

Support Services to Seniors
Education and Collaborative Planning Session

Held on November 27, 2008

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

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Support Services to Senior Planning Day “Collaborative Planning Report”

Summary

On November 27, 2008, the Winnipeg Regional Health Authority (WRHA) Support Services to Seniors held the fifth annual Collaborative Planning Day.

Regional key accomplishments and initiatives noted were:

Elder abuse strategy

- Partnering Towards the Prevention of Abuse of Older Adults: Manitoba Elder Abuse Conference was held on October 27 and 28, 2008 that brought together older adults, family members, government and service providers to increase awareness, understanding and recognition that abuse hurts at any age
- Developed and expanded the Age and Opportunity Safe Suite initiative.
- A Provincial bilingual elder abuse video is in the developmental process
- Partnered with various community organizations for the June 15th World Elder Abuse Awareness Day event
- Developed a World Elder Abuse Awareness Day coffee break information kit that was distributed throughout the WRHA Home Care offices.

Falls Prevention Strategy

- The St. James –Assiniboia Seniors Demonstration Working Group has implemented the “Staying on Your Feet: Taking Steps to Prevent Falls.”
- Partnering with various community organizations to develop a training curriculum for professional and non-professional service providers.

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, 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

- Four 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).

Performance Indicators

- **Funded Agencies for Support Services to Seniors** - Total number of Contacts (Direct & Indirect) 199,323 (2% growth over last year).
- **Congregate Meal Program** - The Meal Programs continue to meet the nutrition needs of older adults residing in the community by serving over 301,702.
- **Meals on wheels provided** – 189,000 meals this past year.
- Senior Centres had made over 124,486 contacts seniors and have over 9,200 members and users participating in the senior centres.
- **Resource Councils** had a total number of 24,679 contacts with seniors and also distributed 5,168 ERIKs and provided a total of 3,269 referrals to other services.
- **Tenant Resource** services supported 3,713 suites by having a total of 54,436 contacts contact with seniors.
- **Rupertsland Caregiver Services** served 1,569 clients.
- **CNIB** served 1,148 visually impaired clients this past year.
- **The Medication Line for the Elderly** saw its number of calls expand to 3,463 due to the program expanding hours of operation through accessing of additional funds from another source.

The summary of priorities identified by participants included:

- To continue efforts to address, connect and reduce social isolation.
- To continue working on transportation concerns and link with Manitoba Liveable Communities (formerly the Seniors Transportation Working group).
- To continue to offer and maintain programming to older adults.
- To continue 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 Long Term Care and Aging in Place strategy.
- To develop social marketing/communication strategies such as increase awareness of programs and services.
- To address mental health promotion and aging.
- To continue to increase awareness to develop an Age Friendly community.

This is the fifth 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.
- Increased understanding of regional and community based resources is apparent.
- There continues to be a need to work together to address social isolation/connectiveness, transportation, mental health promotion, tobacco control, healthy eating and active living.

The work carried out by the Support Services to Seniors 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 November 27, 2008.

The topics that were covered during the planning session assisted in increasing individual's understanding of navigating through the system of services. The presentations were as follows:

- Jackie Prentice, Kathy Taylor, Madeline Kohut and Susan Sader presented an overview of the Aging in Place and Long Term Care.
- Patti Chiapettia discussed Age Friendly Manitoba, Advanced Age Promoting Older Manitobans and the Healthy Aging Strategy.
- Madeline Kohut and Kathy Henderson provided an overview of the Healthy Aging in Canada: A New Vision, A Vital Investment prepared for the Federal, Provincial and Territorial Committee of Officials (Seniors).

Preamble

More than 74 participants attended from Support Services to Seniors programs and services for the Education and Collaboration Planning session held on November 27, 2008. Participants included funded agency board members, sponsoring agency staff, WRHA community area directors and 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 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 navigating through the system of services for the Long Term Care Strategy, Aging in Place Strategy, Age Friendly Strategy and Advances Aging Strategy.

The day began with opening remarks and presentation of the day's objectives by Milton Sussman from the Winnipeg Regional Health Authority.

An overview of the Aging in Place and Long Term Care Strategy was presented and time was allotted for individuals to ask questions to the presenters. Handouts of the presentation were distributed in the Support Services to Seniors Planning Day kits.

An overview of Age Friendly Manitoba, Advance Age Promoting Older Manitobans and Healthy Aging Strategy was presented and time was allotted for individuals to ask questions to the presenters. Handouts of the presentation were distributed in the Support Services to Seniors Planning Day kits.

Each of the tables was asked to stop and celebrate their achievements throughout the year. These were documented.

An overview of the Healthy Aging in Canada: A New Vision, A Vital Investment prepared for the Federal, Provincial and Territorial Committee of Officials (Seniors) was presented and time was allotted for individuals to ask questions to the presenters. Handouts of the presentation were distributed in the Support Services to Seniors Planning Day kits.

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 community area directors and 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.

The wrap up and next steps were summarized by Jeanette Edwards, Regional Director Primary Health Care. This included an overview of navigating through the system of services and evaluations for the day.

Group Discussions Notes

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

Assigned Groups	Achievements	Priorities
Downtown and Point Douglas Community Area	<p>Table 1</p> <ul style="list-style-type: none"> ▪ In motion – walked across Canada and Winnipeg to Churchill/watched videos of Canada ▪ Intergenerational Carnival – daycare ▪ Fire Strategies reviewed/taught to new staff ▪ Personal Safety Education – Police Service speaker ▪ Active Tenant Association/board supports them ▪ Downtown working group – network to share information/resources/ e.g. winterizing home for immigrants ▪ Outreach expanded to greater community and partnering with other agencies when presenting ▪ Growth and expansion of walking group at Portage Place shopping centre ▪ In motion Jamboree ▪ SHRT Downtown and St. James-Walmart “Health Fair” – Ask the expert theme ▪ Falls Prevention <p>Table 2</p> <ul style="list-style-type: none"> ▪ Tone of transition -Klinik outreach: <ul style="list-style-type: none"> ○ Resources stretched – 50 individuals ○ Supports independent living (range of health and IADL) ○ Time is a factor in the nurse practitioner “piece” coordinating multiple concerns ○ Staff coming up to retirement (recruitment/succession) ○ Focus on statistics rather than quality care ▪ Success: Walk the talk for diabetics – team of service providers ▪ SHRT – outreach for downtown – connecting people to the right services – health promotion ▪ Traditionally – target apartment blocks – 	<ul style="list-style-type: none"> ▪ Outreach – creative ideas ▪ Housing <ul style="list-style-type: none"> ○ Adequate housing ○ Supports ○ Reaching Isolated seniors ○ Mental health ○ Homelessness ▪ Gaps in Services – <ul style="list-style-type: none"> ○ Transportation ○ Mental health ○ Diverse populations (who are we serving) ○ Funding ▪ Social Marketing – <ul style="list-style-type: none"> ○ Normalize aging ○ Promotion of universality ▪ Building Human Agency <ul style="list-style-type: none"> ○ Contacts ○ Relationships ○ Partnering with non-support agencies having phones – ○ Communication problem (\$)? ○ Building on current networking agencies ○ Tenant Associations ▪ Safety concerns – personal and society ▪ Housing safety ▪ Language barriers – isolation ▪ Lack of information regarding resources ▪ Cultural barriers ▪ Medical factors- disabilities

	<p>income/age/demographics have changed – having trouble finding older adults. Success: connection with MB Hydro and Pharmacists</p> <ul style="list-style-type: none"> ▪ Community group connection – Catholic Church: St. Andrew’s Community. Observed a shift of Support Services to Seniors and Health Action Centre outreach drifting away from 116 seniors residing at Elgin – SHRT slipping into the void ▪ Challenges for an active board – <ul style="list-style-type: none"> ○ Maybe amalgamation needed ○ Difficult in recruiting participation (both volunteers and participants) ○ Current older adult resents “being taken out of society” ○ Warm fuzzy volunteer less available ○ “Remuneration” more difficult for seniors to provide ▪ Aboriginal Senior Resource Centre – <ul style="list-style-type: none"> ○ Setting up office ○ Membership ○ Establishing partnerships – both aboriginal and non aboriginal ○ Projects through grants ○ Computer training for seniors with expansion ○ Transportation to activities 3 time per week Kekinan Centre ▪ Coalition – transportation – <ul style="list-style-type: none"> ○ Shuttle service ○ ERIK ○ Partnered with WRHA to provide programming to 145 Powers ○ United Way – Christmas hamper and tea ○ Promotion of safety video ○ Promoting and providing information to seniors blocks in the area ▪ In motion walking program ▪ Walked to Churchill celebrated with a Polar Bear Party ▪ Also walked to Victoria Island to Prince Edward Island (enjoyed the scenery by watching videos along the way); ▪ Intergenerational Activity – <ul style="list-style-type: none"> ○ Summer Carnival with “Kids Club” school age day care group 	
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	<ul style="list-style-type: none"> ▪ Fire Safety focus – presentation, guidelines distribution to each tenant, update fire panel information binders; ▪ ERIKS – monthly sessions on senior issues, clinic; formed and maintenance partnerships with other senior support services 	
Fort Garry and River Heights Community Area	<ul style="list-style-type: none"> ▪ Intergenerational Programming – <ul style="list-style-type: none"> ○ Christmas dinner; ○ Halloween celebration ▪ Exercise classes ▪ Safe Suite welcome and follow up ▪ Lindenwood – spiritual care full time ▪ Multiple TRC's ▪ Lindenwood: Partnership with welcome wagon and J.M King School ▪ Education – falls prevention; active living; ERIK ▪ Meal Program – over 10 000 served at 2 suites ▪ Seniors are Cool ▪ Started 4 Steppin' out sites ▪ Community Partnership ▪ New Community Area Facilitator – full time 	<ul style="list-style-type: none"> ▪ Appropriate funding to carry out new and existing SSS programs – Why no new programs funded since 2005. Ex: SHRT – Meal programs, Staffing – Tenant resource coordinator, Pensions and benefits ▪ All written resources printed in plain language. Ex: Pharmacy, pension information, government publications, elections Canada
St. James Assiniboia and Assiniboine South Community Areas	<ul style="list-style-type: none"> ▪ St. James Assiniboia Senior Centre relocated with newly removed space and parking changes ▪ Community Wellness Initiative (Mental Health and WRHA) – Excellent initiative and will be expanding ▪ Afternoon tea dances through churches in Charleswood ▪ SHRT partnership with Charleswood ▪ Memorable Mondays for isolated seniors (transportation provided) ▪ St. James Senior Centre partnership with Assisted Living ▪ Snow Angels in Charleswood – website also developed ▪ Excellent outreach programs in St. James – bringing people to the centre with transportation ▪ Working with schools in Charleswood (intergenerational) ▪ Development of a cooking club manual and a cookbook “Spice Up Your Life.” ▪ Partnership with Westwood Community Church – Raking with Ralph and other initiatives 	<ul style="list-style-type: none"> ▪ Outreach to community (social connectiveness) ▪ Affordable, accessible transportation (social connectiveness)

	<ul style="list-style-type: none"> ▪ Partnership with Walmart for community events ▪ Charleswood has designs ready for expansion ▪ Funding made it possible for outreach worker in St. James and Snow Angels in Charleswood ▪ Falls Prevention 	
<p>River East and Transcona Community Areas</p>	<p>Table 7 Partnerships SSGL – Donwood</p> <ul style="list-style-type: none"> ▪ Services increase for seniors ▪ 4 blocks on Henderson Hwy – with River East Council for Seniors – ERIK ▪ Meal delivery ▪ Transportation <p>Transcona</p> <ul style="list-style-type: none"> ▪ Increase partner with senior citizens associations ▪ Increase health team – programs ▪ Communication with public (local, newsletter, Transcona view) ▪ Social events increased (dances) ▪ Steppin’ Up program ▪ Visually impaired groups <p>Good Neighbours Senior Centre</p> <ul style="list-style-type: none"> ▪ Are you ready – Emergency Preparedness ▪ Thursday social afternoon ▪ Social isolation initiatives with University of MB for nursing <p>Table 8</p> <ul style="list-style-type: none"> ▪ Home Care – expanded services for Concordia Village Flu Clinic more and Primary Care accesses increase doctors. ▪ New Campus Intergenerational City of Winnipeg and Good Neighbours Senior Centre ▪ “FLAGSHIP for Canada” ▪ Communication – social marketing – WRHA web page 	<ul style="list-style-type: none"> ▪ Transportation ▪ Nutrition ▪ Affordable Housing ▪ Social Isolation ▪ Financial abuse ▪ Lack of medical supports ▪ Falls prevention ▪ Addressing mental health issues
<p>Seven Oaks and Inkster Community Areas</p>	<p>NorWest</p> <ul style="list-style-type: none"> ▪ Get Better Together – 7-8 participants at Brooklands with ongoing group support. <p>Middlechurch</p> <ul style="list-style-type: none"> ▪ Handy Transit ▪ Steppin’ Up in building with supports from U of MB nursing student <p>Keewatin/Inster</p>	<ul style="list-style-type: none"> ▪ Transportation <ul style="list-style-type: none"> ○ Handy transit ○ Scheduling ○ Handy transit regulations ○ No options outside of handy transit ○ Family and

	<ul style="list-style-type: none"> ▪ Increased walking groups (walked across Canada) ▪ Celebratory dinner ▪ Monthly shuttle buses to shopping centres ▪ Building rapport/relationships with seniors in apartment buildings ▪ Seniors too active to participate in congregate meal programs ▪ Walking club bringing people in from community to buildings <p>Seven Oaks Seniors' Links</p> <ul style="list-style-type: none"> ▪ Physical activity initiative – Steppin' Up newsletters all in blocks but new one in church – all peer led (2 leaders per group) ▪ Has become social catalyst ▪ 4 walking groups: has log sheets: 2nd Canada Day walk – increased in partnerships: CYAC, Canad Inns, Seven Oaks Wellness Centre ▪ Snow shoveling partnerships wit Marymound, CYAC, Garden City Collegiate. 	<ul style="list-style-type: none"> o volunteers driving programs o Volunteer driving programs have difficult to attract and maintain volunteers o Fee for service programs o Taxis do not provide supports needed <ul style="list-style-type: none"> ▪ Recruitment and retention of volunteers – <ul style="list-style-type: none"> o Aging pool of volunteers o Volunteer positions are becoming full time jobs o Middle aged persons caught in family crunch o Working full time o Need for adequate appropriate compensation e.g. tax breaks o Transportation allowance o Practicum placements need to be pursued o Promoted and utilized o Financial resources not available ▪ Employment recruitment <ul style="list-style-type: none"> o Promotion of opportunities o Experiences needed o Financial restrictions o Inadequate organizational budgets ▪ Nutrition <ul style="list-style-type: none"> o No nutrition or congregate meal programs o Meals on Wheels operational o Not enough volunteers o No availability of
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		<p style="text-align: right;">nutritionist/dietician for on to one support</p> <ul style="list-style-type: none"> ▪ Activity is good but is it sustainable? ▪ Peer Led is a goal as there is not enough paid staff or volunteer support available ▪ Need to recognize people will not necessarily make drastic changes based on someone else's assessment. ▪ Aware of individual's needs: Transportation – a major issue; Nor west on Alexander NOT accessible, Brooklands not accessible
<p>St. Vital and St. Boniface Community Areas</p>	<ul style="list-style-type: none"> ▪ Interdisciplinary Award – College of Registered Nurses Youville/Bonvital Seniors Council (BVSC) ▪ French Walking Group (2 times per week) ▪ Lunch and Learn series (BVSC/Youville) Dakota CC ▪ Walking the Greenway in motion day (info, activities, education, gardening, etc) ▪ Livin' it Up program – 875 Elizabeth with St. Boniface College students and nurses ▪ Community population assessment with St. Bonibace College Nurses at 101 Marion ▪ Re-establish resident advisory committee at 101 Marion ▪ Health sessions in 2 churches seniors groups in St. Vital ▪ In motion grant – 865 Elizabeth (exercise equipment) ▪ Conseil des francophones 55+ (French Resource Council) ▪ French Resource Guide ▪ French Resource Council Web Site ▪ French Resource Council Office 	<ul style="list-style-type: none"> ▪ Outreach (to new groups) ▪ Community Development ▪ Social Isolation <ul style="list-style-type: none"> ○ Loss: with aging and loneliness ○ Mental illness with population and limited supports ○ Mixed within seniors' blocks ○ Lack of transportation even if trust built and senior engaged

<p>Regional Areas</p>	<p>Table 5 Manitoba Association of Multipurpose Senior Centres</p> <ul style="list-style-type: none"> ▪ 2 new centres opened – Minnidosa and Victoria Beach <p>Creative Retirement Manitoba</p> <ul style="list-style-type: none"> ▪ continue to expand literacy/youth/EAL (computer program) <p>Winnipeg in motion</p> <ul style="list-style-type: none"> ▪ Jamboree in June ▪ Expand stepping up/out especially in rural areas with ALCOA ▪ Support community partners <p>Rupert’s Land Caregiver</p> <ul style="list-style-type: none"> ▪ Expand planning for conference every 2 years workshops with Partners Seeking Solutions with Seniors regarding safe medications ▪ Expand volunteer base ▪ Continued support to caregivers ▪ Essential for aging in place <p>Seniors and Healthy Aging Secretariat</p> <ul style="list-style-type: none"> ▪ Continue to support seniors and elders day ▪ World Elder Abuse Awareness Day ▪ Elder Abuse Video. Partner with Partners Seeking Solutions with Seniors and A & O for toll free counseling line/peer helping ▪ Age friendly services ▪ Police academy ▪ Across the generations <p>FAFM</p> <ul style="list-style-type: none"> ▪ French language services ▪ Reach francophone older adults via resource council <p>CNIB</p> <ul style="list-style-type: none"> ▪ Starting computer lab ▪ Expand programming (i.e. outings, games) <p>Addictions Foundation of Manitoba</p> <ul style="list-style-type: none"> ▪ AA into Personal Care Homes; Peer helping; policy; age friendly <p>Table 6</p> <ul style="list-style-type: none"> ▪ Meals on Wheels ▪ Elder Abuse conference ▪ Housing initiatives ▪ Supports – Aging in Place – 205,000 meals delivered in 2008; working on 5 frozen meals in 1 delivery increases service to people 	<ul style="list-style-type: none"> ▪ Housing – Safe and Affordable ▪ Food Security ▪ Education – <ul style="list-style-type: none"> ○ Recruitment and retention of trained and qualified staff (desirable field to work in) ○ Succession planning ▪ Adequate/Sustainable Funding – <ul style="list-style-type: none"> ○ Support staffing ○ Support programs and services ▪ Transportation – <ul style="list-style-type: none"> ○ Accessible ○ Affordable ▪ Education and information – <ul style="list-style-type: none"> ○ Dissemination issues regarding aging ○ Care giving and programs ▪ Intergenerational issues – <ul style="list-style-type: none"> ○ Getting information out to families and communities ▪ Improve programs and interconnectiveness with e.g. physical activity, caregiving
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	<ul style="list-style-type: none"> ▪ Intergenerational initiatives at A & O – West End meal program in partnership with Tec Voc <p>Rupert’s Land Caregiver Services</p> <ul style="list-style-type: none"> ▪ Educational initiatives – Conference ▪ Interdisciplinary educational opportunities <p>Age & Opportunity</p> <ul style="list-style-type: none"> ▪ Shuttle bus initiatives ▪ Food security outings ▪ Winnipeg Transit; Christmas light tours – coach buses; senior centres – new Minnidosa and Grand Beach ▪ Increase integration of services (i.e. outreach) ▪ Health and senior centre ▪ Enhanced/diverse programs and services 	
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Appendix 1

SUPPORT SERVICES TO SENIORS PLANNING DAY

Thursday, November 27, 2008

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	Milton Sussman
8:40 to 9:20	Overview of the Aging in Place and Long Term Care Strategy	Jackie Prentice Kathy Taylor/ Madeline Kohut/ Susan Sader
9:20 to 9:45	<i>How does it all fit Together?</i> ➤ Age Friendly Manitoba ➤ Advance Age Promoting Older Manitobans ➤ Healthy Aging Strategy	Patti Chiappetta
9:45 to 10:15	Celebrate Success and Accomplishments Objective: Stop and Celebrate	Work Tables
10:15 to 10:45	<i>Nutrition Break, Sharing Success and Networking</i>	
10:45 to 11:15	Healthy Aging in Canada: A new Vision how does it link to our work in the Winnipeg Health Region?	Madeline Kohut/ Kathy Henderson
11:15 to 11:45	Community Priorities ➤ What are the top 2 priorities maximum for Support Services to Seniors in your community	Work Tables
11:45 to 12:00	Wrap Up and Evaluation	Jeanette Edwards

Appendix 2 Support Services to Seniors Planning Session November 27, 2008

Evaluation Results

52 participants of 74 attendees (70.3%) 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
 - 3 participants or 5.8 % rated at a 5 (Excellent)
 - 23 participants or 44.3% rated at a 4
 - 18 participants or 34.6% rated at a 3 (OK)
 - 2 participants or 3.8% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 6 participants or 11.5% did not respond
2. The group discussion to identify new priorities was helpful
 - 19 participants or 36.5% rated at a 5 (Excellent)
 - 29 participants or 52.0% rated at a 4
 - 6 participants or 11.5% 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
3. The education and new resources provided was useful
 - 16 participants or 30.8% rated at a 5 (Excellent)
 - 29 participants or 55.8% rated at a 4
 - 6 participants or 11.5% rated at a 3 (OK)
 - 0 participants or 0% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 1 participants or 1.9% did not respond
4. The speaker's knowledge and skills was beneficial
 - 21 participants or 40.4% rated at a 5 (Excellent)
 - 25 participants or 48.1% rated at a 4
 - 4 participants or 7.7% rated at a 3 (OK)
 - 2 participants or 3.8% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 0 participants or 0% did not respond
5. The speaker's openness to questions and feedback was useful
 - 19 participants or 36.5% rated at a 5 (Excellent)
 - 26 participants or 50.0% rated at a 4
 - 7 participants or 13.5% 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
6. The location were accessible and convenient
- 22 participants or 42.3% rated at a 5 (Excellent)
 - 12 participants or 23.1% rated at a 4
 - 13 participants or 25% rated at a 3 (OK)
 - 4 participants or 7.7% rated at a 2
 - 0 participants or 0% rated at a 1 (Poor)
 - 1 participant or 1.9% did not respond
7. As a result of attending this session, the idea/knowledge/resource(s) that I plan to use will be:
- Excellent resources to use in planning, transfer knowledge to other staff
 - Improved list of folks with great ideas to assist with changes
 - Great assistance for referrals, networking, sharing with seniors
 - Partnering with other services in my area
 - To continue to include the St. James SHRT in our centre's planning
 - Age friendly Manitoba
 - The connections I made with other professionals
 - Age friendly promotion
 - Taking back to my team on the priority issues in our area and generating discussion around same
 - Healthy Aging Strategies
 - To enhance my understanding of issues related to independent living of seniors
 - Everything! As a student, this session was very valuable and added to my knowledge
 - Enjoyed the overview of Aging in Place – Provincial/WRHA
 - Information package
 - Age Friendly website; emphasize – continuous learning
 - Group 2: 3 of 4 participants are aging in the workplace and dealing with succession planning (which involves group education) all 4 participants identified real transitions in support services to downtown senior and would like to revisit gaps; it would have been helpful if the area coordinator was part of the 9:45 discussion
 - Appreciate other partners and levels of government
 - No new resources
 - Try to collaborate with community partners/ using each other more
 - I learnt more about my community area
 - Several points to be followed up; contact to be made
 - Networking and sharing with organizations in the same area
 - F/P/T strategies document to inform area strategic planning; census data re: planning
 - I have a better understanding of how organizations serving seniors fit together – moving forward
 - A new vision for Canada
 - Network contacts – positive reinforcement
 - Discussion – nice to hear we are all working towards the same goal

- Work together with other community workers
 - I feel I am on the right track. Excellent to communicate with others
 - Taking information back to my area and agency
 - Compilation of area services
8. Should we plan this type of session next year?
- 51 participants or 98.1% responded yes
 - 0 participants or 0% responded no
 - 1 participant or 1.9% did not respond
9. If there is another session, please circle if it should be a half or full day:
- 37 participants or 71.2% responded to a half day
 - 13 participants or 25.0% responded to a full day
 - 2 participants or 3.8% did not respond
10. What suggestions do you have for future topics?
- New, Novel ideas from seniors as to how they are planning for their “old age” e.g. 6 women buy 1 house and agree to help each other with finances, families and friends
 - Safety, reducing isolation
 - Financial abuse of seniors
 - Discussion/presentations on different outreach programs that are happening throughout the city/province
 - Support Services for OCD/Hoarding targeting seniors
 - Plan to enhance partnerships in projects so that groups work together instead of competing or re-inventing the wheel
 - Valuing our staff, providing opportunities/retention in a geriatric field
 - Good jobs girls
 - Recreation programs
 - Flow charts of each agency (programs and services) and linkages with other agencies
 - Impact of retention of older workers (perhaps presentation by Winnipeg Transition Centre); Value/knowledge geriatric specialists
 - Translating ideas into action; promote genuine discussions and exchange rather than listing accomplishments
 - Have groups who are funded share specific program stories; “chicken soap” examples/ real people who’s lives are enhanced stories
 - Transportation – revisit
 - How community can assist WRHA SSS to advocate for increased money to go directly to programs – not be absorbed into larger WRHA budget
 - Sharing of resources such as board members, etc
 - Alternate half/full days for planning session; review of last years’ plans/priorities
 - Invite a MP who can address the issue of AFFORDABLE housing for those who need more supports and those who have mental illness
 - Volunteerism – how to encourage and acknowledge cost factor
 - Mental health – fall prevention
 - Provide more information regarding success rates; what percentage numbers of seniors do we miss

- A little more open time for networking – this could be achieved if a full day session was implemented
- Mental health issues/services

11. Any other comments?

- The break food was excellent – yogurt, fruit cups and muffins. Thank you – well organized, great speakers, and lots of enthusiasm! Take a bow!
- Good Morning!
- Thank you for an excellent morning. Very helpful
- Support Services to Seniors Info Sheets – would be helpful to have phone number as well as address on there
- Meeting with the same community area is redundant. I already know what is going on. Would like to learn more from other areas
- Great day! Enjoyed the sharing of information
- Great choice of refreshments
- Excellent!
- Thanks for a great morning
- Turn off the cell phones – general housekeeping – washrooms – correct address on invite – make site accessible; Seniors homelessness – more info and action steps, more rural impact; great opportunity to learn. Thank you. Appreciate “all in one room”
- Speakers tend to read from slides not add to discussion. Discussions aren’t really productive for moving forward
- Great food
- Very informative – my first time attending – but lots of information, maybe a full day would be better – more time to get into the meat of issues
- Focus on transportation and volunteer recruitment/retention strategies
- Meeting with resource council coordinators and boards to discuss issues unique to them; always make great contacts
- Thank you for these planning sessions; this really helps me to focus on the coming year
- Tables 7 and 8 (RE/Transcona) too large a group to handle the material well; even hard to hear at the table
- Funding – operating cost to facilitate and promote social functions
- Funding – nutrition – transportation and volunteerism all costs money where do we get funding to support this
- Half day – limited interaction/time to share and discuss ideas; I found networking very helpful
- Well done – thank you
- As a senior I would appreciate much larger print on your outline sketches, particularly when less than half the page is used for printing and the other half is blank; please have questions from the floor speak loudly and as the speaker to rise – a traveling mike would have been good
- Great healthy refreshments; more time to share; Thank you I really enjoyed the morning
- I could be a speaker to talk about healthy aging Sonja Lundstrom

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 Sectar 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

Support to Seniors in Group Living

- Donwood Manor – 165 Donwood
- 210 and 220 Oakland
- 1080 and 1100 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 – 433 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

Assiniboine South 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 – 203 Duffield

Community Resource Council

- St. James/Assiniboia Senior Centre – 203 Duffield

Support to Seniors in Group Living

- Metropolitan Kiwanis Courts – 2300 Ness

Winnipeg Regional Health Authority

- St. James/Assiniboia Senior Health Resource Team – 203 Duffield

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

- Boni-Vital Council for Seniors – 845 Dakota

St. Boniface Community Area

Congregate Meal Programs

- Manitoba Housing Authority – 101 Marion
- L'Accueil columbien Inc – 200 Masson includes Chez Nous at 187 avenue de la Cathedrale
- VillaTache – 400 rue Des Meurons
- Foyer Vincent – 200 Horace
- Columbus Manor – 303 Goulet

Tenant Resource Programs

- Manitoba Housing Authority – 101 Marion
- L'Accueil columbien Inc – 200 Masson
- Ville Tache – 400 rue Des Meurons

Senior Centre

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

Community Resource Council

- Boni-Vital Council for Seniors – 845 Dakota

Winnipeg Regional 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 Data

<u>Neighbourhood Clusters</u>	Total Population 55 years and older	Percentage of Population 55 years and older	Total Population 65 years and older	Percentage of Population 65 years and older	Total Population 75 years and older	Percentage of Population 75 years and older	Total Population 85 years and older	Percentage of Population 85 years and older
<u>Community Area</u>								
St. James - Assinibioa West	10,502	31.4%	5,964	18.6%	2,589	8.0%	635	1.9%
St. James – Assinibioa East	7,797	29.4%	5,096	19.2%	3,031	11.4%	932	3.5%
St. James - Assinibioa	17,849	30.4%	11,060	18.9%	5,620	9.6%	1,567	2.7%
Assiniboine South	10,578	28.7%	5,622	15.3%	2,922	7.9 %	968	2.6%
Fort Garry North	7,315	24.5%	4,271	14.3%	2,406	8.0 %	743	2.4 %
Fort Garry South	8,271	22.6 %	4,154	11.3 %	1,747	4.7 %	393	1.0%
Fort Garry	15,586	23.6%	8,425	12.8%	4,153	6.3%	1,136	1.7%
St. Vital North	7,774	29.2 %	4,728	17.8 %	2,533	9.5 %	612	2.3%
St. Vital South	7,984	22.5 %	3,893	10.9 %	1,989	5.6 %	539	1.5%
St. Vital	15,758	25.9%	8,621	14.4%	4,522	7.6%	1151	3.8%
St. Boniface West	4,325	28.5%	2, 732	18.0%	1,687	11.1%	549	3.6%
St. Boniface East	8,116	22.1%	4,153	11.3%	1,609	4.3%	269	0.7%
St. Boniface	12,441	25.3%	6,885	14.6%	3,206	7.7%	818	2.2%
Transcona	6, 921	20.8 %	3, 564	10.7 %	1, 544	4.6 %	325	0.9 %
River East South	3,286	18.6%	1,788	10.1%	908	5.1%	224	1.2%
River East West	12,822	33.1%	8,324	21.4%	4,708	12.1%	1,238	3.9%

River East East	6,015	21.6%	2,939	10.5%	1,347	4.8%	378	1.3%
River East North	2,122	23.9%	865	9.7%	249	3.3%	55	0.6%
River East	24,245	24.3%	13,916	12.9%	7,212	25.3%	1,928	1.8%
Seven Oaks East	9,171	28.0%	5,550	16.9%	3,042	9.2%	759	2.3%
Seven Oaks West	5,296	22.7%	2,399	10.3%	1,152	4.9%	368	1.5%
Seven Oaks North	1,252	27.1%	696	15.1%	402	8.7%	172	3.7%
Seven Oaks	15,719	25.9%	8,645	14.1%	4,596	7.6%	1,299	2.5%
Inkster West	3,000	17.1%	1,179	6.7%	493	2.8%	105	0.6%
Inkster East	2,888	19.9%	1,637	11.2%	873	6.0%	275	1.8%
Inkster	5,888	18.5%	2,817	8.9%	1,366	4.4%	380	1.2%
Point Douglas North	5,611	20.6%	3,152	11.6%	1,733	6.3%	431	1.5%
Point Douglas South	2,901	19.6%	1,686	11.4%	999	6.7%	422	2.8%
Point Douglas	8,512	20.1%	4,838	11.5%	2,732	6.5%	853	2.2%
Downtown West	9,309	23.0%	5,415	13.5%	3,151	7.8%	1,103	2.7%
Downtown East	6,897	19.6%	3,757	10.7%	2,107	6.0%	769	2.1%
Downtown	16,206	21.3%	9,172	12.1%	5,258	6.9%	1,872	2.4%
River Heights West	9,523	26.9%	5,496	15.5%	3,137	8.8%	999	2.8%
River Heights East	5,549	27.0%	3,319	16.2%	1,972	9.6%	635	3.1%
River Heights	15,072	27.0%	8,815	15.8%	5,109	9.2%	1,634	2.9%
Winnipeg Health Region	164,734	23.0%	92,389	11.0%	48,340	5.0%	13,898	1.0%

