



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  
November 4, 2010



Prepared by:  
Winnipeg Regional Health Authority

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# **Support Services to Senior Planning Day “Collaborative Planning Report”**

## **Summary**

On November 4, 2010 the Winnipeg Regional Health Authority (WRHA) Support Services to Seniors held its seventh Collaborative Planning Day for the 2010/11 fiscal year.

## **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 4, 2010.

The topics that were covered during the planning session assisted to further increase participant’s knowledge and understanding in the promotion of cultural proficiency when developing, implementing and evaluating programs and services for WRHA funded Support Services to Seniors organizations.

The presenters were as follows:

- Dr. Catherine Cook – Vice President, Population and Aboriginal Health, Winnipeg Regional Health Authority.
- Ms. Jacqueline Nobiss – Director, Aboriginal Health Services, Winnipeg Regional Health Authority.

## **Preamble**

Sixty-one participants attended the Support Service to Seniors programs and services for the Education and Collaborative Planning session. Participants included funded agency board members, sponsoring agency staff, healthy aging resource team members, and community facilitators/ community developers.

Participants were assigned to tables based on the twelve community areas in the Winnipeg region. Those agencies that provide region wide services were assigned to an additional table representing the regional agencies. This enabled all participants to discuss issues and plans based on populations of older adults.

The objectives of the Support Services to Seniors Planning Day were:

- To further develop cultural awareness and knowledge that can assist in planning and implementing culturally relevant and appropriate programs and services with older adults and their families.
- To continue to increase cultural awareness of all of the WRHA Support Services to Seniors organizations. Diversity respects the uniqueness of every person's beliefs, values and culture.
- To stop and celebrate accomplishments that Support Services to Seniors have achieved.
- To continue to plan together and identify priorities that continues to support healthy aging and aging in place.
- To provide an opportunity for Support Services to Seniors agencies to network with one another.

The day began with opening remarks and an overview of the day's objectives by Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease from the Winnipeg Regional Health Authority.

Dr. Catherine Cook began the presentation by sharing her upbringing as a child in Northern Manitoba. She described how the community she grew up in believed in the philosophy that the whole community helps to raise a child. Dr. Cook stated that diversity is a state or fact of being diverse or different. This definition helps people to understand other cultures, religions, traditions and ways of life.

Dr. Cook gave a brief overview of the elements of diversity as being:

- Age
- Ethnicity
- Culture
- Geographical place
- Religion
- Leisure and activity
- Education
- Social Context

Ms. Jacqueline Nobiss gave an overview on the Promotion of Cultural Proficiency and Diversity Services within the Winnipeg Regional Health Authority. Handouts of the presentation were distributed in the Support Services to Seniors Planning Day handouts.

Ms. Nobiss described the determinants of health as being:

1. Income and Social Status

2. Education and Literacy
3. Sex
4. Employment / Working Conditions
5. Social Support Networks
6. Healthy Child Development
7. Physical Environment
8. Social Environment
9. Personal Health Practices and Coping Skills
10. Biology and Genetic Make-up
11. (Access to) Health Services
12. Culture

Culture was explained as the sum of attitudes, customs, beliefs that distinguish one group of people from another. This is transmitted through language, material objects, rituals, institutions and are from one generation to another. The goal of cultural proficiency is to create a health care system that can deliver the highest quality of care to every person regardless of their ethnicity/race, culture or language proficiency.

Ms. Nobiss explained five constructs to cultural competence as being:

1. Cultural awareness
2. Cultural knowledge
3. Cultural skill
4. Cultural encounters
5. Cultural desire.

A brief overview of the three major levels of socio-cultural barriers and cultural proficiency interventions were outlined as:

1. Organizational
2. Structural
3. Clinical

Within the health care system organizational intervention can be encouraged through the promotion of ethnic/racial diversity in leadership and workforce; structural interventions can ensure full access to quality health care to all individuals and clinical intervention can equip health care providers with knowledge, tools, and skills to better understand and manage socio-cultural issues in the clinical encounter. These interventions can also be utilized within the Support Services to Seniors organizations in their planning, implementing and evaluating programs and services.

Ms. Nobiss concluded by stating cultural competence aims to change a one size fits all health care system to one that is more responsive to the needs of an increasingly diverse population.

There was time allotted for participants to ask questions and share insights about cultural competency in their community areas. Ms. Edwards, Dr. Cook and Ms. Nobiss emphasized the need for all Support Services to Seniors organizations to utilize cultural proficiency when designing and implementing programs and services for the ever changing diverse needs of a growing older adult population.

A Winnipeg *in motion* energizer was led by Ms. Kristine Hayward, Winnipeg *in motion* coordinator. Ms. Hayward had participants off their chairs to join along to some gentle exercises and singing a song entitled, "My body lies over the sofa." Ms. Hayward emphasized the importance of adding physical activity and staying in motion each day – even while at work. She encouraged participants to get off the chairs at meetings and move around to promote increased energy and productivity throughout the day.

Each of the assigned community area tables were invited to stop and celebrate successes and accomplishments within their community areas. These were documented.

A nutrition break allowed time for a nutritious snack and for participants to share community area successes/accomplishments. This was a welcoming time for all participants to enjoy a nice relaxed atmosphere to introduce themselves and network with all community partners within the Winnipeg Health Region.

Participants then identified the top two priorities for Support Services to Seniors in their community area keeping in mind how to plan and implement culturally relevant and appropriate programs and services with older adults. These were documented.

The wrap up and next steps were summarized by Ms. Jeanette Edwards. This included a brief overview of Support Services to Seniors programs and services and evaluations for the day.

## **Regional Key Accomplishments and Initiatives**

### **Elder Abuse Strategy**

- The Winnipeg Elder Abuse Working Group's participation with Support Services to Seniors at the Manitoba Network for the Prevention of Abuse of Older Adults consultation sessions for service providers and seniors in June 2010.
- Participation in the Purple Ribbon Challenge for World Elder Abuse Awareness Day which was a huge success.

- The release and distribution of “It’s Everybody’s Business” Elder Abuse bilingual Digital Video Disc (DVD) and facilitator’s guide to interested individuals throughout Canada.
- The first National Elder Abuse Training and Information Forum was held on Oct 25 & 26, 2010.

### **Support Services to Seniors Education Sessions**

- The Support Services to Seniors continued to hold educational sessions on Navigating through the Palliative Care System that was held on February 1, 2010; Falls: What to do: falls and Winnipeg *in motion* Older Adult DVD on April 14, 2010 and It’s Everybody’s business DVD and facilitator’s guide on June 4, 2010.
- The Support Services to Seniors will facilitate further education sessions on key topics identified as healthy eating – living well, volunteer management, hoarding, etc. These topics are based on feedback from Support Services to Seniors organizations.

### **Support Services to Seniors Networks**

- Support Services to Seniors continue to facilitate network meetings for Community Resource Coordinators, Congregate Meal Coordinators, Senior Centres and Tenant Resource Coordinators. These network meetings continue to receive positive feedback. Speakers are invited throughout the year.
- Implementation of the Support Services to Seniors in Group Living Network fall 2010.

### **Support Services to Seniors**

- Continued to facilitate with community partners on the assessment, formation, implementation and delivery of unique and creative programs to older adults 55+ and their families in the communities within Winnipeg.
- Rebranding of the Healthy Aging Resource Teams from the Seniors Health Resource Teams.
- Assistance with H1N1.
- Most recently assistance in seasonal influenza campaign by helping the WRHA to get the messages out to older adults and assisting with recruitment of volunteers for clinics.

### **Performance Indicators**

- The Meal Programs continue to meet the nutrition needs of older adults residing in the community by serving over 314,736. In addition

Meals on Wheels served 198,870 meals - over half a million meals served in these two service areas.

- Senior Centres provide an opportunity for older adults to participate in social gathering places for older adults living in the community. We know that the senior centres made 104,525 contacts with seniors and have over 7,010 members and users participating in the senior centres.
- Resource Councils support older adults living in the community to access resources. Council coordinators made a total number of 23,427 contacts with seniors and distributed 3,835 Emergency Response Information Kits and provided a total of 1,778 referrals to other services.
- Tenant Resource services assist in supporting older adults living in seniors housing units link with appropriate resources and services. The tenant resource coordinators supported 3,713 suites by having a total of 47,419 contacts contact with seniors.
- Rupert's Land Caregiver Services served 1,767 clients. Also Canadian National Institute for the Blind served 1,459 visually impaired clients this past year.
- The Medication Line for Everyone saw its number of calls reach 4,438
- The Support to Seniors in Group Living had a total of over 43,965 contacts.

### **The summary of future potential priorities identified by participants included:**

- Support for Mental Health (MH) Consumers
- Cultural awareness in services and programming
  - Elmwood – high concentration of aboriginal seniors how do we connect with them? How many are there?
- Need to develop sensitivity in people/staff during their education/learning years; need to support mentorship and skill development
- Accessible and affordable transportation
  - Access centre with a shuttle bus
  - Follow City of Ottawa's model of subsidized Taxi program
- Accessible and affordable Housing
- Additional Healthy Aging Resource Teams
- Diverse programming
  - Programs that appeal to younger seniors
  - Programs for men
  - Creating opportunities for connecting generations and intergenerational programming



- Falls prevention
- Personal safety
  - Physical safety
  - Scams, frauds, identity theft
  - Financial concerns
- Hoarding
- Recruitment and retain volunteers
- Develop a senior Centre in St. Boniface & St. Vital
- Provide culturally appropriate foods/ethnic foods/culturally appropriate foods
- Recruit, retain, and recognize volunteer & staff (i.e. meal program)
- Educate newcomers – seniors on health care services
- Implement health care navigators to help clients/patients with appointments, explains process where to go, etc.
- Educate staff regarding the services that are available.



## Group Discussion Notes

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

Assigned Groups	Achievements	Priorities
<p><b>Downtown and Point Douglas Community Area</b></p>	<ul style="list-style-type: none"> <li>• Inter-generational partnerships</li> <li>• School-age and Seniors Connections to build respect and relationships</li> <li>• Daycare – Carnival that was manned by daycare kids to encourage Senior Participation.</li> <li>• Resource Fair for information for Seniors Support Services to Seniors (SSS) and Healthy Aging Resource Team (HART)</li> <li>• Newsletters – Summer and Fall</li> <li>• Connecting people and educating them about different resources.</li> <li>• Bringing Community Wellness Initiative to 3 Man Seniors Housing Buildings (North end)</li> <li>• Get Better Together Training and Program Implementation in 2 Buildings.</li> <li>• Helped facilitate a wedding for 2 Mental Health Consumers</li> <li>• 3<sup>rd</sup> Annual Walmart Health Fair</li> <li>• 4<sup>th</sup> Annual Walking Group Celebration (Portage Place) 110 Registered Walkers</li> <li>• Partnerships with University of Manitoba, Red River Community College and Brandon University Nursing Students</li> </ul>	<p><b>Table 1 – Downtown</b></p> <ul style="list-style-type: none"> <li>• Need; More support for Mental Health (MH) Consumers</li> </ul> <p>Possible Solution;</p> <ul style="list-style-type: none"> <li>• Have “Block” or “Community Health coordinator” per area for Mental Health Workers similar to “Case coordinators” who are assigned to particular areas. Address the issues of persons who can’t address their own issues. Working relationship with Mental Health Worker is essential. Block meetings where MH Case coordinators &amp; workers attend and share info with Tenant Resource Coordinator &amp; recommend solutions.</li> </ul> <p><b>Table 2 – Downtown</b></p> <p><u>Cultural Awareness</u></p> <ul style="list-style-type: none"> <li>• Integrating culture in to program as represented by the participants.</li> </ul> <p><u>Transportation</u></p> <ul style="list-style-type: none"> <li>• Recreation</li> <li>• Medical appointments</li> <li>• Shopping (groceries)</li> <li>• Wheelchair cost to transport (versus walker-double the cost)</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Continuing Expansion in Point Douglas of Healthy Aging Resource Team (HART)</li> <li>• Community Gardens</li> <li>• HART Award: “Manitoba Council on Aging” Recognition Award to Ms Gail Pradel and Ms Colleen Tackaberry</li> <li>• Adult Day Club – Lion’s Place – 25 year anniversary</li> <li>• Aboriginal Senior’s Resource Centre negotiations for Transportation with Handi Transit</li> <li>• Health Services for the Elderly Healthy Aging Resource Team Partnership – community follow up</li> <li>• Lion’s Place smooth transition a process from day hospital to Adults Day Program</li> <li>• Lion’s Place Senior participant on “Senior Idol”! Adult Day Program</li> <li>• Senior Led programming in Point Douglas – peer leader roles.</li> <li>• Adult Day Program participating in Getting Better Together.</li> <li>• Broadway Seniors Resource Council Health and Safety Fair</li> <li>• HART Team Madison Service Coordination Model</li> <li>• Aboriginal Seniors Resource Council. Kekinan Housing Service. Assisted Living Model. <ul style="list-style-type: none"> <li>- 1 interim suite – up to 3 months.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Awareness related to Issues of Aging</li> <li>• Transport</li> <li>• Income</li> <li>• Independence</li> <li>• Attitudes (throw-away culture)</li> <li>• Intergenerational issues</li> </ul> <p><u>Housing</u></p> <ul style="list-style-type: none"> <li>• Lack of 55+ in Downtown</li> <li>• Inability to access Personal Care Home due to behavior and/or incontinence</li> <li>• Lack of supportive housing models</li> <li>• Need to help support &amp; case management</li> </ul>

Assigned Groups	Achievements	Priorities
<b>Fort Garry and River Heights Community Area</b>	<ul style="list-style-type: none"> <li>• South Winnipeg community Resource council had 10,000 meals served</li> <li>• Fort Garry Seniors Resource Council increase to a .8 EFT</li> <li>• South Winnipeg Community resource council - 40 + presentations (600 Seniors)</li> <li>• Rady Jewish Community Centre (RJCC) serving active older adults</li> <li>• Another Life Lease open – 100 + People</li> <li>• South Winnipeg 800 ERIK given out</li> <li>• Fort Garry – Drop In and Intergenerational programs</li> <li>• Lindenwood- monthly Intergenerational program</li> <li>• Fort Garry - Committed to Safe Suite for Seniors</li> <li>• RJCC – Annual Taxi Program- Subsidized</li> <li>• Building partnerships with student programs to work with Seniors –Red River Community College, University of Manitoba, Grant Park, Vincent Masses Collegiate, Nursing, Social Work. Kinesiology, Human Ecology, Days of Services, CLPN Foot care</li> <li>• Linked Get Better Together Community Sites</li> <li>• South Winnipeg Now your going places Mobility Workshop</li> <li>• Presentation on Medication use and misuse</li> <li>• South Winnipeg – Manage booth at</li> </ul>	<b>Table 3</b> <ol style="list-style-type: none"> <li>1. Healthy Aging Resource Team for Fort Garry &amp; River Heights</li> <li>2. Access centre with shuttle bus use existing clinics – Corydon Avenue and Misericordia Health Centre</li> <li>3. Follow city of Ottawa’s model for their subsidized Taxi program any significant action change will require on going funding. We have done enough research.</li> </ol>

Assigned Groups	Achievements	Priorities
	<p>seniors/Elders Day</p> <ul style="list-style-type: none"> <li>• Fort Garry Seniors Resource Council – participated in the Pembina Active Living Health Forum - Creating a new partnership.</li> <li>• Fort Garry – Shuttle bus in St Norbert for “mall trips”</li> </ul> <p>Red River Community College – Student on placement Fort Garry Seniors – Community development/Economic development</p>	
<p><b>St. James Assiniboia and Assiniboine South Community Areas</b></p>	<ul style="list-style-type: none"> <li>• Cooperation with library in Charlewood for computer classes</li> <li>• Expansion of Charleswood Senior Centre, increased membership, expanded programs</li> <li>• Increase in staff at Charleswood Senior Centre</li> <li>• Successful run of “Livin it Up” at Eastern Star Chalet</li> <li>• New card access security system at Metropolitan Kiwanis</li> <li>• Renovation of Manitoba Housing Blocks</li> <li>• Funding for expansion of staff and relocation</li> <li>• Expansion of Men’s programming</li> <li>• Expansion of congregate meals at 529 Country Club Blvd.</li> <li>• Partnerships</li> <li>• Community consultation with Manitoba Housing on Hendon</li> </ul> <p>1. Successful Health Fair (collaboration between</p>	<p><b>Table 11 – St. James/Assiniboine</b></p> <ol style="list-style-type: none"> <li>1. Identifying and addressing the needs of the diverse group that is age 55 plus</li> <li>2. Creating opportunities for connecting generations and intergenerational programming</li> </ol>

Assigned Groups	Achievements	Priorities
	HART (Downtown & St. James) & Wal Mart 2. Revision of menus at Metropolitan Kiwanis 3. Rebranding and self promotion of HART 4. St. James/Assiniboia 55+ Centre/HART successful Volunteer Appreciation event	
<b>River East and Transcona Community Areas</b>	<b>River East</b> <ul style="list-style-type: none"> <li>• Happier in new facility – more settled               <ul style="list-style-type: none"> <li>○ increased membership</li> <li>○ younger seniors</li> </ul> </li> <li>• City of Trees – arts program</li> <li>• Increased exposure to community seniors program (library, voting)</li> <li>• Developing healthy apart blocks</li> <li>• River East Council for Seniors – new brochures</li> <li>• Intergenerational – walks, school involvement, kids, senior’s baseball.</li> <li>• Students matched to Seniors in Donwood</li> <li>• Great partnerships that work together</li> <li>• Apartment blocks HARTs recs Good Neighbours Active Living Centre, Supports to Seniors in Group Liivng, Community Facilitator</li> <li>• Elmwood Community Gardens, re develop of Millennium Gardens</li> <li>• Good Neighbours Active Living Centre – 3 year</li> </ul>	<b>Table 7 – River East</b> <ul style="list-style-type: none"> <li>• Develop a plan for underserved seniors of various cultural backgrounds</li> <li>• Identify cultural groups in our Community Facilitator able to tell us the new immigrants are coming from India, Philippines, Russia (through Israel), Somali &amp; Congo</li> <li>• Elmwood – high concentration of aboriginal seniors how do we connect with them? How many are there?</li> </ul> <b>Possible programs:</b> <ul style="list-style-type: none"> <li>• Outreach afternoon to newcomers</li> <li>• Liaison-volunteer ambassadors</li> <li>• Sharing of customs life cycle events (i.e. births, funerals, weddings, etc.) Maybe as an intergenerational event.</li> <li>• Connect with EAL classes at Elmwood High</li> <li>• What was it like for immigrants 50 years ago compared to today</li> </ul>

Assigned Groups	Achievements	Priorities
	<p>strategic plan developed</p> <ul style="list-style-type: none"> <li>• -good volunteer base</li> <li>• Shuttle to meal program</li> <li>• Thursday social club – bus to social program</li> <li>• GN – 3 year strategic plan developed</li> <li>5. good volunteer base</li> <li>• Shuttle to meal program</li> <li>• Thurs social club – bus to social program</li> <li>• GN – 2<sup>nd</sup> Police Academy run</li> <li>• Healthy Aging Resource team (HART) <ul style="list-style-type: none"> <li>○ 11<sup>th</sup> Anniversary Party</li> <li>○ Canada Day</li> <li>○ Pilot – 3 Fall Clinics</li> </ul> </li> </ul> <p><b>Transcona</b></p> <ol style="list-style-type: none"> <li>1. Coffee &amp; conversation <ul style="list-style-type: none"> <li>○ Exercise programs</li> <li>○ Increase in group relationships</li> <li>○ Increase in attendance</li> <li>○ Increase awareness of us and opens doors (gives us an in into their lives)</li> </ul> </li> <li>2. Police Academy <ul style="list-style-type: none"> <li>○ Senior safety</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• Funding – New Horizons</li> <li>• To be discussed further at next Good Neighbours Team Meeting</li> </ul> <p><b><u>Issues being brought to us:</u></b></p> <ul style="list-style-type: none"> <li>• Falls prevention</li> <li>• Personal safety</li> <li>• Scams, frauds, identity theft</li> <li>• Financial woes</li> <li>• Hoarding</li> <li>• Access to services</li> <li>• Programs that appeal to younger seniors</li> <li>• Elmwood</li> <li>• Men</li> <li>• Mental Health</li> <li>• Recruitment for meal program (1100)</li> <li>• Transportation</li> <li>• Housing – lack of affordable</li> </ul> <p><b>Table 8 – Transcona</b></p> <ol style="list-style-type: none"> <li>1. Housing <ul style="list-style-type: none"> <li>○ Affordable some very low income clients</li> <li>○ Moving from out of city</li> <li>○ A local resource – real estate board (what's available ) seniors' appointments</li> <li>○ Better communication between health &amp; housing agencies</li> </ul> </li> </ol>

Assigned Groups	Achievements	Priorities
	3. Alzheimer’s Caregiving Group <ul style="list-style-type: none"> <li>○ Support group and day program</li> </ul> 4. Health Fair <ul style="list-style-type: none"> <li>○ Increase in attendance and interest in booths (increase in advertising, people came from far away to attend)</li> </ul> 5. Partnerships between agencies are improving           6. In Motion – Community Walk <ul style="list-style-type: none"> <li>○ Canada Day Dance</li> </ul> 7. Participate in Hi-Neighbor Festivities           8. Teas <ul style="list-style-type: none"> <li>○ Mother’s Day Tea</li> <li>○ Father’s Day Pancake Breakfast</li> </ul> 9. Medical Alert Pendants	2. Transportation <ul style="list-style-type: none"> <li>○ Fundraising for shuttle services “social” mall</li> <li>○ Pay for service, if able</li> <li>○ Partner with car dealerships – courtesy vans.</li> <li>○ Sustainable – large fundraising events</li> <li>○ Grants, politicians</li> <li>○ Winnipeg Transit, Vital transit – once/week different routes</li> <li>○ Houses &amp; blocks</li> <li>○ Use student resource</li> <li>○ Transportation Options Network for Seniors partnership</li> <li>○ Taxi club – pilot at East Park Lodge to meal, need ambassadors, partnership with Transportation Options Network for Seniors (TONS) &amp; Taxi Board</li> <li>○ Pilot for November 10, 2010 – meal program &amp; Remembrance Day presentation.</li> </ul>
<b>Seven Oaks and Inkster Community Areas</b>	<b>Inkster</b> <ul style="list-style-type: none"> <li>● H1N1 support</li> <li>● Manitoba Housing renovations</li> <li>● Programming               <ul style="list-style-type: none"> <li>○ Shuttles</li> <li>○ Daily hellos</li> <li>○ Big Sister</li> <li>○ Intergenerational</li> <li>○ “Get better together” programs</li> </ul> </li> </ul>	<b>Table 9 – Inkster, Seven Oaks, East &amp; West St. Paul</b> Affordable, accessible transportation <ul style="list-style-type: none"> <li>● More awareness on /education using taxi service/bus service. Transportation Options Network for Seniors (TONS) is working on this (created standardized presentation)</li> <li>● More volunteer driving programs</li> <li>● Taxi/cab clubs – more education (seniors who</li> </ul>



Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Fabulous Friday at Brooksland Senior Centre</li> <li>• Police Academy training</li> <li>• HANS Kai implementation</li> <li>• Brooklands Western Life lease senior housing</li> <li>• Access Nor West announced</li> </ul> <p><b>Seven Oaks</b></p> <ul style="list-style-type: none"> <li>• Seven Oaks Seniors Links (SOSL)</li> <li>• 4 new exercise programs total of 9</li> <li>• 55+ Brunch club at CanadInn</li> <li>• Volunteer driver program only Doctor appt</li> <li>• Gwen Selter Creative Living Centre</li> <li>• - Developed Strategic Plan (3-5 year planning document)</li> <li>• Intergenerational computer connection</li> <li>• Improved accessibility (facilities)</li> <li>• Meal program</li> <li>• Expanded transportation program North and South end of city</li> </ul> <p><b>Middlechurch Home of Winnipeg</b></p> <ul style="list-style-type: none"> <li>• Lunch &amp; Learn</li> <li>• ERIK presentation</li> <li>• Food and resource services pamphlet</li> <li>• Shuttle service to Sobeys for East &amp; West St. Paul.</li> <li>• Increase in supper club membership</li> </ul>	<p>are hard of hearing are notable to understand some drivers, especially if cultural/language barriers. Education with taxi cab companies, etc. TONS working on this!</p> <ul style="list-style-type: none"> <li>• Affordable bus charter with Winnipeg transit? WRHA &amp; City of Winnipeg transit to work together</li> <li>• Community vehicles</li> <li>• Better coordination with North Garage.</li> </ul> <p>Reaching isolated seniors</p> <ul style="list-style-type: none"> <li>• Easier to promote programs/seniors to those living in apartment complexes, etc those in own homes is more challenging</li> <li>• Need to create an outreach strategy</li> <li>• Door to door promotion?</li> <li>• Phone calls?</li> <li>• Present to Home Care staff/frontline staff who see seniors in their home</li> <li>• Partnership with Home Care (part of their work/notes)</li> <li>• More collaboration</li> <li>• Communication for higher levels of Home Care to enforce the strategy</li> </ul> <p>Affordable housing</p> <ul style="list-style-type: none"> <li>• Publically funded assisted living facilities.</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>Manitoba Council on Aging “Honorable Mention Award” to Bev McCallum</li> </ul>	<p>There are none of these!</p> <ul style="list-style-type: none"> <li>Life lease – big minimal down payments and still have to pay rent</li> </ul> <p>Safety</p> <ul style="list-style-type: none"> <li>Affordable</li> <li>Reaching isolated seniors</li> <li>Easy to access those in apartments</li> <li>Need outreach strategy</li> <li>Phone, flyers, present to social worker, Home Care, who work with these clients</li> </ul>
<p><b>St. Vital and St. Boniface Community Areas</b></p>	<p>Success &amp; Accomplishments</p> <ul style="list-style-type: none"> <li>Monthly St. Boniface/St. Vital shuttle still available (although modified)</li> <li>Grouille ou rouille (Take II)</li> <li>Sante 55+ programs going well (walking group, exercise groups, Tai Chi, Line Dancing, Men’s programs, yoga) in French!</li> <li>Strong advisory groups in most seniors bloc</li> <li>Integration of French newcomers at L’accueil Colombien</li> <li>Strong partnership with Centre de Santé, conseil francophone 55+ FAFM, and most senior blocs and Notre-Dame Recreation Centre</li> <li>Info-sante good resource for francophone seniors</li> <li>Good referral system between health</li> </ul>	<p><b>Table 10 – St. Boniface &amp; St. Vital</b></p> <ol style="list-style-type: none"> <li>Senior Centre in St. Boniface &amp; St. Vital <ul style="list-style-type: none"> <li>Talk to Member of Parliament/City</li> <li>Talk to seniors &amp; local clubs</li> <li>5 year plan</li> </ul> </li> <li>Out reach to hard to reach seniors <ul style="list-style-type: none"> <li>Surveys</li> <li>Visits to groups in community</li> <li>Consult with WRHA staff (Home Care, Public Nurses)</li> </ul> </li> </ol>

Assigned Groups	Achievements	Priorities
	practitioners <ul style="list-style-type: none"> <li>• “Guide au service” aux aînes” (FYI French resource guide)</li> <li>• La Villa – video &amp; support material available in both French and English</li> <li>• Intergeneration program at Précieur-sang School (nutrition)</li> </ul>	
<b>Regional Areas</b>	<b>Table 5</b> <ol style="list-style-type: none"> <li>1. Police Academy Older Persons               <ul style="list-style-type: none"> <li>• 36 sites work with police and RCMP</li> <li>• 15-20 Seniors meet to discuss scooter safety, internet, etc,</li> <li>• 6 ½ day sessions, contact information.</li> <li>• No cost to participants</li> </ul> </li> <li>2. Manitoba Association Senior Centres               <ul style="list-style-type: none"> <li>• has increased membership</li> <li>• actively in age friendly MB beyond Winnipeg.</li> </ul> </li> <li>3. Centre for Community Health               <ul style="list-style-type: none"> <li>• ongoing and developing groups and agencies</li> <li>• provide dental Services to all long term care facilities. I.e. Deer Lodge, Personal Care Homes</li> </ul> </li> </ol>	<b>Table 5 – Regional</b> <ol style="list-style-type: none"> <li>1. Unable to provide culturally appropriate foods ethnic foods/culturally appropriate foods meals come from regional distribution facility but it is at capacity. The North West portion of Winnipeg not being served</li> <li>2. Running out of staff for many positions for health and support services               <ul style="list-style-type: none"> <li>• Shift in age demographic</li> <li>• Could lead to growing demands &amp; wait lists</li> <li>• How do we sustain the exciting services? In this climate</li> <li>• This could be all sorts of health &amp; social services</li> <li>• Waiting lists are increasing</li> </ul> </li> <li>3. Recruit/Retain/Recognize volunteer &amp; staff               <ul style="list-style-type: none"> <li>• All agencies are volunteer driving</li> <li>• Connecting with the youth</li> </ul> </li> </ol>

Assigned Groups	Achievements	Priorities
	<p><b>Table 6 – Regional Age &amp; Opportunity</b></p> <ul style="list-style-type: none"> <li>• Provide services to seniors who are “hoarder” – to help clean their houses out. “This Full House”</li> <li>• Video and facilitator guide on Elder Abuse</li> <li>• Meals on Wheels</li> <li>• New computer – routes database and volunteers better organized</li> </ul> <p><b>Rupert’s Land Caregiver Services.</b></p> <ul style="list-style-type: none"> <li>• Stakeholders – “Manitoba Caregiver Coalition” organizer</li> <li>• Educational Event – workshop on when it is “time to move” – options to down size</li> </ul>	<ul style="list-style-type: none"> <li>• Not encouraging new youth to help with volunteering</li> <li>• Winnipeg to become age friendly</li> <li>• Promote motives for volunteering</li> <li>• Diversity of volunteerism</li> <li>• How do we recruit the immigrant workforce</li> <li>• Link with other partners ( outside of our own silos)</li> <li>• Everyone needs the same kind of treatment</li> <li>• Treat seniors as people first</li> <li>• Awareness of the silver tsunami &amp; iceberg of aging population &amp; its impact on staff &amp; volunteers</li> </ul> <p><b>Table 6 – Regional Priority 1</b></p> <ul style="list-style-type: none"> <li>• Identify ways to educate new comers – seniors on health care services including dental care</li> <li>• Engage the cultural communities in the process</li> <li>• Need to get to know each community</li> <li>• Invite key people from each community for “Train the Trainer” so that they can disseminate the information to their groups</li> <li>• Low cost &amp; highly effective</li> <li>• Have health info translated in layman’s language &amp; in their language</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Emotional impact of moving</li> <li>• helped 1,760 clients with 1.4 staff member and volunteers</li> <li>• in process of resurrecting the care giver coalition network</li> </ul> <p><b>Manitoba Association of Seniors Centres (MASC)</b></p> <ul style="list-style-type: none"> <li>• Facilitate planning of activities (and sharing) of services</li> <li>• WEBSITE with link to all Senior Centres</li> <li>• “Police Academy” course (12 sessions) – Safety and Security measures – fall prevention, safe driving, etc.</li> <li>• Fact sheets on elder abuse, home renovations and parking permits for example</li> </ul> <p><b>U of M Faculty of Dentistry</b></p> <ul style="list-style-type: none"> <li>• Centre for Community Oral Health</li> <li>• Oral Health – its importance</li> <li>• Training for hospital, long term, long term care, community groups (eg St. James Senior Centre Health Fair)</li> <li>• Partnership at Denture Clinic, agencies, WRHA</li> </ul> <p><b>WRHA –Volunteer Services</b></p> <ul style="list-style-type: none"> <li>• Provide volunteers to community health and corporate program</li> <li>• Co-coordinating volunteers for H1N1, last year</li> <li>• MB Health vaccination for flu available to all</li> </ul>	<p><b>Priority 2</b></p> <ul style="list-style-type: none"> <li>• Implement Health Care Navigators to help clients/patients with appointments, explains process where to go, etc.</li> <li>• Could be done by retired health care professionals as volunteers</li> </ul> <p><b>Priority 3</b></p> <ul style="list-style-type: none"> <li>• Need to develop sensitivity in people/staff during their education/learning years</li> </ul> <p><b>Priority 4</b></p> <ul style="list-style-type: none"> <li>• Educate staff regarding the services that are available/how to find out Insite for WRHA</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Partners with Youville, Mount Carmel and Interlake authorities, training, sexual health reproductive education (Age of trainers 18-60 interested people)</li> </ul> <p><b>Medication Information Line for Everyone (MILE)</b></p> <ul style="list-style-type: none"> <li>• More requests from Senior Services to come to health fairs</li> <li>• More requests for personal medication reviews</li> <li>• Increased number of requests for printed information from callers</li> </ul>	
	<p><b>Age and Opportunity (A &amp; O)</b></p> <ul style="list-style-type: none"> <li>• National Elder Abuse Training and Information info forum</li> <li>• Co-chaired with WRHA – 1<sup>st</sup> National Conference held in Manitoba</li> <li>• Established a 3<sup>rd</sup> safe suite shelter for Abused Seniors.</li> <li>• Senior Centre without walls increases awareness,</li> <li>• “This Full House” Program – re Hoarding</li> <li>• Safety aid – Province Wide not to be Santa to a Senior</li> <li>• All possible because of Partnership Participation</li> </ul>	

Assigned Groups	Achievements	Priorities
	<p><b>Canadian National Institute for the Blind (CNIB)</b></p> <ul style="list-style-type: none"> <li>• Book Club very successful – clients register with libraries and have books sent out on CD's then participate in book clubs</li> <li>• Outings throughout the year – First come first served, all outings are full, must be registered with CNIB.</li> <li>• All Programs from Portage Avenue Facility.</li> </ul> <p><b>Meals on Wheels (MOW)</b></p> <ul style="list-style-type: none"> <li>• Participating when asked to speak and share successes if our Program</li> <li>• A new and diverse Board of Directors</li> <li>• Completion of a comprehensive strategic planning session</li> <li>• Installation of a new client and volunteer management system which will provide comprehensive demographics</li> <li>• Everyday we celebrate the service we provide – Live today.</li> </ul>	

## Appendix 1

# SUPPORT SERVICES TO SENIORS PLANNING SESSION

November 4, 2010

## AGENDA

8:30 to 9:00	<b>Registration, Coffee and Networking</b>	Madeline Kohut/ Kathy Henderson
9:00 to 9:15	<b>Opening Remarks, Day's Objectives and Overview of Support Services to Seniors</b>	Dr. Catherine Cook/ Jeanette Edwards
9:15 to 10:15	<b>A Presentation - Dialogue on Diversity</b>	Dr. Catherine Cook/ Jacqueline Nobiss
10:15 to 10:25	<b><i>In Motion</i> Energizer</b>	Kristine Hayward
10:25 to 10:40	<b>Celebrate Success and Accomplishments</b> Objective: Stop and Celebrate	Work Tables
10:40 to 11:15	<b><i>Nutrition Break, Sharing Successes and Networking</i></b>	
11:15 to 11:45	<b>Community Priorities</b> When identifying the top 2 priorities, keep in mind how to plan and implement culturally relevant and appropriate programs/services in your community.	Work Tables
11:45 to 12:00	<b>Wrap Up and Evaluation</b>	Jeanette Edwards



## Appendix 2

### Support Services to Seniors Planning Session November 4, 2010 Evaluation Results

54 participants of 61 (88.5%) attendees responded

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

Poor		OK		Excellent
1	2	3	4	5

1. The value of the review of last year's plans was valuable
  - 9 participants or 16.7 % rated at a 5 (Excellent)
  - 20 participants or 37.0% rated at a 4
  - 22 participants or 40.7% rated at a 3 (OK)
  - 3 participants or 5.6% rated at a 2
  - 0 participants or 0% rated at a 1 (Poor)
  - 0 participants or 0% did not respond
2. The group discussion to identify new priorities was helpful
  - 20 participants or 37.0% rated at a 5 (Excellent)
  - 26 participants or 48.1% rated at a 4
  - 8 participants or 14.9% 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
3. The education and new resources provided was useful
  - 3 participants or 5.6% rated at a 5 (Excellent)
  - 23 participants or 42.6% rated at a 4
  - 18 participants or 33.3% rated at a 3 (OK)
  - 2 participants or 3.7% rated at a 2
  - 1 participant or 1.8% rated at a 1 (Poor)
  - 7 participant or 13.0% did not respond
4. The speaker's knowledge and skills was beneficial
  - 3 participants or 5.6% rated at a 5 (Excellent)
  - 23 participants or 42.6% rated at a 4
  - 17 participants or 31.5% rated at a 3 (OK)

- 1 participant or 1.8% rated at a 2
  - 0 participants or 0% rated at a 1 (Poor)
  - 10 participants or 18.50% did not respond
5. The speaker's openness to questions and feedback was useful
- 33 participants or 61.1% rated at a 5 (Excellent)
  - 17 participants or 31.5% rated at a 4
  - 4 participants or 7.4% 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
- 23 participants or 42.6% rated at a 5 (Excellent)
  - 18 participants or 33.3% rated at a 4
  - 11 participants or 20.5% rated at a 3 (OK)
  - 1 participant or 1.8% rated at a 2
  - 0 participants or 0% rated at a 1 (Poor)
  - 1 participant or 1.8% did not respond
7. As a result of attending this session, the idea/knowledge/resource(s) that I plan to use will be:
- Intergenerational programs x 2
  - Stronger relationships were formed.
  - Connect more with Seniors Blocks – help facilitate process more outreach with hard to reach seniors.
  - Continuous dialogue with resident manager, tenant resource coordinators and community partners.
  - We don't always recognize other cultures – sexual orientation – religion. We focus on ethnicity which can lead to assumptions based on how to look. Our WRHA orientation should be more general cultural awareness, not just aboriginal.
  - Trying to connect more with Homecare to reach isolated seniors living in houses.
  - Love the networking and the opportunity to hear presentations and see successes of peers.
  - Connecting with others facilitators in my area and neighboring community.
  - Look at my community – cultural diversity. How to connect with them.
  - Culture – ways you live – was a significant statement to help put things into perspective.
  - Plan to bring together stakeholders regarding senior health and services for discussion.

- Useful.
- I will continue to be more culturally aware – diversity in general.
- Network with people I may call.
- Connect with Age & Opportunity and Manitoba Association of Senior Centres.
- Connect with representatives of other organizations who I met at the session in order to increase programming and information to seniors in my buildings.
- To connect with several blocks after concerns.
- Connect again with the Healthy Aging Resource Team.
- Even more awareness and insight into cultures represented in our adult day program.
- Connect with Andrew Street Centre Seniors group – lots of excellent achievements and attitudes within the area of seniors.
- Networking.
- Being new to the Support Services to Group Living (SSGL) program I found contacts and networking the most valuable.
- Senior council/ resources.
- Programming ideas, language resources, housing resources.
- It might be helpful to provide a brief preview of available services. I only found out the services present at my table.
- The University of Manitoba pharmacy medication line – connected with this staff member when networking. Becoming more culturally sensitive and aware in my work.
- Working in my community to identify different cultural groups and start to develop relationships.
- Continue to develop partnerships.
- Posters with lists of 'accomplishments' was full of ideas that may be transferrable to other councils, good contacts, networking as well.
- Volunteer recruitment diversity plan.
- Some program ideas from the other regions.

8. Should we plan this type of session next year?

- 50 participants or 92.6% responded yes
- 0 participants or 0% responded no
- 4 participant or 7.4% did not respond

9. If there is another session, please circle if it should be a half or full day:

- 47 participants or 87.0% responded to a half day
- 3 participants or 5.6% responded to a full day
- 4 participants or 7.4% did not respond

10. What suggestions do you have for future topics?

- Marketing and promotion to 55+ with diverse groups.

- Innovative programming ideas: 'Successful' programming.
- How to outreach to seniors who don't come to regular programs.
- Disparities – how do we access the hard to reach? Good topic to reform of exciting services as described by Jeanette's closing.
- How to: create outreach programs, develop community meeting area for seniors, and find people in isolation.
- "Who's who in the zoo" would be a great idea. Perhaps a large group brainstorms on an issue that affects us all – e.g. transportation.
- Partnering with other services.
- Transportation presentation.
- Introduction to all in the room.
- Housing – independent living; assisted living, supportive housing.
- Mental health for older adults – what are the resources available for health? What resources do these people need – are they different or more concentrated in one area in the community?
- Planning for the baby boomers which is coming and growing percentage of over 80 who need support services. We presently do not have the funding and qualified staff to meet future and present needs.
- Lots of networking time and time to listen to what others are doing. Let's do a description of services at the beginning. Culturally proficient should be good for ALL. Let us be careful we do not create silos of separate different cultures.
- Health and service needs of seniors – maybe even oral health. Building intersectorial partnerships. Orientation of "who is who."
- Need to significantly improve print communication for older persons e.g. print size, style, colour, etc.
- I think giving an overview of the WRHA program services to this (US) group may be beneficial – e.g. what does a resource coordinator provide? What does a tenant resource coordinator do? What does a meal program offer? How Home care works. What is the role of the community facilitator? Keeping the service provider more informed so we can better inform the public and dispel the myths of the health care system. Perhaps a community perspective – a person speaking that does the job!
- It would be great to have an overview of what the support services to seniors do (various areas: Senior Centres, Resource Coordinators versus Meal Coordinators). We all have a chance to connect but don't always know what each of us does. This would allow for greater connections too.
- As a new person to the field – I did not gain any understanding of the various components of the WRHA – different job duties – did meet some new people...although this was done at the end (after I

wrote the earlier comment) it was too late – should have been done at the beginning or a handout should have been developed outlining all the different areas etc – roles/jobs.

- The cultural diversity is helpful – Aboriginal is important and most WRHA have had lots of exposure to Aboriginal awareness sessions. There are many more cultures that staff members are working with and we know little or nothing about their language, food, traditions, etc.
- Have presentation of what each group does i.e. have a few speakers from tenant resource coordinators/senior centres/ community resource coordinators/ meal programs – what do they do? Share best ideas they've done in past year. Want to learn more with practical ideas. How do I do my job different/better?
- Addressing the needs of the upcoming rise of the senior population in Winnipeg on restricted resources. Let's find out who's who.
- Mental health support. Who's who in support services to seniors.
- Mental health issues – roadblocks to access. Hoarding issues.
- Mental health focus – more connections needed throughout all Support Services to Seniors organizations so more seniors with issues have more organizations who are able to give them support. Yes, let's review who's who.
- On-going high quality programs and outings with a limited budget! Summary of who attends these meetings and what they do!
- Housing – continuum of services from independent living to Personal Care Home placement needs better support and connection.
- Senior and life patterns – good and bad. Can we get a “guest” list prior so we know who want to “network” with before coming? How about a “chat” on line-chat room or blog or something?
- Housing for seniors.
- Transportation issues. Yes to who's who in the zoo.
- Presentations from different funded organizations so we can learn more about each other's services.
- It is important to spend some time in reviewing last years priorities and how things were factored into planning and then go on to the new suggestions.
- Intergenerational relations.
- Implementing in work groups diversity.
- Move on affordable and accessible transportation. Winnipeg Transit has the only accessible equipment in the whole of Manitoba! And they are charging exorbitant rates for us to use their chartered services – want the province to assist with these costs so seniors can be safe.

## **Support Services to Seniors Glossary of Senior Serving Organizations**

The Support Services to Seniors program within the Winnipeg Regional Health Authority (WRHA) developed the following glossary of terms to clarify frequently-used terminology related to funded Support Services to Seniors programs and services within the Winnipeg region.

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### **Support Services to Seniors (SSS)**

- Offers community based programs for older adults 55+ that promote health and well being and assist older adults to continue to live in the community.
- 

### **Community Resouce Councils (CRC)**

- Not for profit organizations which assist to develop programs and services for older adults based on identified community needs.
  - Examples can include information and referrals, presentations, Emergency Response Information Kit, social opportunities and outings,
- 

### **Congregate Meal Programs (CMP)**

- Offer older adults well balances and affordable meals in a social setting.
  - Meals are reasonable prices at \$3.50 to \$7.50.
- 

### **Senor Centres (SC)**

- A community focal point where older adults come together for services and programs as individuals or in groups.
- Offer accessible and affordable services and programs.
- Examples can include fitness and exercise programs, health promotion and management, leadership development, social and recreation programs, advocacy, legal advise.

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**Tenant Resource Coordinators (TRC)**

- Offers older adults 55+ living in housing complexes tenant resource programs to find services to assist in their daily needs.
- A service plan is developed and coordinated for tenants of the building or collection of housing complexes
- Examples can include grocery shopping, transportation, errands, advocacy, information and referrals, electronic surveillance check, friendly visiting, income tax, house cleaning, translation, filing out forms and health clinics

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**Rupert's Land Caregiver Services (RLCS)**

- Targeted to the caregiver by providing information and referrals, services and support.
- Examples can include caregiver telephone and group support, general information, referral and respite services.

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**Creative Retirement Manitoba (CRM)**

- Provide the health and well being of older adults and their communities through developing and offering innovative learning opportunities with and for older adults.

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**Meals on Wheels of Winnipeg (MOW)**

- Provide nutritious well balanced meals that are delivered by volunteers to individuals in the community unable to prepare or otherwise obtain them.

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**Manitoba Association of Senior Centres (MASC)**

- Works as a provincial focal point to facilitate communication, networking, and planning among senior centres throughout the province.
- Assists in the development of senior centres and collaborates with other senior serving organizations

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**Medication Information Line for Everyone (MILE)**

- Offers a medication information line to supply the answers to these questions and other concerns individuals may have regarding prescription and non prescription medication.

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### **The University of Manitoba Dental programs:**

- **Home Dental Care Program** uses special portable dental equipment to provide care for those who have difficulty getting to a dental office at home or in long term care facilities.
  - **Deer Lodge Centre Dental Program** located in Deer Lodge Centre, this clinic specializes in dental care for older adults.
- 

### **Canadian Institute of the Blind (CNIB)**

- Through the provision of specialized services and training CNIB works with individuals to achieve full independence and equality for people who are blind or visually impaired.
- 

### **Supports for Senior to Group Living (SSGL)**

- In some seniors' buildings, enhanced supports are available to help people stay independent. Examples include helping people make appointments, fill out forms and access social activities.
- 

### **Age & Opportunity (A&O)**

- is a not for profit social service agency that offers life-enhancing programs and services to older adults 55+ living in the province of Manitoba. Age & Opportunity's programs and services support and enhance the physical, intellectual, emotional, social and spiritual lives of older persons and actively promote participation in all aspects of community life





**Appendix 4 – Promotion of Cultural Proficiency and Diversity Services within Winnipeg Regional Health Authority.**

## **Promotion of Cultural Proficiency and Diversity Services within WRHA**

*Jacqueline Nobiss*

*With Permission From:*

*Thania Martis*

*June 30th, 2010*

## **Contents Presentation**

- Context
- Determinants of Health
- Link Culture & Health
- Motivation for Cultural Proficiency
- Models of Cultural Proficiency
- Recommendations
- Questions and Remarks

## Context

*“We do not see things as they are,  
but as we are”*

*Immanuel Kant*

## Context

### Cultural Proficiency:

Importance for WRHA ↑

- Aboriginal community ↑
- Immigration to Manitoba ↑

## Determinants of Health

1. Income and Social Status
2. Education and Literacy
3. Sex
4. Employment / Working Conditions
5. Social Support Networks
6. Healthy Child Development

## Determinants of Health

7. Physical Environment
8. Social Environment
9. Personal Health Practices and Coping Skills
10. Biology and Genetic Make-up
11. (Access to) Health Services
12. Culture

*Source: Public Health Agency of Canada*

## Culture

- The sum of attitudes, customs, beliefs that distinguishes one group of people from another.
- Transmitted through language, material objects, rituals, institutions and art from one generation to another.

*Source: American Heritage New Dictionary of Cultural Literacy, 3<sup>rd</sup> edition, 2005.*

## Culture and Health

- Culture is related to health behaviors
- Culture is related to people's perception of illness
- Culture determines the extent to which people use health services.

## Cultural Proficiency

Attention from health care policy makers,  
health care providers and educators ↑

**Why?**

- Health disparities
- Access to health care
- Quality of health care

## Cultural Proficiency

**Goal:**

Create a health care system that can deliver the highest quality of care to every person regardless of their ethnicity/ race, culture or language proficiency.



- a) Improve health outcomes
- b) Control costs: ↑ efficient + effective health care

## **Process of Cultural Competence in the Delivery of Health Care Services**

### **Model of Campinha-Bacote (1998)**

#### **Assumptions of Model:**

- Cultural competence (CC) is a process, not an event.
- CC is an essential component to provide effective and culturally responsive health care services.
- Direct relationship between level of CC of health providers and their ability to give culturally responsive health care services.
- CC consists of 5 constructs.

## **Process of Cultural Competence in the Delivery of Health Care Services**

#### **Five 5 constructs of Cultural Competence:**

1. Cultural awareness
2. Cultural knowledge
3. Cultural skill
4. Cultural encounters
5. Cultural desire

## Cultural Assessment

Systematic examination of individuals, groups, and communities as to their cultural beliefs, values, and practices to determine explicit needs and intervention practices within the context of the people being served (Leininger, 1978).

## Cultural Assessment

- Gives health care providers better understanding of what shapes patient's ideas about health, illness, and disease.
- Helps determine patient's beliefs, values and practices that might influence care and behaviors.

## Cultural Development Model

- Synthesis of concepts from different models
- Consists of 6 stages along a continuum: cognitive to affective

## Cultural Development Model

### **Six phases of CDM:**

1. Cultural incompetence
2. Cultural knowledge
3. Cultural awareness
4. Cultural sensitivity
5. Cultural competence
6. Cultural proficiency



## Challenge of Cultural Proficiency

*Requires individual and institutional change!!!*

## Socio-cultural Barriers

Three major levels:

1. Organizational barriers
2. Structural barriers
3. Clinical barriers

## Cultural Proficiency Interventions

- Organizational Interventions
- Structural Interventions
- Clinical Interventions

## Organizational Interventions

- Promotion of Ethnic/racial diversity in leadership and workforce of health care system



Diversity and minority recruitment initiatives

## Structural Interventions

- Efforts to ensure full access to quality health care to all patients:
  - Reduce language barriers
  - Culturally appropriate health education material
  - Client friendly intake processes
  - Waiting times for appointments
  - Referral mechanisms

## Clinical Interventions

- Equip health care providers with knowledge, tools, and skills to better understand and manage socio-cultural issues in the clinical encounter.



Cross-cultural education and training

## Recommendations for WRHA

Promote cultural proficiency and diversity services:

- Organizational Interventions
- Structural Interventions
- Clinical Interventions

## Conclusion

“Cultural Competence aims to change a *one size fits all* health care system to one that is more responsive to the needs of an increasingly diverse patient population”.

*Source: Betancourt et al. (2005).*

## Initiatives of Cultural Proficiency & Diversity Services (WRHA)

- Aboriginal Culture Awareness workshop (1996)
- Self-Declaration Survey (2002)
- Aboriginal Health Programs: Aboriginal health Services + Aboriginal Human Resource Initiative (2006)
  - Aboriginal Interpreter Services: Ojibway, Cree, and Oji-Cree/ Island Lake dialect (1980)
  - Discharge Planning & Coordination (2005)
  - Spiritual Care (2006)
  - Workforce representative of Aboriginal population
- WRHA Language Access Interpreter Services (2007)
  - Four language constituencies (WRHA: leader in language access services)

## Initiatives of Cultural Proficiency & Diversity Services (WRHA)

- Diversity workshops: Aboriginal Health Programs
  - Managers deal with conflicts (2 pilots: HSC, 2008: other WRHA's facilities)
- Culture & Conflict workshops: Organization & Staff Development dept. of WRHA
- Respectful workplace policy: # 20.10.090 (revised 2010, 1st in 2008)
- Cultural Proficiency & Diversity Services Advisory Committee (2010)
- Regional Language and Ethnicity Indicators Co.: Language Access Services Hospital Information System (2010)
- WRHA Strategic Plan: Cultural Proficiency is part of "Enhance Patient Experience" Strategy (2010).

## Initiatives of Cultural Proficiency & Diversity Services: Language Access

- WRHA Language Access Interpreter Services (2007):
  - policy + standards on language access services
  - trained interpreters (59), guidelines for communicating via interpreters
- French language services:
  - 24 designated facilities, programs, services and agencies
  - Creation + implementation of designated bilingual positions and recruitment for those positions
  - All regional communications of WRHA: French and English (bilingual format) ~ Aug. 2006

Thank You

**Appendix 5 – Participant List**

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
82	Illisa Kolly	Room 319-691 Wolseley Ave.	Winnipeg	Manitoba	R3G 1C3	Broadway Seniors Resource Council	Lead Staff	Coordinator	(204) 772-3533	Downtown	yes	1
	Hope Lawson	185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority	185 Smith	Coordinator	(204) 945-0712			
131	Gail Pradel	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Downtown Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2269	Downtown	Yes	1
170	Laurel Ann	320 Sherbrook St.	Winnipeg	Manitoba	R3B 2W6	Lions Housing Centres	Lead Staff	Chair/Manager	(204) 784-1240	Downtown		
	Leigh Carriere	320 Sherbrook St.	Winnipeg	Manitoba	R3B 2W6	Lions Housing Centres			(204) 784-1240	Downtown	Yes	1
	Christine Schroder	790 Wellington Ave	Winnipeg	Manitoba	R3N 1A1	Seniors Home Help Inc.			(204) 783-9918	Downtown	Yes	1
	Barb Metcalfe	200-280 Smith.	Winnipeg	Manitoba		Downtown Senior Council		Board member	R3C 1K2	Downtown	yes	1
	Shereen Farrel	185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority	515 Elgin, 340 Princess, 145 Powers, 470 Pacific	Coordinator	(204) 945-2187			
149	Margaret Gibson	533 Greenwood	Winnipeg	Manitoba	R3G 2X8	McClure Place/McClure United Church	President/Board Chair	Chair/Manager	(204) 775-2908	Downtown	regrets	
	Darin Yee	444 Kennedy St	Winnipeg	Manitoba	R3B 2Z1	Manitoba Housing Authority	444 Kennedy	Coordinator	(204)945-1902	Downtown		
	Sharon Kuropatwa	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Downtown Healthy Aging Resource Team		Team Manager	(204) 940-3165	Downtown	Yes	2
	Claire Meiklejohn	640 Main Street	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Facilitator	(204) 940-8714	Downtown		

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	Amy Krahn	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Downtown Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2269	Downtown		
	Kusela Capulong	640 Main Street	Winnipeg	Manitoba		Downtown Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2269	Downtown	regrets	
	Jean Chennell	Portage Avenue	Winnipeg	Manitoba		Klnic				Downtown		
83	Harry Paine	Room 319 - 691 Wolseley Ave.	Winnipeg	Manitoba	R3G 1C3	Broadway Seniors Resource Council	President/Board Chair	Chair	(204) 772-3533	Downtown	yes	2
129	Melanie McKinnon	200-280 Smith.	Winnipeg	Manitoba		Downtown Senior Council		Coordinator	R3C 1K2	Downtown	yes	2
86	Patty Malone	425 Elgin Ave.	Winnipeg	Manitoba	R3A 1P2	SAM Management	Lead Staff	Coordinator	(204) 956-2566	Downtown		
123	Noreen Gafic	790 Wellington Ave	Winnipeg	Manitoba	R3N 1A1	Seniors Home Help Inc.	President/Board Chair	Board Member		Downtown	Yes	2
193	Angel Smith	1061 Sargent	Winnipeg	Manitoba	R3E 3M6	Betelstadur Housing Cooperative Ltd.	President/Board Chair	President/Board Chair		Downtown		
115	Anne Williment	610 Portage Ave.	Winnipeg	Manitoba	R3C 0G5	Lions Place		Assistant Executive Director	(204) 784-1273	Downtown		
	Tammy Mattern	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Winnipeg Regional Health Authority		Community Area Director		Downtown	regrets	
14	Anne Cherewyk	528 Hudson St.	Winnipeg	Manitoba	R3T 4E3	Fort Garry Rotary Services Inc.		Coordinator	(204) 284-7228	Fort Garry		
180	Melanie Hasenheit	800 Point Road	Winnipeg	Manitoba	R3T 3L8	Fort Garry Seniors Resource Council		Coordinator	(204) 792-1913	Fort Garry	Yes	3
142	Amanda Younka	668 Stafford	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Facilitator	(204) 940-2196	Fort Garry	Yes	3



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13	Cliffe Binnie	528 Hudson St.	Winnipeg	Manitoba	R3T 4E3	Fort Garry Rotary Services Inc.		Chair/Manager	(204) 284-7228	Fort Garry		
	Bob Thompson	800 Point Road	Winnipeg	Manitoba	R3T 3L8	Fort Garry Seniors Resource Council		Coordinator	(204) 792-1913	Fort Garry	Yes	3
200	Elaine Kroeker	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor		Director	(204) 475-9440	Fort Garry	yes	3
	Wally Beargen	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor		Chair/Manager	(204) 475-9440	Fort Garry	yes	3
52	June Nasuti	1035 Wilkes Ave.	Winnipeg	Manitoba	R3P 1V9	Villa Nova		Chair/Manager	(204) 489-8648	Fort Garry		
	Elliete Allec	1001 Corydon	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director	(204) 938-5139	Fort Garry	regrets	
	Celna Salansang		Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority	601 Osborne	Coordinator	(204) 945-4925	River Heights		
	Judy Asker	123-1 Morley Ave.	Winnipeg	Manitoba	R3L 2P4	South Winnipeg Seniors Resource Council		Lead/Staff	(204) 478-6169	River Heights	yes	3
6	Joanne Schmidt	Bethel Place 100-445 Stafford Ave.	Winnipeg	Manitoba	R3M 3V9	Bethel Mennonite Care Service		Chair/Manager	(204) 284-3762	River Heights	yes	3
108	Angie Stojke	445 Stafford Ave.	Winnipeg	Manitoba	R3M 3V9	Bethel Place		Coordinator	(204) 284-3762	River Heights	yes	3
79	Roberta Malam	B100-123 Doncaster St.	Winnipeg	Manitoba	R3N 2B3	Rady Jewish Community Centre		Program Director	(204) 477-7545	River Heights	yes	3
107	Brenda Bage	285 Pembina Hwy.	Winnipeg	Manitoba	R3L 2E1	285 Pembina Inc.	Lead Staff	Chair/Manager	(204) 284-0802	River Heights		
78	Kathy Taylor-Hallick	B100-123 Doncaster St.	Winnipeg	Manitoba	R3N 2B3	Rady Jewish Community Centre		Coordinator	(204) 477-7545	River Heights	yes	3

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49	Linda Caldwell	433 River Ave.	Winnipeg	Manitoba	R3L 2V1	Villa Cabrini	Lead Staff	Coordinator	(204) 284-2880	River Heights	regrets	
	Kathy Henderson	1-189 Evanson	Winnipeg	Manitoba	R3G 0N9	Winnipeg Regional Health Authority		Support Services to Seniors Facilitator	(204) 940-2514	Other	Yes	Floating
145	Jeanette Edwards	PE 450 1 Morely	Winnipeg	Manitoba	R3L 2P4	Winnipeg Regional Health Authority		Regional Director Primary Health Care	(204) 940-8473	Other	Yes	Floating
138	Madeline Kohut	PE 450 1 Morely	Winnipeg	Manitoba	R3L 2P4	Winnipeg Regional Health Authority		Regional Seniors Specialist	(204) 940-8574	Other	Yes	Floating
	Jacqueline Nobiss	323 Portage Ave	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Director		Panel	Yes	Floating
	Cathy Cook	650 Main Street	Winnipeg	Manitoba		Winnipeg Regional Health Authority					yes	
71	Board Member	102 Robinson St.	Winnipeg	Manitoba	R2W 5M8	Aboriginal Seniors Resource Centre of Winnipeg Inc		Chair	(204) 586-4595	Point douglas		
73	Pamela/Thelma Meade	102 Robinson St.	Winnipeg	Manitoba	R2W 5M8	Aboriginal Seniors Resource Centre of Winnipeg Inc		Program Coordinator	(204) 586-4595	Point douglas	yes	4 put Table 2
	Lenore Sylveste		Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority	269 Dufferin	Coordinator	(204) 945-1058	Point douglas		
	Ellie MacKeen	300 Selkirk Avenue	Winnipeg	Manitoba		Winnipeg Housing Rehabilitation Corpotation		Property Manager	(204) 582-4435	Point douglas		
165	Ewa Wadowska	300 Selkirk Avenue	Winnipeg	Manitoba		Canadian Polish Manor		Coordinator	(204) 582-4435	Point douglas		
	Louis Sorin	363 McGregor Street	Winnipeg	Manitoba	R2W 4X4	Winnipeg Regional Health Authority		CAD	(204) 940-2557	Point douglas	regrets	
144	Vince Sansregret	363 McGregor Street	Winnipeg	Manitoba	R2W 4X4	Winnipeg Regional Health Authority		Community Facilitator	(204) 940-2557	Point douglas	regrets	

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93	Theresa Lajambe	220 Andrews Street	Winnipeg	Manitoba		Point Douglas Seniors Coalition		Coordinator	(204) 792-8894	Pt. Douglas		
	Craig Ross		Winnipeg	Manitoba		Mount Carmel Clinic		Director Community Development		Pt. Douglas		
56	Amanda Macrae	200-280 Smith.	Winnipeg	Manitoba		Age & Opportunity Centre Inc.	Lead Staff	Executive Director	(204) 956-6440	Regional	Yes	5
114	Margaret Barbour		Winnipeg	Manitoba		Manitoba Association of Senior Centre	Past President			Regional	yes	5
30	Josh Maxwell	1-185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing		Chair/Manager	(204) 945-0821	Regional		
104	Robert Schroth	D108-780 Bannatyne Avenue	Winnipeg	Manitoba	R3E 0W2	University of Manitoba		Division Head	(204) 789-3892	regional	yes	5
212	Kathy Ilg	1081 Portage	Winnipeg	Manitoba	R3C 3M3	CNIB		Coordinator		Regional	yes	5
	Kristine Hayward	2-189 Evanson	Winnipeg	Manitoba	R3G 0N9	Winnipeg Regional Health Authority		In Motion Coordinator	204-940-2003	Regional	Yes	5
	Majorie Wood	270 Sherbrook St.	Winnipeg	Manitoba	R3B 2B9	Creative Retirement Manitoba	Lead Staff		(204) 949-2565	Regional		
	Sunita Persaud	111-University Centre Building	Winnipeg	Manitoba	R3T 2N2	Medication Information Line for the Elderly		Pharmacist Consultant	(204) 474-6493	Regional	yes	5
	Rhoda Gardner	500-283 Portage Ave.	Winnipeg	Manitoba	R3B 2B5	Meals on Wheels of Winnipeg Inc.	Lead Staff	Executive Director	(204) 956-7711	Regional	yes	5
	Connie Newman	19-2825 Ness Avenue	Winnipeg	Manitoba	R3J 1A2	Manitoba Association of Multipurpose Senior Centre	President/Board Chair	Chair		Regional	Yes	5
	Susan Gordan	168 Wilton St.	Winnipeg	Manitoba	R3M 3C3	Rupert's Land Caregiver Services	Board Member		(204) 452-9491	Regional	yes	5

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	Mary Bertone	D108-780 Bannatyne Avenue	Winnipeg	Manitoba	R3E 0W2	University of Manitoba		Division Head	(204) 789-3892	regional	yes	6
	Margaret Mackling	19-2825 Ness Avenue	Winnipeg	Manitoba	R3J 1A2	Manitoba Association of Multipurpose Senior Centre	President/Board Chair	Chair		Regional	Yes	6
174	Suzie Matenchuk	791 Notre Dame	Winnipeg	Manitoba	R3E 0M1	Winnipeg Regional Health Authority		Volunteer Services	787-7247	Regional	Yes	6
	Colleen Schneider	PE 450 1 Morely	Winnipeg	Manitoba	R3L 2P4	Winnipeg Regional Health Authority		CHAC Manager	(204) 940-8569	Regional	regrets	
	Janice Seimens	500-283 Portage Ave.	Winnipeg	Manitoba	R3B 2B5	Meals on Wheels of Winnipeg Inc.			(204) 956-7711	Regional	yes	6
118	Lisa May	2100-185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority		Manager	(204) 945-8129	Regional		
172	Tejinder Bains	200-280 Smith.	Winnipeg	Manitoba	R2W 2M7	Age & Opportunity Centre Inc.		Board Member	(204) 956-6440	Regional	yes	6
188	MeeraThadani	Room 111 - University Centre Bldg.	Winnipeg	Manitoba	R3T 2N2	Medication Information Line for the Elderly	Lead Staff	Manager	(204) 474-6493	Regional	yes	6
158	Leonard Furber	1081 Portage	Winnipeg	Manitoba		CNIB		Coordinator		Regional	regrets	
97	Syva-lee Wildenmann	168 Wilton St.	Winnipeg	Manitoba	R3M 3C3	Rupert's Land Caregiver Services	Lead Staff	Coordinator	(204) 452-9491	Regional	yes	6
	Patti Chiappetta	812-155 Carlton	Winnipeg	Manitoba	R3C 3H8	Seniors Secretariat		Acting Executive Director	(204) 945-1836	Regional		
	Chelsey Ansewu	2-189 Evanson	Winnipeg	Manitoba	R3G 0N9	Winnipeg Regional Health Authority				Regional	yes	
	Margaret Steele	270 Sherbrook St.	Winnipeg	Manitoba	R3B 2B9	Creative Retirement Manitoba	Lead Staff	Chair	(204) 949-2565	Regional		

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166	James Heinrichs	165 Donwood	Winnipeg	Manitoba	R2G 0V9	Donwood Manor Elder Persons Housing Inc.	Lead Staff	Executive Director	(204) 668-4410	River East		
68	Bob Ashuk	720 Henderson Hwy	Winnipeg	Manitoba	R2K 2K5	Good Neighbours Senior Centre Inc.	President/Board Chair	Chair	(204) 669-1710	River East		
146	Cath McFarlane	975 Henderson Hwy.	Winnipeg	Manitoba	R2K 4L7	Winnipeg Regional Health Authority		Community Facilitator	(204) 938-5040	River East	yes	7
	Chris Brezden	165 Donwood	Winnipeg	Manitoba	R2G 0V9	Donwood Manor Elder Persons Housing Inc.	Lead Staff	Tenant resource Coordinator	(204) 668-4410	River East	yes	7
67	Susan Sader	720 Henderson	Winnipeg	Manitoba	R2K 0Z5	Good Neighbours Senior Centre Inc.	Lead Staff	Executive Director	(204) 669-1710	River East	yes	7
40	Eleanor Stelmack	720 Henderson	Winnipeg	Manitoba	R2K 0Z5	River East Healthy Aging Resource Team		Occupational Therapist	(204) 940-2114	River east	yes	7
	Tannis Walc		Winnipeg	Manitoba		River East Healthy Aging Resource Team		Occupational Therapist Student	(204) 940-2114	River east		
132	Karen Janzen	720 Henderson	Winnipeg	Manitoba	R2K 0Z5	River East Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2114	River east	yes	8
5	Ray Koop	1045 Concordia Ave.	Winnipeg	Manitoba	R2K 3S7	Bethania Personal Care Home	Lead Staff	Chair/Manager	(204) 667-0795	River East		
168	Jim Hardy	1045 Concordia Ave.	Winnipeg	Manitoba	R2G 0J8	Bethania Personal Care Home		Chair/Manager	(204) 783-3752	River East		
	Deb Vanance	975 Henderson Hwy.	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		River East	regrets	
	board member	755 Henderson Hwy	Winnipeg	Manitoba	R2K 2T4	River East Council for Seniors		board member	(204) 667-6812	River East	yes	7
77	Debbie Wolfson	755 Henderson Hwy	Winnipeg	Manitoba	R2K 2T4	River East Council for Seniors	Lead Staff	Coordinator	(204) 667-6812	River East	Yes	7

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	Colleen Tackelberry	845 Regent	Winnipeg	Manitoba	R2C 3A9	Transcona Council for Seniors		Coordinator	(204) 222-9879	Transcona	Yes	8
	Fred Bobrowski	845 Regent	Winnipeg	Manitoba	R2C 3A9	Transcona Council for Seniors		Board Member	(204) 222-9879	Transcona		
	Cindy Angus		Winnipeg	Manitoba		Park Manor Personal Care Home		Coordinator		Transcona	yes	8
	Lesia McCaron		Winnipeg	Manitoba		Park Manor Personal Care Home		Coordinator		Transcona	yes	8
	Stacey Boone	845 Regent	Winnipeg	Manitoba	R2C 3A9	Winnipeg Regional Health Authority		Community Facilitator	(204) 938-5303	Transcona		
70	Marilyn Regiec	1588 Main St.	Winnipeg	Manitoba	R2V 1Y3	Gwen Sectar Creative Living Centre	Lead Staff	Executive Director	(204) 339-1701	seven Oaks	yes	9
69	Board member	1588 Main St.	Winnipeg	Manitoba	R2V 1Y3	Gwen Sectar Creative Living Centre	President/Board Chair	Chair	(204) 339-1701	seven Oaks	yes	9
203	Bev McCallum	280 Balderstone Rd.	West St. Paul	Manitoba	R4A 4A6	Middlechurch Home of Wpg Community Services Progra		Coordinator	(204) 336-4110	Seven Oaks	Yes	9
211	Betty Bender	280 Balderstone Rd.	West St. Paul	Manitoba	R4A 4A6	Middlechurch Home of Wpg Community Services Program	Lead Staff	Chair	(204) 336-4100	Seven Oaks		
	Susan Alder	1588 Main St.	Winnipeg	Manitoba	R2V 1Y3	Seven Oaks Seniors' Links	Lead Staff	Coordinator	(204) 612-3888	Seven Oaks		
127	Bev Wirth	Willow Centre 61 Tyndall	Winnipeg	Manitoba	R2X 2T4	Willow Centre	Lead Staff	Chair	(204) 632-5940	Inkster		
139	Betty Leronowich	1490 Burrows	Winnipeg	Manitoba	R2X 0S8	Keewatin/Inkster Neighbourhood Resource Council		Coordinator		Inkster		

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	Tamara Ferreria	1490 Burrows	Winnipeg	Manitoba	R2X 0S8	Keewatin/Inkster Neighbourhood Resource Council		Coordinator		Inkster		
		1490 Burrows	Winnipeg	Manitoba	R2X 0S8	Keewatin/Inkster Neighbourhood Resource Council		Board Member		Inkster		
	Michelle Kirkbride	61 Tyndall	Winnipeg	Manitoba	R2X 2T4	Nor West Coop		Community Developer	(204) 940-2145	Inkster		
	Shannon Carpentier	61 Tyndall	Winnipeg	Manitoba	R2X 2T4	Nor West Coop			(204) 940-2145	Inkster	yes	9
140	Evan Zarecki	3-1050 Leila	Winnipeg	Manitoba	R2P 1E6	Winnipeg Regional Health Authority		Community Facilitator	(204) 938-5305	Seven Oaks		
	Georgette Dupuis	431 Tache N5033	Winnipeg	Manitoba	R2H 2A6	Centre de Sante				St. Boniface	yes	10
117	Roger LaFrance	D-1026 St. Mary's Rd.	Winnipeg	Manitoba	R3C 3S6	Manitoba Housing		Coordinator	(204) 945-4925	St. Boniface		
	Lilianne Prairie		Winnipeg	Manitoba	R2H 2A6	Centre de Sante		Manager		St. Boniface	yes	10
110	Guy Mao	200, rue Masson	Winnipeg	Manitoba	R2H 3G1	L'Accueil Colombien Inc.	Lead Staff	Chair/Manager	(204) 233-0501	St. Boniface		
	Board Member	100-303 Goulet St.	Winnipeg	Manitoba	R2H 3C4	Columbus Manor		Board Member	(204) 233-7080	St. Boniface	yes	10
10	Peter Lang	100-303 Goulet St.	Winnipeg	Manitoba	R2H 3C4	Columbus Manor	Lead Staff	Chair/Manager	(204) 233-7080	St. Boniface	yes	10
15	Roslyne Dupuis	200 Horace St.	Winnipeg	Manitoba	R2H 0W5	Foyer Vincent	Lead Staff	Chair/Manager	(204) 233-1925	St. Boniface		
154	Dianne Dorge	200, rue Masson	Winnipeg	Manitoba	R2H 3G1	L'Accueil Colombien Inc.		Coordinator	(204) 233-0501	St. Boniface		
53	Guy St. Godard	400, rue Des Meurons	Winnipeg	Manitoba	R2H 3H3	Villa Tache/Place des Meurons		Coordinator	(204) 237-7505	St. Boniface		
	Susan Stratford		Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		St. Boniface		

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	Clement Perrault		Winnipeg	Manitoba		Le Conseil de Francophone		Coordinator		Regional	Yes	10
	Karen Irvine	6-845 Dakota St.	Winnipeg	Manitoba		Boni-Vital Council for Seniors	Lead Staff	Coordinator	(204) 255-2061	St. Vital		
	Patrick Hubert	6-845 Dakota St.	Winnipeg	Manitoba	R2M 5M3	Boni-Vital Council for Seniors	President/Board Chair	Chair	(204) 255-2061	St. Vital		
	Cesar Gonzales	6-845 Dakota St.	Winnipeg	Manitoba		Youville Centre		Staff		St. Vital		
	Tamara Pidhirney	1026 - D St. Mary's Rd	Winnipeg	Manitoba	R2M 3S6	Manitoba Housing		Coordinator		St. Vital/St Boniface		
116	Monica Mirleycourtois	200-185 Smith St	Winnipeg	Manitoba	R2J 4A5	Manitoba Housing Authority	170 Hendon	Coordinator	(204) 945-5924	St. James		
	Patricia Torgarson		659 Cavalier	Winnipeg	Manitoba		Manitoba Housing	22 Strauss 529 Country Club	Coordinator	(204) 945-7459	St. James	
	Anita Moore	3041 Roblin	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		St. James		
76	Pat Jackson	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James Assiniboia 55 + Centre Inc.		Board Member	(204) 987-8851	St. James	yes	11
103	Roxanne Degreaves	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James Assiniboia 55+ Centre Inc.	Lead Staff	Executive Director	(204) 987-8851	St. James	yes	11
	Liz St. Godard	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James-Assiniboia Healthy Aging Resource Team		Dietitian	(204) 940-2683	St. James	Yes	11
137	Laurie Green	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James-Assiniboia Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-3261	St. James	Yes	11
	Laurna Shaw Hoepfner	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James-Assiniboia Healthy Aging Resource Team		Dietician				
147	Sharon Walters	2-2015 Portage Ave.	Winnipeg	Manitoba	R3J 0K3	Winnipeg Regional Health Authority		Community Facilitator	(204) 940-2117	St. James		
157	Shelia Hunter	2300 Ness Ave.	Winnipeg	Manitoba	R3J 1A2	Metropolitan Kiwanis Courts	Lead Staff	Chair/Manager	(204) 885-7700	St. James	yes	11



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75	Rob Wilson	2-2015 Portage Ave.	Winnipeg	Manitoba	R3J 0K3	St. James-Assiniboia Healthy Aging Resource Team		Team Manager	(204) 940-2371	St. James		
	Bob Gordon	5600 Roblin	Winnipeg	Manitoba		Charleswood Senior Centre Inc.	President/Board Chair	Chair	(204) 897-5263	Assiniboine South	yes	11
	Camilla Berezny	5600 Roblin	Winnipeg	Manitoba		Charleswood Senior Centre Inc.		Program Manager	(204) 897-5263	Assiniboine South	yes	11
	Adele Spence	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James Assiniboia 55+ Centre Inc.	Lead Staff		(204) 987-8851	St. James		
	Tonya Berveridge	3401 Roblin	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Facilitator	(204) 940-1994	Assiniboine South	yes	11

