



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 3, 2011**



**Prepared by:  
Winnipeg Regional Health Authority**

## Table of Contents

### Support Services to Seniors “Collaborative Planning Report”

1. Summary	3
2. Background	3
3. Preamble	4
4. Group Discussion Notes	33
5. Downtown and Point Douglas Community Areas	33
6. Fort Garry and River Heights Community Areas	34
7. St. James Assiniboia and Assiniboine South Community Areas	36
8. Transcona and River East Community Areas	37
9. Seven Oaks and Inkster Community Areas	39
10. St. Vital and St. Boniface Community Areas	41
11. Regional	42

## List of Appendices

- Appendix 1** – Support Services to Seniors Planning Day Agenda
- Appendix 2** – Evaluation Results
- Appendix 3** – Support Services to Seniors Overview of Senior Serving Organizations
- Appendix 4** – Quick Fact Quiz
- Appendix 5** – Age and Opportunity
- Appendix 6** – Support Services to Seniors Flow Chart
- Appendix 7** – Support Services to Seniors Power Point presentation
- Appendix 8** – Support Services to Seniors Participant List

# Support Services to Senior Planning Day Collaborative Planning Report "Story Telling and Dialogue"



## Summary

On November 3rd, 2011 the Winnipeg Regional Health Authority (WRHA) Support Services to Seniors held its eighth Collaborative and Education Planning Day for the 2011/2012 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.

The story telling and dialogue on Support Services to Seniors programs and services assisted to further increase participants' knowledge and understanding various Support Services to Seniors services being delivered in the Winnipeg Health Region.

The presenters were as follows:

- **Congregate Meal Program** – Transcona Council for Seniors Meal program – Louise Page
- **Tenant Resource Program** – Seniors Home Help Inc. – Cristine Schroeder
- **Community Resource Program** – River East Resource Council – Debbie Wolfson
- **Emergency Response Information Kit** – Boni-Vital Seniors Resource Council – Karen Irvine
- **Senior Centre** – Charleswood Senior Centre Inc. – Joanne Grusko
- **Manitoba Association of Senior Centres** – Connie Newman
- **Meals on Wheels of Winnipeg** – Rhonda Gardner
- **Creative Retirement Manitoba** – Richard Denesiuk
- **Canadian National Institute of the Blind** – Leonard Furber
- **University of Manitoba Faculty of Dentistry Dental program** – Dr. Pamela Dahl

- **Medication Information Line for Everyone** – Meera Thadani
- **Age & Opportunity Inc.** – Amanda Macrae
- **Rupert’s Land Caregiver Services** – Syva-Lee Wildenmann
- **Support Services in Group Living** – Cindy Angus
- **Healthy Aging Resource Team** – Karen Janzen
- **Community Facilitator** – Cath McFarlane



## **Preamble**

Seventy-eight participants attended the Support Service to Seniors Education and Collaborative Planning session. Participants included funded agency board members, agency staff, WRHA Healthy Aging Resource Team members, community facilitators/ community developers, and WRHA team managers.

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:

1. To further develop awareness, understanding and knowledge of Support Services to Seniors organizations.
2. To further develop an overview of Support Services to Seniors that can assist in planning and implementing relevant and appropriate programs and services with older adults and their families.
3. To stop and celebrate accomplishments that Support Services to Seniors organizations have achieved.
4. To continue to plan together and identify priorities that continues to support healthy aging and aging in place.
5. To provide an opportunity for Support Services to Seniors organizations to network, share ideas and collaborate with one another and to view various Support Services to Seniors resource material.

The day began with early registration where participants were given time to network with other participants. Participants also had the opportunity to review a Quick Fact Quiz based on the 2010 Manitoba's Seniors Quick Facts and 2010 Report on the State of Public Health in Canada.

The day began with opening remarks by Dr. Catherine Cook, Vice President of Population and Aboriginal Health from the Winnipeg Regional Health Authority.

An overview of the day's objectives was presented by Jeanette Edwards, Regional Director Primary Health Care and Chronic Disease from the Winnipeg Regional Health Authority.

The story telling and dialogue presentations began to paint a vivid picture on how organizations engage older adults and communities in delivering services. Each presenter drew a visual picture based on actual experiences of older adults that allowed the audience to travel on their journey to see how their organization has helped individuals maintain independence and quality of life.

The stories for each presenter are highlighted as follows:

**Congregate Meal Program - Transcona Council for Seniors Meal program – Louise Page:**

- Changed the name from *Congregate Meal Program* to *55+ Dining Experience*.
- Changed from using long tables to using café style tables seating groups of 6.
- Moved the meal time from 4:00 PM to 4:30 PM.
- Mondays are "*Movie Monday*" or "*Music Monday*" or "*Wii Challenge Monday*" with an appropriate activity taking place before the meal is served.
- Wednesdays are "*Casual Wednesday*", and the last Wednesday of each month is "Birthday Day" where we recognize meal attendees who have a birthday during the current month. Birthday Day always involves balloons, decorations and birthday cake.
- Each Friday is "*Exercise Day*" with an exercise class being held at 11:00am.
- Throughout the year, special occasions (e.g. Christmas, New Year, Thanksgiving, etc) are celebrated with a banquet style set up with entertainment, decorations, and fun, fun, and fun. Leadership students from local schools come to help us on these occasions.

- Senior volunteers who are looking for something to do come to us and volunteer, and find it a very rewarding experience. Our senior volunteers put in over 4,000 hours of service each year.
- Some single seniors come to the meals and enjoy meeting other single seniors.
- I give big servings of dessert. The seniors really like that!

**Tenant Resource Program - Seniors Home Help Inc. – Cristine Schroeder**

My job is to connect seniors with resources in order to live life to the fullest. This is the story of a tenant who was in a financial bind and how I helped her find security, dignity, and peace of mind, by connecting her with the Public Trustee.

- Jane (name has been changed) is a super friendly, generous, encouraging and very appreciative individual. A few months after moving into our building however, she was having trouble meeting her monthly rent payments. They were always late and she was borrowing money to make the payments. Not only did she have struggles paying her rent - she had incurred significant credit card debt and creditors were calling her constantly. She also owed about 10,000 dollars to relatives and had borrowed money from various tenants in the block. The stress was causing her sickness, anxiety, and low self esteem.
- Jane's monthly income is extremely low and I could understand the challenge of making her dollars stretch to cover all her monthly bills - never mind the debt she had incurred. She also loved to buy gifts for others and her money was spent as quickly as it came in.
- A number of times I spoke with her about the possibility of having the Public Trustee manage her finances. Unfortunately she had heard some negative things and did not want to go that route.
- After about two more years of friends and relatives trying unsuccessfully to help her manage her finances, she came to see me in tears. They had all given up on her and I was her last hope.
- I helped her manage her finances until the Public Trustee was set in place as her power of attorney. In just a few months all arrangements had been made and her situation changed dramatically.
- The Public Trustee communicated with the creditors and now looks after all her financial affairs. Never again does she have to worry about being evicted or having enough money for food and necessities. The Public

Trustee also ensure that her medications are paid and she benefits from a number group insurance plans.

- Jane visits me often and each time I get a huge hug and often tears of happiness for having had patience with her and for helping her to get connected with the Public Trustee. She always ends with saying "I can't thank you enough!"
- This is just one story and I could tell you many. Throughout the day – every day - whenever I have helped someone, I get rewarded with expressions of gratitude. I have the best job in the world!

### **Community Resource Program – River East Resource Council – Debbie Wolfson**

This is a story about a volunteer who became a recipient of services after an illness affected her daily life. My job as a Resource Coordinator in the River East area is not only to provide support services (congregate meals, transportation, daily hello), but to assist individuals in accessing community services.

- I first met Emily when she contacted me about a volunteer opportunity as a driver for our escorted rides service. Emily was 75 years old, tall and slim, well groomed and with a ready smile. She was originally from a small rural area outside of Winnipeg. She had never married. She worked for many years as a transit bus driver in Winnipeg, and upon retiring, decided to move back to the country, where she volunteered as a driver for a seniors' resource council. She missed the city however, and after a few years, moved back to Winnipeg to live in a walk-up apartment on Henderson Highway. Emily was soft spoken, but appeared confident in her driving abilities and in her desire to help others.
- A few months later, Emily's life changed suddenly when she had a stroke. She was left with challenges with communication. She had difficulty expressing her thoughts, and would often have difficulty finding the right words to say. Although she regained the use of her limbs, she often experienced feelings of numbness in her legs. It was difficult for her to use the stairs, and she was no longer able to drive a car. She now needed help moving to an apartment with an elevator, and required transportation to her doctor across the city. Here was a woman who had always been in control. She had always cared for herself. It was difficult for her to ask for help, but her need to regain that control won over, and she phoned me for assistance.

- Emily was able to get an apartment fairly soon in a 55+ apartment block across Henderson. I was able to help arrange movers, and for her phone and cable to be changed over. It was difficult for her to speak on the phone. Although her new home had an elevator, had a van pick up to take her for groceries, and had a meal program; she continued to feel isolated, and had difficulties adjusting to her losses.
- I was able to refer Emily to the Healthy Aging Resource Team for help with her physical issues, to the community social worker from Age & Opportunity for counseling, and to the Stroke Association of MB for information and support.
- Good Neighbours Active Living Centre provided Emily with a place to go for foot care and for income tax preparation. More importantly for Emily, it provided her with a place to go for socialization. Emily has become a regular participant of the Thursday social afternoon. She is picked up from her apartment every Thursday by a chartered transit bus, and brought to the senior centre for social activities and lunch.
- It has been just over three years since we first met. I saw Emily just last week as she left the centre to catch the bus home from social afternoon. She had a smile and a hug for me as she left the building. Transportation was the issue that brought us together; first, as a volunteer driver, and eventually as a recipient of our rides for seniors. However, it was connecting Emily to the other community supports that helped to give meaning to her life. I feel that our community has come together to provide Emily with support to live her life the best it can be. Together, we have helped to improve her sense of wellbeing and independence.

### **Emergency Response Information Kit (ERIK) – Karen Irvine**

It's 5:00 am on a snowy, February morning in Manitoba. Helen has not been sleeping well during the night. It has been almost 6 weeks since her heart attack and she is anxious about being alone at home. This morning Helen awoke with chest pain. She remembers that her nitro pills are in the living room and decides to make her way there. As Helen makes her way down the hallway she becomes dizzy and falls to the floor, unconscious.

At 6:30 am Helen's phone begins to ring. It is her neighbour and friend, Anne. The two promised to check on each other at this time every morning. Soon there is a knock on Helen's apartment door. Anne is worried. She takes the key that Helen gave her and unlocks the door. Helen is in trouble and needs help fast. Anne makes the 911 call and is told that help is on its way.



The emergency response personnel arrive in minutes that feel like hours. Helen is conscious but disoriented. The decision is made to immediately transfer her to the nearby hospital. The emergency response personnel attempts to get some vital information from Helen but she is unable to answer any questions. The neighbour does not know any medical history, she is quite upset by the entire event and feels helpless. The emergency response personnel are unable to find Helen's identification. The search for any medical information that may be critical to Helen's chance of recovery is time consuming. They search the kitchen cabinets and find an assortment of vials, some unreadable, that Helen has kept over the years. The paramedic notes that the labels list different doctors and some have expired. A final sweep of Helen's bedroom results in yet one more vial of tablets and they're off to the hospital with no medical history or identification and an assortment of pill bottles.

The apartment is quiet again. As the morning sun begins to filter through the curtains in Helen's bedroom, light is shed on the prescription vial of Digoxin tablets that had fallen beneath her bed...

Will Helen's outcome from this emergency be affected by the medical information unavailable to the emergency response personnel in the field and to the nurses and doctors who will treat her at the hospital?

We know that any past and present medical information can expedite your medical care, and that was one of the main reasons that Boni-vital Council for Seniors developed an Emergency Response Information Kit, otherwise known as ERIK.

Most of us here know about ERIK, but did you know that he celebrated his 10<sup>th</sup> Birthday in September. It is hard to believe that this relatively inexpensive kit, assembled by volunteers in my co-workers offices across the city and province has provided the medical information that has helped to save hundreds of lives and eased the fear of caregiver inadequacies. I could go on and on about the merits of ERIK. I have been present numerous times when 911 was called and the emergency response teams arrive. They immediately look for ERIK on the fridge and check to see if the patient has it filled out. I was always told by Emergency Medical Response Unit that any information is valuable. If the patient is unable to speak for themselves, ERIK it is the basis for them to begin their medical examination.

Over the years the contents of the ERIK Kit has not been changed, it still contains a Health care Directive, an organ donor card, a Health information sheet and the little red sticker that goes on the front door all contained in a

plastic folder that goes on the fridge, and yes, many still say they know nothing about it but I think that is the way with a lot of things as people age.. But I know that we have probably distributed 150,000 ERIKs....

When I was asked if I would share some of ERIK's success stories, I pondered that for quite a while in fact up until late last night, trying to decide which stories or how many to share.

I thought I would share two –

The first happened in September of 2003 and was recorded in the 2006 spring edition of *Aspire*. It read:

Lorne Brady was completely overwhelmed when he found Bernice, his wife of 50 years, unconscious on the bathroom floor. He called 911 and within minutes a fire truck and ambulance had arrived. After an initial examination, first responders suspected Bernice had suffered an abdominal aneurysm, requiring immediate medical attention.

Between concern for Bernice and answering questions from the paramedics, Lorne was frantic. "The house was full of people," he recalls, "They were all asking me so many questions and I couldn't think straight."

Fortunately however, Bernice had recorded her important health information in an Emergency Response Information Kit, known as ERIK. As a result, paramedics were able to review her past medical history and medication and Lorne was able to focus on Bernice, who eventually made a full recovery.

They have told me this story several times, how thankful they were for having ERIK on their fridge and to make sure that we continue to inform seniors of how important it is to have a Kit and how it saved her life.

But I believe that the best success story is the fact that ERIK is still just as popular and useful to our emergency response teams as it was 10 years ago and we will continue to distribute to all who ask... ERIK – Our Hero.

### **Senior Centre - Charleswood Senior Centre Inc. – Joanne Grusko**

The journey that I would like to talk about this morning is about one of our members - Susan. In 2007, she retired from banking after working for 33 years. Susan's neighbour told her that he joined the CSC and perhaps she should check it out. Well, she did and the rest is history!

The first event Susan attended was our Trade Show that November and she began to meet some of our members. She met one of our members who was promoting and selling her second book. Cecelia told Susan that she belonged to our Life Writing Class and she should join it. Cecelia was quite a good sales lady because Susan ended up at the next class.

Some months had passed and Susan decided to try her hand at volunteering. The Centre used to hold a hotdog day at Royal School. She nervously came into the staff lounge and said she was here to volunteer amongst the chaos. One of our long time members Eleanore realized that Susan was new and quickly took her under her wing. The two of them cut hotdog buns together. Even though the day was extremely chaotic - there was tons of laughter and she met a lot of our members.

The hotdog day was the day that Susan really realized that the Charleswood Senior Centre was the place to be! Now that she had tried her hand at volunteering once, Susan was going to help at another event. Every year we had a BBQ at the Charleswood Legion, she came to the legion and was greeted by a group of smiling volunteers. She didn't realize that they were smiling, because the newbie was going to be given the job of frying the onions! Well, fried onions did not scare Susan off and after the BBQ she was in the Kitchen with a group of volunteers and helped to wash dishes. It was a great way to meet some of the ladies at the Centre.

Susan next volunteer job was helping out at our Canteen. At times the Canteen could be a lonely volunteer job but luckily some of our members made sure Susan was not alone and they stopped by for coffee and had a great visit with her.

Now it was time to become more active and Susan decided to join the fitness classes - she signed up for muscle motivation, Pilates and circuit training. It was an amazing opportunity to meet even more wonderful people of all ages. Susan signed up for everything she could including fun bingo, life writing, painting and book club. She attended all of our workshops and helped to set-up events and clean up. When our Chairperson from our program and events committee saw Susan at everything, she asked her to join the committee. Susan was now involved in planning events and by going to programs and events she met even more people. These new acquaintances were now becoming her good friends. People she could count on and help her through both good times and bad. She realized that the Centre could make retirement both fun and full filling. She was even busier than when she was working.

Susan joined the Board in 2008 and became the Chair person of our Personnel committee. Her work and dedication to both the staff and the Centre was well

recognized. Susan received a promotion and became the Vice President in 2010. This past June, Susan was elected President of the CSC. The CSC is a huge part of Susan's life; she is both dedicated and devoted to the Centre and our members. Retirement is a huge transition for many people and we are happy that Susan chose to make that transition at our Centre.

### **Lunch of the Month 2005**

A couple of members came to me saying that they used to enjoy going to restaurants but since they have been widowed they no longer go and really miss it. One of our members started to organize a small group of ladies to go for lunch once a month. The first lunch was at the Salisbury House and twelve ladies got together. Word spread and the interest grew and in 2006 three more ladies were asked to help with monthly phone calls advising everyone who was interested of the location of the next luncheon.

In the fall of 2007, the programs changed hands as Ivy who was the original organizer had to care for her husband asked Peggy to take over. However, Ivy remained active by staying on the phoning committee. In 2008 and 2009, the phoning committee changed again and two more ladies signed on. One of our Board members Roy signed on in 2007 to arrange for transportation for those who needed rides to the restaurants. Sheila and Peggy test every venue before making the groups reservation. They have a checklist: nice environment, clean, good food, well priced, lots of parking and most importantly can they accommodate the entire group.

The lunch is every second Tuesday of the month and everyone is phoned out so the volunteers can make reservation the Friday before the lunch. The group has grown over the years from twelve ladies to fifty men and women who come out regularly for lunch. In actuality, there are approximately 100 names that the volunteers call every month. This program started because I listened to what a group of women felt that they were missing in their lives since becoming widowed and this was a transition period for many of them. However, the program grew in popularity and now both singles and couples attend. It has become a huge social and important program that runs every month.

### **The Journey of the Commemorative Book**

The idea of the Commemorative Book was to create a keepsake that would celebrate the Centre's tenth anniversary. It would allow us to look back and see how we have grown over the years. It initially started as a fun project for those that were interested in learning the history of the Centre and willing to collect jokes, recipes and listen to stories and anecdotes from our members.

The committee first met in February 2010 and the room was filled with enthusiasm and excitement with all of the possibilities of creating and publishing our own book. We knew that the committee could not do it alone and we would need input from all of our members, funders and friends of the Centre. Through posters, the newsletter, special events and word of mouth, the dream of writing a commemorative book and celebrating our tenth anniversary became a reality.

### **Manitoba Association of Senior Centres (MASC) – Connie Newman**

I am going to share with you five scenarios that may help you to understand how MASC helps senior centres and its members. Good news stories

#### **Scenario one:**

Within the first few weeks of starting with MASC I received a call from Eileen. She and a friend wanted to know if it was in my job description to help them start a Senior Centre in their part of Winnipeg. They wanted to have activities closer to home – enough of the travelling to East Kildonan and St James – would you believe one of them used the bus to travel to opposite parts of the City.

I met the two of them for coffee, listened, challenged and made a few suggestions. Let us meet again and expand the group. Over 3 meetings during summer months, the core group of two expanded to a group of 15 – 20 that brainstormed the next steps.

That fall a public meeting was held. The group was enthusiastic. They developed committees to do the work. An interim board was put in place to move forward. They have now held their second annual general meeting. I used to go to committee meetings, board meetings (2 to 3 times) each month – I was the guide on the side. Today, I get maybe one phone call or email each month, maybe a meeting they would like me to attend. They have received New Horizons funding, regional health funding, have hosted a health fair and a community membership fair. Two very quiet unassuming ladies, a phone call, and less than 3 years later there is a Senior Centre where over 300 older adults/seniors meet for a variety of program options. Aging in place – what a concept.

#### **Scenario two:**

The next two stories relate to Human resources – we need to all be aware that the boards we work for often do not have the expertise needed to handle stressful situations. Nor do they want to. The numbers of times I have heard ....“Nobody said I would have to do this when I said YES to being on the board.”

A picture for you...

The phone rings. The Executive Director of Sunshine Senior Centre is on the other end of the line. Connie, I am finally retiring (more than 15 years at the Centre.) Good for you. Keep me posted – let me know if there is anything I can do to help. Little did I know.

6 weeks later – the phone rings – Connie, the board wants to fire the new executive director. What a mess? Are you able to meet with the Personnel team?

I did, we looked at the executive director job description (25 years old), we looked at how they had hired the individual, probation period, documentation of what had happened in the first 2 weeks. They developed a sound plan – that new executive director was gone.

They then posted the position properly – interviewed, selected a new hire who was scheduled to start on Jan 15<sup>th</sup>. The new hire sends an email – family crisis – needs to delay start date by 1 week. The start date arrives, no executive director. They phone and get a voice mail – finally connect with this new hire. Car trouble.....

I get the call – what do I think? Let us meet – we talked about how comfortable they were with this new hire and what they felt they should do. The new hire burnt the bridge – they posted the position again. Interviewed and today are very happy with the new executive director and she with them. The smiles and success of both the personnel team and the new executive director are priceless.

### **Scenario three:**

Another human resource situation. The phone rings – Happyland Senior Centre board member is on the line. Our cook quit due to health reasons – some members are starting a petition. They do not want her to leave. What do I do? Some members of the board are angry. Do you have time to meet with some of us?

It is amazing how some people can just by their body language and words turn a stressful situation into a potential disaster. We reviewed the bylaws, their board policies and their personnel policies. All was in order. The President and I reviewed the agenda for the next board meeting. I was asked to attend the next board meeting. The relief on many faces when I arrived was good to see. The board meeting went off without a hitch. The petition was received – the board reviewed the petition in camera. They developed a plan and all went home relieved and felt the petition was handled appropriately. They survived, success

was looming as a new cook was starting the next day and they did feel good about the new hire.

#### **Scenario four:**

This summer Manitoba Association of Senior Centres hosted an introductory **life writing** orientation type workshop. A maximum of 2 representatives per Centre. We spent 3 – 4 hours learning how to get our thoughts on paper in a non threatening environment – no red pens. From one centre we had an executive director (less than 4 weeks on the job) and a volunteer (senior) with her. Anna, the volunteer, had been quietly writing for many years. This was her first time in a public place (about 20 of us). She shared her story with all of us, with much hesitation. Kelly Goodman from Senior Scope was there. Kelly heard the story, asked Anna if she could publish it and in the September issue – many of you would have seen Anna, and read her story. Today, the executive director and Anna are facilitating their own life writing program at their Centre. Many more seniors will have the opportunity to share their stories. Good stuff.

#### **Meals on Wheels of Winnipeg – Rhonda Gardner**

It is the early to mid-1920's of the last century in Canada. Canadian women are given the right to vote in a federal election for the first time. Doctors Banting and Best are awarded the Nobel Peace Prize for the discovery of insulin. The Edmonton Eskimos are the first western football team invited to play against the Toronto Argonauts of the Canadian Football League in the Grey Cup, they lost. In 1925 a group of churches in Winnipeg formed the Home Welfare Association – this was the very beginning of Meals on Wheels. The Home Welfare Association collected used furniture, clothing, knitted baby clothing and other necessities to help new immigrants, Winnipeg citizens facing hardships and veterans. In 1965, the Home Welfare Association was asked to participate in a pilot program called Home Meal Delivery Service, it was a success, and Meals on Wheels was born. In its first year, the service delivered 12,000 meals.

Fast forward to this century, in 2010 Meals on Wheels delivered almost 190,000 meals. Serving a diverse group of Winnipegger's we are a unique service offering more than a meal...our program helps clients maintain independence, dignity, and reduce isolation. Each day 600 -800 clients are visited by an extraordinary group of dedicated men and women bringing meals to sustain them and nourishment for their souls. Here are two stories of how our service enriches the lives of our clients.

As a matter of volunteer safety Meals on Wheels does not deliver to any establishments serving alcohol, however an exception was made for Mr. X, a 93 year old veteran living in one of Winnipeg's more colourful hotels. Veterans

Affairs contacted me about this gentleman and shared his unique circumstances with me and asked if I would reconsider. Mr. X is very frail, and has lived on the 3<sup>rd</sup> floor of this hotel for 30 years; he has no family or close friends, and is unable to manage activities of daily living. The staff of the hotel were willing to attend to his personal needs, dressing, bathing and bathroom, and call him "Gramps". Although the staff and clients of this hotel are not people of means, they have been purchasing bar snacks for the last while to provide meals for Mr. X. They have gently suggested many times that Gramps should probably move to a nursing home, and the reply is always the same "this is my home, and I will never leave here". I told Veterans Affairs I would make a site visit, and if I felt safe we would provide meals. When I met the front desk manager he was so excited that Gramps would finally receive proper nutrition, he explained how they would look after the food to ensure its safety and how he would personally deliver it to his room. He was also proud to tell me that everyday someone walks up the 3 flights of stairs and gently pick up Gramps to carry him downstairs so that he can socialize with the patrons of the bar. On a personal level, this is a story that exemplifies our service, people helping people in need. Mr. X. has now been receiving meals for over 1 year.

Last fall, I received a call from the Girl Guides wanting to know if they could volunteer for us. This organization like many others is facing dwindling membership, volunteer involvement and funding. Being a lover of crafty things I asked if they would like to make handmade birthday cards for our clients. The idea was well received and last year a group of Guides and their leaders handmade over 1,000 birthday cards. Each month the creative, handmade generic birthday cards are mailed to our clients providing many with something that they may have never received. We look forward each month knowing we will be hearing from some of our clients and providing them with a real human connection.

"My father has been receiving meals on wheels for about the last year and a half. For his birthday this year, you sent him a handmade birthday card. It looks like it was made by the Girl Guides. It touched him very much to receive it, and he shows it to everyone that comes to his home. At Christmas you also sent a place mat for him, and this was a nice surprise and very much appreciated. The winters are long, and his contact with the outside world is getting less and less, so these little touches were the highlight of the week for him. Thank you very much to you and your volunteers."

It is a privilege for me to be associated with Meals on Wheels and to have this opportunity to share some success stories with you.



## **Creative Retirement Manitoba (CRM) – Richard Denesiuk**

*This narrative will be done using the voices of some of the 1,500 students of Creative Retirement Manitoba (CRM) to tell of a few experiences they have had with CRM.*

I am a student who likes to go the educational tours that CRM offers. The change to visit interesting places, meet people with similar interests and learn something new about places, in and around Winnipeg are invigorating. I enjoyed the China Town Herb shop tour, where I learned about various herbs and what they can do as well as their history. The Places of Worship Tour gave me access to many churches and synagogues that I would have never felt comfortable to visit. The tour guides knowledge of the subject is always very good.

I am a language student with CRM who feels more connected with my heritage by having the opportunity to learn my 'native' language. French and Spanish language lessons have also made it much more enjoyable when I go on holidays as I can now communicate much better with people I interact with there.

I am a computer student who has had the world of computing opened up to me through the computer classes and clubs at CRM. I have been able to organize my thoughts for the life story I am working on, and research my lineage through the many genealogy resources that are available on the internet. I feel so much more connected with my friends and family now that I can e-mail them in an easy and efficient manner. I actually get responses from my grandchildren who will respond to an e-mail, but refuse to answer the phone! I am much more able to research issues about my health, finances and consumer purchases by using a computer and the internet to do research from the comfort of my home.

I am a photography student with CRM. I learned how to use my digital camera properly and now enjoy taking pictures of my family, friends, places and beautiful world around me. Tips and tricks to manage my pictures and how to share them with friends and family have turned me into the 'family photographer'. Now everyone asks me to make sure to bring my camera along.

I have attended many lectures presented by CRM and especially enjoy the Current Events and History lectures. The presenters are usually professors or professionals from various organizations, often they are retired and seem to relate their topics in a manner that make me feel more informed about what is current, or make more sense of historical events. The Philosophy lectures have been very poignant, as I find myself considering what is really important to me in my life.

I am a student who enjoys the Health and Well-being offerings by CRM. The Walking Clubs provide a fitness workout combined with great camaraderie and a walk through interesting areas of the city I probably otherwise would not visit. I can always count on CRM classes to be geared towards by age group and not young or middle-aged people.

I am a student who enjoys the Special Interest classes at CRM. The diversity of offerings always has something that catches my interest and makes me feel good about having learned something new. Poetry, music, Watercolours, genealogy, financial planning, gardening, Will and Estate planning and many more educational opportunities have broadened my experience and knowledge.

### **Canadian National Institute of the Blind (CNIB) – Leonard Furber**

Currently Manitoba has approximately 5,000 residents that have declared themselves blind or partially sighted; with over half that number being 55 plus.

If you believe the 2009 cost of vision loss in Canada report this number is going to rise significantly due to “the demographic tsunami” – the rapid aging of Canada’s population that has already begun and is projected to accelerate in the next 25 years, doubling the number of Canadians with vision loss and the cost of vision loss to \$30.3 billion (in 2007 dollars). In the coming decade, Canada’s demographic makeup will already look vastly different than it does now. As baby boomers age and younger Canadians continue to have fewer children, Canada will have a smaller working-age population supporting a larger cohort of seniors. Combine this with the fact that the five major eye conditions in Canada are strongly correlated with age - Age related Macular Degeneration and Cataract, to name a couple; and that many of Canada’s eye care professionals are aging as well, and we have a perfect storm for the vision loss crisis to go from bad to catastrophic.

#### **Here is my story:**

Half of all adults with vision loss live in poverty, reporting gross annual incomes of \$20,000 or less.

Elderly Canadians who lose vision often live in social isolation, and their families may pay a high personal and financial price to provide adequate care. People who develop vision loss are often forced to retire early, or they may lose their jobs and languish on disability benefits. In some cases, they have had to sell their homes to pay for the treatment they need.

### **I see my mom in her eyes:**

In 2005, before I became a manager with CNIB, I worked in direct service as an Assistive Technology Specialist. In my role, I assessed clients technology needs for work, school, and home.

During one assessment I met with June (name changed) a 70 year old grandmother that developed AMD, a devastating and progressive eye disease. At the time, treatment wasn't available for the condition, and June simply lost significant vision.

As a result of her condition, June had to stop driving and was forced to give up using the computer. I convinced her to come visit me at CNIB to determine if there was anything available to allow her to continue her independence on the computer.

One of the first questions I asked June was what she would like to accomplish using a computer. Her answer was very simple – I want to be able to see the pictures of my grandchildren that my son sends me via email. After spending approximately 30 minutes demonstrating magnification software, June was thrilled beyond belief. However, the exhilaration did not last long.

You see the magnification software in question (Zoom Text) cost approximately \$600.00 and requires a certain level of computer hardware to be compatible. June's computer was not compatible and therefore, a new system, adding hundreds of dollars more to the cost was like a punch in the stomach. If you recall half of all adults with vision loss live in poverty, reporting gross annual incomes of \$20,000 or less. June was devastated.

All was not lost. Once I determined cost was a factor I showed June a simple free download that changed her world. This little magnifying program allowed June to see faces and pictures via email and on the internet.

And to quote June through a river of tears – Now I will be able to see my grandchildren on their first day of school.

June is not my mom. But my mom has never seen my kid's faces. At least I was able to help June see hers.

## **University of Manitoba Dental Program – Dr. Pamela Dahl**

To care for the underserved communities by promoting oral health and providing essential services through fiscally responsible programs using the resources and expertise of the Faculty of Dentistry.

We operate three clinics which are accessed by seniors.

- 1) Access Downtown Dental Clinic** - 640 Main Street, 940-3816, located in the WRHA Community Health Centre.

A senior with limited means and no dental insurance needs dental work and is not able to attend the longer appointments needed at the Faculty of Dentistry Clinic. Access Downtown Dental Clinic offers a 25% reduction to individuals who have no dental insurance.

- 2) Deer Lodge Centre Dental (DLC) Clinic** - 2109 Portage Avenue, 831-2157

Centre of Community Oral Health (CCOH) provides dental services for the residents of DLC, seniors, individuals with physical limitations, individuals within the surrounding area and DLC staff.

A senior had not seen a dentist since she was a child and was very anxious. We started dental care with an exam and a cleaning, however her bottom front teeth had extreme mobility and were scheduled to be removed. This senior had heavy build-up on her teeth, and the hygienist decided to remove it everywhere, even on the teeth that were supposed to be removed. Guess what happened? Her gums became much healthier and her teeth tightened up... she returned for extractions, but instead was able to keep her teeth. With just a little extra time and patience and we were able to make a bad situation good!

- 3) Home Dental Care Program** - Throughout Winnipeg, 831-3455, 831-3456

The Centre of Community Oral Health (CCOH) has two dental mobile vans which transport equipment and supplies, where dentists, hygienists, and dental assistants go to personal care homes, senior citizen's residences and hospitals.

Oral care in Long Term Care facilities is documented in literature to be a huge oral and overall health concern. A resident came to our dental hygienist to have his teeth cleaned with his caregivers. The caregivers

stayed to make sure that everything was OK since the resident has dementia and sometimes has resistive behaviours. While the team was providing care, the caregivers were in shock to see how much food, plaque and tartar (calculus) was on the teeth. The caregivers kept commenting we need to do something; if this was me, I wouldn't want to have my mouth in that condition, no wonder he doesn't want to eat! These caregivers were informed and now realize the importance of good oral hygiene, and how to better care for the resident.

I can't tell you how many times we have taken residents out of pain whether it was an abscessed tooth, a broken tooth causing ulceration, ill-fitting dentures, no dentures, and the list goes on and on.

It is important to understand that seniors, whether living in the community, on their own or with families, or in facilities, have access to a "dental home" and are able to get good quality dental care.

### **Medication Information Line for Everybody – Meera Thadani**

- Began in 1984 as a pilot project at the Faculty of Pharmacy.
- Relocated to a more accessible and higher profile location at the University Centre Pharmacy, University of Manitoba, Fort Garry Campus
- Hours of operation are 9:30 am to 2:30 pm Monday to Friday
- We serve all Manitobans and answer any questions they may have about their medications, supplements, diet, exercise or disease management issues.
- Outreach presentations to interested groups are tailored to their needs.
- Medication reviews, or in person consults can be arranged upon request.
- Provide example of a success story:

This is from a letter from one of our patients.

Hello Sunita,

Thank you for your kindness yesterday.

Thank you for sending these links. What I have read so far is informative and helpful. I still have more to open, but I wanted to interrupt myself to acknowledge your part.

I realize A-Fib is serious, but what I am reading and understanding, is allowing my fears to subside somewhat. Perhaps it is not such a Bogey-man after all.

By the way, I am 83 and was diagnosed with A-fib in my 79th year. High blood pressure came next in my 81st year. I am fortunate enough to remain active; even volunteering as a helper in English as a Second Language classes.

Sincerely,

We get many such letters and our patients are very appreciative of the service we provide to them. I hope this will suit your needs as one of our success stories.

### **Age & Opportunity (A & O) Inc. – Amanda Macrae**

#### **Mr. D - This Full House Client**

- Mr. D is an 86 year old man living alone in his single family home. He has been widowed for several years. Mr. D was referred to the This Full House program by a community partner due to a bed bug infestation and was living in a situation described as squalor.
- Home care was refusing to enter. The Public Health Inspector had been out to visit Mr. D and indicated that his home needed to be placarded. .
- A social worker went out to see Mr. D along with Public Health and the community partner. Mr. D's home had some structural water damage on the main floor. In the basement there was a dried layer of sewage from a sewer backup a year prior. The walls of the main floor were coated with cigarette smoke residue. All floors of the home had a lot of clutter and the furniture was contaminated by bed bugs.
- Mr. D had a pest control company in for the infestation, however due to the clutter the fumigation was not successful. The social worker did an assessment and discussed with Mr. D how a clean up could be successful in keeping him in his home which was his wish.
- The inspector from Public Health created a list of tasks that had to be completed to avoid placarding. It was determined that A&O would pay for the maximum possible towards the clean up and the client would provide payment to the company chosen for the remainder owing.
- The cleaning company worked with the social worker to complete all the cleaning tasks such as cleaning and disinfecting the basement. The company also cleaned all the rooms, floor to ceiling. They power washed walls, they cleaned kitchen cupboards and did the dishes. They washed all of Mr. D's clothing and threw out all infested furniture. They discarded many items that were creating clutter in the home.
- During the clean- up Mr. D was at home and able to give input to the cleaning crew. After the clean up the social worker spent time talking to Mr. D about how he felt about the clean up. Mr. D was upset about losing

the items in his basement as well as a few items in the home. He ultimately felt happy about the clean up knowing that he could stay in his home. The owner of the company followed up with Mr. D as well to check on his well being post clean up. Mr. D did another fumigation following the clean up which was more successful than the first. The social worker helped Mr. D to connect with handymen to do other jobs in the home required by the health inspector such as installing a back up valve for the drain and opening up the basement walls to prevent mold growth. The social worker connected Mr. D to other community resources that supplied him with furniture and bedding at no cost. The end result for Mr. D was that he was able to stay in his home in the community that he had lived in for many years. He was also re-connected with homecare who were now open to coming into the home to do light housekeeping.

### **Rupert's Land Caregiver Services (RLCS) – Syva-Lee Wildenmann**

I am going to share with you two stories that I hope will help you understand what we do at Rupert's Land Caregiver Services to help family caregivers. Of course some of the details have been changed to protect the identities of the clients.

The first story happened when I first started working at RLCS and in some ways was still struggling with understanding what my job was and what role we played in the lives of family caregivers.

I went to make a home visit to a new client. This was a lady who was caring for her husband whose ability to care for himself was compromised after suffering a stroke. She really didn't know what kind of help she wanted, but she did know that she was struggling with her new role. I began to interview her, asking background questions and information to help me assess the situation.

When I opened the file to begin my interview, I wrote her name on the file. She immediately questioned why I would write her name on the file, when it is her husband who is in need of care. I explained to her that she, as his caregiver, was my client. Suddenly she began to cry, and said to me "You are the first person I have met since this whole thing started, that is concerned with me. Everyone else just wants to talk about him." That was the moment that I clearly understood what Rupert's Land Caregiver Services was all about. In this case, all this lady really wanted was someone to talk to and someone who understood what she was going through and could talk to her about it.

The second story begins with a phone call to Rupert's Land Caregiver Services. I answer the phone and find myself talking to a woman who sounds stressed and even a bit uncomfortable making this call. She begins to tell me her story.

She is in her early 60's, married to a man 10 years her senior. Her husband has recently been diagnosed with Alzheimer's disease. He is in the early stages, so they are still able to communicate with each other and to enjoy their relationship, but she is fearful of what the future holds.

She has met with Home Care and they have put some services in place, including some respite time for her. But there is still one thing that she is concerned about. One of the pleasures in her husband's life is to take their dog for long walks in a park that is a couple of blocks from their home. She has grown concerned that he is getting a bit confused and may get lost when he walks the dog, but she doesn't want to deny him this outing.

I make an appointment to come out and meet her and her husband and their dog. I find her to be a bright, articulate person, who is devoted to her husband but who is clearly stressed by her new situation. Her husband is friendly and loves to tell stories. The dog, that is the size of a small horse, looks intimidating, but in reality is sweet and gentle. I promise her that I will do whatever I can to find someone to help her.

Usually when recruiting volunteers, we put the emphasis on working with older adults. In this case we switched our approach, and put the emphasis on the dog, by advertising for a dog lover who would be interested in assisting an older gentleman to walk his dog. We were lucky to get a response quite quickly and we were able to make a match. We found a wonderful volunteer who would drive over to the client's home, and then take the gentleman and his dog to the park for a long walk.

Everyone was a winner in this situation, our client got some additional respite that she needed so badly; her husband was able to continue with an activity that he loved and still be safe; the volunteer thoroughly enjoyed the relationship that she built with this family; and even the dog was happy to be able to exercise with his master by his side.

Rupert's Land Caregiver Services is there for caregivers, whether they need respite, help with transportation, or support in their caregiving role. With our team of dedicated volunteers and professional staff, we provide programs and services to support caregivers during what can often be a difficult journey.

### **Support Services in Group Living – Cindy Angus**

I love this job because of my clients. I love to hear and to tell their stories. Stories of their past, present and future. They may have family but sometimes they just need a friend to talk to. My tasks may seem small to us but not to



them. Tasks like arranging rides, scheduling doctor or surgery appointments or helping them with those pesky dial 1 for this and 2 for that phone calls. My tasks could be larger like calling an ambulance for them and comforting them while they wait for it. I also feel an important job is to bring some fun in their lives. So parties and celebrations are planned whenever possible.

I would like to share a story of a lady who impacted my life hopefully as much as she impacted mine. Lana is in her late 80's and mobility problems prevent her from being as social as she would like. When she found out that I did not know how to do Sudoku puzzles she made it her mission to teach me. She bought 2 identical "Easy Sudoku" puzzle books and we sat side by side, teacher and student, friend and friend. She had the patience of a saint. She felt needed, helpful and smart. These are things that we all take for granted but not all of my clients feel this way. I am now a master at "Easy Sudoku". As much as she enjoyed our afternoon together I think that I enjoyed it more!

I love my job because of the people. I love to see the differences, large or small that the Support Services to Group Living program makes in their lives.

### **Healthy Aging Resource Team – Karen Janzen**

The Healthy Aging Resource Team (HART) is a WRHA program comprised of 3 teams providing service to those 55+ in paired communities of St. James/Assiniboine South; River East/Transcona and Downtown/Point Douglas. Each team has 2 full time positions of nurse and occupational therapist and/or dietitian. The River East team (originally named SHRT- senior's health resource team) was established in 1999, with St. James in 2001 and Downtown team in 2003, in response to the increasing seniors' populations in these communities.

The goal is to enable seniors to live independently in their communities by providing primary health care, promoting health and preventing disease and injury, chronic disease self management support and community development to promote optimum quality of life. The concept of continuity of care is part of the integrated approach, in that clients are connected to resources, services and other healthcare providers, at their request or by assessment, at the appropriate time.

Our story is an illustration of one couple's relationship with a HART team. Clients can access our services through a variety of points, most often a self referral but can be through community connections (churches, social clubs, meal programs, Support Services in Group Living, health fairs and events), other healthcare services referrals, not for profit associations, family, friends, neighbours and others. The point of entry may be for another reason, but with the establishment of a relationship, the other issues emerge. The couple in the story

was referred to home care for the assessment of needs, respite and some personal care as Ann was awaiting hip replacement surgery in the near future. She was also provided with information for the mobility devices, home support and personal care she required. Anne was invited to attend the Caregivers support group, which she continues to attend, despite her spouse's move to a personal care home and death 2 years ago, for the friendships she developed and to return the caregiving support to others. A relationship with the Alzheimer's Society was developed to the extent that Anne speaks at the caregiver conferences and has become involved with other volunteer opportunities through Good Neighbours and the meal programs with the River East Council for Seniors. She attends social events and activities through HART that have allowed her to grow and find strengths previously undiscovered. The scenario is one of mutual benefit, initially requiring greater use of services and assistance to becoming a provider of services to others, in a sense. Anne and her family expressed their gratitude to HART for the care and compassion at a time of need and beyond.

### **Community Facilitator – Cath McFarlane**

1. The Idea: A repeated request from our community was that we need a community garden.
2. Partnership: No one could do it alone, we looked around for partners and this is what we found: City of Winnipeg, Manitoba Housing, Winnipeg Regional Health Authority,
3. Student Placement and Grant Writing: The Healthy Aging Resource Team had a Red River College Student. They suggested she do some of her placement with us as she had a real interest in community gardens, and our grant writing began.
4. Meetings were arranged and plans were Planted/Seeded: Community members, the Elmwood East Kildonan Active Living Centre and Elmwood High School all became part of the planning. Designs for raised beds were pored over, wood was ordered, and lunch was considered.
5. Building Day arrived and our Partnerships grew: The wood arrived an hour late, but that time our worker bees, including our city and province elected officials, community venture members, and passing by community members were all ready to go. The sun stayed out until about 2:00 pm , the rain arrived at the same time as the soil.
6. Year Two and Growing: We went from 16 to 32 raised garden beds and we are looking forward to our 2012 growing year.

### **Breakfast Programs**

1. The Need: Children not having breakfast

2. The Vision: One school three churches, feeding nurturing, supporting community.
  3. The Reality: 12 schools, 28 churches, an army of senior volunteers giving one and a half hours of their time a week.
- 

A networking and nutrition break allowed time for participants to continue networking while gathering together for a nutritious lunch. This was a welcoming time for all participants to enjoy a nice relaxed atmosphere, introduce themselves to various community members and network with all community partners within the Winnipeg Health Region.

After lunch the assigned community area tables were invited to stop and celebrate successes and accomplishments within their community areas. Each table posted their community area successes on the walls so individuals could share successes and accomplishments. These were documented at each table.

Participants at each table then identified the top two priorities for Support Services to Seniors in their community area keeping in mind how to plan and implement 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.



## **2011 Regional Key Accomplishments and Initiatives**

### **Support Services to Seniors Educational Promotion and Sessions**

- The Support Services to Seniors held two educational sessions on the Transportation Options Network for Seniors – Changing Seats on May 13 and 16, 2011.
- The Support Services to Seniors held one education session on Liability Insurance for selected organizations on September 19, 2011
- The Support Services to Seniors confirmed two sessions on Understanding Hoarding on November 29, and December 5, 2011. Confirmation for a new session on Volunteer Management will be held on January 26, 2012.
- Support Services to Seniors will facilitate further education sessions on Extreme Heat Exhaustion and Death and Dying in 2012. These topics are based on feedback from Support Services to Seniors organizations.
- Support Services to Seniors continue to engage in various display booths and presentations at community health fairs, Red River College, Seniors and Elders Day, Aging Symposium, etc.

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

- Support Services to Seniors continue to facilitate network meetings for Community Resource Coordinators, Congregate Meal Coordinators, Senior Centres, Tenant Resource Coordinators and Support Services to Seniors in Group Living. These network meetings continue to receive positive feedback. Each network meeting has a network sharing and education component throughout the year.

### **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.
- Updated and renewed the Support Services to Seniors information sheets.
- Update the Support Services to Seniors display unit.
- Updated the Healthy Aging Resource Team display unit.
- 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.

### **Elder Abuse Strategy**

- Participation in the Purple Ribbon Challenge for World Elder Abuse Awareness Day which was a huge success.

- Participation in the “Doing it Together; A Coordinated Community Response to Abuse of Older Adults workshop held in October, 2011.
- Participation in the World Elder Abuse Awareness day campaign in Winnipeg.
- Participation in the Manitoba Network for the Prevention of Abuse towards Older Adults.
- Participated in the continuations of raising awareness of the ‘It’s Everybody’s Business’ DVD through community partners.



### **Performance Indicators**

The **Meal Programs** continue to meet the nutrition needs of older adults residing in the community by serving over 310,508. In addition Meals on Wheels served 189,123 meals - over half a million meals served.

**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 have had 121,987 contacts with seniors and have over 5,132 members and users participating in the senior centres. Please note Creative Retirement Manitoba statistics are included in this section.

**Resource Councils** support older adults living in the community to access resources. Council coordinators had 25,430 contacts with seniors and distributed 3,996 Emergency Response Information Kits and provided a total of 2,568 referrals to other services.

**Tenant Resource** services assist in supporting older adults living in seniors housing units and connect them with appropriate resources and services. The tenant resource coordinators supported 3,987 suites and had 46,060 contacts with seniors.

**The Support to Seniors in Group Living** provides support and assistance with instrumental activities of daily living. They supported 1,150 units and had a total of 48,363 contacts.

**Rupert's Land Caregiver Services** served 1,617 clients.

**CNIB** served 1,609 visually impaired clients this past year.

**The Medication Line for the Everyone** saw its number of calls reach 4,465.

**The University of Manitoba – Dental Health programs** at Deer Lodge served 1,041 patients and the Health Action Centre served 1,853 patients this year.

**Manitoba Association of Senior Centres** - held 3 conferences with 132 participants. MASC supports 21 centres in the province with a total of 7,514 members.





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

- Transportation
- Establish Centre/Meeting place for Seniors
- Social activities – cost effectiveness for older adults
- Intergenerational programs and services– how to create, run and evaluate
- Social Isolation
- Connecting with the younger older adult
- Connect community resources, build partnerships
- Elder Abuse – Awareness of the situations, options available, know their rights
- Seniors/tenants – abusing others or themselves; Elder Abuse Education support on legalities
- Finances, wills, estates, etc.
- Bed Bugs
- Intergenerational support – family support for senior
- Safety & Security
- Help seniors feel secure & aware
- Recruitment and training for Council and Board members including updating existing resources, creating new resources and disseminating what is available to our senior population and ensuring that everyone is on the same page; as we get feedback from seniors in order to follow through.
- Recognizing different times/stages of loss
- Companionship – widow- don't fit with old community of friends
- Caring for caregiver; women as caregiver
- How to strengthening the partnerships with Home Care, Healthy Aging Resource Team and other senior serving organizations
- Homelessness - Vulnerability, Addictions
- Social Marketing Effectiveness – websites, email, twitter, Facebook, etc.

- Hearing impaired support groups and programs
- Exploring funding sources, project funding and grant applications
- Connecting with ethnic communities
- Volunteer Management – recruit, retain and reward
- Changing the stereotype of public perception of a seniors
- Programming on dealing with mobility concerns



## 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 Areas</b></p>	<p><u>Downtown:</u></p> <ul style="list-style-type: none"> <li>• Strong volunteer support</li> <li>• Opening of Downtown Access Centre</li> <li>• Yearly Resource Fair held by seniors council</li> <li>• Mobile Falls Clinic and HART Summer Series</li> <li>• Continued growth and capacity building in ongoing HART programs</li> <li>• Broadway Seniors Council Website</li> <li>• Collaborative projects</li> <li>• Building partnerships (i.e. University of Manitoba, University of Brandon, private businesses, Development Corporation, community centers, block managers, etc).</li> <li>• Intergenerational programs</li> </ul> <p><u>Point Douglas:</u></p> <ul style="list-style-type: none"> <li>• Community interaction has increased significantly</li> <li>• Barriers broken down – fostering trust</li> <li>• Agencies working together to share a common goal</li> <li>• Learning to trust others – Leasing representatives to trust tenants &amp; tenants to</li> </ul>	<p><u>Downtown:</u></p> <ol style="list-style-type: none"> <li>1. Transportation             <ul style="list-style-type: none"> <li>• More options</li> <li>• Education programs</li> </ul> </li> <li>2. Establish Centre/Meeting place for Seniors             <ul style="list-style-type: none"> <li>• Social activities</li> <li>• Connect community resources, build partnerships</li> </ul> </li> </ol> <p><u>Point Douglas:</u></p> <ol style="list-style-type: none"> <li>1. Elder Abuse – Awareness of the situations, options available, know their rights             <ul style="list-style-type: none"> <li>• Seniors/tenants – abusing others or themselves</li> </ul> </li> <li>2. Education support on legalities             <ul style="list-style-type: none"> <li>• Finances, wills, estates, etc.</li> </ul> </li> </ol>

Assigned Groups	Achievements	Priorities
	<p>trust leasing reps.</p> <ul style="list-style-type: none"> <li>• Storytelling <ul style="list-style-type: none"> <li>– bringing people of all ages together (cup of tea)</li> <li>– Inter-generational</li> </ul> </li> <li>• Wellness Center at 363 McGregor <ul style="list-style-type: none"> <li>– Community center, medical services, YMCA, daycare</li> </ul> </li> <li>• Health Services for the Elderly – 425 Elgin Avenue <ul style="list-style-type: none"> <li>– Occupational Therapy, Physiotherapy, Dieticians, Social Workers, Counseling, Use of Available Supports</li> </ul> </li> </ul>	<p>Other priorities to consider are:</p> <ul style="list-style-type: none"> <li>• Security</li> <li>• Information and knowledge</li> <li>• Homelessness - Vulnerability, Addictions,</li> <li>• Help with information &amp; knowledge</li> <li>• Safety &amp; Security</li> <li>• Help seniors feel secure &amp; aware</li> <li>• Boost self-confidence</li> <li>• Bed Bugs</li> <li>• Intergenerational support – family support for senior</li> </ul>
<p><b>Fort Garry and River Heights Community Areas</b></p>	<p><u>Fort Garry:</u> Fort Garry Seniors Resource Council and Pembina Active Living 55+ :</p> <ul style="list-style-type: none"> <li>• Strategic Planning Events for next steps</li> <li>• Zing into Spring</li> <li>• Book Launch – published a book – people’s story – written memories of seniors lives</li> <li>• Excerpts from book</li> <li>• Urban poling demo</li> <li>• Art display</li> <li>• Membership Drive: <ul style="list-style-type: none"> <li>– Mexican BBQ 220 memberships</li> </ul> </li> </ul>	<p><u>Fort Garry:</u></p> <ol style="list-style-type: none"> <li>1. Recruitment and training for Council and Board members including updating existing resources, creating new resources and disseminating what is available to our senior population and ensuring that everyone is on the same page; as we get feedback from seniors in order to follow through.</li> <li>2. Slo-o-ow down and enjoy the people we work with and for</li> <li>3. PAL 55+ getting a space of our own</li> </ol>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>- Have 500+ on contact list</li> <li>• Sock Hop</li> <li>• Transit demo</li> <li>• Intergenerational – sing with school children – Dalhousie</li> <li>• Developing a Daily Hello program for isolated seniors</li> <li>• Flu clinic connection positive results – shot in arm</li> <li>• Men’s program built a horseshoe pit for this</li> <li>• FGSRC continue Safe Suite and welcome baskets</li> <li>• Bedbug prevention strategies</li> <li>• FGSRC Alzheimer’s walk more ERIK kits distributed bi-weekly drop-ins</li> <li>• PAL &amp; FGSRC got invited to NDP caucus luncheon</li> <li>• Closer bonding between FGSRC and PAL</li> </ul> <p><u>South Winnipeg Seniors Resource Council:</u></p> <ul style="list-style-type: none"> <li>• 2 successful meal programs, average of 30 people per day 3X/week</li> <li>• Reconnecting in the community</li> <li>• Increasing information sharing – leads to learning together</li> <li>• Participation in community events</li> <li>• Sharing talents, knowledge &amp; experience</li> </ul>	<p><u>River Heights:</u></p> <ul style="list-style-type: none"> <li>• Recognizing different times/stages of loss</li> <li>• Listing of senior discounts at shopping and services i.e. seniors day, all in one document so people can be aware of it</li> <li>• Social isolation/transportation – connecting with someone to go to activities</li> <li>• Free activities:</li> <li>• How to connect with younger older adults</li> <li>• Fun stuff</li> <li>• Companionship – widow- don’t fit with old</li> <li>• community of friends</li> <li>• Caring for caregiver</li> <li>• Women as caregivers</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Added new connections to board</li> <li>• Worked together to get through a difficult situation</li> <li>• Board hired new resource coordinator &amp; meal program coordinator</li> <li>• Lots of opportunity to try new roles &amp; experiences</li> <li>• Asking lots of questions in supportive environment</li> <li>• Celebrating everyone's uniqueness and their wonderful contributions</li> <li>• Transferring tenant advisory books for 601 Osborne</li> <li>• Hired tenant resource coordinator at 285 Pembina</li> </ul>	
<b>St. James Assiniboine and Assiniboine South Community Areas</b>	<u>St. James Assiniboia:</u> <ul style="list-style-type: none"> <li>• Sunroom at Metropolitan Kiwanis Courts \$25,000</li> <li>• Health fair</li> <li>• Livin It UP</li> <li>• 55 plus – rebranding Grant from Winnipeg foundation</li> <li>• 55 plus celebrate 20<sup>th</sup> Anniversary 2012</li> <li>• Soup day \$2.50 bi-weekly</li> <li>• Referrals from Assiniboine South</li> <li>• Renovating fitness facility 55 plus</li> </ul>	<ul style="list-style-type: none"> <li>• Strengthen relationships with Home Care and other agencies: <ul style="list-style-type: none"> <li>– low income senior involved in program</li> <li>– transportation for seniors</li> </ul> </li> <li>• Relocation of 55 plus. Better facilities</li> <li>• Increase awareness to membership</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>Metropolitan Kiwanis Courts – still affordable 3 year wait.</li> </ul>	
<b>River East and Transcona Community Areas</b>	<p><u>Transcona:</u> Celebrating Successes:</p> <ul style="list-style-type: none"> <li>55+ dining experience: positive comments, no complaints, younger seniors, socialization, entertainment, seating arrangements</li> <li>advertising – more focused, effective</li> <li>Health Fair – different way of organizing – passport</li> <li>partnerships – Support Services to Group Living (SSGL), Transcona Council for Seniors (TCS), Healthy Aging Resource Team (HART), education support, meal program Wednesday nights</li> <li>Transcona Council for Seniors – website – links expansion of Park Manor – Personal Care Home, Caregivers/Alzheimer support groups – attracting an isolated population</li> <li>Volunteer Driving Program client/driver relationships ++benefit to East Park more use of Handi Transit</li> <li>Potential for partnerships and sharing of resources and tasks</li> </ul>	<p><u>Transcona Priorities:</u></p> <ol style="list-style-type: none"> <li>HART clinics/involvement dwindling, opportunity for better/effective partnerships and creativity – connect with Transcona Council for Seniors &amp; Support Services for Group Living – at meal programs – East Park, Columbus Villa</li> <li>Hearing impaired support group</li> </ol> <p><u>Other Priorities:</u></p> <ul style="list-style-type: none"> <li>Organize a regular team meeting time – Healthy Aging Resource Team, Support Services to Group Living, Transcona Council for Seniors, Community Facility, Whittier, School, any other community contacts</li> <li>Intergenerational activities <ul style="list-style-type: none"> <li>school division partnership</li> <li>community gardens – raised boxes</li> </ul> </li> <li>Communication <ul style="list-style-type: none"> <li>website</li> <li>email/phone</li> </ul> </li> <li>Centennial – great opportunity to connect</li> <li>Encourage Whittier to become a senior centre</li> <li>Engaging the ACTIVE older adult in meaningful</li> </ul>

Assigned Groups	Achievements	Priorities
	<p><u>River East:</u></p> <ul style="list-style-type: none"> <li>• Growth at Good Neighbours, reaching more people</li> <li>• Membership &gt;1100 more younger seniors</li> <li>• New meal coordinator, maintained volunteers</li> <li>• River East Council for Seniors</li> <li>• Elmwood Community Gardens</li> <li>• Partnerships with social clubs in apartment blocks</li> <li>• New leadership structure, more involvement</li> <li>• Leadership role for falls prevention – HART</li> <li>• Livin It Up – community run</li> <li>• Millennium Gardens relocation</li> <li>• Partnership between Good Neighbours, River East Council for Seniors, Healthy Aging Resource Team &amp; Community Facilitator results in coordinated service for clients</li> <li>• Good Neighbours fundraising dinner @ new site</li> <li>• Manitoba Network for prevention of abuse of older adults – Good Neighbours is managing this program</li> <li>• Transportation Option Network for Seniors presentations</li> <li>• City of Trees, Arts of Water &amp; Creative Arts, arts &amp; ecology program. New people. New</li> </ul>	<p>activities, more options.</p> <p><u>River East Priorities:</u></p> <ol style="list-style-type: none"> <li>1. Reaching the socially isolated especially in their homes. Yard work/fact finding team</li> <li>2. Explore funding sources, transportation. (banking institutions, pharmacies, car dealerships).</li> </ol> <p><u>Other Priorities:</u></p> <ul style="list-style-type: none"> <li>• Include more politicians, younger seniors and businesses in our meetings, boards.</li> <li>• Connect with ethnic communities.</li> <li>• Mens' programming. "Men's Shed".</li> <li>• Review programming at Good Neighbour i.e. bring back "Lunch bunch"?</li> <li>• Health Fair at Casino.</li> </ul>

Assigned Groups	Achievements	Priorities
	<p>funding.</p> <ul style="list-style-type: none"> <li>• Made contact with Gurdwara Society</li> <li>• Craft workshops Support Service for Group Living</li> <li>• Bereavement groups</li> <li>• Maintain strong ties with higher education program.</li> <li>• Nursing, Occupational Therapy, recreation, pharmacy, Physiotherapy, Recreational studies</li> <li>• Thursday Social Club – needing to look at 2<sup>nd</sup> bus or day</li> <li>• Defibrillator/staff training @ Bronx Park</li> <li>• SSGL – United Way grant applications with 2 blocks – successful</li> <li>• Increased programming @ Elmwood – Elmwood Kildonan Active Living Centre</li> </ul>	
<p><b>Seven Oaks and Inkster Community Areas</b></p>	<p><u>Seven Oaks:</u></p> <ul style="list-style-type: none"> <li>• Middlechurch – East and West St. Paul</li> <li>• Successful supper club (50-70)</li> <li>• Be a Santa to a Senior</li> <li>• Outings <ul style="list-style-type: none"> <li>– Meals on Wheels prepared @ Middle church over 100</li> </ul> </li> <li>• Coordinating family pick-up</li> <li>• Whist drive, cribbage, shuffleboard, Men's Club, Quilting Bee</li> </ul>	<p><u>Seven Oaks/Middlechurch/East and West St. Paul:</u></p> <ol style="list-style-type: none"> <li>1. Strengthen Weston Seniors club initiative</li> <li>2. Volunteer drivers, volunteers, find ways to encourage boomers participation</li> </ol> <p><u>Other Priorities:</u></p> <ul style="list-style-type: none"> <li>– grant application workshops (help to identify &amp; clarify process)</li> <li>– transportation – outings</li> <li>– exercise – peer led support</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Saturday Breakfast</li> <li>• Nurses Foot Clinic 175 Residents 35 ADP &amp; Community</li> <li>• Partnerships with other resource councils</li> <li>• Massage Therapy</li> <li>• Dentists/Eye care Clinic</li> <li>• Walking program/Stepping Up</li> </ul> <p><u>Inkster:</u></p> <ul style="list-style-type: none"> <li>• Congregate Meal Program – Bluebird 35 Average and Willow 19 Average</li> <li>• Block party</li> <li>• Bluebird Clinic</li> <li>• Exercise program – Wii</li> <li>• Gardening – community Willow Centre</li> <li>• Walking clubs</li> <li>• Bingo (3) Community</li> <li>• Crib Tournaments</li> <li>• BBQ's</li> <li>• Westlands Housing Co-op</li> <li>• Dinners (Christmas, Easter, Thanksgiving)</li> <li>• Getting Better Together</li> <li>• Hans Kai</li> <li>• Community food banks (Partnership)</li> <li>• Scare Affair</li> <li>• Escorted Ride</li> <li>• Tax Clinics (over 200)</li> <li>• Legal Clinics</li> </ul>	<ul style="list-style-type: none"> <li>- isolation</li> <li>- flu clinics</li> </ul>



Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• Cab Clubs</li> <li>• Call in Program</li> <li>• Partnerships</li> </ul>	
<b>St. Vital and St. Boniface Community Areas</b>	<ul style="list-style-type: none"> <li>• Get better together in French participants 55 including 55 plus (En santé ensemble)</li> </ul> <p><u>Conseil des francophones</u></p> <ul style="list-style-type: none"> <li>• More calls for assistance &amp; referrals (Better known)</li> <li>• More programs (Tai Chi, Yoga, Line-dancing)</li> <li>• Increase in exercise programs (L' Accueil Colombien, Foyer Vincent and Chateau Guay)</li> <li>• Sustaining projects with less funding</li> <li>• L'Accueil Colombien shares Tenant resource coordinator with Chez-Nous (better service of clients)</li> <li>• Grouille ou Rouille! (3X) more people, telehealth session included</li> <li>• ERIK – lots of success – 10 year anniversary</li> </ul> <p><u>Boni Vital Seniors Resource Council</u></p> <ul style="list-style-type: none"> <li>• Moved to Dakota Centre - New Dakota 55+ Lazars "Aging in Place" started in September 2011, 160 older Adult members</li> <li>• Seine River Seniors &amp; Archwood 55+ (New programs/2 new centres)</li> </ul>	<ul style="list-style-type: none"> <li>• Assist residences for seniors who have less programs and services</li> <li>• Work with community wellness initiative at 101 Marion</li> <li>• Coffee groups to start to get to know tenants</li> <li>• Increase communication and collaborations between agencies &amp; residences for seniors in St. Boniface</li> <li>• Plan 1 to 2 meetings with stakeholders and leaders of agencies and residences for seniors to encourage dialogue, share information, and identify gaps and potential partnerships</li> </ul>

Assigned Groups	Achievements	Priorities
<b>Regional Areas</b>	<p><u>Canadian National Institute of the Blind (CNIB):</u></p> <ul style="list-style-type: none"> <li>• More seniors in more groups</li> <li>• More seniors able to use buses for community outings, we sometimes exceed capacity</li> <li>• Some programs have reached their capacity threshold</li> <li>• More people in the community would like to be involved</li> </ul> <p><u>Creative Retirement Manitoba (CRM):</u></p> <ul style="list-style-type: none"> <li>• Celebrating our 30<sup>th</sup> anniversary</li> <li>• Have clients that have been involved for 20 years, have technology to create databases that can generate useful information</li> <li>• Now starting to see next generation (sons &amp; daughters) are now becoming members</li> <li>• Seeing the friends, interests that seniors have shared for education</li> </ul> <p><u>Manitoba Association of Seniors Centres (MASC):</u></p> <ul style="list-style-type: none"> <li>• Provincial focal point to facilitate communication, networking and planning among seniors centers and raise their profiles</li> <li>• Assist with the development of seniors centres</li> <li>• Increase of senior centres - from 21 centres to 31 in last year, 15 centres in rural</li> </ul>	<ol style="list-style-type: none"> <li>1. Change public perception of what a senior is i.e. not all seniors are old and frail, public education</li> <li>2. Develop a resource inventory, rental spaces cleaning house for used goods i.e. office furniture</li> </ol> <p><u>Other Priorities:</u></p> <ul style="list-style-type: none"> <li>– As senior population grows we need to find ways to grow resources for real estate, need for volunteers, staff, financial resource</li> <li>– Recruit, retain and reward volunteers</li> <li>– Find a more lost effective and timely way to run background checks</li> <li>– Have community networks stay in touch and share resource</li> </ul>

Assigned Groups	Achievements	Priorities
	<p>Manitoba</p> <ul style="list-style-type: none"> <li>• Provide a variety of programs i.e. police academy, life ready groups</li> <li>• New initiative age friendly inter-generational groups, youth working with seniors, 2 pilot programs St. James &amp; Selkirk</li> </ul> <p><u>Medication Information Line for Everybody (MILE):</u></p> <ul style="list-style-type: none"> <li>• Status quo!</li> <li>• Offers the privacy and time to clients that pharmacies can't offer, no barriers</li> <li>• Outreach speaking opportunities</li> <li>• Client base, med reviews</li> <li>• No longer just a phone service, inpatient consults</li> <li>• Now have a website</li> <li>• Clinic days – decrease specific – monthly</li> </ul> <p><u>Meals on Wheels (MOW):</u></p> <ul style="list-style-type: none"> <li>• Rebuild our relationship with WRHA</li> <li>• Our board has grown to 13 members</li> <li>• Working with Asper School of business to help work on our strategies and priorities to help our service continue in the future</li> <li>• New software to help map demographics</li> <li>• We can continue to provide our services</li> </ul>	
<b>Regional Areas</b>	<u>Manitoba Association of Senior Centres (MASC):</u>	<ul style="list-style-type: none"> <li>• Isolation, transportation, marketing</li> </ul>

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> <li>• 30 member centre up from 18</li> <li>• Police Academy – intergenerational program – starting with Life writing program</li> </ul> <p><u>Medication Information Line for Everybody(MILE):</u></p> <ul style="list-style-type: none"> <li>• Finally on U of M web site</li> <li>• Get funding a support for STOP SMOKING seminar – DIABETES, BLOOD PRESSURE, Cholesterol</li> <li>• Increase in out reach presentation to public</li> </ul> <p><u>Rupert’s Land Caregiver.Services (RLCS)</u></p> <ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Biannual conference attended by 200</li> <li>• Expanded educational programs – dealing with difficult behaviors</li> <li>- A new web site – on Face Book</li> </ul> <p><u>Creative Retirement Manitoba (CRM):</u></p> <ul style="list-style-type: none"> <li>• We are still open</li> <li>• We have had a successful summer program, more participants, and a very successful Fall program is underway</li> <li>• A very successful fundraising luncheon</li> <li>• Richard is still with us and Darcy is a wonderful new accountant</li> </ul>	<ul style="list-style-type: none"> <li>• How do we market what we are doing</li> <li>• Promote what we are doing</li> <li>• We are serving people from 50 – up</li> <li>• Mobility issues</li> <li>• Age span has changed</li> <li>• Tell the story of project funding</li> <li>• New Horizons has to be sustained</li> </ul>

## Appendix 1

# SUPPORT SERVICES TO SENIORS PLANNING SESSION

November 3, 2011

## AGENDA

8:30 to 9:00	<b>Registration</b>	Madeline Kohut/ Kathy Henderson
9:00 to 9:15	<b>Greetings, Opening Remarks, Day's Objectives and Overview of Support Services to Seniors</b>	Dr. Catherine Cook/ Jeanette Edwards
9:15 to 10:30	<b>Story Telling and Dialogue on Support Service to Seniors Organizations:</b> <ul style="list-style-type: none"> <li>▪ Congregate Meal Programs</li> <li>▪ Tenant Resource Coordinators</li> <li>▪ Community Resource Councils</li> <li>▪ Emergency Response Information Kit</li> <li>▪ Senior Centres</li> <li>▪ Manitoba Association of Senior Centres</li> <li>▪ Questions and Answers</li> </ul>	Panel presenters
10:30 to 10:45	<b>Energizer break</b>	Winnipeg <i>in motion</i>
10:45 to 12:00	<b>Story Telling and Dialogue on Support Services to Seniors Organizations:</b> <ul style="list-style-type: none"> <li>▪ Regional Support Services to Seniors organizations</li> <li>▪ Support Services for Group Living</li> <li>▪ Healthy Aging Resource Team</li> <li>▪ Community Facilitators</li> <li>▪ Questions and Answers</li> </ul>	Panel presenters
12:00 to 12:45	<b><i>Networking and Lunch</i></b>	
12:45 to 1:15	<b>Celebrate Success and Accomplishments</b> Objective: Stop and Celebrate	Work Tables
1:15 to 1:45	<b>Community Priorities</b> Objective: identifying the top 2 priorities in your community area	Work Tables
1:45 to 2:15	<b>Community Priorities</b> Presentation of priorities in your community area and linking the commonalities	Work Tables
2:15 to 2:30	<b>Wrap Up and Evaluation</b>	Jeanette Edwards

## Appendix 2

### Support Services to Seniors Planning Session November 3, 2011 Evaluation Results

*53 out of 78 (68.0%) participants responded.  
The rating scale is that of  
1 to 5 with 5 being Excellent and 1 being Poor.*

1. The story telling and dialogue was valuable to gain further insight on the impact of Support Services to seniors organizations for older adults.
  - 43 participants or 81.1% rated at a 5 (Excellent)
  - 9 participants or 17.0% rated at a 4
  - 1 participants or 1.9% 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

#### **Additional Comments:**

- Good review of services. Also opportunity to learn how they fit in together.
- Do it again.
- Absolutely the best. This is my fourth attendance.
- A great format that illustrated how organizations work with individuals they serve.
- This was fabulous. So interesting. It's great to hear about statistics but the stories really put a face to the work being done.
- Wonderful all the stories made me feel none of us are really alone in our feelings – it only takes one person to make an extra effort to make a difference as the stories indicated.
- Bring the human side to the day (talked how we face challenges and overcome them).
- Gain more info from personal stories.
- So much better way to illustrate the scenarios when you can apply the facts to real people.
- Great idea.
- Appreciate the stories, helps us understand we are all working towards same goals.
- This was such a great way to get our understanding of partnering organizations and strength.

- Story telling was amazing.
- The stories are much more memorable in terms of relating to what each organization does and the impact on our clients.
- Very insightful provided a good understanding of services available to seniors.
- Enjoyed thoroughly.
- The variety in style of storytelling showed much creativity.
- Great addition, better able to relate and learned about other organizations.
- Definitely.
- Good speakers – great stories.
- This was such a great way to get our understanding of partnering organizations strengthened.
- A so much better way to illustrate the services when you can apply the facts to real people and entertaining! Memorable.
- Gain more information from personal stories.
- Interesting and enjoyable point of views.

2. The speaker's were knowledgeable in their story telling.

- 39 participants or 73.6 % rated at a 5 (Excellent)
- 3 participants or 24.5 % rated at a 4
- 1 participants or 1.9% 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

**Additional Comments:**

- Interesting and enjoyable view points.
- The stories were stimulating, enlightening, and informative. The presenters were excellent.
- Great speakers loved the creativity.
- Some were more creative then others – very interesting.
- Lots of great unique stories.
- Provided a great picture of what their roles in the community are.
- Each story teller showed that they had a thorough knowledge of clientele and what was available.
- So moving, interesting...wonderful morning.
- Well done.
- Lots of great unique stories.

3. The session assisted to further develop awareness, understanding and knowledge of Support Services to Seniors organizations.

- 33 participants or 62.3% rated at a 5 (Excellent)
- 16 participants or 30.2% rated at a 4
- 4 participants or 7.5% 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

**Additional Comments:**

- Exchange of creativity inspires new programs in other areas.
- Yes, gave a lot of insight into the various roles within each service. All are so unique/varied.

4. The session further developed an overview of Support Services to Seniors that can assist in planning and implementing relevant and appropriate programs and services with older adults and their families.

- 26 participants or 49.0% rated at a 5 (Excellent)
- 24 participants or 45.3% rated at a 4
- 1 participant or 1.9 % rated at a 3 (OK)
- 1 participant or 1.9% rated at a 2
- 1 participant or 1.9% rated at a 1 (Poor)
- 0 participants or 0% did not respond

**Additional Comments:**

- It was also obvious that a lot of priorities for all support to services is to network as a whole, establish connections, relationships and sharing resources.
- Very informative.
- Perhaps information on how to access referral process.
- Appreciated that so many services were presented.
- Understanding all the roles of services sometimes you don't use that often.

5. The review of last year's plans was valuable.

- 13 participants or 24.5% rated at a 5 (Excellent)
- 11 participants or 20.8% rated at a 4
- 13 participants or 24.5 % rated at a 3 (OK)
- 15 participants or 28.3 % rated at a 2
- 1 participant or 1.9 % rated at a 1 (Poor)
- 0 participants or 0% did not respond

**Additional Comments:**

- Not enough time to review as a group.



- Yes we actually used this reference, when we were identifying this year's priorities.
- Did not look throw it?

6. The education and new resources provided was useful.

- 18 participants or 33.9 % rated at a 5 (Excellent)
- 16 participants or 30.2% rated at a 4
- 11 participants or 20.8% rated at a 3 (OK)
- 1 participant or 1.9% rated at a 2
- 1 participant or 1.9% rated at a 1 (Poor)
- 6 participants or 11.3% did not respond

**Additional Comments:**

- Always.

7. The group discussion to identify new priorities was useful.

- 35 participants or 66.0% rated at a 5 (Excellent)
- 14 participants or 26.4% rated at a 4
- 3 participants or 5.7% rated at a 3 (OK)
- 0 participants or 0% rated at a 2
- 0 participants or 0% rated at a 1 (Poor)
- 1 participant or 1.9% did not respond

**Additional Comments:**

- Excellent group discussion...and sharing...brainstorming – really effective.
- Need more time to share.
- Great to share priorities with the other community, we have a lot in common.
- Great to get to know other people in the field.

8. The location was accessible and convenient.

- 26 participants or 49.0% rated at a 5 (Excellent)
- 14 participants or 26.4% rated at a 4
- 10 participants or 18.9% rated at a 3 (OK)
- 2 participants or 3.8% rated at a 2
- 0 participants or 0% rated at a 1 (Poor)
- 1 participant or 1.9% did not respond

**Additional Comments:**

- More central – rotate sites.
- Live in North End.

- Somewhere downtown.
- Location convenient.
- Perfect – easy to get to – lots of parking.
- Access needed to be better explained. Spent an extra 15 minutes finding the location.
- A fair distant to travel but worth the trip.
- Could be more central but good parking.
- Closer to Portage Avenue if possible.
- Can you change the location each year in different areas of Winnipeg?
- Anything more central or rotates areas.
- I ride the bus. Luckily today I got a ride.
- Location was convenient.
- Parking was easy.

9. The session allowed for community areas to celebrate accomplishments that Support Services to Seniors has achieved.

- 32 participants or 60.4% rated at a 5 (Excellent)
- 20 participants or 37.7% rated at a 4
- 1 participant or 1.9 % 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

**Additional Comments:**

- Excellent work being done with so many different groups. Incredible...and (personally) inspiring.
- We need to identify as the year goes by all the areas to celebrate so that we are equipped to share next November.
- Always great to share, as well as celebrating some of our own accomplishments we have done as partnerships with each other.
- We are missing people from our area.
- A very necessary process.
- Would be better if there was more attendance in our region.
- What Gusto has exhibited in the telling of the accomplishments.
- Many more service providers to celebrate with.

10. The session allowed for collaboration to plan and identify priorities that continues to support healthy aging and aging in place.

- 24 participants or 45.3% rated at a 5 (Excellent)
- 20 participants or 37.7% rated at a 4
- 9 participants or 17.0 % 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

**Additional Comments:**

- Missing people from our area.
11. As a result of attending this session, the idea/knowledge/resource(s) that I plan to use will be:
- The networking and knowledge of the resources in the community.
  - Partnership, partnerships, partnerships.
  - Hard to say. I have used so many of the resources. I have found here on a daily basis. I will just continue to contact the people I meet here as I have done for the last 6 -7 years or so (from about 2005).
  - Connecting to others.
  - Further the link of MASC
  - Better partnership between agencies
  - Would be better if there was more attendance in our region
  - Better utilized as a result of the information ideas I received at this session.
  - It was great to sit with others from the area. Great meeting people and made great contacts.
  - Incorporated into council planning.
  - ERIK availability in the community, our facility and in the community.
  - Refer clients to medication information line.
  - Improve communication and collaboration between stakeholders.
  - Network towards accomplishing common goals.
  - Work with other agencies and centres.
  - Contact website and WRHA.
  - Not sure yet.
  - The WRHA website. Story telling as a way of recording our events.
  - Reaching out to other WRHA services.
  - Most of the organizations discussed.
  - Expanded to a much greater extent.
  - A great day of sharing and planning will others for the future with the acknowledge and
  - Information we have learnt.
  - Working on the priorities our area developed.
  - Very helpful in reaching other seniors.
  - Continue to collaborate with neighbouring community areas to enhance offerings.
  - Social isolations for older adults can be addressed by our resource council.
  - Medication Information Line to pass forward.
  - Have already scheduled meetings with contacts/resources.
  - Rupert's Land Caregiver services and Age & Opportunity.

- Partnerships and connecting as a group on a regular basis -scheduled a meeting already.
- Incorporate into council plans.
- Touching base with all my new resource contacts made today and learning how they can help benefit me, my program and my tenants/community area.
- Collecting some of the meaningful stories is really important.
- Coordinate/communicate with other services providers.
- Pursue our regional goals; refer people to services.
- Further the work at Manitoba Association of Senior Centres.

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

<b>No Response</b>	<b>36 or 66.0%</b>
<b>Yes</b>	<b>17 or 32.1%</b>
<b>No</b>	<b>1 or 1.9%</b>

**Additional Comments:**

- Absolutely.

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

No Response	2 or 3.8%
Half Day	13 or 24.5%
Full Day	38 or 71.7%

**Additional Comments:**

- Same length.
- I am sure you will need a full day to cover all topics.
- Same as today.

14. What suggestions do you have for future session topics?

- Seniors and social isolation; cultural diversity; new or existing projects for seniors that are working in other cities; Community specific services; intergenerational.
- Volunteers – recruitment, training, keeps volunteers; transportation – options updates on tons and new ideas; Funding – what is old, what is new, what works for organizations (i.e. Community Connections); Marketing -ideas, direction, education, promotion of programs centres; Human Resources – handle difficult employees, employee and supervisory skills; University of Manitoba what is new research on aging; Advocacy – rights of seniors, education.
- Transportation options and solutions.
- Pat Martens please. Discussions practical ways to implement different types of programs and services.
- Excellent ways to find out what everyone does. Stories came from the heart and not from bulleted technical information we are used to hearing.

Good to have the 7 minute time frame and stick to it. I love meetings that run on time. Thank you.

- The format was top notch. Everyone was buzzing about it. The meeting room was very warm. Fresher would have been appreciated. The food was excellent (as usual), light, nutritious.
- Stories became repetitive. Too much time allotted to speakers. Overall too much talking. Being talked at for 6 hours is exhausting.
- Using technology effectively, web development. Could we have less sugar and more healthy snacks? Lunch was lovely.
- ERIK Program – ways to get documents online so that anyone can download from Similar for other successful programs.
- Have seniors come and talk about certain experiences they have had and gone through.
- Bed Bugs.
- Activities/services for younger adults (i.e. the newly retired).
- Low income or fixed income and gender.
- Develop a plan to determine an award designated to a healthy community; what criteria would quickly a community to be a healthy communities?
- Sub categories.
- Information on Assisted Living.
- Dear Jeanette, Madeline and Kathy, how do you top this year? Thank you for a fantastic day...enjoyable, educational and inspiring.
- Innovation! How people overcome problems to stay at home? What kind of concerns need to be addressed and what stops people (seniors) from staying in their homes. How can we provide “specialized care” needed by some seniors who have minimal money and no other family to help them?
- Sharing of resources – human and financial.
- Really enjoyed the story telling! Great experience. Applying for Grant applications – how to?
- Best planning day! Thank you to Jeanette, Madeline and Kathy for their continued Support and assistance to run a successful programs.
- Successful programs/services that are being carried out in different areas of the city. Or could be a model of how things are done (i.e. marketing at the casino – ask Deb Kostyk, Debbie Wolfson or Colleen Tackaberry).
- Supportive/Assisted living criteria for acceptance. Understanding our partnerships with Home Care.
- Allow time to share success stories verbally with the group – would create more networking opportunity and hear great ideas.
- Some of Age & Opportunity programs. Highlight programming for isolated seniors that helps with transportation. Get information about Home Care resources/addressing issues with care (i.e. workers not showing up).
- Enjoyed the “stories” part of the day – not sure need it again next year though. Loved the Planning and sharing part of the day.

- A special guest speaker on future trends in aging a mental health issues (i.e. addictions).
- Hoarding support services. Information supporting seniors to move towards assisted living.
- The lunch time is a great networking time.
- Inequalities between city areas x 2.
- Not really sure as I am very new to my job and this is my first time at a “workshop” that would help to benefit my job.
- If there is a way to keep the story telling model – maybe have a “topic” and approach organizations to bring a success story on that topic. Examples: reaching an isolated senior, improving health or creative program ideas.
- Have seniors come to talk about certain experiences they have had or gone through and have overcome.
- Home Care services (how to link/stories); GPAT (how to link/stories).
- Increase cooperation between services; Linking each other together; Promote services – increase budget; isolation; no services should need or be required to do funding; funding.
- Marketing with minimal funds; Neighbourhood as Communities; Pat Martens.

## Appendix 3 – Support Services to Seniors Overview of Senior Serving Organizations



# Support Services to Seniors

## Overview of Senior Serving Organizations

Support Services to Seniors 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.

This resource guide was developed to provide an overview to clarify frequently-used terminology related to Support Services to Seniors programs and services within the Winnipeg Health Region.

---

### Community Resource Councils (CRC)

- Not for profit organizations which assist older adults in accessing community services. Also assists communities in developing programs and services for older adults based on identified community needs.
- Examples can include:
  - Information and referrals,
  - Networking and community outreach,
  - Emergency Response Information Kit, and
  - Escorted transportation and options.

Boni-Vital Council for Seniors	#6-845 Dakota Street
Keewatin/Inkster Neighbourhood	1490 Burrows Street
Middlechurch Home of Winnipeg Inc.	280 Balderstone Road
River East Council for Seniors	720 Henderson Highway
South Winnipeg Seniors Resource	Room 117-1 Morley Avenue
Broadway Seniors Resource Council	319-691 Wolseley Avenue
Conseil des francophones 55+	201-605 Des Meurons Street
Downtown Seniors Resource	640 Main Street
Point Douglas Seniors Program	220 Andrew Street
Seven Oaks Seniors' Links	1588 Main Street
St. James-Assiniboia 55+ Centre	3-203 Duffield Street
Transcona Council for Seniors	845 Regent Avenue West
Fort Garry Seniors Resource Council	800 Point Road, Lower Level

---

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

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

Arlington Haus	880 Arlington Street
Betelstadur Housing Cooperative	1061 Sargent
Bethel Place	445 Stafford Street
Bluebird Lodge	97 Keewatin Street
L'Accueil colombien Inc.	200 Masson Street
Columbus Manor	303 Goulet Street
Delmar Congregate Meal Program	110 Adamar Road
Fort Garry Rotary Services Inc.	528 Hudson Street
Foyer Vincent	200 Horace Street
Gwen Sectar Creative Living Centre	1588 Main Street
Kingsford Haus Co-op Ltd.	426 Kingsford Avenue
McClure Place	33 Greenwood Place
Manitoba Eastern Star Chalet	525 Cathcart Street
Metropolitan Kiwanis Courts	2300 Ness Avenue
Manitoba Housing	101 Marion Street
Manitoba Housing	125 Carriage Road
Manitoba Housing	170 Hendon Avenue
Manitoba Housing	185 Smith Street
Manitoba Housing	22 Strauss Drive
Manitoba Housing	444 Kennedy Street
Manitoba Housing	515 Elgin Avenue
Manitoba Housing	385 Carlton Street
Manitoba Housing	529 Country Club Blvd
Manitoba Housing	60 Chesterfield Avenue
Manitoba Housing	601 Osborne Street
Manitoba Housing	875 Elizabeth Road
Manitoba Housing	340 Princess Street
Manitoba Housing	817 Main Street
Manitoba Housing	555 Ellice Avenue
Parkside Plaza Meal Program	1630 Henderson Hwy
Villa Taché	400 Des Meurons Street
River East Meal Program	1100 Henderson Highway
Autumn House	790 Wellington Avenue
Transcona Council for Seniors	209 Yale Avenue West
Villa Cabrini	433 River Avenue
Villa Nova	1035 Wilkes Avenue
Willow Centre	61 Tyndall Avenue
Stradbrook Senior Centre	400 Stradbrook Avenue
64 Nassau Meal Program	64 Nassau Street
St. James-Assiniboia Meal Program	203 Duffield Street

---



## 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 activities, leadership and volunteer opportunities, social and recreation programs, advocacy, legal advice.

Age & Opportunity Inc.	280 Smith Street
Isaac Brock Community Centre	715 Telfer Street N.
Clifton Community Centre	1315 Strathcona Street
Main Street Senior Centre	1085 Main Street
Stradbrook Senior Centre	400 Stradbrook Avenue
Gwen Sectar Creative Living Centre	1588 Main Street
Aboriginal Senior Centre of Winnipeg	120-102 Robinson Street
Good Neighbours Active Living Centre	720 Henderson Highway
Brooklands Pioneers Senior Citizens Club Inc.	1960 William Avenue
Rady Centre	B100-123 Doncaster St
Charleswood Senior Centre Inc.	5006 Roblin Blvd
St. James-Assiniboia 55+ Centre	3-203 Duffield Street
Creative Retirement Manitoba	270 Sherbrook Street
Pembina Active Living (55+)	666 Silverstone Avenue

---

## Tenant Resource Coordinators (TRC)

- Offers older adults 55+ living in housing complexes support in finding services to assist with their 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

Bethel Place	445 Stafford Street
Bethania Haus	1060 Kimberly Street
285 Pembina Inc.	285 Pembina Highway
Donwood Manor Elderly Persons Housing Inc.	165 Donwood Drive
Donwood South	1245 Henderson Highway
Canadian Polish Manor	300 Selkirk Avenue
Fort Garry Rotary Services Inc.	528 Hudson Street
Bluebird Lodge	97 Keewatin Street
Willow Centre	61 Tyndall Avenue
Fred Douglas Apartments	1280, 1290, 1300 Aberdeen
Kingsford Haus Co-op Ltd.	426 Kingsford Avenue
L'Accueil colombien Inc.	200 Masson Street
Lions Manor	320 Sherbrook Street
Lions Place	610 Portage Avenue
Lindenwood Manor	475 Lindenwood Drive
Manitoba Housing	185 Smith Street
Manitoba Housing	444 Kennedy Street

Manitoba Housing	340 Princess Street
Manitoba Housing	601 Osborne Street
Manitoba Housing	470 Pacific Avenue
Manitoba Housing	269 Dufferin Avenue
Manitoba Housing	145 Powers Street
Manitoba Housing	22 Strauss Drive
Manitoba Housing	125 Carriage Road
Manitoba Housing	529 Country Club Boulevard
Manitoba Housing	170 Hendon Avenue
Manitoba Housing	875 Elizabeth Road
Manitoba Housing	101 Marion Avenue
Manitoba Housing	60 Chesterfield Avenue
Manitoba Housing	515 Elgin Avenue
Villa Taché	400 Des Meurons Avenue
Autumn House	790 Wellington Avenue
Arlington Haus	880 Arlington Street
Sunset House	888 Arlington Street
Villa Cabrini	433 River Avenue
KeKiNan Centre	100 Robinson Street

**Rupert’s Land Caregiver Services (RLCS) – 168 Wilton Avenue**

- 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.

**Creative Retirement Manitoba (CRM) – 270 Sherbrook Street**

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

**Meals on Wheels of Winnipeg (MOW) – 500-283 Portage**

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

**Manitoba Association of Senior Centres (MASC) – 3-203 Duffield**

- 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

**Medication Information Line for Everyone (MILE) – Room 111 University Centre**

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

**The University of Manitoba Dental**

- **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 at 2109 Portage, this clinic specializes in dental care for older adults.
- 

**Canadian Institute of the Blind (CNIB) – 1080 Portage Avenue**

- 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.
- 

**Age & Opportunity Inc. (A & O) – 200-280 Smith Street**

- Age & Opportunity Inc. 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 – Quick Fact Sheet Support Services To Seniors Planning Day

### QUICK FACT QUIZ

#### Facts on Canadian Older Adults

1. What is the projection percentage of the population of individuals 65+ in 2050?

(a) 19% (b) 35% **(c) 27%\***

2. What are the three main causes of death for older adults in 2006?

**(a) Respiratory diseases\* (b) Cancers\* (c) Circulatory diseases\***  
(d) Cardiovascular diseases

3. What is the percentage of older adults who have at least one chronic condition?

(a) 78% (b) 64% **(c) 89%\***

4. What is the most common cause of injury?

(a) Car accidents **(b) Falls\***

#### Manitoba Demographics

5. **True\*** or False: In 2006 161,885 Manitobans were 65+. That is 4.1% of Manitobans total population.

6. **True\*** or False: In 2009 – 273 Manitobans were 100 years or older 81% being women.

7. **True\*** or False: In 2026 – there will almost be as many 7074 year olds as there are children 4 years old or under.

8. **True\*** or False: Most older adults in Manitoba today were born in Canada or a European country. About 1/3 of immigrants aged 45-64 were born in Asia.

#### Manitoba Social Connections

9. **True\*** or False: In 2006 – 55.5% of Manitobans aged 65+ were married or in a common law relationship.

10. **True\*** or False: Men age 65+ were more likely to be married (73.3%) than women (42.2%).
11. **True\*** or False: 35.9% aged 65+ reported feelings of loneliness. Women aged 75+ reported the most feelings of loneliness (46.3%) Manitoba Volunteering and Charitable Giving.
12. **True\*** or False: 61,000+ Manitoba older adults volunteered in 2007 spending 14 million hours in unpaid activities.
13. **True\*** or False: Men and women (65+) on average spent 4.6 and 4.2 hours per week volunteering.
14. **True\*** or False: Most common reason to volunteer (45+) ‘to make a contribution to the community and use skills and experience.’
15. **True\*** or False: 2007 – 91% of Manitobans (65+) made a charitable donations over 87 million dollars.
16. **True\*** or False: Most common reason to donate ‘compassion’ and ‘belief in cause.’

### Health Status

17. In 2006, life expectancy at birth for men is:  
(a) 79.1 years of age (b) 74.2 years of age **(c) 76.8 years of age\***
18. In 2006, life expectancy at birth for women is:  
(a) 77.1 years of age (b) 79.7 years of age **(c) 81.7 years of age\***
19. **True\*** or False: Based on a 1995 study, it was estimated that 7.6% of Manitobans aged 65+ met the criteria for dementia and 5.6% for Alzheimer’s disease.
20. What is the average percentage of Manitobans aged 65+ who described themselves as being in excellent or very good health?  
(a) 27% (b) 74% **(c) 40%\***

### Exercise and leisure

21. **True\*** or False: In 2007, 13.9% of Manitobans ages 65+ had not participated in at least one physical activity.

22. In 2007, what is the percentage of Manitobans who considered themselves inactive?

(a) 71% (b) 35.9% **(c) 59%\***

23. **True\*** or False: In 2007, two thirds of Manitobans aged 65+ participated in walking for exercise.

### Support and Caring

24. **True\*** or False: It is estimated that one quarter of Manitobans 65+ required assistance from another person with at least one daily activity.

25. Manitobans aged 75+ were the most likely to have received care (23%). Women aged 75+ received:

**(a) 27.3 % more than men 75+\*** (b) 36.4% more than men 75 +  
(c) 59.2% more than man 75+

26. What is the percentage of Manitobans 45+ who provided assistance to an older adult due to long term health conditions or physical limitations?

(a) 36 % (b) 57 % **(c) 22%\***

27. **True\*** or False: 73% of Manitobans provided care to an older adult were between the ages of 45 and 64 years old.

28. What is the percentage of caregivers providing care to a parent or parent in law?

(a) 61% **(b) 55%\*** (c) 39%

### Healthcare and community services

29. **True\*** or False: Slightly over 10% of Manitobans aged 65+ reported no contact with a family doctor in the past 12 months.

30. In 2007, the average length of stay in a hospital for those 65 to 74 was: **(a) 12.4 days\*** (b) 19.2 days (c) 10.8 days

31. In 2007, the average length of stay in a hospital for those 75+ was: **(a) 19.2 days\*** (b) 12.4 days (c) 24.3 days
32. The average age of Manitobans first admitted to a personal care home was: **(a) 83 years old\*** (b) 76 years old (c) 92 years old
33. **True\*** or False: The proportion of Manitobans aged 75+ living in a personal care home has decreased from 14.1% in 2004 to 12.2 % in 2007. This decrease occurred in all of the Regional Health Authorities Elder Abuse and victimization.
34. **True\*** or False: Currently, there is no mandatory reporting of elder abuse for older adults living in the community.
35. In Manitoba, between 2005 and 2007 what was the most reported type(s) of abuse toward older adults?  
**(a) Financial\* (b) Emotional\*** (c) Sexual (d) Physical
36. **True\*** or False: Approximately one third of the calls to Elder abuse services are the victim's adult child.  
Source: 2010 Manitoba's seniors quick facts.  
2010 Report on the state of Public Health in Canada

## **Appendix 5 – Age & Opportunity Inc**

### **Transition to Specialized Service Provider / Rebranding the Agency:**

#### **1. Engaging Individuals & Communities**

- Transparent, timely and ongoing consultation with community, funders, service providers and older adults
- Increased demand among older Manitobans for specialized services
- Rebranded the agency – A&O: Support Services for Older Adults
- Identified 3 primary service delivery areas:
  - o Safety & Security
  - o Social Inclusion
  - o Counselling

#### **I. SAFETY & SECURITY**

##### **1. Elder Abuse Prevention Services**

Social Workers respond to the needs of individuals 55+ who are experiencing neglect, emotional, financial, sexual or physical abuse. Information and resources are provided to family and friends who may be concerned about an older adult. All calls are strictly confidential.

##### **2. Safe Suite**

The Safe Suite Program provides temporary housing for men, women and couples 55+ who are in need of a safe place to stay due to abuse or neglect. Clients are provided with furnished accommodations for up to 60 days at no cost. Social Workers provide counselling services and practical assistance in arranging finances, housing and legal services.

##### **3. Senior's Abuse Support Line**

The Senior's Abuse Support Line is available 24-7; calls are free and confidential. Counsellors are trained to provide one-on-one support to older adults experiencing abuse, and other concerned community members. This is a partnership between Klinik and A&O.

##### **4. Older Victim Services**

The agency works closely with the Winnipeg Police Service to help people over 60 who are victims of crime. Staff Social Workers provide emotional support and counselling. They also provide information about the investigation, court procedures and assistance with the Victim Impact Statement and Compensation for Victims of Crime Programs.



**5. SafetyAid: Crime and Falls Prevention for Older Manitobans**

SafetyAid is a FREE program offered in partnership with Age & Opportunity and the Province of Manitoba. Older adults 65+ are eligible to have a safety audit of their home and property. Older adults whose income is under \$25,000 (single) and \$30,000 (couple), or who have been the victim of a break and enter, are eligible to have safety devices installed in their home. The team can install deadbolts, peepholes, swing bars and smoke alarm batteries. The team also provides falls prevention materials including: non-slip bath mats, night lights and flashlights.

**6. This Full House**

This program is the first of its kind in Canada and is designed to assist older adults whose “stuff” fills their home and limits their lives. Houses full of saved items result in falls and injury, loss of relationships, isolation and emotional distress and can cause fires and evictions.

**II. SOCIAL INCLUSION**

**1. Senior Centre Without Walls**

This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults (55+) living in Manitoba to join fun, educational and interactive programs from the comfort of their own homes. The free half-hour programs are accessed through a toll-free number and are offered once per week for up to eight weeks. Participants are encouraged to join one or join them all. Current topics include language classes, exercise programs, cooking classes, gardening classes and travelogues.

**2. Friendly Visiting**

Volunteer friendly visitors provide supportive friendship to older adults in the community through regular visits or phone calls. Typical activities include conversing, reminiscing, sharing a hobby and outings.

**3. Paws with a Cause**

The Paws with a Cause Program matches isolated older adults with volunteer visitors and their St. John Ambulance Therapy Dogs. Once matched, the older adult will receive comfort, companionship, social interaction and active living opportunities through regular visits from their Therapy Dog.

#### **4. Entry Program for Older Adult Immigrants**

The program offers settlement and orientation sessions on topics of healthy living, law and getting around places in the community. All 55+ new immigrants and Canadian citizens who have not previously attended the ENTRY program are welcome to attend. Upon completing ENTRY sessions, participants are welcome to join English Conversation Circles covering topics of importance to older adults. Learners can get together to practice their English communication skills through peer interaction.

#### **5. Centres / Meal Program**

Age & Opportunity operates 3 centres throughout the city of Winnipeg. Centres are community focal points where older adults, as individuals and in groups, come together for services and programs that maintain and improve health and quality of life, support personal independence and encourage community involvement.

##### **Centre Locations:**

- West End Centre – 715 Telfer ph. 772-9581
  - Main Street Centre – 1085 Main Street ph. 942-7486
  - Stradbrook Centre – 400 Stradbrook Centre ph. 956-6490
- The Stradbrook Centre offers an affordable congregate evening meal program at 4:30 pm on Monday, Wednesday and Friday.

### **III. COUNSELLING SERVICES**

#### **1. Counselling**

A range of 66 counselling services are available. Some of the services available address loneliness, death of a family member, loss of health and adult child, grandchild / aging parent relationships.

#### **2. Information and Referral**

The Agency provides pertinent information about a wide range of services for older adults and links or refers them to the network of programs that exist in the community.

#### **3. Intake**

The Agency's Intake Worker acts as first point of professional contact between Age & Opportunity and potential clients. The Intake Worker will also provide direct service including client assessment, resource coordination, consultation, advocacy,

outreach, and community education to older adults and their families. The Intake process works in close contact with the Social Work team to coordinate clients' social, emotional, and cultural needs.

#### **4. Housing**

Age & Opportunity's housing program and related services are evolving to suit the needs of older adults. One-on-one consultations with the Housing Project Coordinator are available by appointment. The coordinator will provide clients and their families with information to assist them with the selection of an appropriate housing option. Age & Opportunity publishes the *Winnipeg Housing Directory for Older Adults* that contains information on housing for older adults in Winnipeg. The directory includes Independent Living, Life Leasing, Assisted Living, Companion Care, Supportive Housing, Intermediate Personal Care Homes and Personal Care Homes.

#### **5. Legal Clinics**

In cooperation with Legal Aid Manitoba, professional lawyers provide services to older adults 55+ on such matters as wills, power-of-attorney and other concerns requiring legal consultation.

### **2. Success Stories (increased independence / quality of life)**

Older adults, adult children and individuals concerned about an older adult have an increased awareness to contact A&O for specialized services. There is an effort being made among our clients to be proactive rather than reactive. This can be seen in the demand for service in the 2010 – 11 fiscal year for the following specialized services:

#### **Senior Centre Without Walls**

125 participants are calling in from 25 different communities across Manitoba. Individuals and groups spent 29,000 phone minutes participating in classes.

#### **Safe Suite**

Since the program began in 2006, 25 men and women were empowered to leave abusive situations knowing that they had a safe place to stay.

#### **This Full House**

In the 2010-11 fiscal year the program received 122 new referrals. Agency Social Workers provided over 1100 hours and worked with over 600 clients from previous years.

#### **Older Victim Services (OVS)**

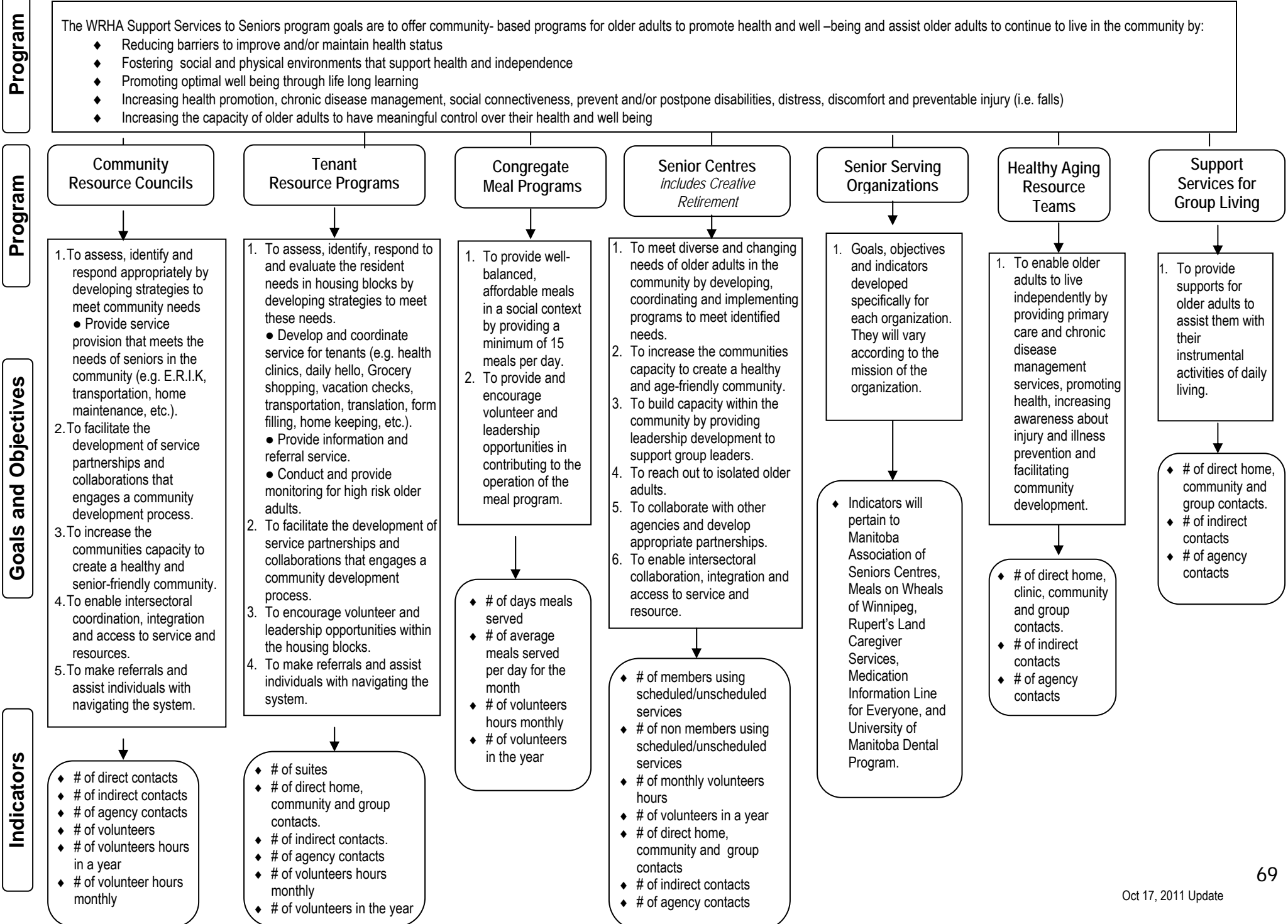
1052 cases were addressed through the agency's Older Victim Service program in the 2010 -11 fiscal year. There has been a 58.5% increase in service over the past two years.

#### **SafetyAid**

In the 2010-11 fiscal year the SafetyAid program provided the following services:

- 932 falls/ crime prevention audits
- 899 clients received free installation of security devices
- 51 presentations were delivered to over 1130 participants
- 1100 older adults became aware of the program through outreach at health fairs, malls and special events held throughout the province

## Appendix 6 - Winnipeg Regional Health Authority Support Services to Seniors Program



## Appendix 7 – Support Services to Senior Power Point Presentation



### Support Services to Seniors Planning Day

“All Canadians have a vested interest in creating and maintaining opportunities to age well.”  
Report on the state of Public Health in Canada, 2010.

November 3, 2011



### Support Services to Seniors Planning Day

➤ **Opening Remarks**





## Planning Day Objectives

- To further develop awareness, understanding and knowledge of Support Services to Seniors organizations.
- To further develop an overview of Support Services to Seniors that can assist in planning and implementing relevant and appropriate programs and services with older adults and their families.
- 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, share ideas, collaborate with one another and view various Support Services to Seniors resources.



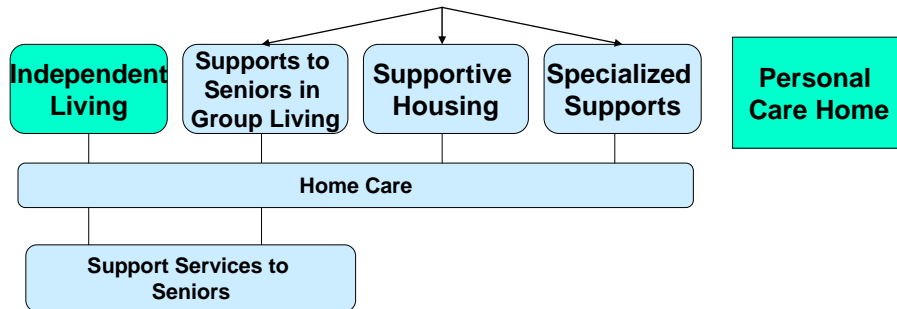
## What is Support Services to Seniors?

- Promotes a range of *coordinated, accessible and affordable, community-based services that focus on promoting health, independence and well being for older adults;*
- **Determines the needs of seniors in the community and tailors services** to address those needs;
- **Empowers people** to improve their health while taking an active role in the formation and execution of services they need and want;
- **Reduces and/or delays the need for more intensive intervention** (e.g. institutional care); and
- **Strengthens support and leadership from volunteers** that work to further strengthen Services to Seniors;



## Community Housing with Supports

Community Support  
Expansion



## Support Services to Seniors Planning Day

Story Telling  
and Dialogue  
on  
Support Services  
to Seniors







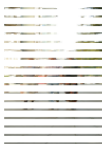
## What are Congregate Meal Programs?

- Provide nutritious meals to seniors in a group-setting.
- Targets those who are unable to prepare meals on a regular basis.
- Targets those who are socially isolated.
- 40 meal programs served 310,508 meals in 2010/11.



## What are Tenant Resource Programs?

- Are for adults 55+ living in elderly persons housing complexes.
- Develop and coordinate a service plan for tenants of the building or collection of buildings.
- Assist tenants to find services to help with their needs to support living in the community.
- Examples are:
  - information and referral,
  - advocacy,
  - health clinics,
  - friendly visits,
  - house cleaning,
  - translation,
  - filling out forms, etc.
- 36 Tenant Resource Sites had 46,060 contacts with older adults in 2010/11.





## What are Community Resource Councils?

- Help link older adults to services
- Helps develop support services and programs for adults 55+ based on identified needs
- Examples include:
  - escorted transportation and other transportation options,
  - educational material and community presentations,
  - information and referral,
  - ERIK (Emergency Response Information Kit),
  - congregate meal programs,
  - coordination of services,
  - networking and community outreach, etc.



- 13 Community Resource Councils had 25,430 contacts with older adults in 2010/2011.



## What is the Emergency Response Information Kit?

- E.R.I.K. is an Emergency Response Information Kit developed by the Community Advisory Council.
- Established in response to community concerns regarding the availability of adequate information in emergency situations.
- All area emergency groups have endorsed this program.
- Once completed, the kit provides the necessary information for emergency personnel to respond quickly to an individual's situation.
- 3,996 E.R.I.K.s were distributed in 2010/2011.





## What are Senior Centres?

Community focal points where adults 55+ come together for services and activities, which aim to:

- Promote, maintain and improve health and quality of life
- Support independence
- Encourage involvement in the community
- Address the determinants of health
- Provide resource information on living well
- Examples are: individual/personal services (income tax, legal, counseling) , education and life-long learning, health promotion /management, outreach, specialized services, leadership development, social/ recreational/cultural programming etc.
- 13 senior centres had 117,479 contacts with older adults in 2010/2011.



## What is the Manitoba Association of Senior Centres?

- Provincial focal point to facilitate communication, networking and planning among senior centres and raise their profiles.
- The Association also assists in the development of senior centres and collaborates with other senior serving organizations.
  - Supports 21 centres in the province.





## Get off your chair and get *in motion!*



### Winnipeg *in motion* energizer break



## What is Meals on Wheels?

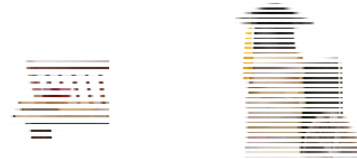
- Provides nutritious meals that are delivered to individual's home.
- Meals are delivered by volunteers.
- Meals are available to individuals who are unable to prepare or otherwise obtain meals on their own.
  - Served 189,123 meals in 2010/2011.





## What is Creative Retirement Manitoba?

- **Contributes to the well being of older persons and their communities by developing and offering innovative and interactive learning opportunities.**
- **Creative Retirement is a not-for-profit organization devoted to life-long learning.**
- **Mental stimulation is a major factor in good health and longevity.**
- **Provides interesting and informative programs for people of varied interests.**
- **Offers programs at affordable prices.**
- **Had 4,508 contacts in 2010/2011.**



## What is Canadian National Institute for the Blind?

- **CNIB works with individuals to achieve full independence and equality for people who are blind or visually impaired.**
- **Offer specialized services and training.**
- **Served 1,609 clients in 2010/2011.**





## What is the Dental Program?

### Home Dental Care Program

- Uses special portable dental equipment to provide care for those who have difficulty getting to a dental office (long term care facility).

### Deer Lodge Centre Dental Program

- Located in Deer Lodge Centre, this clinic specializes in dental care for seniors and welcomes older adults from any area in the city.
- Served 1,041 patients in 2010/2011.



## What is the Medication Line for Everyone?

- The University of Manitoba offers the Medication Information Line for Everyone (MILE).
- Provides answers to questions and other concerns regarding prescription and non-prescription medications.
  - Had 4,465 calls in 2010/2011.





## What is Age & Opportunity?

### Offers Support Services for Older Adults including:

- Information and referrals,
- Counseling,
- Paws with a cause,
- Entry program for older adult immigrants,
- 'This full house',
- Senior centre without walls,
- Older victim services,
- Elder abuse services,
- Education,
- Recreation, congregate dining,
- Friendly visiting and
- Volunteer opportunities.



## What is Rupert's Land Caregiver Services?



- **Targeted to the caregiver.**
- **Provides information, services and support to caregivers in Winnipeg.**
- **Caregiver telephone support, general information, referral and respite services.**
- **Serves 1,617 clients in 2010/2011.**



## What are Support Services for Group Living?

- **Enhanced support services provided to older adults in existing community congregate settings.**
- **Supports health promotion and independence with a goal of aging in place.**
- **No additional charge to residents for this service.**
- **Target population: Individuals (primarily seniors) who do not require 24 - hour support and supervision.**
  
- **Supported 1,150 units and had 48,363 contacts in 2010/2011.**



## What is the Healthy Aging Resource Team?

- **Three teams (River East/ Transcona, Downtown/ Point. Douglas, and St. James/ Assinibioa/Assiniboine South).**
  - **Composed of a nurse and allied health professional.**
  - **Enable older adults to live independently by:**
    - **providing primary health care,**
    - **health promotion,**
    - **illness and injury prevention**
    - **chronic disease management**
- that promotes optimum quality of life for adults age 55+.**
- **Had 6,856 contacts in 2010/2011.**





## Who are Community Facilitators and Community Developers?

- Work with community areas throughout Winnipeg.
- Improve the health status and well being of community members by fostering independence, accountability and solidarity.
  - Had 3,779 contacts in 2010/2011.



## Community Partners

285 Pembina Inc.  
Age & Opportunity Centre Inc.  
Aboriginal Seniors Resource Centre  
Bethania Group (Kingsford Haus and Kimberly Haus)  
Bethel Mennonite Care Service  
Bethelstadar Coop – 1061 Sargent  
Boni-Vital Council for Seniors  
Broadway Seniors Resource Council  
Brooklands Pioneers Senior Citizen Club  
Canadian Institute of the Blind  
Canadian Polish Manor  
Columbus Manor  
Charleswood Senior Centre Inc.  
Creative Retirement Manitoba  
Downtown Seniors Resource Council of Winnipeg Inc.  
Donwood Manor  
Fort Garry Rotary Services  
Fort Garry Senior Resource Council  
Foyer Vincent  
Good Neighbours Active Living Centre Inc.  
Gwen Sector Creative Living Centre  
Keewatin/Inkster Neighbourhood Resource Council (for Seniors) Inc.  
Kekinan Centre  
L'Accueil Colombien Inc.  
Le conseil des franophone 55+  
Lions Housing Centres  
Lindenwood Manor  
McClure Place - 544 Greenwood

Manitoba Association of Senior Centres  
Manitoba Eastern Star Chalet  
Manitoba Housing  
Meals On Wheels Of Winnipeg Inc.  
Medication Information Line for the Everyone (M.I.L.E.)  
Metropolitan Kiwanis Courts  
Middlechurch Home of Winnipeg Community Services Program  
Pembina Active Living 55+  
Point Douglas Seniors Coalition  
Rady Jewish Community Centre  
River East Council for Seniors  
Rupert's Land Caregiver Services  
Seniors Home Help Inc.  
Seven Oaks Seniors' Links  
South Winnipeg Seniors Resource Council  
St. James Assiniboia 55+ Centre Inc.  
Transcona Council for Seniors  
University of Manitoba – Dental services  
Villa Cabrini  
Villa Nova  
Villa Tache  
Willow Centre  
Winnipeg Housing Rehabilitation Corporation



## Support Services to Seniors Planning Day



- ✓ Networking
- ✓ Stretching
- ✓ Nutrition break

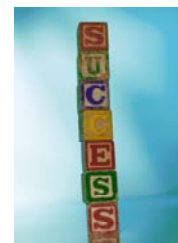


## Support Services to Seniors Planning Day

### Celebrate Success and Accomplishments

#### Objective

- Stop and Celebrate





## Support Services to Seniors Planning Day



### Community Priorities

- When identifying the top 2 priorities, keep in mind how to plan and implement appropriate programs/services in your community.



## Support Services to Seniors Planning Day



### Community Priorities

- Presentation of priorities in your community area and linking the commonalities.





## Support Services to Seniors Planning Day

### ➤ Wrap Up

- **Evaluation Forms** – Please hand in before leaving today



## Support Services to Seniors

*“Never doubt that a small group of committed people can change the world. Indeed, it is the only thing that ever has.”*

**-Margaret Mead**

Thank you for coming to the 8<sup>th</sup> annual Support Services to Seniors planning day.



## Appendix 8 - Support Services to Seniors Participant List

### Support Services to Senior Participant Listing - November 3, 2011

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
82	Melissa MacKinnon	Room 319-691 Wolseley Ave.	Winnipeg	Manitoba	R3G 1C3	Broadway Seniors Resource Council	Lead Staff	Coordinator	(204) 772-3533	Downtown	yes	1
	Harry Paine	Room 319-691 Wolseley Ave.	Winnipeg	Manitoba	R3G 1C3	Broadway Seniors Resource Council	Board Member			Downtown	yes	1
	??	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 Kalupar	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		Coordinator	(204) 784-1240	Downtown	Yes	1
	Cristine Schroder	790 Wellington Ave	Winnipeg	Manitoba	R3N 1A1	Seniors Home Help Inc.		Coordinator	(204) 783-9918	Downtown	Yes	1
	Board Member	200-280 Smith.	Winnipeg	Manitoba		Downtown Senior Council		Board member	R3C 1K2	Downtown		
	Jane Wells-Farrell	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Winnipeg Regional Health Authority		Team Manager	940 3165	Downtown	Yes	1
	Claire Meiklejohn	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Winnipeg Regional Health Authority		Community Facilitator	940 8714	Downtown	Yes	1
	Shereen Farrell	185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority		Coordinator	(204) 945-2187	Downtown		
149	Margaret Gibson	533 Greenwood	Winnipeg	Manitoba	R3G 2X8	McClure Place/McClure United Church	President/Board Chair	Chair/Manager	(204) 775-2908	Downtown		

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Darin Yee	444 Kennedy St	Winnipeg	Manitoba	R3B 2Z1	Manitoba Housing Authority	444 Kennedy	Coordinator	(204)945-1902	Downtown		
	Bonnie Lussier	640 Main Street	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Coordinator	(204) 940-3165	Downtown	Yes	2
	Amy Krahn	640 Main Street	Winnipeg	Manitoba	R3A 1P2	Downtown Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2269	Downtown	regrets	
	Kusela Capulong	640 Main Street	Winnipeg	Manitoba		Downtown Healthy Aging Resource Team		Primary Health Care Nurse	(204) 940-2269	Downtown		
	Genny Funk-Unrae	Portage Avenue	Winnipeg	Manitoba		Klnic		Community Outreach		Downtown		
129	Monica Grocholski	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	regrets	
	Olivia Watson	425 Elgin Ave.	Winnipeg	Manitoba	R3A 1P2	SAM Management			(204) 956-2566	Downtown	Yes	2
	Bev Whradowy	425 Elgin Ave.	Winnipeg	Manitoba	R3A 1P2	SAM Management			(204) 956-2566	Downtown	Yes	2
123	Janice Klassen	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.	Property Manager	Lead/Staff		Downtown		
115	Anne Williment	610 Portage Ave.	Winnipeg	Manitoba	R3C 0G5	Lions Place	Director	Recreation Director	(204) 784-2730	Downtown	regrets	
	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.	Property Manager	Lead/Staff	(204) 284-7228	Fort Garry		

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
180	Sid Whitman	800 Point Road	Winnipeg	Manitoba	R3T 3L8	Fort Garry Seniors Resource Council		Coordinator	(204) 792-1913	Fort Garry	Yes	3
	Bob Thompson	800 Point Road	Winnipeg	Manitoba	R3T 3L8	Fort Garry Seniors Resource Council		Board member	(204) 792-1913	Fort Garry	Yes	3
	Alanna Jones	666 Silverstone Ave	Winnipeg	Manitoba	R3T 2V7	Pembina Active Living	Lead Staff	Executive Director	(204) 946-0839	Fort Garry		
	Olive Niblett	666 Silverstone Ave	Winnipeg	Manitoba	R3T 2V7	Pembina Active Living	Board Member	Chair/Manager	(204) 946-0839	Fort Garry	Yes	3
142	Amanda Younka	668 Stafford	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Facilitator	(204) 940-2196	Fort Garry	Yes	3
13	Cliffe Binnie	528 Hudson St.	Winnipeg	Manitoba	R3T 4E3	Fort Garry Rotary Services Inc.		Chair/Manager	(204) 284-7228	Fort Garry		
200	Elaine Kroeker	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor		Director	(204) 475-9440	Fort Garry	yes	3
	Theresa Jacknycky	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor		Executive Director		Fort Garry	yes	3
	Cassia Luther Ruban	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor				Fort Garry	yes	3
	Dr. Albert Friesen	475 Lindenwood	Winnipeg	Manitoba	R3P 2P3	Lindenwood Manor		Chair/Manager	(204) 475-9440	Fort Garry	regrets	
52	June Nasuti	1035 Wilkes Ave.	Winnipeg	Manitoba	R3P 1V9	Villa Nova		Chair/Manager	(204) 489-8648	Fort Garry		
	Eliete 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		
	Kim Felteau	123-1 Morley Ave.	Winnipeg	Manitoba	R3L 2P4	South Winnipeg Seniors Resource Council		Coordinator	(204) 478-6169	River Heights	Yes	4

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	MaryLynne Barnsley	123-1 Morley Ave.	Winnipeg	Manitoba	R3L 2P4	South Winnipeg Seniors Resource Council	Board Member	Chair/Manager	(204) 478-6169	River Heights	Yes	4
	Gerri Thornsteinson.	123-1 Morley Ave.	Winnipeg	Manitoba	R3L 2P4	South Winnipeg Seniors Resource Council	Board Member	Chair/Manager	(204) 478-6169	River Heights	Yes	4
6	Joanne Schmidt	Bethel Place 100-445 Stafford Ave.	Winnipeg	Manitoba	R3M 3V9	Bethel Mennonite Care Service	Property Manager	Manager	(204) 284-3762	River Heights		
108	Angie Stojke	445 Stafford Ave.	Winnipeg	Manitoba	R3M 3V9	Bethel Place		Coordinator	(204) 284-3762	River Heights		
79	Roberta Malan	B100-123 Doncaster St.	Winnipeg	Manitoba	R3N 2B3	Rady Jewish Community Centre		Coordinator	(204) 477-7545	River Heights	Yes	4
107	Shelly Hoplock-Zammit	285 Pembina Hwy.	Winnipeg	Manitoba	R3L 2E1	285 Pembina Inc.	Lead Staff	Chair/Manager	(204) 284-0802	River Heights	Yes	4
78	Candice Swick	B100-123 Doncaster St.	Winnipeg	Manitoba	R3N 2B3	Rady Jewish Community Centre		Coordinator	(204) 477-7545	River Heights		
49	Linda Caldwell	433 River Ave.	Winnipeg	Manitoba	R3L 2V1	Villa Cabrini	Lead Staff	Coordinator	(204) 284-2880	River Heights	Yes	4
	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
	Cathy Cook	650 Main Street	Winnipeg	Manitoba		Winnipeg Regional Health Authority		VP		Other	yes	Floating
71	Jules Lavolie	102 Robinson St.	Winnipeg	Manitoba	R2W 5M8	Aboriginal Seniors Resource Centre of Winnipeg Inc		Chair	(204) 586-4595	Point douglas		



Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
73	Thelma Meade	102 Robinson St.	Winnipeg	Manitoba	R2W 5M8	Aboriginal Seniors Resource Centre of Winnipeg Inc	Lead Staff	Executive Director	(204) 586-4595	Point douglas	yes	2
	vacant	269 Dufferin	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 Corporation		Property Manager	(204) 582-4435	Point douglas		
165	Ewa Wadowska	300 Selkirk Avenue	Winnipeg	Manitoba		Canadian Polish Manor		Coordinator	(204) 582-4435	Point douglas	yes	2
	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	yes	2
93	Theresa Lajambe	220 Andrews Street	Winnipeg	Manitoba		Point Douglas Seniors Coalition		Coordinator	(204) 792-8894	Pt. Douglas	yes	
	Craig Ross		Winnipeg	Manitoba		Mount Carmel Clinic		Director Community Development		Pt. Douglas		
56	Amanda Macrae	200-280 Smith.	Winnipeg	Manitoba	R3C 1K2	Age & Opportunity Centre Inc.	Lead Staff	Executive Director	(204) 956-6440	Regional	Yes	5
114	Margaret Mackling	308 McLean Avenue	Winnipeg	Manitoba		Manitoba Association of Senior Centre	Board Member	Chair/Manager	785-2092	Regional	Yes	5
	Joyce Rose	19-2825 Ness Avenue	Winnipeg	Manitoba	R3J 1A2	Manitoba Association of Multipurpose Senior Centre	Board Member	Board Member		Regional	Yes	5
30	Josh Maxwell	1-185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing		Chair/Manager	(204) 945-0821	Regional		
104	Dr. Pamela Dahl	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

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Kristine Hayward	2-189 Evanson	Winnipeg	Manitoba	R3G 0N9	Winnipeg Regional Health Authority		In Motion Coordinator	204-940-2003	Regional	Yes	5
	Richard Denesiuk	270 Sherbrook St.	Winnipeg	Manitoba	R3B 2B9	Creative Retirement Manitoba		staff	(204) 949-2565	Regional	Yes	5
	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
	Ellen Karr	168 Wilton St.	Winnipeg	Manitoba	R3M 3C3	Rupert's Land Caregiver Services	Board Member		(204) 452-9491	Regional		
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	Yes	6
	Connie Newman	19-2825 Ness Avenue	Winnipeg	Manitoba	R3J 1A2	Manitoba Association of Multipurpose Senior Centre	President/Board Chair	Chair		Regional	Yes	6
	Janice Seimens	500-283 Portage Ave.	Winnipeg	Manitoba	R3B 2B5	Meals on Wheels of Winnipeg Inc.			(204) 956-7711	Regional		
118	Lisa May	2100-185 Smith St.	Winnipeg	Manitoba	R3C 3G4	Manitoba Housing Authority		Manager	(204) 945-8129	Regional		
172	Dr. Alex Segall	200-280 Smith.	Winnipeg	Manitoba	R2W 2M7	Age & Opportunity Centre Inc.	Board Member	Chair/Manager	(204) 956-6440	Regional	regrets	
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	R3G3M3	CNIB		Coordinator		Regional	yes	6
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

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Patti Chiappetta	812-155 Carlton	Winnipeg	Manitoba	R3C 3H8	Seniors Secretariat		Acting Executive Director	(204) 945-1836	Regional		
	Gemma Eko-Davis	500-283 Portage Ave.	Winnipeg	Manitoba	R3B 2B5	Meals on Wheels of Winnipeg Inc.		staff	(204) 956-7711	Regional	yes	6
	Lynn Axworthy	270 Sherbrook St.	Winnipeg	Manitoba	R3B 2B9	Creative Retirement Manitoba	Lead Staff	Chair	(204) 949-2565	Regional	yes	6
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	Don King	720 Henderson Hwy	Winnipeg	Manitoba	R2K 2K5	Good Neighbours Senior Centre Inc.	Board Member	Board Member	(204) 669-1710	River East	yes	7
146	Cath McFarlane	975 Henderson Hwy.	Winnipeg	Manitoba	R2K 4L7	Winnipeg Regional Health Authority		Community Facilitator	(204) 938-5040	River East	yes	7
	Noreen Kohlman	165 Donwood	Winnipeg	Manitoba	R2G 0V9	Donwood Manor Elder Persons Housing Inc.	Lead Staff	Tenant resource Coordinator	(204) 668-4410	River East		
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
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	Jim Hardy	1045 Concordia Ave.	Winnipeg	Manitoba	R2K 3S7	Bethania Personal Care Home	CEO	Chair/Manager	(204) 667-0795	River East	yes	7
168	Jodi Barbosa	1045 Concordia Ave.	Winnipeg	Manitoba	R2G 0J8	Bethania Personal Care Home		Coordinator	(204) 783-3752	River East	yes	7
	Deb Vanance	975 Henderson Hwy.	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		River East	regrets	
	Pat Ross	755 Henderson Hwy	Winnipeg	Manitoba	R2K 2T4	River East Council for Seniors		board member	(204) 667-6812	River East	Yes	7

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
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
	Louis Page	Yale Ave W	Winnipeg	Manitoba	R2C 3A9	Transcona Council for Seniors		Meal Coordinator		Transcona	Yes	7
	Colleen Tackelberry	845 Regent	Winnipeg	Manitoba	R2C 3A9	Transcona Council for Seniors		Coordinator	(204) 222-9879	Transcona	Yes	8
	Doug Buckingham	845 Regent	Winnipeg	Manitoba	R2C 3A9	Transcona Council for Seniors		Board Member	(204) 222-9879	Transcona	Yes	8
	Cindy Angus		Winnipeg	Manitoba	R2C 1L7	Park Manor Personal Care Home		Coordinator	(204) 228-3309	Transcona	yes	8
	Lesia McCaron		Winnipeg	Manitoba		Park Manor Personal Care Home		Coordinator		Transcona	yes	
	Stacey Boone	845 Regent	Winnipeg	Manitoba	R2C 3A9	Winnipeg Regional Health Authority		Community Facilitator	(204) 938-5303	Transcona	yes	8
70	Marilyn Regiec	1588 Main St.	Winnipeg	Manitoba	R2V 1Y3	Gwen Sector Creative Living Centre	Lead Staff	Executive Director	(204) 339-1701	seven Oaks		
69	Judy Kaplan	1588 Main St.	Winnipeg	Manitoba	R2V 1Y3	Gwen Sector Creative Living Centre	President/Board Chair	Chair	(204) 339-1701	seven Oaks		
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/Manager	(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	Shannon Cecotka	Willow Centre 61 Tyndall	Winnipeg	Manitoba	R2X 2T4	Willow Centre	Board Member	Board Member	(204) 632-5940	Inkster	Yes	9
139	Betty Leronowich	1490 Burrows	Winnipeg	Manitoba	R2X 0S8	Keewatin/Inkster Neighbourhood Resource Council		Coordinator		Inkster	Yes	9

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Harvey Sumka	1490 Burrows	Winnipeg	Manitoba	R2X 0S8	Keewatin/Inkster Neighbourhood Resource Council		Coordinator		Inkster	Yes	9
	Evelyn Walker	1960 Willam Ave	Winnipeg	Manitoba	R2R 0C4	Brookland Pioneers Senior Centre Club Inc		Coordinator		Inkster		
	Alice Steinke	1960 Willam Ave	Winnipeg	Manitoba	R2R 0C4	Brookland Pioneers Senior Centre Club Inc	Board Member	Chair/Manager		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		
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		Community Developer		St. Boniface	yes	10
	Gisele Deniset	431 Tache N5033	Winnipeg	Manitoba	R2H 2A6	Centre de Sante	Lead Staff	Executive Director		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		
110	Guy Mao	200, rue Masson	Winnipeg	Manitoba	R2H 3G1	L'Accueil Colombien Inc.	Lead Staff	Chair/Manager	(204) 233-0501	St. Boniface	yes	10
	Board Member	100-303 Goulet St.	Winnipeg	Manitoba	R2H 3C4	Columbus Manor		Board Member	(204) 233-7080	St. Boniface		
10	Peter Lang	100-303 Goulet St.	Winnipeg	Manitoba	R2H 3C4	Columbus Manor	Lead Staff	Chair/Manager	(204) 233-7080	St. Boniface		
15	Rosylenne	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	Property Manager	Lead/Staff	(204) 233-5337	St. Boniface		

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Susan Stratford		Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		St. Boniface	regrets	
	Clement Perrault		Winnipeg	Manitoba		Le Conseil de Francophones 55+		Coordinator		Regional		
	Karen Irvine	1188 Dakota	Winnipeg	Manitoba	R2N 3T8	Boni-Vital Council for Seniors	Lead Staff	Coordinator	(204) 255-2061	St. Vital	yes	10
	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		Coordinator	(204) 945-5924	St. James		
	Patricia Torgarson		659 Cavalier	Winnipeg	Manitoba		Manitoba Housing		Coordinator	(204) 945-7459	St. James	
	Pat Younger	3041 Roblin	Winnipeg	Manitoba		Winnipeg Regional Health Authority		Community Area Director		St. James	Regrets	
76	Connie Newman	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James Assiniboia 55 + Centre Inc.	acting chair	Board Member	(204) 987-8851	St. James		
103	Bryan Metcalfe	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	regrets	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		
	Lorna Shaw Hoepfner	203 Duffield	Winnipeg	Manitoba	R3J 0L3	St. James-Assiniboia Healthy Aging Resource Team		Dietician			Yes	11
147	Sharon Walters	2-2015 Portage Ave.	Winnipeg	Manitoba	R3J 0K3	Winnipeg Regional Health Authority		Community Facilitator	(204) 940-2117	St. James	Yes	11

Contact ID	First Name	Address	City	Province	Postal	Company Name	Sub Title	Title	Work Phone	Community Area	Replies	Table Numbers
	Heather Ritchie	2300 Ness Ave.	Winnipeg	Manitoba	R3J 1A2	Metropolitan Kiwanis Courts		Board Member	(204) 885-7700	St. James	Yes	11
157	Shelia Hunter	2300 Ness Ave.	Winnipeg	Manitoba	R3J 1A2	Metropolitan Kiwanis Courts	Lead Staff	Chair/Manager	(204) 885-7700	St. James	Yes	11
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	Yes	11
	Susan Reimer	5600 Roblin	Winnipeg	Manitoba		Charleswood Senior Centre Inc.		President	(204) 897-5263	Assiniboine South	yes	11
	Joanne Grusko	5600 Roblin	Winnipeg	Manitoba	R3R 0G7	Charleswood Senior Centre Inc.	Lead Staff	Executive Director	(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