centre

- St. Vital/St. Boniface Senior Centre – 254 Lakewood Boulevard

Community Resource Council

- Bonivital Council for Seniors – 845 Dakota

Winnipeg Services

- Canadian Institute for the Blind – 1080 Portage
- RupertsLand Caregiver Services – 168 Wilton Street
- Home Dental Care Program - P128, 780 Bannatyne Ave
- Deer Lodge Centre Dental Program - 2109 Portage Ave
- Manitoba Association of Multipurpose Senior Centres – 283 Portage
- Creative Retirement Manitoba – 270 Sherbrook
- Age and Opportunity – 283 Portage
- Meals on Wheels of Winnipeg – 283 Portage
- Medication Information for the Elderly (MILE) – Room 111- University Centre University of Manitoba

Appendix 4 - Seniors Population

Winnipeg Health Region

Community Area	Percentage of Population 55 years and older	Total Population 55 years and older	Percentage of Population 65 years and older	Total Population 65 years and older	Percentage of Population 75 years and older	Total Population 75 years and older
St. James Assinibioa	29.5%	17,432	18.1%	10,716	8.9%	5,288
Assiniboine South	26.2%	9,703	14.2%	5,280	7.3%	2,731
Fort Garry	21.7%	13,820	12.1%	7,676	5.6%	3,595
St. Vital	23.0%	13,984	13.3%	8,114	6.7%	4,060
St. Boniface	23.7%	11,540	13.6%	6,596	6.4%	3,108
Transcona	19.7%	6,558	10.5%	3,470	4.3%	1,448
River East	24.2%	22,544	14.6%	13,620	7.3%	6,863
Seven Oaks	25.1%	14,600	14.6%	8,508	7.5%	4,389
Inkster	17.0%	5,318	8.8%	2,783	4.4%	1,382
Point Douglas	20.5%	8,497	12.6%	5,196	7.1%	2,952
Downtown	21.4%	16,260	13.3%	10,091	7.6%	5,790
River Heights	26.4%	14,748	16.6%	9,309	9.6%	5,392
Winnipeg Health Region	23.6%	155,101	13.9%	91,359	7.1%	46,998

References

1. Senior Population – Population of Special Interest, Population Health Profiles, Community Health Assessment Report 2004
2. Community Area Overview Population Health Profiles, Community Health Assessment Report 2004

Appendix 5

Potential Grant Funding Sources	
Name of Potential Funding Source	Contact Information
<p><u>The Winnipeg Foundation</u></p> <ul style="list-style-type: none"> • Private foundation 	<p>Richard J. Lussier Director of Community Grants 1350 One Lombard Place Winnipeg, MB R3B 0X3 Telephone: 944-9474 Ext. 25 www.wpgfdn.org/about.php</p>
<p><u>City of Winnipeg</u></p> <ul style="list-style-type: none"> • Per Capita Grant • Verify address of where to send the application with City Clerk's Department 	<p>City Clerk's Department Phone: 986-2171 Fax: 947-3452 Email: clerks@winnipeg.ca</p>
<p><u>Manitoba Community Services Council</u></p> <ul style="list-style-type: none"> • Provides funds and/or bingo events to community services, social services, recreation, and health related organizations to support special project, capital costs, operating costs, and other purposes including playground development projects 	<p>102-90 Garry Street Winnipeg, MB R3C 4H1 Telephone: 940-4450 Fax: 453-2692 www.mbcsc.ca</p>
<p><u>Thomas Sill Foundation</u></p> <ul style="list-style-type: none"> • Private foundation 	<p>600-175 Hargrave Winnipeg, MB Telephone: 947-3782 Fax: 947-3468 www.thomassillfoundation.com/</p>
<p><i>Manitoba Department Culture, Heritage and Tourism Community Places Program</i></p> <ul style="list-style-type: none"> • Supports funding and planning assistance for facility construction, upgrading, expansion or acquisition projects that provide lasting, long-term benefits to community 	<p>3rd Floor – 213 Notre Dame Avenue Winnipeg, MB R3B 1N3 Telephone: 945-0502 Fax: 948-2086 www.gov.mb.ca/chc/grants</p>

<p><u>Social Development Canada</u></p> <ul style="list-style-type: none"> • New Horizons – This program provides funding for community-based projects across Canada. Project encourage seniors to continue to play an important role in their community by: helping those in need; providing leadership; and sharing their knowledge and skills with others 	<p>www.hrsdc.gc.ca select Policies and Programs, scroll down to “N”</p>
<p><u>Manitoba Immigrant Integration Program</u></p> <ul style="list-style-type: none"> • The immigrant and Multiculturalism Division of Labour and Immigration supports programs and services that help newcomers adjust to life in Manitoba 	<p>www.gov.mb.ca/labour/immigrante/contact</p>
<p><u>Investors Group Community Projects Fund</u></p> <ul style="list-style-type: none"> • This fund is in addition to the corporate donations program. Employees were surveyed to determine where they felt monies from this fund should be directed. As a result of this survey, five priority areas have been established; poverty, children and youth in need, women in distress, health and the environment 	<p>www.investorsgroup.com go to Corporate Citizenship</p>
<p><u>Jubilee Fund</u></p> <ul style="list-style-type: none"> • Provides flexible financing in the form of loan guarantees for worthy individuals who cannot qualify for traditional financing. We do not give grants. Projects supported by the Fund fall into three categories: Commercial projects, Housing projects and Community projects. 	<p>www.jubileefund.ca</p>

**Manitoba Department Education,
Citizenship and Youth**

- Approved students involved in 100 or 200 hours of part time community service with a non-profit organization will receive either \$500 or \$1000 bursary to be used towards tuition or a student loan. Program operates during the school year.

www.mb4youth.ca select Citizenship, then Volunteer Opportunities