



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

**Community Development – Healthy Aging
Support Services to Seniors Report
Education and Collaborative Planning Session
Friday, November 3rd, 2017**

**Prepared by:
Community Development – Healthy Aging
Winnipeg Regional Health Authority**

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Summary

On Friday, November 3rd, 2017, eighty-seven participants attended the fourteenth annual Community Development – Healthy Aging Support Services to Seniors Education and Collaborative Planning Day hosted by the Winnipeg Regional Healthy Authority (WRHA). The intent of these sessions is to promote ongoing collaboration between all funded Support Services to Seniors agencies and WRHA programs and services. Joint planning and issue identification provides numerous opportunities to not only learn from one another but to also develop effective and efficient mechanisms to deliver services and to engage older adults.

Participants included funded agency board members and agency staff, Community Area Directors, Healthy Aging Resource Team facilitators, WRHA managers and specialists, community facilitators/community developers and Manitoba Health, Seniors, and Active Living - Seniors and Healthy Aging Branch representatives.

Participants were assigned to geographic community area tables in the Winnipeg region. Those agencies that provide regional and provincial wide services were assigned to joint tables. This enabled all participants to discuss issues and to plan based on the populations of the older adults they serve. Participants at all tables were encouraged to visit with one another in order to engage in further collaboration.

Ninety-three percent of participants responded favorably in the planning day's evaluation form. The participants also indicated that the goals of the Support Services to Seniors Planning Day were met.

Background

The Winnipeg Regional Health Authority Community Development – Healthy Aging Support Services to Seniors prepared this report based on the day's presentations, activities and discussions.

The session began with Jeanette Edwards, Regional Director, Primary Health Care and Chronic Disease opening the day with acknowledging that the Winnipeg Regional Health Authority delivers programs and services located on the original lands of Treaty 1 and on the homeland of the Metis Nation.

Kathy Henderson, Community Development – Healthy Aging Facilitator engaged the participants with an opportunity for introductions and awareness of the service areas attending.

The official welcoming was provided by Dr. Catherine Cook, WRHA Vice President, Population and Indigenous Health. Dr. Cook provided an overview of the 2017 Regional Key Accomplishments and Support Services to Seniors performance indicators.

Dr. Cook's remarks highlighted:

- That educational sessions offered included the following topics:
 - Fentanyl Abuse: A fatal attraction
 - Thrive over 55 –Being Well – Mental Health Promotion
 - Dementia Friendly Communities
 - Mental Health and Older Adults
 - Anxiety and Older Adults

Dr. Cook stated that there were 302 individuals registered for these sessions which is a 50% increase in participants over the previous year.

- That the Community Development-Healthy Aging Support Services to Seniors presentations and orientation sessions continue to be offered to home care, physician assistants, allied health professionals, students, board members, funded agency staff, etc.
- That support is provided to the network meetings for senior resource coordinators, tenant resource coordinators, congregate meal programs and support services to seniors in group living sites. The Senior Centre network meetings began to operate this year based on feedback from the senior centres. These network meetings provide opportunities to have an education component and share new initiatives, ideas, stories and challenges.
- The continued partnership with Manitoba Association of Senior Centres to support staff and board education sessions for senior centres throughout Manitoba.
- The participation in various community events to raise awareness of Support Services to Seniors through forums, workshops, health fairs and presentations. Fostering these relationships and raising awareness of Community Development-Healthy Aging for Support Services to Seniors is a crucial.
- The annual site visits bring good discussion and insight on what is happening in the region regarding healthy aging.
- The assistance provided with the seasonal influenza campaign by helping to get the messages out to older adults.

Dr. Cook indicated that funding was reallocated:

- To support the North End Wellness Elders for the senior centre and meal programs.
- To support Archwood 55+ and to North Point Douglas Seniors Association for senior centre programming.

Performance indicators included:

- Congregate Meal Programs delivered 272,186 meals and in addition Meals on Wheels of Winnipeg delivered 175,237 meals.
- Senior Centres including Creative Retirement Manitoba had 101,420 contacts and 116,337 participants engaged in group activities last year contacts with older adults and had participants in group activities.
- Senior Resource Finders had 30,245 contacts with older adults.
- 6,818 Emergency Resource Information Kits (E.R.I.K.) were distributed.

- Tenant Resource Programs supported 3,245 suites and had 52,240 contacts with older adults.
- Supports to Seniors in Group Living (SSGL) had 90,744 contacts with older adults and supported 1,150 suites.
- Rupert's Land Caregiver Services operating as Caregiving with Confidence supported 3,742 clients.
- Canadian National Institute for the Blind provided support to 1,395 clients.
- The Alzheimer Society had 1,625 active files pertaining to First Link,
- University of Manitoba – Dental Health at Deer Lodge Centre served 1,321 patients.
- Manitoba Association of Senior Centres provincially had 44 members and supported the staff and boards through professional development and capacity building.
- A & O Support Services for Older Adults:
 - 5,160 clients received Connect program support
 - 1,505 total Elder Abuse situations were supported
 - 2,059 total Counselling Services were provided
 - 1,618 total Full House situations were supported
 - 4,364 total number of participants with the Senior Centres without Walls program and 594 total number of sessions
- Healthy Aging Resource Teams had 5,924 contacts with older adults.
- Community Facilitators had 18,909 contacts with community.

Jeanette Edwards provided an overview of the agenda and objectives of the day. This can be found in *Appendix A: Agenda and Objectives*.

Ms. Edwards then presented on "*Setting the Stage – How does Community Development – Healthy Aging Fit in our Changing Health System*".

Highlights of this discussion include:

- Overview of hospital and health centre roles, Canada Health Act, roles of different government levels in health care, provincial Shared Health Services Manitoba, overview of Regional Health Authorities and the continuum of care for programs and services.
- Overview of Community Development – Healthy Aging Support Services to Seniors' role statement, goals, objectives and strategic approaches, and how Community Development – Healthy Aging Support Services to Seniors supports primary prevention and healthy living.

The power point presentation can be found in *Appendix B: Setting the Stage: How does Community Development – Healthy Aging Fit in our Changing Health System*.

Following this presentation, Jeanette Edwards welcomed Arle Jones, Downtown/Point Douglas and River East/Transcona Team Manager, WRHA. Ms. Jones presented an overview of primary health care and primary care renewal including My Health Teams. The highlights of this presentation were:

- the principles of Primary Health Care (PHC)

- what is Primary Care
- what are My Health Teams

Following this presentation, there was a panel presentation and discussion on the "*Roles and Partnerships in our Changing Health System*".

The panel members included:

Amy Krahn, Occupational Therapist, Downtown/Point. Douglas Healthy Aging Resource Team

Janice Brickley, Nurse, Downtown/Point. Douglas Healthy Aging Resource Team

Claire Meiklejohn, Community Facilitator, Downtown Community Area

Colleen Tackaberry, Senior Resource Coordinator, Transcona Council for Seniors.

This panel presentation and discussion provided an overview of each service area offered to older adults as well as examples of the evolving partnerships and collaboration between various service areas, including My Health Teams. These partnerships show how the program and service area complement each other to assist older adults to live independently in their community. The highlights of the panel presentation and discussion can be found in *Appendix C: Panel: Roles and Partnerships in our Changing Health System*.

The afternoon began with Amanda Macrae, CEO, A & O Support Services to Older Adults and Stacey Miller, Manager of Community Services, A & O Support Services to Older Adults presenting on "*Authentic Engagement of Older Adults – Connecting the Dots*" report from the Knowledge Exchange: Connecting the Dots: Authentic Social Engagement of Older Adults session on February 10th, 2017.

Highlights of this presentation included:

- Research shows that an estimated 30 percent of Canadian seniors are at risk of becoming socially isolated. Social isolation can be related to serious negative health effects and reduced quality of life for seniors. (Volume 1, Understanding the Issue and Finding Solutions, Federal/Provincial/Territorial Ministers Responsible For Seniors, 2017).
- With the growing number of older adults, social isolation is becoming an increasing risk and a serious concern for older Manitobans.
- Based on the findings of a study of the health status of older adults published in the Journal of Aging and Health several years ago (2008) researchers concluded that "perceived social connectedness may be relatively more important to health and well-being of older adults than the perceived availability of social support".
- Over 90% of respondents from the February 2017 session indicated that it would be beneficial to establish a Social Engagement Network for Older Adults.

The power point presentation can be found in *Appendix D: Connecting the Dots: Authentic Engagement of Older Adults*.

The first group exercise was titled, "*Sharing Accomplishments*". A pre-exercise sheet was sent out to all funded agency participants to take some time to reflect with their

volunteers, staff, board and members on the past year's programs, services, partnerships, events, initiatives, etc. in the community area and/or in the Winnipeg Health Region. This provided each funded agency a chance to discuss and prepare with the staff, board and volunteers, to develop an inclusive view of the accomplishments throughout the year.

Each agency was asked to complete the exercise by stating the various positions held within the agency (i.e. board members, staff, volunteer, etc.); the full name of the organization, the community area they serve, a list of accomplishments throughout the year and one highlighted accomplishment to share with the larger group. The one highlighted accomplishment was to include the WHO, WHAT, WHERE, WHY, WHEN and HOW (e.g. Who you partnered with, what your organization needed to do, where you did this, why your organization decided to do this and how it became a success).

This exercise allowed participants to stop, celebrate and share their past year's successes with each organization as well as obtain needed information to look at new initiatives for the following year. The complete overview of accomplishments can be viewed in *Appendix E: Sharing Accomplishments Exercise*.

The second exercise of the day was titled, "*Priorities Table Topic Exercise*" and was conducted in small group discussions. Each community area table was asked to reflect on the previous year's key priority areas. The following questions were used to build upon participants' shared understanding, ideas and experiences:

1. How will you make further linkages?
2. How will you establish and strengthen relationships?
3. How will you leverage existing resources?

A summary of the priorities included:

- Mental Health and Wellness
- Assisting in increasing awareness and knowledge on navigating the system for services providers for older adults, caregivers and family members
- Inter-agency networks, resource sharing, collaboration and complementing one another's program and service area
- Reaching isolated older adults
- Community outreach
- Volunteer recruitment and retention
- Enhancing the connection between Community & Primary Care
- Create innovative programs and services and partner with existing services/programs (i.e. men's groups)
- Transportation
- Intergenerational programs
- Technology to assist in programming

The complete list of the participant's reflective thoughts and ideas can be found in *Appendix F: Priorities Table Topic Exercise*.

The day's closing remarks highlighted the successes that have been accomplished in the past year by Support Services to Seniors funded organizations and acknowledged the continued hard work and effort to address the key priorities in the upcoming year. Ms. Edwards stressed the importance of continued collaboration and partnerships across the various community sectors, social and health services to provide these programs to support and enable optimal health and well-being.

Appendix A: Agenda and Objectives

14th ANNUAL COMMUNITY DEVELOPMENT – HEALTHY AGING Support Services to Seniors PLANNING DAY AGENDA

8:30 to 9:00	Registration, Network and Refreshments	
9:00 to 9:15	Getting to Know Each Other	Work Tables
9:15 to 9:30	Welcome and Opening Remarks	Dr. Cathy Cook Jeanette Edwards
9:30 to 10:30	Setting the Stage – How does Community Development –Healthy Aging Fit in our Changing Health System	Jeanette Edwards
10:30 to 10:45	Recharge, Resources, Refresh, Relax and Reconnect Break	
10:45 to 12:00	Panel: Roles and Partnerships in our Changing Health System	Panel Members Moderator: Arle Jones
12:00 to 1:00	Recharge, Resources, Refresh, Relax and Reconnect	
1:00 to 1:45	Presentation: Authentic Engagement of Older Adults - Connecting the Dots Report	Amanda Macrae Stacey Miller
1:45 to 2:15	Sharing Accomplishments	Work Tables
2:15 to 2:30	Recharge, Resources, Refresh, Relax and Reconnect Break	
2:30 to 3:45	Table Topic: Identify Two Priorities for the Upcoming Year and immediate next steps	Work Tables
3:45 to 4:00	Wrap Up and Evaluation follow up	Jeanette Edwards

**COMMUNITY DEVELOPMENT-HEALTHY AGING
SUPPORT SERVICES TO SENIORS
PLANNING DAY**

Objectives:

1. To continue to enhance the awareness, knowledge, collaboration and partnerships with Support Services to Seniors organizations.
2. To provide an opportunity for Support Services to Seniors agencies to network, develop relationships, share ideas and collaborate with one another.
3. To provide an opportunity for Support Services to Seniors agencies to gain an understanding of the changing in the health care system and where Support Services to Seniors can work together to address healthy aging.
4. To acknowledge and celebrate our accomplishments that Support Services to Seniors have achieved during the last year.
5. To provide an opportunity for Support Services to Seniors agencies to gain an understanding of the Authentic Engagement of Older Adults – Connecting the Dots report addressing social engagement of older adults.
6. To identify top priorities that continues to support health aging.

Appendix B: Setting the Stage – How Does Community Development – Healthy Aging Fit in our Changing Health System

Community Development – Healthy Aging
Support Services to Seniors
14th Annual Planning Day
Friday, November 3rd, 2017






WRHA Acknowledgement of Territorial Lands Statement

“The Winnipeg Regional Health Authority acknowledges that it provides health services in facilities located on the original lands of Treaty 1 and on the homelands of the Metis Nation.


WRHA respects that the First Nations Treaties were made on those territories and acknowledges the harm and mistakes made in the past, and we dedicate ourselves to collaborate in partnership with the First Nation, Metis and Inuit people in the spirit of reconciliation.”




Getting to know each other


9:00 am to 9:15 am

- Bingo Icebreaker handout
- Please introduce yourself to participate at the various tables throughout the room and find an individual that can answer and/or relate to any of the statements in the handout.
- Have them sign their “autograph” next to the statement.
- Yell **BINGO** once all your lines are completely signed.





Statement
Works with or volunteers at a Senior Centre
Uses a health equity/lens
Works with or volunteers at an 55+ housing block
Knows their community facilitator/developer
Knows who to contact regarding oral health
Works with or volunteers at a meal program
Knows who to contact regarding transportation
Knows who to contact regarding elder abuse
Knows who to contact regarding care giving
Knows their senior resource finder
Knows who to contact regarding mental health promotion and self-care
Knows who delivers lifelong learning programs
Knows how to access 211 Manitoba
Knows who to contact regarding vision loss and impairment



Planning Day November 3rd, 2017



Opening Remarks

Dr. Catherine Cook, Vice President, Population and Indigenous Health

Vice President, Indigenous Health

Jeanette Edwards, Regional Director, Primary Health Care and Chronic Disease
Provincial Lead, Community Health Services and Integrated Quality Management



Community Development – Healthy Aging Support Services to Seniors AGENDA

8:30 to 9:00	Registration, Network and Refreshments	
9:00 to 9:15	Getting to Know Each Other	Work Tables
9:15 to 10:30	Welcome and Opening Remarks Setting the Stage – How does Community Development- Healthy Aging Fit in our Changing Health System	Dr. Cathy Cook and Jeanette Edwards
10:30 to 10:45	Recharge, Resources, Refresh, Relax and Reconnect Break	Work Tables & Display Tables
10:45 to 12:00	Panel: Roles and Partnerships in our Changing Health System	Panel Members Moderator: Arle Jones
12:00 to 1:00	Recharge, Resources, Refresh, Relax and Reconnect Lunch Break	Work Tables & Display Tables
1:00 to 1:45	Presentation: Authentic Engagement of Older Adults - Connecting the Dots Report	A & O: Support Services with Older Adults
1:45 to 2:15	Sharing Accomplishments	Work Tables
2:15 to 2:30	Recharge, Resources, Refresh, Relax and Reconnect Break	Work Tables & Display Tables
	Table Topic:	
2:30 to 3:45	Identify Two Priorities for the Upcoming Year and immediate next steps	Work Tables
3:45 to 4:00	Wrap Up and Evaluation (Survey Monkey)	Jeanette Edwards

Objectives of the Day

- To continue to enhance the awareness, knowledge, collaboration and partnerships with Support Services to Seniors organizations.
- To provide an opportunity for Support Services to Seniors agencies to network, develop relationships, share ideas and collaborate with one another.
- To provide an opportunity for Support Services to Seniors agencies to gain an understanding of the changing in the health care system and where Support Services to Seniors can work together to address healthy aging.
- To acknowledge and celebrate our accomplishments that Support Services to Seniors have achieved during the last year.
- To provide an opportunity for Support Services to Seniors agencies to gain an understanding of the Authentic Engagement of Older Adults – Connecting the Dots report addressing social engagement of older adults.
- To identify top priorities that continues to support health aging.



Setting the Stage: How Community Development- Healthy Aging fit in our Changing Health System

Jeanette Edwards



WINNIPEG REGIONAL HEALTH AUTHORITY 2016 TO 2021

STRATEGIC PLAN



VISION

Healthy People

Visible Connections

Equitable Care for All

MISSION

To coordinate and deliver **QUALITY, caring services** that promote **HEALTH & well-being.**

VALUES

EMPATHY - as a reflection of the well-being of every person

CARE - as an unwavering expectation of every person

RESPECT - as a measure of the importance of every person

EQUITY - provide conditions in which every person can achieve their full health potential

ACCOUNTABILITY - as being held responsible for the decisions we make

STRATEGIC DIRECTION



OPERATIONAL STRATEGIES



Hospital and Health Centre Roles

D U E
Dedicated Urgent Emergency

The following is a summary of hospital and health centre roles at a glance - but keep in mind, these changes don't take effect immediately. They'll take anywhere from six to 24 months to complete.

Health centres	Community hospitals with urgent care	Acute care hospitals
<p>Misericordia Health Centre</p> <p>Services</p> <ul style="list-style-type: none"> eye surgery and treatment long term personal care ultram care respite care intravenous therapy clinic sleep disorder centre <p>What is changing?</p> <ul style="list-style-type: none"> 24-7 urgent care department repositioned to accommodate intravenous therapy 	<p>Seven Oaks Hospital</p> <p>Services</p> <ul style="list-style-type: none"> 24-7 urgent care outpatient renal services active oncology expansion complex continuing care elder rehabilitation elder transitional care <p>What is changing?</p> <ul style="list-style-type: none"> 24-7 emergency converted to urgent care focus on trials and care for the elderly 	<p>Health Sciences Centre</p> <p>Services</p> <ul style="list-style-type: none"> 24-7 emergency critical care surgery medicine mental health specialty rehabilitation child health women's health <p>What is changing?</p> <ul style="list-style-type: none"> increase in mental health and surgical capacity increase in critical care beds
<p>Deer Lodge Centre</p> <p>Services</p> <ul style="list-style-type: none"> geriatric rehabilitation general chronic care long term personal care <p>What is changing?</p> <ul style="list-style-type: none"> enhanced capacity for special needs including dementia care added capacity for geriatric rehabilitation 	<p>Victoria Hospital</p> <p>Services</p> <ul style="list-style-type: none"> 24-7 urgent care day surgeries inpatient mental health complex continuing care general rehabilitation <p>What is changing?</p> <ul style="list-style-type: none"> 24-7 emergency converted to urgent care expanded day surgery services increase in mental health beds focus on elder friendly care 	<p>St. Boniface Hospital</p> <p>Services</p> <ul style="list-style-type: none"> 24-7 emergency care critical care cardio sciences surgery medicine / family medicine mental health child health women's health palliative care <p>What is changing?</p> <ul style="list-style-type: none"> increase in mental health capacity increase in medical beds
<p>Riverview Health Centre</p> <p>Services</p> <ul style="list-style-type: none"> long term personal care dementia care respite services respiratory chronic care centre specialty rehabilitation - acquired brain injury, stroke palliative care <p>What is changing?</p> <ul style="list-style-type: none"> dedicated Alzheimer's care additional capacity for long term care beds 	<p>Community Hospital</p> <p>Concordia Hospital</p> <p>Services</p> <ul style="list-style-type: none"> orthopedic surgery complex and continuing care elder transitional care rehabilitation <p>What is changing?</p> <ul style="list-style-type: none"> 24-7 emergency department repositioned rehabilitation services expanded focus on transitional care for the elderly 	<p>Grace Hospital</p> <p>Services</p> <ul style="list-style-type: none"> 24-7 emergency critical care surgery medicine palliative care <p>What is changing?</p> <ul style="list-style-type: none"> role as teaching hospital expanded increase in surgical capacity increased access to specialist and after hours diagnostic imaging


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Administering National Principles

Canada Health Act

In order to qualify for federal transfer payments, provincial health insurance plans must follow 5 principles:




- Public administration
- Comprehensiveness
- Universality
- Portability
- Accessibility



Roles of different levels of government in health

Federal Government/Health Canada

- Health Canada is the federal department responsible for helping Canadians maintain and improve their health
- Setting and administering national principles through the Canada Health Act
- Assisting provinces through transfer payments
- Delivering services to specific groups of people
- Other: public health, health protection, research



Roles of different levels of government in health

Federal Government/Health Canada -- Delivering Service to Specific Groups

- First Nations and Inuit
- Eligible Veterans
- Eligible Refugees
- Inmates in Federal Penitentiaries
- Serving Members of the Canadian National Defense and the RCMP



Roles of different levels of government in health

Manitoba Health, Seniors, and Active Living

- Provides support to the Minister in the form of information and recommendations.
- Provides strategic policy direction and planning for the province
- Assesses and processes medical claims for insured services, for example, fee for service medical billing
- Provides provincial funding for health care

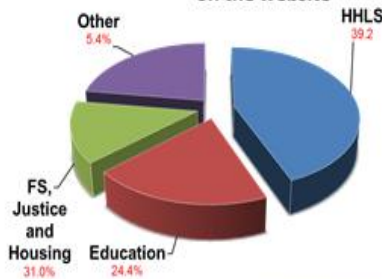


Province of Manitoba

The Minister of Health is an elected official and is accountable to the public for all matters pertaining to health services



Manitoba Budget 2015/2016 as posted on the website



Shared Health Services Manitoba

- Province-wide health organization accountable to Manitoba Health, Seniors, and Active Living
- Leading the development of a province-wide clinical and preventive services plan and standards of care
- Oversee quality management province wide
- Oversee province-wide clinical and non-clinical service



Regional Health Authorities

- Governed by an appointed Board of Directors
- Responsible for excellence in health service delivery
- Maintains qualified regional health staff
- Ensure the region operates on sound financial management principles
- Works with Shared Health Services Manitoba

Established in 1997. Originally there were 13 regional health authorities and today there are 5.



Regional Health Authorities in Manitoba

- The [Regional Health Authorities Act](#) legislation was enacted in 1997. It sets out the conditions under which the RHA's are incorporated, as well as defining duties and responsibilities of the RHA's and the Minister of Health. Both parties are responsible for policy, assessment of health status and ensuring effective health planning and delivery.
- Regional Health Boards are responsible for managing and delivering all health care services. Their role also includes administering and governing hospitals, developing regional business plans for health services, and allocating the Department of Health's regional budgets.

Winnipeg-Churchill RHA

- The Churchill and Winnipeg Regional Health Authorities have been merged. Churchill Health has been established as an operating division of the WRHA. This reflects the close link between these communities that already exists with Winnipeg helping to sustain and improve health services in Churchill for northern Manitobans and residents of Nunavut.
- Local Health Involvement in Churchill is linked with Winnipeg work and community input is often included in the WRHA Local Health Involvement Group (LHIG) reports.
- Work is currently underway to establish a LHIG in Churchill

The Winnipeg Regional Health Authority

- The Board of Directors is appointed by the Minister of Health
- There are approximately 28,000 people who work within the WRHA
- Over 200 sites make up the Health Authority including 2 teaching hospitals, 4 community hospitals, 3 long term care health centres, 39 personal care homes, 7 Access Centres, 5 Quick Care Clinics, and numerous community health offices.
- Health services include long term care, public health, primary care, home care, mental health, and acute care.
- The make-up of the WRHA will change over the next year with the evolution of:
 - Shared Health Services Manitoba
 - Clinical Consolidation Plans

WRHA Board of Directors

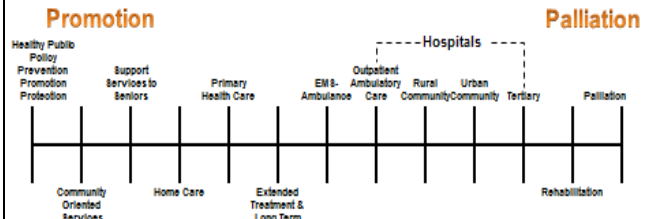
- While we report through our Board of Directors directly to the Minister of Health, we are equally accountable to the public.

Karen Dunlop, Chair
 Derek Johanson - Vice Chair
 William (Bill) Baines
 Jan Byrd
 Dawn Daudrich
 Victor Giesbrecht
 Raquel Godin
 Stuart Greenfield

Major Catherine Harris
 Kiran Kumedan
 Donald Lepp
 Bryce Matlashewski
 Dr. Judith Scalan
 Gord Steeves
 Shannon Stefanson

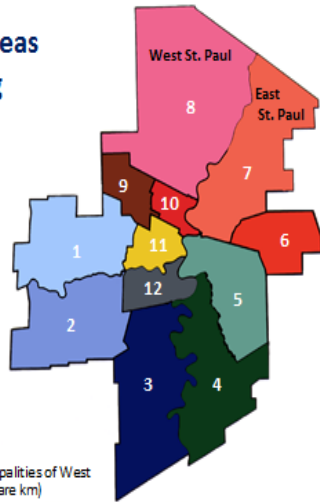


The Continuum of Care - Programs/Services



Community Areas in Winnipeg

- 1) St. James-Assiniboia
- 2) Assiniboine South
- 3) Fort Garry
- 4) St. Vital
- 5) St. Boniface
- 6) Transcona
- 7) River East
- 8) Seven Oaks
- 9) Inkster
- 10) Point Douglas
- 11) Downtown
- 12) River Heights



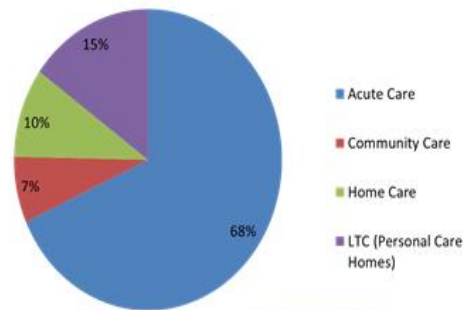
WRHA includes the city and the municipalities of West St. Paul and East St. Paul (over 600 square km)



Budget Allocation by Sector

As of July 31, 2017

CURRENT OPERATING BUDGET APPROXIMATELY \$2.75 BILLION



Administrative Costs

- Continuous efforts are made annually to contain and reduce administrative costs.
- Administrative costs as a percentage of total expenditures for the last ten years are:

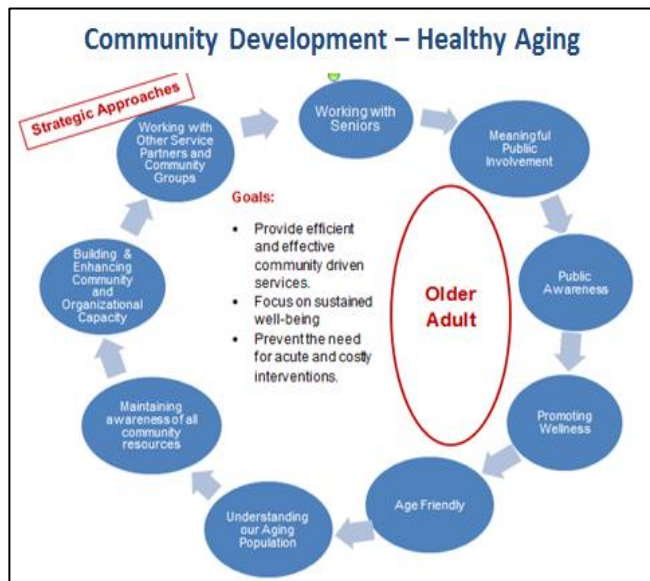
2005/06	4.60% of total expenditures
2006/07	4.40% of total expenditures
2007/08	4.20% of total expenditures
2008/09	4.05% of total expenditures
2009/10	3.90% of total expenditures
2010/11	4.29% of total expenditures
2011/12	4.18% of total expenditures
2012/13	4.09% of total expenditures
2013/14	4.09% of total expenditures
2014/15	4.19% of total expenditures
2015/16	4.17% of total expenditures
2016/17	4.26% of total expenditures



Community Development – Healthy Aging

Role Statement:

- To deliver community based-community run programs and services for older adults which promote health and well-being and assist older adults to continue to live independently in their communities.
- Through collaboration and partnerships across various health, social services and community sectors, Support Services to Seniors promotes healthy aging and applies a health equity lens.



Support Service to Seniors

- Seniors Resource Finders (formerly Community Resource Councils)
- Senior Centres
- Support Services in Group Living
- Tenant Resource Programs
- Congregate Meal Programs
- Rupert's Land Caregiver Services (Caregiving with Confidence)
- CNIB
- A & O: Support Services for Older Adults
- Meals on Wheels of Winnipeg, Inc.
- Manitoba Association of Senior Centres
- University of Manitoba - Deer Lodge Centre Dental Program
- Creative Retirement Manitoba
- Alzheimer Society of Manitoba
- Healthy Aging Resource Teams
- Community Facilitators/Developers

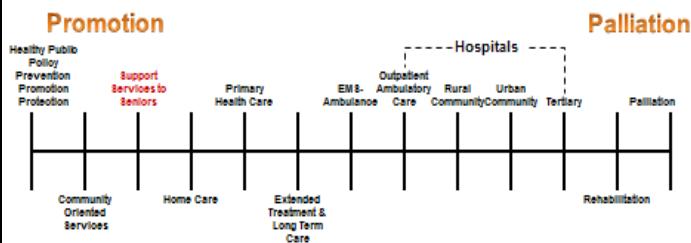


Community Development - Healthy Aging supports Primary Prevention

- Promoting wellness;
- Preventing illness and disability;
- Preventing the need for acute and urgent services;
- Preventing use of emergency rooms;
- Having social support networks may be as important as established risk factors such as smoking, physical activity, obesity and high blood pressure;
- Addressing the health determinants (e.g. gender, income & social status, culture, social support network, personal health practices & coping skills); and
- Supporting discharge planning back to the community



The Continuum of Care - Programs/Services



Recharge, Resources, Refresh and Reconnect 10:30 am to 10:45 am



Roles and Partnerships in our Changing Health System



Principles of Primary Health Care

- Primary Health Care (PHC) views the individual as a whole being from the physical, spiritual, emotional and intellectual perspective
- PHC addresses the main health problems within a community from the community's perspective
- PHC is integrated and intersectoral
- PHC relies on a diversity of trained workers functioning as a multi-disciplinary team
- PHC consists of various sectors, all of which must be accessible by all of the community



What is Primary Care?

- One component of Primary Health Care
- Is most commonly understood as a person's first point of contact with the health system.
- It includes health services that are located in the community and delivered by health professionals such as family doctors, nurse practitioners, physician assistants, nurses, midwives, pharmacists, therapists, dietitians and others.



Why is Primary Care Important?

- Improves health outcomes
- Reduces health disparities
- Improves cost effectiveness
- Increases access to services



What is Primary Care Renewal?

VISION (2016 –2020) The Provincial Context

Manitobans will have knowledge of and access to high-quality, cost-effective primary care

Provincial Priority Initiatives

- | | | |
|--|--|---|
| 1. ACCESS: Continue to improve Access (and integrated planning) | 2. CONTINUITY: Implement the infrastructure to support home clinics | 3. COMPREHENSIVE: Refine and expand My Health Team |
|--|--|---|

WRHA – Primary Care Renewal Activities

- | | | | |
|----------------------|--------------------|---|----------------|
| Family Doctor Finder | Quick Care Clinics | Interprofessional Team Demonstration Initiative | My Health Team |
|----------------------|--------------------|---|----------------|

What is a My Health Team?

- Formal partnerships with fee-for-service family doctors, as well as WRHA alternate funded primary care clinics, Access Centres, teaching clinics and Community Health Agencies.
- Share resources, information and responsibilities (including joint-decision-making) and offer quality care to patients in a timely, efficient and coordinated way.
- Provide enhanced health services to communities and are designed around community needs to allow access to a broader range of primary care services.



My Health Teams in Winnipeg

<ul style="list-style-type: none"> Chronic Disease Management Clinician Pharmacist Physiotherapist Occupational Therapist Transition Worker 	Seven Oaks/ Inkster <ul style="list-style-type: none"> Prankie Trails at the Oaks Lela Medical Dr. Sara Family Practice Northwest Coop Kidman Medical Centre 		Downtown/Point Douglas <ul style="list-style-type: none"> Saton Place Medical Centre Dr. Kuegle Family Practice Clinc Mount Carmel Aboriginal Health & Wellness Hope Centre Access Downtown Alkire Community Health Centre Northern Connection Medical Centre Women's Health Clinic 	<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Income Security Health Promoter Chronic Disease Management Clinician
<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Pharmacist Occupational Therapist 	St. James / Assiniboine South <ul style="list-style-type: none"> Westwood Medical Access Winnipeg West Christy Medical Centre 		River East/Transpoine <ul style="list-style-type: none"> Concordia Health Associates Prankie Medical Centre Prichard Farm Medical Centre Regent Primary Medical Clinic Gateway Primary Medical Clinic Access River East 	<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Co-Occurring Disorders Clinician Chronic Disease Management
<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Pharmacist Occupational Therapist 	Fort Garry / River Heights <ul style="list-style-type: none"> Elemental Professional Health Riverside Medical Caydon Medical Clinic Starr Family Medical Caydon Primary Care Access Fort Garry Caydon Village Medical Centre 		Access Transcona <ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Co-Occurring Disorders Clinician Chronic Disease Management 	
<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Pharmacist Occupational Therapist 	St. Boniface / St. Vital <ul style="list-style-type: none"> Croque St. Boniface Clinic Luzoni Medical Centre Centre de Santé Saint-Boniface Family Medical Centre Family Matters Medical Centre Health Plus Medical Centre St. Boniface Medical Centre 		<ul style="list-style-type: none"> Chronic Disease Management Clinician Chronic Disease Management Clinician Pharmacist Occupational Therapist Self-Respect Counsellor 	



Panel: Roles and Responsibilities in our Changing Health System

- Moderator: Arle Jones
- Panel Members:
 - Jeanette Edwards – My Health Teams
 - Claire Meiklejohn – Community Facilitator
 - Amy Krahn & Janice Brickey – Healthy Aging Resource Team Facilitators
 - Colleen Tackaberry – Senior Resource Coordinator



Questions and Answers



Lunch Break

- 12:00 pm to 1:00 pm
- Please take some time to network with the display tables and community organizations



Thank you Hob Nobs!



Authentic Engagement of Older Adults – Connecting the Dots



- 1:00 pm to 1:45 pm
- **Amanda Macrae**, CEO, A & O Support Services to Older Adults
- **Stacey Miller**, Manager Community Services



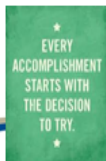
Sharing Accomplishments

1:45 pm to 2:15 pm

"Sharing is caring"

Table Talk:

- At your tables review and discuss the list of accomplishments.
- For those who did not complete their list of accomplishments please complete the form provided.
- Time to share: This is an opportunity for you to ask any questions on the who, what, where, why and how of the listed accomplishments.



Recharge, Resources, Refresh and Reconnect

2:15 pm to 2:30 pm



Two Priorities to address Healthy Aging

2:30 pm to 3:45 pm



Table Talk:

- Identify 2 priorities collectively for the upcoming year?

Include the following:

- How will you make further linkages?
- How will you establish and strengthen relationships?
- How will you leverage existing resources?
- Please have a point person at your table write your **2 priorities.**



Support Services to Senior Key Issues

- | | |
|--|---|
| ✓ Housing | ✓ Addressing caregiving supports |
| ✓ Social engagement | ✓ Addressing sustainability |
| ✓ Enhancing volunteer management | ✓ Addressing health equity |
| ✓ Mental health promotion | ✓ Increasing public awareness |
| ✓ Transportation | ✓ Promoting injury prevention |
| ✓ Funding | ✓ Addressing elder abuse |
| ✓ Community development/collaboration/partnerships | ✓ Using an Indigenous and cultural proficiency lens |
| ✓ Supporting healthy nutrition | |



Appendix C: Panel: Roles and Partnerships in our Changing Health System

TRANSCONA COUNCIL FOR SENIORS, INC SENIORS RESOURCE FINDER: COLLEEN TACKABERRY

I am representing 13 Senior Resource Finders in the city of Winnipeg. We each have very different areas we serve and therefore provide different services depending upon the needs and resources of our own areas. I will be giving an overview of the services I offer.

Our mission is to help seniors to live in their homes as long as possible and to help seniors maintain or improve their quality of life.

Some of the services we offer are congregate meals - volunteer transportation - exercise programs such as Chair Exercises - Yoga - Zumba Gold - Pickle Ball - Tai Chi. We also provide a bereavement group, Alzheimer's Care Givers, Vision Impaired, Hard of Hearing, Painting Groups and IT Training. ERIK Kits are provided.

We are a Hub where seniors can seek information and help. For example, if there is a need for home repairs we can refer them to the Home Maintenance program. There may be a question about a family member recently diagnosed with Alzheimer and we can refer them to the Alzheimer's Society. If we don't have the answer we can research and provide the information.

We also hold various kinds of discussion groups or workshops where guest speakers from various Health and Wellness agencies are able to provide pertinent information for the well-being of seniors.

Our work is not carried out in isolation. I have many partners whom I collaborate with in my daily routine. I like to think of my role as the eyes, ears, and legs doing the ground work. I come in contact with seniors and their needs on a daily basis in the community so I am getting firsthand knowledge of what is happening. However, I do not have the expertise to deal with these concerns alone and that is when it is important to have relationships with members of My Health Team.

HEALTHY AGING RESOURCE TEAMS (HART) - many times I discover a senior who would benefit from a home visit with HART or would benefit from visiting one of their clinics. The HART also provide me with speakers and workshops. (The Story of D.R.)

COMMUNITY FACILITATOR - helps to connect me to other groups in the community. For example, I received contact information for the Rotary Club, made a presentation about our Council and they have purchased a stove for our Meal Program. Vickers Chevrolet is also providing a van once a week for several months to help us provide transportation for our seniors due to being connected by the Community Facilitator.

SUPPORT FOR SENIORS IN GROUP LIVING (SSGL) - we work together on presentation and support one another's programs. They help inform the people in their residences of

the services we provide and of special events that are happening and provide E.R.I.K. and pamphlets of our services in their welcome packages to new residents.

HOME CARE COORDINATORS - I am privileged to work at Access Transcona providing me with a close working relationship with these coordinators. Recently a senior was not at home and the home care worker was concerned. The client had not updated her contact information with her Home Care Coordinator. From my knowledge of this senior in the community I was able to provide a contact name and she was found at her boyfriend's home. Many times, I see situations with a client that concern me. I can then report this to the Home Care Coordinator who can check in with the client to see that the situation is safe.

NURSE PRACTITIONER AND DOCTORS - working at Access has provided me with the opportunity to make contact with doctors and have told them of our programs. Doctors are now coming to me with referrals that may benefit from our programs.

DIETITIANS - I can refer to the dietitian at Access Transcona. The dietitian keeps a list of our programs and refers clients to our exercise programs and congregate meals.

CHRONIC DISEASE NURSING SPECIALIST - I was trying to plan a program to help people stop smoking and these specialists offered a Smoking Cessation and Chronic Obstructive Pulmonary Disease (COPD) programs. We are very thankful to them for these programs. I distribute their information about programs starting through email and mailings I do.

SOCIAL WORKERS CONCORDIA HOSPITAL - will call me with seniors who would benefit from the transportation, meal and exercise programs. They also distribute our pamphlet information to their areas of operation. They even print them for me!

RETIRED CITIZENS SENIORS CENTRE - the senior centre in Transcona provides social activities such as card games, pool and darts. The center is a hub for getting our information to a lot of seniors.

GERIATRIC PROGRAM ASSESSMENT TEAM (GPAT) and GERIATRIC MENTAL HEALTH ASSESSMENT TEAM (GMAT) - can and have referred seniors.

OTHER RESOURCE FINDERS - we all support and share information with one another. We do not have rigid boundaries and use common sense in dealing with seniors regardless of the boundary area they live in and look at the where the closest help can come from.

PRIMARY CARE COUNSELLORS - refer their clients to my programs with respect to bereavement, meals and exercise. I in turn suggest that seniors could benefit from their services and that they can ask to see a counsellor. We also can refer to the A&O Counsellors who comes to Access Transcona.

I formed an Advisory Committee made up of HART, SSGL, senior social committee chairs, senior center, interested senior and community businesses such as Sobeys. This group was formed to provide information, networking and topics of interest to our seniors. We also offer intergenerational meetings such as iPad training and working with Volunteers. Once a year we offer a large Health Fair at Kildonan Place which is a highlight of the year.

It is evident that we are now all together working to provide the best possible care to the clients we serve.

**Downtown and Point Douglas Healthy Aging Resource Team:
Amy Krahn and Janice Brickey**

We're here to share some stories that include working across services and agencies in a way that benefits the clients we serve. As we talk, I'm sure it will trigger all kinds of your own stories. This isn't anything new. We know it's better to work together. But players change and sometimes new ones are added! So it's a great thing to be celebrated and encouraged. It's worth the effort.

Who are we? The projects and the way we work in our communities might look a bit different between the three teams (some examples: cooking group, falls clinic, and our transition from Employment and Income Assistance (EIA) to Old Age Security (OAS) project). However, the intent is the same. We want to support older adults in the communities we work in, with the purpose of helping folks remain as independent as long as possible in community. We educate people on services available and help connect them when it's a good idea. We spread good information on practical things we all can do to stay healthy and strong. We try to be motivating and encouraging because most people know, for example, that eating well helps.....but it's hard to get out to the grocery store when it's icy, or I'm feeling low, or I've run out of money and I still have a lot of month left.

When situations get more and more complex for a client we are working with, that's one of the times we're likely to reach to our service neighbours and ask for further help.

Client Story (My Healthy Teams (MyHT) and Health Outreach Community Services (HOCS) and Access Downtown Primary Care)

Here's a client story: Health Outreach Community Services (HOCS) received a call from Community Mental Health Association (CMHA) as they were concerned about an elderly man that came to their attention through one of their participants. This man was not connected to any formal resource, other than this friend whose couch he was using for the last several months. I, as a rep from the HART team, got looped in as someone that may be able to go out and meet this individual. In discussion with Community Mental Health Association and HOCS we could visualize possible resources that this person might benefit from. Family Doctor Finder, a phone, his own home, possibly some mobility aids as he was having trouble getting in and out of the apartment. But where to start? Through messaging through CMHA and his friend, we were able to

verify , best we could, that he was wanting assistance and on his list was a doctor for sure (having trouble breathing, borrowing puffers from others). Thinking that we could likely get him into Access Downtown Primary Care, I asked if someone from MyHT would be able to come meet this person with me, knowing that they could continue working with him pending acceptance into Downtown Access, where we were hoping to get him in to.

Going out together was a good move for many reasons. One of the biggest hurdles was simply communication. No phone, friend didn't have a phone either. It was hard to drop in because the buzzer system was out of order, so we had to hang out and sneak in when someone walked through the door. We learned later to go up the back and knock on a window. Getting him to that first intake appointment was crucial (at Access Downtown). Until then, he wasn't really part of the system, or in the fold so to speak. So arranging a taxi, for his first visit through (Employment and Income Assistance) EIA, reminding about the appointment, making sure someone could help him down the stairs... be on the other end to help him back. It took the 2 of us to make it happen.

Since then, MyHT took the lead in assisting this client in accessing services. I've only been involved minimally. I'm another face he knows in the system that he can ask for help from, but since then many things have fallen into place for him (hard work on his part and service providers). But he has an accessible apartment, a doctor, his own meds, a cane, a phone, home care. He's much more equipped to do well. And now he has a doctor that can task not only staff from My Health Team, who each specializes in unique, helpful areas, but also supports at Access Downtown Primary Care as needed. Working with the Doctor at McGregor Medical.

Another rather new instance of collaboration is the very new introduction to working with Fee-for-Service docs in collaboration with the MyHT. We recently met with a family doctor who already has a strong MyHT presence in his Pt. Douglas Clinic. How HART will work with him to enhance his patient care will be new and evolving. Some possibilities: his clinic is close to a Community Centre we have ties with – we've given many health presentations there to quite a strong seniors group. He indicated he had a particular client who was isolated but mobile. We will contact this client, perhaps do a home visit to assess particular needs, and work with her in an attempt to provide referral to any service gaps, and to engage her in the surrounding community. We are open to presenting health promoting topics to his clients, it can be promoted through his office, he can identify particular clients he thinks would benefit, we'll have to see how it unfolds. Also, we are open to doing home visits with clients he feels may benefit from some general needs assessment and referral to either community or more formal resources. We're excited about the possibility of gaining access to those many isolated seniors that remain in their own homes, but can be identified through their family doctor!

Community Facilitator – Downtown Community Area Claire Meiklejohn

What is a Community Facilitator?

We are designated community development roles with the WRHA community areas. We support community development processes in the community and within the WRHA.

Why do we talk about community development and health?

...because health outcomes are largely determined by socio-economic factors (Social Determinants of Health), and community development is about working with groups to support them in gaining greater control over the factors that shape health outcomes (income, housing, social connectivity etc).

How do we support community development?

Locality Development: Supporting local community members to define their strengths, identify problems and plan and implement strategies for change or action.

- Build Relationships with neighbourhood agencies and groups doing community development work.
- Recognizing community as experts in what they need.
- Being a point of connection into the health system.
- Advocating in the system for resources that can respond to community need.
- Bringing forward the voice of the community within all aspects of your work.

Intersectoral Networking....because health care services alone, do not make a community healthy.

- Building relationships with those working in other sectors.
- Attending intersectoral meetings and other opportunities to share and gather information.
- Facilitating intersectoral processes where there are gaps.

Organizational Capacity Building: Strengthening the ability of our organizations to support community development practices.

- Encouraging a community development lens is used in decision making across the region.
- Bringing forward issues within our systems that are creating barriers for communities or community development processes

How does our work with our partners help us to stay relevant in a changing environment?

All of the partners on this panel, My Health Team, Healthy Aging Resource Team, Seniors Resource Finder and Community Facilitator are all working to support the same goal, health aging in community. We all have the benefit of working on different parts of a continuum, which allows us to work in integrated ways to get needs met. As changes occur within our system and in the community, we are all unique in that we

have the ability to act in flexible, and nimble ways, which allows us to be more responsive to what comes our way.

Here are some quick examples of how I have worked with these various teams/roles to address community needs.

Seniors Resource Finder (SRF):

The SRF and I attended a neighbourhood network meeting where we became aware that a local residents group wanted to address the issue of seniors in isolation. Within this they also wanted to look at having a drop in program for older adults. The SRF and I initiated a meeting with the residents group to discuss further and it was agreed that the SRF would work with them to build their capacity to support a drop in space. To further explore the issue of snow clearing in the area, The SRF and I worked with a community development student to look at pre-existing initiatives (Snow Angels, neighbourhood based programs) and to explore potential partnership opportunities in the community. The student's report was shared with the neighbourhood group to help them move forward in a more coordinated and informed way.

Healthy Aging Resource Team (HART):

Rooming Houses are often seen as a problem in the inner city but some neighbourhood based agencies see them as a much needed part of the affordable housing stock. In one neighbourhood they are working with some of the rooming houses, tenants and landlords, to look at both the structural needs of the homes and the social needs of the tenants. I was asked to sit on an advisory group for the rooming house program and when the issue of supporting older adults who are living in rooming houses came up, I was able to make the connection to the HART Team. The HARTs went into the different homes to get to know some of the tenants and were able to provide a few different health promotion sessions, which also allowed them to connect with residents who needed some more one on one support and service connections to help them remain safely in their homes and/or community.

My Health Team (MyHT):

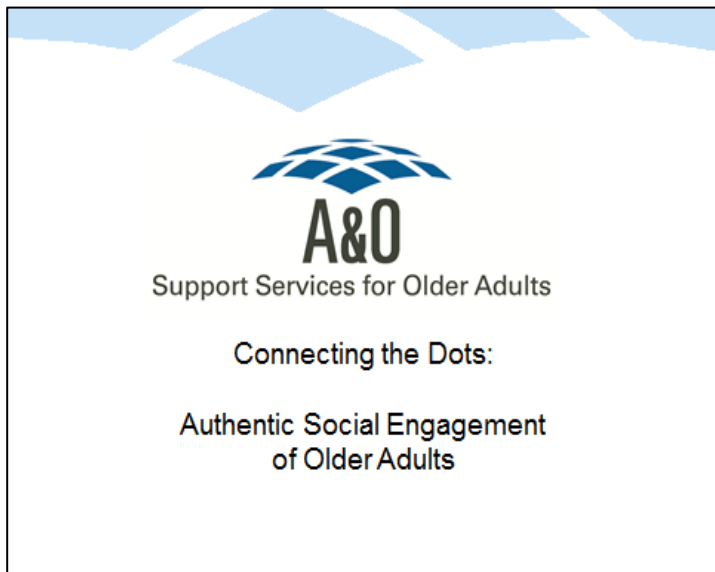
My work, to date, with the My Health Team, has been about having a point of connection when a service connection is needed. From their end, they know that they can come to me if they are looking for neighbourhood based services and supports that lie outside of the formal health and social services system. I know that when a community agency calls me with a client issue that relates to primary care, that I can connect with them for consultation or referral. It doesn't sound like much, but it's huge to have a team that already has the relationships with the clinics to help navigate when the issues are more complex.

So, why do we work together?

In the end, I think it's just important to remember that we are all working toward the same goal but that we all have different pieces of the puzzle. When we work together, whether it's to problem solve a concern, make a quick referral, develop and deliver a health promotion workshop or provide an assessment and much needed service connection, we are all helping to facilitate solutions that will support older adults to age

well in community. Even when we, seemingly, work alone, we need to remember that we are all part of a team, and that we need to be continually fostering the connections and facilitating the process that support collaboration.

Appendix D: Connecting the Dots: Authentic Social Engagement of Older Adults



This slide has a decorative blue pattern at the top. It features the A&O logo in the top right corner. The main heading is 'Background'. Below it is a bulleted list:

- For seniors to continue to expand their participation in society they need to remain healthy and engaged in their communities.
- However, research shows that an estimated 30 percent of Canadian seniors are at risk of becoming socially isolated. Social isolation can be related to serious negative health effects and reduced quality of life for seniors. (Volume 1, Understanding the Issue and Finding Solutions, Federal/Provincial/Territorial Ministers Responsible For Seniors, 2017).

This slide has a decorative blue pattern at the top. It features the A&O logo in the top right corner. The main heading is 'Background(Cont.)'. Below it is a bulleted list:

- 24% of those 65+ reported that they would have liked to have participated in more social activities in the past year (Statistics Canada, 2012 Health Report).
- 19% of those 65+ felt a lack of companionship, left out, or isolated from others (Statistics Canada's 2008/09 Canadian Community Health Survey).
- With the growing number of older adults, social isolation is becoming an increasing risk and a serious concern for older Manitobans.

This slide has a decorative blue pattern at the top. It features the A&O logo in the top right corner. The main heading is 'Background(Cont.)'. Below it is a bulleted list:

- On February 10, 2017, approximately 90 participants attended the Knowledge Exchange: Connecting the Dots: Authentic Social Engagement of Older Adults session.
- This knowledge exchange highlighted the key concepts of social isolation, social engagement and loneliness.
- This knowledge exchange event was geared towards direct service providers.

Partners



- This full day knowledge exchange was co-chaired by A & O: Support Services For Older Adults (A & O) and the Winnipeg Regional Health Authority (WRHA), in collaboration with the Winnipeg Social Isolation Working Group



Keynote



- Based on the findings of a study of the health status of older adults published in the *Journal of Aging and Health* several years ago (2008) researchers concluded that “**perceived social connectedness** may be relatively more important to health and well-being of older adults than the perceived availability of social support”.
- A lack of social connectedness may be experienced by some but not necessarily all people as a feeling of loneliness and a desire for companionship.

Keynote



- According to The National Seniors Council, social isolation may increase the likelihood of loneliness, but a person can feel lonely even when in the company of others and conversely lonely people are not necessarily social isolated.

Community Presentations



In addition to the keynote presentation, five (5) community agencies provided highlights of their successful programs that address social isolation among older adults. These programs included:

- A & O - Connect Program & Senior Centre Without Walls
- Transportation Option Network for Seniors
- Winnipeg Regional Health Authority - Adult Day Program
- Senior Resource Finder
- Support Services to Seniors - Interlake- Eastern Regional Health Authority

Key Findings



Risk Factors Identified

- Loss (family, physical abilities, independence, roles, driving/transportation, hearing/vision)
- Mental health concerns
- Loss of social activities
- Lack of routine
- Individuals personal perceptions of feeling alone or isolated

Knowledge Exchange Exercises



Participants reviewed case studies and a video (National Film Board - "Louise"). The case studies were adapted from real life client situations in which social isolation was a potential concern.

In groups, participants were encouraged to review these scenarios and discuss the following:

- Identify risk factors in each scenario
- Identify ways you would gather information to assess for social isolation
- What would you ask clients to assess for social isolation?
- What are the signs of social isolation in the scenarios?

Key Findings



Risk Factors Identified (Cont.)

- Life transitions (moving)
- Lack of resources (rural, away from friends and family, lack of health resources)
- Age (80+)
- Living situation (alone, partner, apartment with activities, etc.)
- Finances



Key Findings

How to gather information to assess for Social Isolation

- Ask client for consent
- Ask open ended questions
- Assess family involvement and strength of those relationships
- How often does client have contact with friends, family or health services?
- Ask about changes in life and feelings about these changes
- Assess activities of daily living (ADL's)



Key Findings

How to gather information to assess for Social Isolation (Cont.)

- Condition of home/self
- Does client see their doctor regularly?
- Transportation – how does client get to appointments, shopping, etc.?
- Ask client how motivated they are to take part in activities
- What would client like to see happen? What does client feel is missing?



Key Findings

How to gather information to assess for Social Isolation (Cont.)

- Is client aware of community resources and willing to take part in these activities?
- Ask about client's interests/hobbies
- If concerned – assess risk of suicide



Key Findings

Key take away messages:

- Be respectful of client
- Be directed by what the older adult wants
- Don't make assumptions or judge – ask questions to get client's perceptions
- Perceived support versus actual support is very important
- Be aware of the community resources and be able to **refer appropriately**

Thank you!



For more information contact:

A & O: Support Services for Older Adults
(204) 956-6440

To view a copy of the report, please visit:
www.aosupportservices.ca

Evaluation



Following the workshop, participants were sent an email evaluation form to complete with an invitation to provide additional comments. A total of 22 participants responded out of the 90 who attended the Knowledge Exchange

Major Survey Findings / Recommendations

- Over 60% of respondents indicated that the table discussions were helpful. Participants appreciated the time to work together.
- Over 90% of respondents indicated that it would be beneficial to establish a Social Engagement Network for Older Adults.

A & O: Innovative Social Engagement Programs for Older Adults



- Senior Centre Without Walls
- Connect
- Be a Santa to a Senior

Questions?



Appendix E: Sharing Accomplishments

Winnipeg Regional Health Authority (WRHA) Community Development – Healthy Aging Support Services to Seniors

14th Annual Planning Day November 3rd, 2017 Pre-Exercise Sharing Accomplishments

Background Information:

All participants received a pre-planning day reflection exercise. Participants were asked to reflect with their agency volunteers, staff and members on the agency's past year of programs, services, partnerships, events, initiatives, etc. within their community area and/or in the Winnipeg Health Region. They were asked to send in their reflections prior to the planning day in order to compile the following overview for all participants to review and share ideas, insight, and initiatives. This session allowed for each agency to highlight one accomplishment and share how they reached their goals for others to gain awareness and knowledge to consider in their community areas.

St. James Assiniboia Community Area

Metropolitan Kiwanis Courts

Name: Sheila Hunter

Position: Executive Director

Organization: Metropolitan Kiwanis Courts

Community Area: St. James Assiniboia

Successes: Under Construction to add 78 more units, received Healthy Together Now (HTN) grant for chair yoga and laughter yoga, received New Horizons grant for drumming program.

One Highlight: Construction is our major project and success. Currently we are 2/3 complete.

My Health Team – St. James/Assiniboine South - WRHA

Name: Jennifer Gibson

Position: Pharmacist

Organization: My Health Team – St. James/Assiniboine South - WRHA

Community Areas: St. James/Assiniboine South

(Responses for all WRHA providers in My Health Team – St. James/Assiniboine South) Collaboration with Healthy Aging Resource Team (HART), Geriatric Program Assessment Team (GPAT), Geriatric Mental Health Team (GMAT), Day Hospital, Home Care, Access Centre for service coordination (e.g. home care services, mobility devices, nutrition, diabetes, pain)

Opportunity for home visits by Chronic Disease Management Clinician / Occupational Therapist

Successes: “Introduction to diabetes” and “Commit to Quit – tobacco cessation” group education classes

Highlight: Elderly couple living outside WRHA but whose primary physician is associated with My Health Team (MyHT); Referred for pain assessment and management suggestions. It was identified that they were in need of many services: audiology assessment, spirometry, diabetes management, mobility concerns (e.g. risk of falls). Referred for audiology assessment (near clients’ community), HART team contacted for additional information on hearing aid supports/funding, spirometry done by respiratory technician; MyHT clinician started process by which industry-sponsored respiratory technician attends clinic periodically), diabetes management deferred until other issues reviewed, supported clients to ensure filing of taxes to open access to funding opportunities, referred for one-time assessment by physiotherapist at Access Winnipeg West (manager agreeable despite clients being out of catchment), MyHT clinician (occupational therapist background) to be involvement for ongoing follow-up and linking to community resources in their community (i.e., occupational therapist home assessment referral via Interlake, connected with Seniors Resource Council for information about seniors’ resources in their area).

WRHA Healthy Aging Resource Team

Name: Liz St. Godard & Lorna Shaw-Hoepfner

Positions: Facilitators/Community Dietitians

Organization: WRHA Healthy Aging Resource Team

Community Areas: St. James Assiniboia/Assiniboine South

Successes:

- Partnership with Primary Care and My Health Team
 - More effective and client centered coordination of services and care
 - Partnering in presentations and community clinics
 - Co-delivering Falls prevention clinics
 - Clinic for primary care clients,
 - Clinic organized for community clients in their own housing block
- Supporting and partnering with community housing block for tobacco cessation awareness and supports
- Continued success with Cook and Eat program with St. James Assiniboia 55+ Centre – operating since 2001 – goal is promoting social connectivity through the cooking and sharing a healthy meal.
- Partnering with Red River Nursing students to deliver community blood pressure clinics to housing blocks in the community who have not typically had our team visit on a regular basis.
- Establishing a solid foundation of WRHA Volunteers to help support community work and requests
- Increasing presence in Manitoba Housing blocks for seniors in need of resources by establishing a rotational schedule of HART team presence in the blocks
 - Increased relationship with Manitoba Housing staff and other services that work with the residents

- Many presentations in the communities on Nutrition, Falls Prevention, Diabetes as well as hands on cooking programs (i.e. Cook Once, Eat Twice)
- Diabetes Education for clients
 - One to one education
 - Group education using Conversation Maps
- Increased work around providing information on resource and service navigation within the community areas
 - Individual appointments
 - Group presentations

One Highlight: Garden Box Community Project

- The WRHA and Healthy Aging Resource Team (HART) partnered with St. James Anglican and St. Stephen's/St. Bede's churches to start a community garden box project. Garden boxes were built on both church grounds this spring and will contribute fresh produce to the local food bank at harvest time every fall. The HARTs are developing 'How To' fact sheets for unfamiliar produce such as kale and beets. This fall, we are hosting cooking demonstrations for various produce and distributing 'grab and go' meal recipe bags to food bank participants.
- **WHO:** St. James Anglican Church and The Church of St. Stephen and St. Bede, WRHA Community Facilitator , HART, WRHA Volunteer Services
- **WHAT:** Building and planting of new community garden boxes; cooking demonstrations at the food bank on how to prepare beets, turnips and zucchini; development of factsheets on the preparation of produce/foods commonly provided at the food bank and produce grown in the community garden; cooking demonstration of an economical easy to prepare meal with samples and distribution of "Meal Bags" containing the non-perishable ingredients for the recipe.
- **WHERE:** Cooking and food preparation sessions are scheduled during the food bank time at both churches
- **WHEN:** Event Dates: October 12th and 19th, 2017 and ongoing support for gardens and food banks
- **HOW:** Working with the Community Facilitator, Healthy Together Now funding was accessed to provide funds for the building of garden boxes, planting as well as for the food, cooking demonstration, educational resources and meal recipe bags. The two churches developed a plan to build garden boxes and plant produce this summer. The HART team developed recipes and educational resources on different types of vegetables as well as interactive food demonstration sessions during the food bank hours in the fall. WRHA volunteers assisted with development of resources, and implementation of sessions.
- **WHY:** A need was identified to support lower income individuals within the St. James Assiniboia Community. Two of the food banks in the area have expressed concerns regarding produce and food products not utilized by recipients. It was noted that often clients comment on their lack of knowledge on how to prepare these foods. Even though food banks provide service to all ages, it cannot be ignored that a rising percentage of food bank users are older adults. Also, many of the individuals who donate their time to assist with the food bank are older adults. Our project aims to provide some resources which will not only benefit older adults, but also other community members.

The project was also extended to St. Mary's Anglican Church and its community garden and food bank in Assiniboine South for October 26th. Due to funding limitations, the project does not have the meal bag component but features all the other initiatives.

St. James Assiniboia 55+ Centre

Name: Rachel Wonnek

Position: Seniors Resource Coordinator

Organization: St. James Assiniboia 55+ Centre

Community Area: St. James Assiniboia Area

Successes:

- Connecting with other community organizations such as other departments in the hospital to provide support to older adults while transitioning from other programs.
- Adding new programs covering relevant and different topics at different times throughout the day and evening to appeal to a larger demographic of older adults.
- Making connections with organizations to help inform members about topics that are now coming to the forefront of people's life.
- Expanding programs that the centre offers for members of the community that are not members of the centre in order to support the diverse needs of the community.
- Celebrating the 25th Anniversary of the St. James Assiniboia 55+ Centre with a Banquet and a BBQ.

One Highlight:

The success that we'd like to highlight at the St. James Assiniboia 55+ Centre is the addition of evening events to our programming. In order to include evening programming we partnered with a few different organizations. We booked presentations through organizations such as the Arthritis Society and Connect Hearing; we also reached out to one of our fitness instructors to include an evening meditation class. In addition to these events we hosted a card party that included games and dinner. As evening programming is new to the Centre we had to think about who would be attending the programming and what their interests would be. In order to make the evening programming as successful as possible we decided to focus on programming that we knew that our current members would be interested in, in addition we also considered younger 55+ adults who are very often still working but would be able to attend these programs. These events were successful due to the wide group of older adults that were able to attend the program due to the time of the events, the careful selection of programming and our growing membership which includes 55+ adults of varying ages and interests.

Assiniboine South

Charleswood 55+ Active Living Centre

Name: Sydney Winter

Positions: Camilla Waitt (Executive Director), Sydney Winter (Program Manager), and Agatha Rohs (Board President).

Organization: Charleswood 55+ Active Living Centre

Community Areas: Charleswood & surrounding areas such as Headingly, St. James, Tuxedo and River Heights.

Success:

- Increased our membership due to successful open house
- We were able to fundraise and received grants to overcome our \$12000 projected deficit. We ended up only being \$1000 below our goal. We did this through a combination of fundraising events i.e. Bud, Spud and Steak Fundraiser, Bake Sales, Show & Save, Mom's Pantry, and wine raffle. We worked hard on sponsorship and advertising. We got digital sign advertisers for the first time last year. We also increased the number of ads in our Newsletter. And improved our sponsorship package to include sponsorship levels (Gold, Silver & Bronze).
- We ran a successful "Cheery when it's Chilly Program" (During the coldest months of the year, we find participation decrease. As a result we created a program to ensure members to continue to get out of their houses and stay active in the community). We created an Oscar Movie Matinee series where we had two showings a week with 40+ people attending each showing.
- We also increased the number of our most popular fitness classes which included, more Barre Classes, Thai Chi, Yoga, and Circuit Training.

One Highlight: The success we would like to highlight is with regards to our sponsorship and advertising. The staff and the Board worked hard to revamp the sponsorship and advertising package. This included creating a sponsorship 'level' package, ranging from bronze sponsorship to gold sponsorship. This created more opportunities to sponsor our organization and as a result increased our sponsors. We remodeled our advertising package to include options to not only place ads in our newsletter but also share ads on our digital sign. This resulted in an increase in advertisement profits. The Board and fundraising committee used this new package to go out into the community and meet with organizations and businesses to market the new opportunities. This year we have more businesses and organizations wanting to partner with us and are off to a great start.

South Winnipeg Seniors Resource Council (SWSRC)

Name: Chas van Dyck Co-chair

Position: Co-chair; South Winnipeg Seniors Resource Council

Organization: South Winnipeg Seniors Resource Council

Community Areas: River Heights and Assiniboine South

Successes

The past year has been a successful year for building community capacity and building community connections within the South Winnipeg Region. Here are a few of the specific groups which the South Winnipeg Seniors Resource council has connected with:

- The Charleswood Support Services to Seniors network: This community group was specifically created to support the seniors within the Charleswood and Assiniboine South region. The community partners include: The Charleswood 55+, the Community Facilitator for Assiniboine South - Tonya Beveridge, the Eastern Star Chalet and the Seniors Resource Coordinator from the SWSRC. The working group provides an opportunity for service providers to discuss current issues, opportunities for new programming and new community connections through inter-sectorial networking.
- The Bethel Church - Friends for life program: This program was developed by the Bethel Place community church with support from various community groups that connect with and provide services to seniors who may be isolated in the Stafford/

Grant Park communities. South Winnipeg supported and continues to support this group by providing an overall community presentation, ERIKs and connections to other community presenters that could support the program.

- The Rainbow Resource Centre: newer connection in the Osborne community that provides an opportunity to reach seniors and or isolated seniors in LGBTQ community. Information/Resource partnership.
- Eastern Star Chalet: Information/Resource partnership that has been strengthened through the Charleswood Support Services to Seniors working group.
- Various 55+ blocks in the Tuxedo/Charleswood Community: within that region there are 3-5 different 55+ condominium complexes that use the SWSRC as a source for ERIK and also for general community services presentations.
- Temple Shalom - Health & Well-being program: SWSRC continues to support this program that provides education sessions to seniors in from various religious affiliations and from the Grant Park community. This group reaches between 25-50 seniors once a month.
- River Heights Community Centre - Wednesdays for Seniors: SWSRC continues to support the Lunch N' Learn program at the community centre which provides seniors from all over our assigned community area with the opportunity to have a free healthy meal and an educational presentation from various guest speakers. The most recent was the transit training program from the City of Winnipeg and November will be the Community Financial Services program.
- Neighbourhood Resource Network: This continued network provides an opportunity for SWSRC to connect with various service providers, MLA representatives and community partners that cover all walks of life.
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- 601 Osborne - Fred Tipping Place: This community partnership has continued to grow in the last year given the higher number of at risk seniors within the block. Through the Community Development Initiative (CDI) worker, the SWSRC has provided an increased number of resources to lower income seniors in the block. This partnership with the CDI program will also provide an opportunity for SWSRC to connect to the Manitoba Housing Block on Hendon in Charleswood.
- Red River College Nursing Students: this community partnership has strengthened and flourished over the past year. The nursing student instructor now looks to the RC for additional supports and resource for clients they access throughout the South Winnipeg Region. The Resource Coordinator plays a vital role in orientating the students to the various issues and areas of focus within each community area.

Fort Garry

The Fort Garry Rotary Villa

Name: Crystal Cameron

Positions: Board of Directors comprised of Rotary Club members, Property Manager (David Hood), Chef for the Congregate Meal Program (Patrick Chang), Tenant Resource Coordinator (Crystal Cameron), and Caretaker (Al Pottinger).

Organization: The Fort Garry Rotary Villa

Community area: Fort Garry

Successes:

- Received Healthy Together Now Grant to improve upon and expand our garden plots
- Introduction of Cultural events and activities, including Oktoberfest, Cinco de Mayo, Chinese New Year and Aboriginal Day.
- Partnering with schools in our area to bring in more volunteers and to support activities within our community.
- Improvements to the grounds with extra lighting installed and updates to our security system.
- Created an open forum for residents in the form of a Town hall meeting to discuss improvements or alterations they feel are important to our community.
- Created a closed forum for residents in the form of a survey to give those who do not feel comfortable speaking freely a chance to voice their concerns. Survey results were compiled independently so that the staff could not see any hand writing or responses.

One Highlight:

Our October Birthday celebration featured an interactive performance with Chris Scholl of DNA Rhythms. He brings percussion instruments and drums for all of the attendees. We have had him here before and our residents really enjoyed the hands on experience. So for this performance we also invited the daycare classes from next door at St. Maurice School to attend. We have partnered with several schools in our community in an effort to help "bridge the gap" between young and old and to share in experiences like this one, through art, dance, music and song. We had residents as old as 92 dancing to the beat of the same drum as our 4 year old guests.

It was an absolute joy to see how mesmerized and expressive they all were, and to see different generations interact in a way that they may not have had the opportunity to experience before. Chris Scholl, the instructor of our drum session noted that in all his years performing, he had never seen such a diverse age group. The daycare was so impressed with how dynamic and inclusive the exercises were, that they have been in contact with Chris to come and perform for them in the future.

Pembina Active Living (55+) (PAL)

Name: Alanna Jones

Positions President: Robert Roehle, Executive Director: Alanna Jones, and Administrative Assistant: Tenille Wilson

Organization: Pembina Active Living (55+)

Community Area: South Winnipeg

Successes

- New Fundraising Committee Chairperson
- New Strategic Plan for Fundraising
- Roxanne Tackie and Rochelle Greaves - volunteers who worked with us for 5 months to build capacity in the areas of fundraising and who will be continuing to work with us over the next 5 months to implement the strategic plan for fundraising with a goal to generate \$50, 000 for operations. This will be an annual campaign.
- Successful Yoga in the Park program over the summer
- First Dragon Boat team entered Canadian Cancer Society Dragon Boat races - among top 10 teams for fundraising
- New partnership with Yoga, Pilates & More

- 7th annual Community Picnic & Membership Drive at the St. Norbert market site – generating much needed revenue
- Successful partnership with the Behavioural Health Foundation in the area of Food management at the picnic
- New programs this fall - Pilates, Restorative Yoga
- New feather flag
- Successful Winnipeg Foundation grant to produce a video about PAL
- Begun the development of a comprehensive and centralized database
- Bylaws review
- Compilation and centralization of all PAL records
- Hired a financial manager to clean up PAL's financial records
- Development of new policies
- New Treasurer and strong financial team

Lindenwood Manor—Winnipeg Mennonite Seniors Care Inc.

Name: Sharron Davis

Position: Health Resource Coordinator

Organization: Lindenwood Manor—Winnipeg Mennonite Seniors Care Inc.

Community Area: Lindenwood's campus

Successes:

- We have made solid connections with isolated seniors.
- We are accommodating very high needs residents who have outgrown the supports of an assisted living environment.
- We have successfully kept our buildings bed bug free with monitoring programs and staff education.

One Highlight:

As a whole our staff have really stepped up to help our residents live as successfully as possible in our building all while knowing their needs are beyond an assisted living environment. We have many residents who have been panelled for Personal Care Homes living here while they await a facility of their choice. Having high needs residents living in our buildings affects all staff including maintenance, dining room servers, receptionists and health care aides. We realized as an organization that we needed to work together to make the lives of our residents as easy as possible. Our staff has made the choice to work here, remain here and enhance the lives of our residents.

Fort Garry Seniors Resource Council

Name: Patti Berube / Doreen Smith

Positions: Advisory group, Senior Resource Coordinator

Organization: Fort Garry Seniors Resource Council

Community Area: Fort Garry

Successes:

- Our greatest achievement this past year was re-locating to the Access Fort Garry in August 2016. Relocating to the Access Fort Garry provides a more accessible space to meet with clients to discuss their needs and how to remain living independently in the community. In addition, partnerships were fostered with other professionals such as Home Care, Mental Health Team, Public Health Nurses and Dietitian and the

Primary Care Clinic. The Osteoporosis Society and the Public Trustees Office will co-host a support group and a Wills and Estate presentation at the Centre. These relationships have led to more referrals which are becoming more complex and multi-faceted. For example, I have met with a newcomer client along with the Neighborhood Immigrant Settlement Worker to address challenges with his elderly mother.

- I have collaborated with the Public Health Nurses as well as private pharmacies to determine where flu clinics are offered in the community and were able to organize an additional clinic for the tenants of one apartment complex.
- Continue to link with various organizations (A & O's Safety Aid, Canadian Hard of Hearing Association, Community Nutrition Educators, etc.) to host presentations at Seniors Housing Complexes.
- Helped facilitate the Osteoporosis Support Group for a spring and fall session.
- Expanded the visibility of the council by distributing information and rack cards through local businesses and organizations (pharmacies, clinics and churches).
- Continued partnership with ALCOA and Steppin' Up with Confidence instructors to provide exercise classes at a couple of housing complexes.

One Highlight:

WHO: Seniors Resource Coordinator partnered with the WRHA Public Health Nurses

WHAT: Flu Clinics

WHERE: Fort Garry Community Area

WHEN: Fall

HOW: The WRHA wanted to increase the total number of people who received the flu vaccine. For their part, they hosted a 4 day mass clinic at one of the local churches. In order to increase participation across the entire community, resources would need to be pulled together. I visited local pharmacies and determined where the services were offered (both in house and planned clinics). Once completed, we could determine where the gaps were. I was then able to approach local pharmacies to request offering a clinic. We were able to coordinate one extra clinic at one of the seniors' residences with over 70 people attending.

WHY: Fort Garry Seniors Resource Council partnered with the WRHA to help provide a much needed service but also was able to increase the visibility of the council and provide outreach to the community.

St. Vital

Dakota Community Centre - Dakota Lazars 55+

Name: Melissa Larter

Positions: Older Adults Program Coordinator and Senior Resource Finder for Boni-vital

Organization: Dakota Community Centre - Dakota Lazars 55+

Community Area: St. Vital and St. Boniface

Successes: Little notes about operations

One Highlight:

Success to share: Seniors Compete at Dakota Community Centre's Floor Curling Bonspiel 20 teams comprising of 80 older adult participants from Gimli, Winkler, Beausjour, Steinbach, and Winnipeg came together to compete in the 13th annual Floor Curling Bonspiel this past March at the Dakota Community Centre.

Karen Irvine, Boni-Vital Seniors Resource Finder / Laser 55+ Facilitator, is proud of the fact that so many older adults are willing to travel to compete in the Bonspiel helping make it the success that it is. "It's a great event that draws people from all over, not just from Winnipeg."

St. Boniface

Foyer Vincent Inc.

Name: Kathy Levacque

Positions: Kathy Levacque Manager, Louis LaFleche – President, Norman Collette Treasurer, Marc Dupuis - Maintenance, Henri Lecuyer – Kitchen, Pierre Arpin - Secretary, and Ron Rouire - Social

Organization: Foyer Vincent Inc.

Community Area: St. Boniface

Successes:

- Victoria Order of Nurse Clinic re: Falls
- Safeway transportation every 2 weeks by Vital Transit free of charge
- Flu Clinic - 2 types of vaccines
- Blood Pressure Clinic
- Transit Bus- Dart 110- door to door service in St. Boniface
- Congregate Meal Program shopping from Pratts to Super Store Click and Collect Program
 - Bingo every Monday at 12:30 PM
 - Congregate Meal Program for lunch 11:30 am changed to Supper at 5:00 pm
 - Exercise program in Basement
 - Chapel for religious tenants on 10th floor
 - Games Day in the Common area Cribbage, Shuffle board, Bocce Ball, 31

One Highlight:

- Starting to shop at Super Store on line with the new click and collect.
 - Place order online Friday
 - Pick up and pay Monday at 9:00am for a cost of \$3.00

Conseil des francophones 55+ de Winnipeg

Name: Clément Perreault

Position: Coordinator

Organization: Conseil des francophones 55+ de Winnipeg

Community Area: Francophone communities of Winnipeg

Successes:

- Successfully organized the 9th edition of « Grouille ou rouille », a health fair day filled with physical activities and information sessions. Community partners include FAFM, Centre de santé de Saint-Boniface, le 233-ALLÔ, le Club Éclipse and Université de Saint-Boniface. The event held on May 17 received a record number of participants (215) and a full capacity for booths (23)
- Successfully organized the activities of "Santé 55+, bougez à votre rythme", a partnership with FAFM, le Centre de santé, le Centre récréatif Notre Dame and le Directeurat de l'activité sportive. Activities were held at le Centre récréatif Notre Dame, Université de Saint-Boniface, Place Des Meurons, Accueil Colombien and Château Guay. Two new partnerships were established outside of the R2H postal

code area with Winakwa Community Centre and École Lacerte for Pickleball sessions. Other activities included Line Dancing, T'ai Chi Chih, Steppin Up Exercises, Lite Yoga and a walking club. We had a record year for participation with 163 individuals registered for a total of 3220 hours of activity.

- Successfully helped advance the initiatives of the Primary Health Care Committee of FAFM. Of note this past year was the strategic planning of the committee leading to 2019.
- Successfully contributed to the success of the Support program for the residents of Chez-Nous, a housing complex at 187 Cathedral Avenue. A volunteer committee interacted with special needs residents once a week.

Centre de santé Saint-Boniface

Name: Georgette Dupuis

Position: Community Development Facilitator

Organization: Centre de santé Saint-Boniface

Community Area: Saint-Boniface

Successes:

- Two bilingual Fall Prevention Clinics at Access Saint-Boniface with an interdisciplinary team (including members from Centre de santé, My Health Team and local pharmacist). Will be repeated in the Fall of 2017 (on-going project)
- Linking Red River and Saint-Boniface University Student Nurses to vulnerable and isolated seniors in MB Housing Complex.
- Intersectoral committee composed of the CWI team, MB Housing, WRHA public health team, Centre de santé, and Family Services to support programs and address issues at 101 Marion
- Peer-led Steppin' Up program at Columbus Manor (on-going)
- Nurse-led Outreach Program (every six week) at Columbus Manor
- Continued outreach support with Tenant Advisory Committees at Chez-Nous, 101 Marion, and Elizabeth Place with Tenant Services Coordinator.
- Connecting 101 Marion with Be a Santa to a Senior Program for the first time- well appreciated!
- Continued facilitation of meetings with East Saint-Boniface Collaborative Group (4 Seniors Centres/Groups with WHRA Support Services to Seniors agencies)
- Continued support and participation in delivering information sessions at the French Seniors' Fair Grouille ou rouille!
- Outreach and support with Settlement workers from Accueil Francophone who lead a health and wellness initiatives for French isolated newcomer seniors
- Outreaching to partners and agencies that support and assist high risk and vulnerable population by offering a more direct access to register clients with Centre de santé primary clinic (20 partners and 54 clients in 2016-17) through Project Pathway.

One Highlight:

Fall Prevention Clinics at Access Saint-Boniface with an interdisciplinary team (including members from Centre de santé, My Health Team and local pharmacist).

They have been offered in May and November 2016 and it will be reoffered in the fall of 2017 (on-going project). Chosen clients participate in various station (Dietary, Vision, Medical, Physical and Mobility) to be evaluated, explore and learn the level of risks for

falls and educated on possible way to minimize falls. We partnered with members of My Health Team and a local pharmacist. We have decided to make the clinic as efficient and useful as possible in order to make it pleasant and useful for the clients. Follow-up are ensured by communicating with clients afterward and ensuring doctors and other medical professionals are alerted about the recommendations and follow through action if needed.

Archwood 55 Plus

Name: Marilyn Robertson

Position: President

Organization: Archwood 55 Plus

Community Area: Saint-Boniface (The area we serve is Central Winnipeg - Most members are from Saint Boniface and Southdale but are open to anyone who likes our programming).

Successes:

Archwood 55 Plus Increased operational hours in September 2016 to full days 9:00 to 3:00. Learning for Life sessions that included Getting Better Together, Spanish Language, Gardening, Technology Workshops, Stress Management, and Travel Ideas were offered in afternoon slots along with Social Afternoon, Mahjong, Billiards, and Pickle Ball. Morning fitness classes are very popular as our members join in friendship and laughter to keep active. Senior trips were planned and taken to Festival du Voyageur, Legislative Building, Gimli, Senior Games in Killarney, Iberville Hutterite Colony, Pansy Fowl Supper, Saint Joseph's Fall Supper to name a few. Community Barbecue to celebrate Canada's 150 received Royal Bank sponsorship through Community Benevolence Fund.

Our greatest success was paving project for parking spaces in front of the club. By partnering with Archwood Community Club, who allows us to use their space during the day, and the City of Winnipeg, we secured a New Horizons Grant which enabled the paving of the area in front of the club. This was a major safety project for seniors when the snow and ice hit.

One Highlight:

Added special highlight was that Nicole Dube from CTV Morning Live had heard of what Archwood 55 Plus was doing and featured us in Community Connection segment on October 5, 2017. The segment shows two of our fitness classes and interviews with four participants.

Transcona

Transcona Council for Seniors Inc.

Name: Colleen Tackaberry

Position: Senior Resource Coordinator

Organization: Transcona Council for Seniors Inc.

Community Area: Serving Transcona

Successes:

- Annual Health Fair
- Seniors That Sizzle new Lunch and Learn program held every Thursday
- Having a student from the University of Manitoba do a practicum with the Council
- Hiring a new meal coordinator for Monday and Wednesdays Meal program

- Starting a new Steppin It Up with Confidence program at Transcona Place with a new volunteer
- Continue to attract new volunteer drivers
- A board who work tirelessly to make the Council a success
- Attracting new volunteers to help in the meal program

One Highlight:

Health Fair 150 Steps to Good Health

58 different Health Care Agencies and business focusing on good health, community activities, and safety took part in the fair. The fair was held at Kildonan Place shopping Centre on October 5, 2017. The purpose was to provide an opportunity for anyone that is visiting the shopping centre to be able to receive information on any or all the different health issues being represented, as well as receiving information about community programs which provide opportunities for physical activities and connecting to others in the community to help break down isolation.

There were many partners, as all the organizations who took part in the fair played an important role. Each year we try to focus on a different health topic and this year it was neurological diseases. One of our chief partners was the HART Team who helped plan and execute the day's activities.

The Health Fair is one of our objectives every year. It is part of our Purchase Agreement. I believe it was a success because we started planning early (May); we did a great deal of free advertising and stories in newspapers, on radio, TV, and sending out emails. We had a large number of senior volunteers involved to help with all areas of the fair, from setup, to greeting, to providing instruction on various types of exercise programs. We also have great partners in Kildonan Place Shopping Centre who provide our space as well as tables, chairs and tablecloths. Each year we have several merchants from the shopping centre who wish to take part e.g. Shoppers Drug Mart and Pearl Vision.

One of the highlights of the fair for me personally was the tremendous enthusiasm shown by the nursing students from Red River College. They were so engaged with the people who visited their booth, and there was a steady stream of people getting their blood pressure taken and asking questions of these wonderful students.

Park Manor Care

Name: Collin Akre

Positions: Collin Akre - Executive Director, Julie Perry – Program Director, Kathy Rennie – SSGL Coordinator, Cindy Angus – SSGL Coordinator and Belinda Crorey – SSGL Coordinator

Organization: Supports to Seniors in Group Living - Park Manor Care - 301 Redonda St.

Community Area: Transcona

Successes:

We have developed relationships with most tenants at both blocks. We have seen increased attendance at all programs, Regular and special events. Tenants are aware of our programs and services provided and feel secure in asking us for information and resources. We budget accordingly, therefore, all tenants are able to receive free programs for them to participate and enjoy. We have established an excellent working

relationship and are well received by tenant associations and office managers at both buildings.

In the past year some successes have included:

- Receiving and implemented 4 grants.
 1. Healthy Together now grant for Livin it up program at Columbus Villa.
 2. Province of Manitoba, Health, Healthy Living and Seniors grant for bed bug prevention and supplies at Columbus Villa
 3. Healthy Together Now grant for exercise programs at both sites. Monies were used to purchase exercise equipment and supplies (e.g. resistance bands, weights).
 4. Healthy Together Now grant used for Livin Better Program at East Park Lodge.
- Flu Shot Clinics at both buildings. We have provided clinics to encourage and promote good health, to ensure that all tenants regardless of physical limitations can receive flu and pneumonia vaccinations.
- Weekly programs: Exercise and Social hours have continue to grow in attendance, and are very well received along with any special events ,such as: Mother's day, Father's day and Christmas parties.
- Our program continues to resource community partnerships and services both educational and social. We have had presenters from Manitoba Conservatory of music and Arts. A 3 part concert series was provided; Prairie Wildlife Rehabilitation Centre; HART, Transcona Council for Seniors; Coffee and conversation with MLA Blair Yakimoski Winnipeg Fire Dept. fire prevention and plan of evacuation; Winnipeg Police Department scams and frauds; Frogs hollow Petting Farm; Transcona Health Fair outing; Flu Shot Clinics; Osteoporosis Canada; Murdock Mackay Life skills program & Kurrent Motion Hoops
- Tenants welcome us to conduct our required bed bug checks triannually at East Park Lodge.
- Tenant families feel comfortable approaching us for any concerns or questions. We see this as a positive step in effort to maximize instrumental activities of daily living for our seniors. Communication with Home Care Case Coordinators and Community resources is an on-going strength.
- Program Coordinators attend all workshops and sessions that are offered to us by WRHA and other agencies: Transcona Networking meetings, Transcona Advisory Council meetings and SSGL Networking meetings are also attended.

One Highlight: Livin Better Program

The program we hosted was a 5 week wellness program called Livin Better. Livin Better focuses on healthy eating, physical well-being and mental health. Two volunteers from Community Nutrition Education planned and implemented the sessions. There was emphasis on how lack of exercise and certain foods can affect your physical and mental health.

We chose Livin Better program because it encouraged social interactions, increased knowledge of healthy eating and exercise. It introduced low cost recipes, new food ideas and it also spoke to the importance of mental wellness. Each session included games, recipes, taste testing, and information on nutrition myths, healthy eating promotion, resources, and an opportunity to ask questions. Exercises and stretches were shown each week to demonstrate how beneficial exercising is for your well-being.

We had 24 people sign up, with an average of 19 seniors attending each week. Conversations between the volunteers and participants showed interest in wanting to improve your overall health. We had a windup party in the park week 6, where we tried new recipes that were shared, discussed what we learnt and enjoyed the social interactions.

This program was noticed as a success, with the participants more knowledgeable on healthy foods and what they can do for your body, along with the light exercises that were shown and encouraged to do at home. Taking initiative to become healthier was seen in those seniors that attended the Livin Better program. Awareness to changing eating habits and maintaining mental wellness also brought an increased interest in attending the Transcona Health Fair. Together as a group, we attended the Health Fair, travelling with Winnipeg Transit. Social interactions and conversations with presenters and each other were also enjoyed in keeping with mental wellness.

We applied for a Healthy Together Now grant, which we received and implemented at East Park Lodge, one of our 55+ apartment blocks. Success of the program was strengthened through the partnerships with our community resources.

We partnered with Hart team Transcona, Community Facilitator Transcona, Canadian Nutrition Educator Service, Park Manor Care, and Transcona Council for Seniors.

Healthy Aging Resource Team

Name: Karen Janzen

Positions: Nurse facilitator and occupational therapist facilitator

Organization: Healthy Aging Resource Team River East - Transcona

Community Areas: Transcona and River East

Transcona successes:

- Increased presence and relationship with Support Services in Group Living (SSGL) sites- East Park Lodge and Columbus Villa, collaboration with SSGL and Transcona Council for Seniors (TCS) for planning.
- Dinner discussions and Thursday Lunch and Learns with TCS meal programs, different population and volunteers on Thursdays that we are building relationships with. Connected diabetes support group to them.
- Increased relationships with My Health Team and primary care at Access Transcona and the fee for service clinics.

One Highlight:

Health Fair on Oct. 5th at Kildonan Place Mall- bigger and better every year, inclusion of new partners (neurological conditions- health care and supports), and others, who were so pleased to be invited, media coverage through Herald to increase reach of information- both before (interview with Colleen, Stacy, Doug and Karen and during the event- photos and follow up article), crowds were larger and more interaction at booths. Several people we talked to were from out of the Transcona/River East area, opportunity to connect them to their area resources, or attending for the first time from Transcona/River East. Partnerships created with new MB housing site, home support resources in Transcona, employment training agency, and renewed other partnerships. Colleen Tackaberry – Transcona Seniors Coordinator has made a significant impact with the health fair over the year that has benefited many older adults in and around Transcona. Partnering with her allows for greater visibility for HART and important client connections.

River East

Good Neighbours Active Living Centre (GNALC)

Name: Susan Sader

Positions: Board Chair – Bill de Jong, Executive Director – Susan Sader, Program Coordinator – Jessica Veitch, Volunteer Program Coordinator – Anne-Marie Dyck, Outreach Coordinator – Julie Kertesz, Supports to Seniors Coordinators – Megan Wallace and Rachel Elias, Home Maintenance Coordinator – Rachel Elias, Business Manager – Vanessa Hodgson

Organization: Good Neighbours Active Living Centre (GNALC)

Community Area: River East (but we have members from all over Winnipeg)

Successes:

- Had a minivan donated to GNALC by MPI through the United Way. It has been used to transport seniors to the Congregate Meal Program at 1100 Henderson, to take seniors out on shopping excursions and other outings, and to partner with A & O Support Services to Seniors to their "Maintaining Relationships" sessions.
- Program participation increased by 18%.
- Membership is over 1200.
- Home Maintenance Program – added two new volunteers to respond to the number of requests for service.
- Developed and implemented a comprehensive donor recognition program.
- Completed a thorough review and revision of GNALC's Employee Policies and developed an Employee Handbook.
- Provided practicum placements for 6 Family Social Sciences students and 2 Therapeutic Recreation for Older Adults students.
- Increased revenue in social enterprises – Hobnobs Café by 11% and Bookstore by 15%
- For GNALC's 25th Anniversary in 2018, developed a 2018 calendar that highlights different program areas each month with pics of participants, and also lists all the 2018 celebration events for the year. Sold out the first batch in 2 days.

One Highlight:

- 18 %Increase in program participants.
- Who: GNALC staff team, volunteers
- What: Program participation increased by 18%
- Where: Our location at 720 Henderson – advertised Open House in 2 local community newspapers, on CJNU, on Facebook, and did flyer drops in homes and at grocery stores
- When: The 18% increase is from October 2016 to September 2017.
- How: The GNALC Open House week offers free programs all week, so that people who may be interested can try out a variety of programs. It is advertised by doing flyer drops in mailboxes (our volunteers do this), and in a few publications. It's a great way to get people through the doors to introduce them to our centre and its programs. Another initiative is that we have volunteers who call all new members within 3 – 6 months after they've joined to ask them if they are participating, what they are participating in, and if they are not participating, why not. This helps us to identify potential barriers to participation, and serves as another friendly welcome GNALC.

Donwood Manor Elderly Person's Housing

Name: Noreen Kohlman and Colleen Bergen

Positions: Nina Labun – CEO, Colleen Bergen – Director of Resident & Housing Services, Noreen Kohlman - Tenant Resource Coordinator, Support to Seniors in Group Living (SSGL) Staff,

*Evening & Night Attendants,*Arlea Dueck – Elderly Persons Housing Therapeutic Recreation Facilitator

*Service Assistants – serve meals in the dining room and once a week suite cleaning

*privately funded through assisted living program

Organizations: Donwood Manor Elderly Person's Housing – Support to Seniors in Group Living (SSGL)

Community Area: River East

Successes:

- Changed from being Independent Living to Assisted Living
- Full occupancy of 118 suites
- Maintain waiting list of over 100 applications
- 85 tenants attended September birthday enjoying cake & live entertainment
- Close relationships in the building, floor parties hosted by rec. to get to know other tenants
- SSGL staff assisting with tenant who had a stroke in the dining room at supper.
- SSGL staff providing support/assistance for tenants who have bed bugs
- SSGL staff assisting tenants who wish to attend bible study/church service/games
- As an organization got through 5 months of having one elevator instead of two. SSGL organized safe/efficient loading of elevator.
- 24-hour support for tenants to assist in answering Victoria Life Line and other emergencies.
- Tenants have greater health needs but thanks to SSGL able to stay longer in EPH
- SSGL are delivering more trays due to tenants' health issues
- Tenants using call bells more frequently good to have SSGL to provide assistance

One Highlight:

Starting in April 2017 the organization started what was to be a four-month elevator refresh project. Leadership decided tenants would come to the main floor dining room for lunch but would receive tray service for supper. There had been an elevator incident and injury in prior months which framed the decision making for this plan. This meant Service Assistants, dietary staff and SSGL worked to deliver meal trays. After one month the decision was made to allow tenants down for supper too. SSGL staff assisted coordinating tenants traveling back to their suites. No injuries occurred during this time. The project actually lasted five months. At the completion of the renovation tenants sang a hymn together prior to supper to celebrate both elevators being operational. Great team effort!

Elmwood East Kildonan Active Living Centre

Name: Leilani Esteban

Positions: Con - President, Leilani- Program Coordinator, Elmwood East Kildonan Active Living Centre, Elmwood/Chalmers

Community Area: Elmwood/East Kildonan

Organization: Elmwood East Kildonan Active Living Centre

Successes:

- East Kildonan (EK) Community Lunch
- Zumba Gold
- EK CAFÉ
- Paint nights
- Community Wood shop

One highlight:

Over the years the Elmwood East Kildonan Active Living Centre has been providing our members with 2 annual dinners to celebrate the holidays. At all of these events we have had over 120 of our members, their families and their friends in attendance. Through several requests from the community, through membership feedback and community and membership need, it became apparent that the EK Active Living Centre could serve as a prime location and had the capacity through ACTIVE volunteers to offer a Community Lunch program.

On the basis that we could offer a low cost lunch that would be available to both the community and our membership; we started off with \$3 lunches, soup and sandwich. We started up with our first lunch and had over 20 people in attendance, all asking that our Lunch program be offered more frequently. Initially, we had planned to do lunch once a month but since March of this year we have had a lunch almost every Friday! The lunch program continues to be a hit with over 20 people in attendance for \$3 lunches. When the Elmwood East Kildonan Active Living Centre offered up \$5 lunches, which were more substantial than our regular soup and sandwich, often featuring different cultural flavors, we have had as many as 40 members and community in attendance. On October 6, we had our first ever Thanksgiving lunch to accommodate all of our members, and community who may or may not have celebrated Thanksgiving this year. At the lunch we served generous servings of hot turkey sandwiches, mashed potatoes, veggie casserole, cranberry sauce, pumpkin and apple pie with ice cream and a beverage....all for \$10, at this lunch we had over 65 people in attendance.

The Chalmers Neighborhood Renewal Corporation partnered with the Elmwood East Kildonan Active Living Centre to provide promotional supports and offered up some supply costs.

Healthy Aging Resource Team

Name: Eleanor Stelmack

Positions: Nurse facilitator and occupational therapist facilitator

Organization: Healthy Aging Resource Team River East for River East

Community Areas: Transcona and River East

River East Successes:

Our community has benefitted throughout the years from our fostering of relationships with the various student programs through the local universities. While the students are often involved in individual client care, they also have a role in community development. In the past the University of Manitoba nursing students have been instrumental in doing the legwork for the start-up of the BAG program in the Chalmers area. This program has seen expansion in other areas of the city. This past year, our 2 Occupational Therapy students from U of M helped us run a full Mobile Falls Prevention Clinic that included home safety checks for those who were interested. The Psychiatric

Nursing students from Brandon University held a focus group and a follow-up session on the Stigma of Mental Illness at a high needs Manitoba Housing Block. While it's difficult to draw a direct correlation from this we have had increased requests for counselling services and more open discussion about mental health issues during our sessions at the block. The St. Boniface nursing students for the second year in a row have done door to door visits in Elmwood to raise awareness of social isolation and there was a local resource held in February at Elmwood East Kildonan Active Living Centre (EKALC). This process has led us to a new model for approaching the issue of social isolation. The Red River College students have been involved in community outreach with us at the Transcona Health Fair and will be involved in a Falls Prevention clinic at McIvor Mall next month. To summarize these programs have added value to our programs and provided upcoming health care professionals with a great opportunity to experience 'health' in the community

Seven Oaks includes East and West St. Paul

Seven Oaks Seniors Links

Name: Susan Fletcher

Positions: Senior Resource Coordinator

Organization: Seven Oaks Senior Resource Finder – Seven Oaks Seniors Links

Community Area: Seven Oaks

Successes:

- Volunteer Driver Program
- Monthly brunch club program
- Snow Angel Shoveling program
- Presentations & workshops on various topics; mental health, ERIKS, Just in Case file, Patient Advocacy.
- Community Exercise programs
- Daily Hello program
- Referrals and resources given on a daily basis.
- Annual Canada Day BBQ – 139 in attendance

One Highlight:

Cultural Connections Program:

Funded by a New Horizons grant, this project is managed & implemented by seniors with the main objective being; to provide social interaction between Canadians from diverse cultures, newcomers and isolated seniors.

Monthly trips are used as a "getting to know you" opportunity. The trips were started in May and we have partnered with other organizations to include as many cultures as possible. These organizations include; Keewatin Inkster Resource Finder, Seven Oaks Adult Learning Centre, Filipino Association, Metis Federation. We average 40 seniors per trip and have received positive feedback each time.

Gwen Sectar Creative Living Centre

Name: Becky Chisick

Positions: Becky Chisick, Executive Director; Danielle Tabacznik, Program & Volunteer Coordinator, Nikki Spigelman, President of the Board of Directors

Organization: Gwen Sectar Creative Living Centre

Community Area: Seven Oaks

Successes:

Gwen Sector Creative Living Centre is a non-profit senior centre that services the north end of Winnipeg, and surrounding areas. This year we have strengthened the Board of Directors. We have a new president and three new board members that bring expertise in the areas of finance and social work. Fresh new ideas are being implemented with a new Executive Director and Program coordinator. Grant applications have been successful for programs and much needed technology upgrades. This is assisting us to add more variety to our programming and improving the overall function of the centre. Gwen Sector has broadened focus to attract 55/60 plus members, over and above the 75+ existing membership. We have begun to implement programs to attract the working senior and expanding our partnerships. We currently partner with the WRHA, Rady Centre, Jewish Child and Family Services, Seven Oaks Seniors Link and the Canadian Bridge Federation.

One highlight:

In partnership with the Jewish Child and Family Services (JCFS) we organize hampers once a year for those in need. We have been doing this for many years, but this year we revamped the program. We made the organization and packing of the hampers more efficient. The contents were adjusted to accommodate needs as well as likes/dislikes of consumers. This assisted with less food waste and maximized the number of people reached by the program. The public registered by calling JCFS, and they would let us know how many hampers of each size was needed. Gwen Sector ordered and/or prepared all of the food required. Over 60 volunteers gathered at Gwen Sector to pack and deliver the hampers.

It is very important to Gwen Sector to partner with strong agencies that help to improve the overall health and wellbeing of others. We are delighted that the feedback that came in was overwhelmingly positive. Everyone from volunteers and the families that received the hampers we so appreciative of the changes made.

Middlechurch Home – Community Supports Program

Name: Bev McCallum

Position: Bev McCallum - Coordinator

Organization: Senior Resource Finder - East and West St. Paul

Community Areas: Seven Oaks including East and West St. Paul

Successes:

Before I list the wonderful programs that we have, I would to like express my appreciation to be able to work with such wonderful people, great partners to who share my values and the faithful volunteers who support our program since I started. Please find listed below some of the programs available for Community Supports Program:

SUPPER CLUB DINNERS– Every month for the last 12 years Community Supports Program hosts an evening that includes a healthy home cooked meal, great entertainment and opportunity for 50-60 guests to socialize with their friends and neighbors. On occasion there is an invited guest speaker to inform guests with information or resources to promote healthy and safe living in the community.

NURSES FOOT CLINIC– For the last 12 years this clinic is held once a week and includes 150 residents of Middlechurch Home, 12 Adults from Day Program and 25 community clients. Community Supports Program is responsible for scheduling all Adult

Day Program and Community clients, as well as to schedule the Professional Centre use and to advertise with posters the information requiring the clinic dates. The program is a great success and continues to grow every year.

VISION SCREENING CLINIC - Partnering with the Falls Prevention Program at the Misericordia, Community Supports Program hosts 3 clinics per year. Both residents, Adult Day Program and Community clients visit the clinic taking advantage of no transportation and escort costs. Once a referral form has been received, Community Supports Program is responsible for scheduling the clients, informing families and nurses units of dates and times, having all client information available for the physician attending the clinic, as well as scheduling the Professional Centre and promoting the clinics through advertising.

HEARING SCREENING CLINIC– Partnering with Winnipeg Hearing Centre, Community Supports Program holds 4 clinics per year. This program has been relatively new continues to grow and is very well received by families who take advantage of this program held in our facility. Again once referral forms have been received Community Supports Program is responsible for booking client appointments, notifying family and nursing units of date and time. Community Supports Program is responsible for scheduling the clinics in the Professional Centre.

Inkster

Keewatin Inkster Neighbourhood Resource Council Inc. (KINRC)

Name: Harvey Sumka

Positions: Board President, Vice-President, Secretary, Treasurer, Board Members at Large, Senior Resource Coordinator, and Tenant Resource Coordinator

Organization: Keewatin Inkster Neighbourhood Resource Council Inc.

Community Areas: Weston, Brooklands, Tyndall Park, Garden Grove

Successes:

Strong integration of partnerships within the community (Norwest Community Health Co-op, Norwest Community Food centre, Weston Community Centre, Sparling United Church, Brooklands Active Living Centre), Weston Seniors Group (weekly Computer Education class, Walking Group, Healthy Lunch Group), Monthly Legal Clinic (Averages 8 clients per clinic), Income Tax preparation clinic (KINRC completed close to 500 income tax returns this year), Daily Hello call in program (7 daily callers registered), Escorted Driver program (difficult to retain ongoing drivers but we still manage to serve upwards of 20 plus rides per month, ERIK kit distribution, Home Maintenance Referrals, New program for Health and Wellness – Reflexology and Massage – 2 clinics monthly at Willow Centre and Brooklands Active Living Centre.

One Highlight:

Health and Wellness: Reflexology and Massage.

KINRC partnered with Willow Centre and Brooklands Active Living Centre as service venues along with Fit Fab Holistics and 1023 Reflexology to bring Reflexology and various modalities of massage (hand, cranial, pressure point) on site at these venues.

What we needed to do: The Senior Resource Coordinator of KINRC obtained two practicing Reflexologists to provide low cost services for seniors at convenient places where they gather/reside. Why we decided to do this: KINRC felt that seniors deserved to access these opportunities to try alternative modalities to achieve a sense of health and well-being – none of which are directly offered within our community at

this time. How it became a success: Enthusiastic partners who assisted in the promotion of the program, dedicated professionals to deliver an exceptional experience to our clients and who also understood the need for this to be an affordable option for them (\$20/20 minutes) Word of mouth helped to grow the program to two venues within three months of launching the first clinic.

NorWest Co-op Community Health / Canadian Food Centre

Name: Mike Sadlowski

Position: Health Promoter, NorWest Co-op Community Health

Organization: NorWest Co-op Community Health / Canadian Food Centre

Community Areas: Inkster and Seven Oaks

Successes:

- NorWest Food Centre – lunches 4 days; breakfast 1 day (Averaging 60 per meal this past month.)
- Hans Kai – A Community-led program that empowers people to take control of their own health.
- Mentally Fit – A physical activity class to help with symptoms of anxiety and depression.
- Lifestyle Improvement from Movement and Health (L.I.M.B.) Falls prevention class
- CBT – Cognitive Behavior Therapy
- Dialectical Behavior Therapy
- Teen Clinic Counseling
- English Conversation circles
- Saving Circle
- Community Food Market
- Intervention Outreach Team
- Mobile Diabetes and Kidney Screening

One Highlight:

Who NorWest Co-op Community Health

What Lifestyle Improvement from Movement and Health (L.I.M.B). A mobility and balance workshop to help prevent falls, designed for older adults, caregivers and adults interested in improving their balance.

Where Access NorWest

When Multiple sessions

Why Community need. Existing falls prevention program yielded little results.

How Clients are given education into multiple factors related to balance and falls prevention and with a dedicated mobility and exercise program, are encouraged to continue the program for the necessary time allotment needed to improve balance and reduce fall occurrences. This program also delves into what to do during a fall, and solutions for directly after a fall.

Point Douglas

Healthy Aging Resource Team

Name: Amy Krahn

Positions: Nurse and occupational therapist facilitators

Organization: Healthy Aging Resource Team

Community Areas: Downtown and Point Douglas

Successes:

- Supporting clients in complex primary care scenarios: successes in creative resourcing, and walking along side seniors so to speak, while services starting to take hold (phone calls, coaching, encouraging, helping with communication between client and service)
- Downtown Connection – 55+ Resource Event at Portage Place and Cindy Klassen Recreation Centre celebration seniors and elders month (6th year)
- Transition from Employment Income Assistance to Old Age Security /Guaranteed Income Supplement integrated effort between Employment Income Assistance and Healthy Aging Resource Team
- Strong focus on health promotion and reaching out to residents who are not connected to a primary care: helping attach to a primary care clinic and working with My Health Team Clinicians.
- Continued partnerships with health and community resources (Neighbourhood associations and resource centres, Winnipeg Public libraries, seniors groups, shelter services, WRHA services (Home Care, Community Mental Health, Health Outreach and Community Supports, Health Service for the Elderly, Geriatric Program Assessment Team, and Geriatric Mental Health Team)

One Highlight:

This October marks the 6th year of our Downtown Connection – 55+ Resource Event we hold in celebration of seniors and elders month. Held at 2 locations: Edmonton Court in Portage Place Shopping Centre and Cindy Klassen Recreation Centre. The event showcases programs and services available in Winnipeg for older adults. The goal is to provide individuals the opportunity to learn about some of the great programs (and people behind them) that enable Winnipeggers to live healthy and independent lives into oldest adulthood. Popular topics over the years have included: Decluttering, Better Posture, Eye Health, Living with Arthritis, Art Classes, Frauds and Scams, Driving Safely and many more. All presentations are free and the hope is that by meeting representatives from these programs and hearing from them first hand, individuals will be more likely to access their services when the need or interest arises. Partners include: Portage Place Shopping Centre, Cindy Klassen Recreation Centre, City of Winnipeg per capita grant, Seniors Resource Finders from Downtown, Point Douglas and Broadway, Studio Central and all the organizations that provide presenters, fitness instruction, and educational booths.

Point Douglas Seniors Coalition

Name: Monica Grocholski

Position: Seniors Resource Coordinator

Organization: Point Douglas Seniors Coalition

Community Areas: Point Douglas/North End

Successes:

- Implemented a **Stepping Up With Confidence Peer Led Exercise Class** at a 55+ Independent Living apartment block.
- Organized and delivered a **Resource Fair** at a 55+ Independent Living apartment block in collaboration with Winnipeg Housing Rehabilitation Corporation.
- Offered and coordinated an affordable low-cost summer outing "**Gimli Day Trip**" for community seniors.

- In collaboration with community stakeholders formed a **Transit Project Working Group**.

One Highlight:

Resource Fair - Partnered with Winnipeg Housing Rehabilitation Corporation to plan and deliver a Resource Fair at one of their 55+ Independent Living apartment blocks. We decided to provide a fair at the seniors residence to enable older adults to access community resource information, especially for those who may be challenged by mobility issues and/or access to transportation. Feedback from residents was very positive. Many felt very valued and appreciative that the fair was delivered in their own block. Many tenants felt they had more one on one time with community agencies, and could come and go as they please. They also liked the social component of visiting with their neighbours, and were treated to 6 door prizes as well as food and refreshments.

Aboriginal Seniors Resource Centre Winnipeg (ASRC)

Name: Thelma Mead

Position: Thelma Mead, Executive Director; Janelle Sutherland, Program Coordinator; Sara Meade, Finance; Rose Laferine, Client Outreach; Brian Campbell, Driver

Organization: Aboriginal Seniors Resource Centre Winnipeg

Community Areas: North End and Point Douglas

Successes:

Programs: Beading, Berry Picking, Cash Bingo, Cultural Teachings, Drum making, Elders Awareness Program, Elders Council, Elders Training, Exercise, Food & Fruit basket bingos, Grandparent Day, Healthy Living & Aging Series, Medicine Picking, Music, Sewing, Sharing Circles, Traditional Arts & Crafts, Traditional Teachings, Woodworking, Yearly Christmas & Spring Craft Sales, Advocacy Support, Community Referrals, Housing, Income Tax, Outreach & Client Services, Transit, Volunteer Opportunities.

Partnerships: Aboriginal Chamber of Commerce, Aboriginal Health & Wellness, Aboriginal Neighbours Program – MCC, Assembly of Manitoba Chiefs, Children of Earth School, Errol Ranville, First Nations Bank, First Peoples Perspective, Good Neighbours Active Living Centre, Ikwe-Widdjiitiwin Indian & Metis Friendship Centre, Ka Ni Kanichihk Inc., Lighting Up the Avenue, Manitoba Association of Senior Centres, Manitoba First Nations Education Resource Centre, Manitoba Indigenous Cultural Education Centre, Manitoba Metis Federation, Median Credit Union, Metis Resource Centre, Native Women’s Transition Centre Ndinawemaaganag Endaawaad Inc., Neechi Foods Co-op, Niji Mahkwa School, North End Community Renewal Corporation, Northend Women’s Resource Centre, Point Douglas Seniors Coalition, SEED Winnipeg, Southeast Resource Development Council, Southeast Tribal Council, Urban Circle Training Program, Wahbung Abinoonjiiag Why-Nott Band

Events: Annual holiday dinners, feasts and potlucks, Birthday Bashes Boat Cruises – Paddlewheel & Kenora, Health Fair, Pow-wow, Red River Ex Elder’s Booth

Initiatives: Continue with Volunteer Program, Secure funding for Elder’s Council, Secure funding for Aboriginal Language Program, Locate permanent building and space ASRC permanent home, Continue to build community partnership, Increase ASRC membership and clients, Working towards obtaining a new van for the centre, Locating funding for Roundtable Discussion of Prescription Abuse and Misuse, Major

Accomplishments: Published Aboriginal Senior Resource Center book “Tii Keh Daa” A

cup of Tea Elder's Handbook "A Guide to Elder's Abuse", Aboriginal Elders Awareness Training – What it Means to be an Elder, Protocols of an Elder, Four Directions and Sacred Medicines Assiniboine Conservatory – Linking Intergenerational Friends of the Environment with the youth program to experience traditional hunting/gathering and story-telling during the Spring/Summer months.

One Highlight:

Publication of Tii Keh Daa stories from ASRC Elders who shared their memories of traditional life and coping with modern life was published for the Youth.

The Bethania Group - ArlingtonHaus, Autumn House, and Sunset House

Name: Cristine Schroeder

Positions: Tenant Resource Coordinator (TRC): Cristine Schroeder; Board Chair: Mr. Henry Neudorf; Chief Executive Officer: Gary Ledoux

Organization: The Bethania Group - tenant resource program for ArlingtonHaus, Autumn House, and Sunset House

Community Area: Downtown

Successes:

- The tenant resource coordinator coordinates monthly Tenant Advisory Committee meetings at ArlingtonHaus, Autumn House, and Sunset House. There is good participation – with 10–20 tenants attending. It helps get tenants involved in activities and special events and take ownership of the recreational activities offered in their buildings.
- Each building has weekly coffee times, games, exercise, and monthly special events that keep the tenants engaged and help to build community.
- One or two monthly outings are arranged by the tenant resource coordinator and all tenants are invited to participate. We have been to the Half Moon, Fort Whyte Alive, Planetarium, Aviation Museum, Celebrations, Mall Shopping, and Assiniboine Park for Picnics, The Zoo, Museum of Human Rights, The Forks, and explored local coffee shops in the past year.
- Intergenerational programming:
- Wellington School grade 5 & 6's visit with our seniors at Autumn House. We have had Game Day, "Clowning Around", Carnivals, and Christmas, Valentine, and Spring Teas.
- A student from Daniel Mac volunteered 140 hours as part of a credit course at ArlingtonHaus.
- Harstone Day Care children join us for special events at ArlingtonHaus.
- We celebrate our approx. 100 volunteers with a Spring Volunteer Appreciation Luncheon, and an appreciation letter and gift at Christmas time.

Successful Services:

- Tenants have access to hair care and foot care/ nail care services in our buildings.
- Shopping: Safeway Shuttle bus picks tenants up once a week to shop at Safeway. We also have seasonal fish sales by a licensed fisherman and honey sales. (TRC coordinates)
- Partnerships continue with Lynda Shapiro "Stuff Organized" and Community Home Care Services assist tenants to maintain independence by creating a safer and healthier environment for them.

- We trialed a “Medical Walk-in Clinic” at ArlingtonHaus and Autumn House. Although there was not enough participation to make the program viable for the Doctors (it was walk-in only – not a permanent Doctor situation) – we had the benefit of learning through the experience. We now have a local clinic that is willing to pick tenants up for their appointments with the clinic doctor who is accepting new patients.
- The Meal Program at ArlingtonHaus provides meals at lunch and supper - seven days a week; Autumn House – at lunch Mondays to Fridays; and at Sunset House the tenant resource coordinator coordinates monthly special meal events.

Information and Resources:

- We have partnered with other Support Services to Seniors organizations and have held presentations through HART (Bladder Health, Bowel Health “Happy Gut” and Fall Prevention), Alzheimer Society, Pharmacies, RRC Nursing Student Practicum Placements, “Happy Feet” by The Foot Care Nurse, Victoria Lifeline, Home Equip, Patient Safety, Bed Bug and Cockroach awareness, Heart & Stroke to name a few. The Winnipeg Police have done presentations on Fraud and Scams. The TRC has led discussion groups on Heat Preparedness and Street Safety in the spring and recently Nutrition for Brain Health.
- Monthly calendars and reminder notes of upcoming events are distributed to each suite by volunteers. This results in good tenant participation at our events.
- TRC attended workshops and network meetings that provided new energy, skills, and enthusiasm. We have an increasing number of tenants with mental health issues. The TRC attends special workshops to improve skills in this area and is working with Community mental workers and Home Care to try to meet the needs of these tenants.

One Highlight:

We successfully transitioned from a Tenant Association at Autumn House to a Tenant Advisory Committee in March 2017. The transition was necessary because the Tenant Association had not been functioning properly for some time.

In 2012 we first attempted to introduce a Tenant Advisory Committee way of doing things but were unsuccessful. At that time some tenants at Autumn House wanted a change and the option of a Tenant Advisory Committee was presented to them by the tenant resource coordinator. Each tenant received a written description of the benefits of a Tenant Advisory Committee and it was also verbally explained. We held a vote at their annual Tenant Association Annual General Meeting. The result was that the “building” was divided on the issue. Emotions ran high and half of the tenants wanted to stay with the “Association”. They threatened to withdraw from their volunteer duties if a change was implemented -such action would have brought most activities to a halt. In order to keep the peace we continued on with the Tenant Association and in time everyone “healed”.

In the years that followed the president of the Association began to show signs of dementia but would not relinquish her position. Despite her issues of control, she had done much good for everyone at Autumn House over the years and we continued to support her in whatever way we could.

Last year it was more and more obvious that tenant activities declined due to lack of leadership. Something needed to be done. In January and February of 2017, the tenant resource coordinator trialed meetings where all tenants were invited to help plan

activities and special events. We just called them "Tenant Meetings". There were still a secretary and a treasurer in place, so the meetings went well. The tenant resource coordinator gave support by sending invitations out to everyone, writing up the agenda and typing up the minutes after the meeting.

Tenants who had never had a chance to be involved before, appreciated being able to take part in the meetings and help with the planning of activities and special events. A new sense of unity was felt in the building and some ethnic walls and barriers (whether perceived or real) began coming down.

In March 2017, at the Autumn House Tenant Association Annual General Meeting another vote took place. This time the vote was unanimous with only two tenants not in agreement for change.

The former Tenant Association Members were acknowledged and given flowers as a thank you for their dedication for their years of volunteering on the Association.

Everyone felt appreciated and accepted and we moved forward with monthly Tenant Advisory Committee meetings – although we just call them "Tenant Meetings". Tenants feel free to share ideas and we have more participation. The tenant resource coordinator is happy to provide support and leadership for the TAC meetings at Autumn House until such a time as there is a tenant who is willing and able to lead the meetings. We are happy to share this success with everyone!

It has been a successful year and I am grateful for the support from Support Service to Seniors Specialists, Kathy Henderson and Madeline Kohut. They keep us connected with "who's who in the zoo" so that we have the knowledge and skills to provide more excellent service to our seniors. Thank you so much!

Lions Place- 610 Portage and Lions View

Name: Jacquie Friesen

Positions: Jacquie Friesen- Tenant Resource Coordinator; Nancy Squire - Recreation Coordinator

Organization: Lions Place- 610 Portage and Lions View- 311 Furby Street

Community Area: Downtown - serving approximately 300+ residents at Lions Place & 32+ residents at Lions View

Successes:

Partnerships

Broadway Seniors Resource Council

- Hosting annual resource fair for residents and community
- World Elder Abuse Awareness Day Event with Community and Residents
- Supplying ERIK Kits
- Healthy Aging Resource Team
- Lions View- presentations & support
- University of Winnipeg Collegiate
- History students interviewing our residents

Programs

Continued programming such as

- Fitness- offered to residents and the community at large
- Large & Small group programs- Birthday parties, musical entertainment, mental fitness, baking, sandwich making for the homeless
- Outings - Casino, Shopping, Lunch, museums etc.

- Events - Christmas dinners, Halloween trick or treat, Mother's day tea etc.
- Speakers- Author visits, guest speakers invited in terms of relevancy in block and community.
- Volunteer opportunities
- Resident led programs such as – Movie nights, evening card games, Library, Bingo, etc.

One Highlight:

Our Library at Lions Place is run by resident Volunteers with a staff liaison. It has recently been organized and all the books, DVD's and CD's have all been catalogued and organized by the dewy decimal system. From this volunteer working group many ideas have emerged such as:

- Author visits, from prominent Winnipeg Authors,
- Hi-lighted monthly themed exhibits
- A reading program at Lions View
- Movie nights

One program in particular that we are currently working on is the "What kind of Canada do you want to leave for your grandchildren?"

From this program we are branching out into many different directions with such pieces as:

- Learning about Truth and reconciliation,
- Being interviewed by the U of W collegiate history students

Our residents felt that they wanted to do something meaningful for Canada's 150th and this was a way to reflect and document our history.

West End Active Living Centre Inc.

Name: Orlando Buduhan

Position: Orlando Buduhan, president and chairman

Organization: West End Active Living Centre Inc.

Community Area: West End community area but we have members from all surrounding area of Winnipeg up to East & West St Paul. We don't have a boundary restriction so all are welcome.

Successes:

Our greatest success; Would be fulfilling our mission statement by providing services, programs and venues for social interaction to older adults to remain healthy and enjoy their senior years, free from isolation and depression in their own community.

As seniors ourselves, we all know age slowly creeps upon us and suddenly we are out in the retirement arena .Very few are prepared for this final stage in life, with an abundance of time with very few things you can do. I'm sure you have heard about some seniors who still have their alarm clock set up, dress up and realize they are no longer in charge of the office. With no social skills these older adults are good candidates for social isolation and depression and dementia.

We have patterned our programs to meet the needs of older adults to prepare them to enjoy and be proud vibrant, healthy and active members of their community.

All our programs are continuously monitored and modified to accommodate older adult's condition so that they won't associate social dancing to the humdrum of exercise.

A 21 year study of seniors 75 and older by the National Institute on Aging, found that socialize dancing as opposed to other types of physical activity was the only one proven to significantly reduce the risk of Dementia.

Our programs - cannot in itself succeed without the rest and is very holistic so I will list them down in no particular order.

Last Thursdays of each month Lunch & birthdays of the month; we celebrate all birthdays for the month with lunch which provides a venue and opportunities to meet and talk to people with some games, socialization, & enjoy the reminiscence that seniors too can celebrate their birthdays with an affordable dinner, birthday cake and social interactions with their peers. Some said, this was the happiest birthday they could recall ever having. People who attended this program tend to enroll in our dance courses to improve their social interaction ability. People look forward with much anticipation to this monthly event. Most of our members volunteer for the setup, decoration, serving and cleanup of the hall.

Fridays Weekly - Hawaiian and South Seas Hula lessons. Lively Hawaiian music, very pleasurable movements that stimulates body, mind and soul.

Thursdays - Clogging or tap dancing. Fun and enjoyable but most important it increase cardiovascular conditioning, strength, flexibility, coordination and balance specially in the legs, feet and the hips.

Wednesdays - Ball room dance lessons is very popular. More advance students assists in teaching newcomers. After dance lesson we have a sing-along program for those who like to express themselves with music. Our volunteer Ben Arroz provides ballroom instruction and Marylyn plays the keyboard for the sing-along.

Tuesdays- Dancercise or line dancing lessons. Specially modified for the pleasure of older adults. This program is highly recommended derived from the Chinese government, developed and approved for the seniors program (Victor Mah; to give highlight if back from holidays)

Mondays - and special events; Social dancing, with Tea, coffee and cookies. This is the venue where everyone comes to practice all the social dancing skills they have been learning and is very lively and in my observation, When the music plays, we all feel like we are seventeen!

OUR PARTNERS;

All of these programs would not have been possible without our partners who assisted us in many ways.

1. WRHA –Madeline Kohut & Jeanette Edwards who provides funding and guidance for all our programs.
2. Daniel McIntyre /St. Matthews Community Association - Christian Cassidy who provided funding for our audio visual equipment (projector and keyboard).
3. Manitoba Association of Seniors Centre - Connie Newman who provided guidance and some funding at our early stage.
4. Valour Community Centre- General Manager - Jim Marnoch-Assistance in keeping the centre well and clean.
5. Amici Aeterna Group-Ben Arroz, Director, and awarded Manitoba Council on Aging 2017 Award provides music and ballroom lessons at his own expense.

Broadway Seniors Resource Council Inc.

Name: Melanie Reimer

Position: Seniors Resource Coordinator

Organization: Broadway Seniors Resource Council, Inc.

Community Area: West Central Winnipeg or West Downtown/Broadway Area.

Successes:

- Annual Community Resource Fair, October 24th.
- Annual Intergenerational World Elder Abuse Awareness Day Parade.
- Board Development training and Strategic Plan.
- Holiday Card partnership with Laura Secord School.
- Calm Minds Anxiety support group.

One Highlight:

Calm Minds Support Group: partnered initially with other community stakeholders who saw a need for mental health supports in the community. In the end, the Broadway Seniors Resource Council took the lead to host the pilot group in partnership with Anxiety Disorder Association of Manitoba (ADAM), who provided the volunteer peer facilitators and expertise in providing support groups, and Daniel McIntyre/St. Matthews Community Association (DMSMCA), who provided space and refreshments to the group. The group has had up to 10 participants join in on meetings throughout the first year of running, but there has been a stable group of 4 women who have expressed how important the group has become in their lives. As well as receiving supports with anxiety issues, the group gained knowledge of the role of the Broadway Seniors Resource Council, as well as various other community resources available to them. As the Seniors Resource Coordinator, I was able to provide leadership to the group when the facilitator was unable to attend, and provide referrals to various community services, programs and events as needs came up. This year, we plan to have two groups, one for older adults who are coping with stress issues that are creating anxiety, and the other group for those who have Anxiety Disorder.

The concept of providing such a group came up as a result of a past Planning Day. The folks around our community table recognized well the correlation of mental illness and its impact of isolation. As a group, we started investigating what type of supports we could provide, what such a group could look like, and how to go about providing it. In our investigations of best practices offering support groups, ADAM offered volunteer facilitators to the project. ADAM was clear though that they were not interested in taking over, they needed the community partnership, but have the hope to provide groups such as these throughout the city. The BSRC catchment simply became the first. I would be happy to assist other communities interested in starting such a group. We have learned a lot in this journey, and we know the group does and will make a positive impact for older adults who are isolating themselves due to mental illness, and anxiety.

River Heights

Rose and Max Rady Jewish Community Centre (Rady JCC)

Name: Claudia Chernitsky: Active Living Coordinator of Older Adults, Rady JCC

Report Prepared by: Tamar Barr, Assistant Executive Director, Rady JCC

Positions: Debbie Hoffman – President; Gayle Waxman - Executive Director; Tamar Barr -Assistant Executive Director; Roberta Malam - Program Director/Older Adults; and

Claudia Chernitsky Active Living Coordinator for Older Adults

Organization: Rose and Max Rady Jewish Community Centre (Rady JCC)

Community Areas: Although geographically we serve River Heights, Crestwood, Tuxedo, Charleswood, St. Vital, Lindenwoods, Whyteridge, Bridgewater and Waverly Heights, as a Jewish Community Centre with a broad mission we serve the entire Jewish community and community –at-large.

Successes:

- The following activities/programs reflect the Rady JCC's mission by meeting the diverse needs and interests of older adults from the more frail elderly to the active senior.
- Music 'N' Mavens continues to have increased attendance and programs of high interest and stimulation with attendance reaching close to 1200 participants.
- In the Know – Lecture, Arts and Discussion series for older adults which includes lunch and interesting discussion/presentation. Transportation offered. 75 attendees each event
- Continued partnerships between the Rady JCC and various senior serving organizations such as Shaftesbury Retirement Home, Gwen Selter Creative Living Centre, Portsmouth Retirement Residence, Simkin Centre, South Winnipeg Senior Resource Centre, Arthritis Society, Parkinson Canada as well as Jewish Child and Family Service
- Second – *The Act of Aging Gracefully: Wellness Fair* – 250 attendees
- Strong participation in Parkinson's Exercise program that is endorsed by Misericordia Hospital and the Movement Disorder Clinic.
- Growth in Minds in Motion Program for people living with early to mid-stage Alzheimer's disease or other dementias.
- Continued presenting diverse programs for the Rady JCC Wellness Series with such as *Parkinson's Disease Treatments, Put a Little Zing in Your Life, and Nutrients for Healthy Bones.*
- The Stay Young program continued to meet the growing social and cultural needs of the 80– 100 year old seniors living in the community through concerts and lectures and congregate meal program.
- The volunteer program continues to grow providing volunteer opportunities for 250 seniors through our cultural events, community, programs intergeneration programming, engagement and more.
- Wellness Program for Newcomer Seniors
- In partnership with South Winnipeg Senior Resource Council hosted a presentation on Housing Opportunities

One Highlight: Wellness Program for Newcomer Seniors

The aim of the Rady JCC's Wellness Program for Newcomer Seniors is to help elderly newcomers adjust to life in Canada and get engaged in the Jewish community. Many of the senior newcomers in our community are from the Former Soviet Union and Israel who immigrate to Canada to be with their adult children and families. Often family members are at work and at school leaving grandparents at home isolated with limited social contacts. This can lead to a sense of seclusion and loneliness while they navigate the challenges of a new country. Many come with no income or financial support. The limited income and lack of English skills distinguishes this group as a vulnerable population that is becoming more and more isolated. This in turn can lead to concerns

of depression and health issues. Rady JCC's Wellness Program for Newcomer Seniors brings immigrant older adults to the Rady JCC to enjoy a regular program which includes fitness, a health talk and time for socialization and refreshments. This program offers a holistic approach to serving the specific needs of this target group. Instruction is done in both Russian and English so language is not a barrier for participation. Transportation is provided for participants. Many immigrant families reside a notable distance from the Rady JCC and would otherwise not be engaged without this service. The goals of this project are to engage newcomer seniors to the Jewish community, to provide them with opportunity to participate in fitness and wellness program and to increase their socialization by attending JCC activities. These will all improve their well-being; offer a connection to the community in addition to increasing their social contacts.

The program runs for eight months from October to May. Seniors meet on a weekly basis throughout each month. The Rady JCC worked with Jewish Child and Family Service in identifying the older adults who would benefit from participating in this activity. The program is coordinated by the Rady JCC's Active Living Coordinator. She has experience in working with different senior groups and is very successful in bringing seniors to the Rady JCC. The Rady JCC is fortunate to have qualified and experienced fitness instructors who speak Russian to lead the fitness and wellness components of the programming. Overall supervision for the program is provided by the Assistant Executive Director to ensure that the objectives of the program are being met. Every week, seniors are contacted to confirm arrangements for them to attend. Door to door transportation is provided. The majority of the older adults live a significant distance from the Rady JCC and without transportation assistance, participation in this program would be a barrier. The program includes a fitness component. Using various resistance apparatus, our fitness team leads the seniors through exercises in an accessible and adaptable way. A talk on a relevant wellness topic such as nutrition or fall prevention is also included in the programming. Following that, time is allocated for socializing and refreshments. Peer senior volunteers also play a significant part with the program. They volunteer as greeters and hosts making the newcomer seniors feel welcome. In addition they help to identify topics that they think would be interesting to the seniors. Some of the peer volunteers who participate in this program, have experienced the adjustment of coming to Canada many years ago and understand the challenges that newcomers face.

This unique program not only is able to meet the needs of an underserved and vulnerable population but it can create opportunities for engagement. The seniors attending have had the opportunity to improve their well-being by participating in the fitness component of the project. The social focus of the program helps to reduce the isolation that they are normally facing. The project engages seniors in the Jewish community which they might not otherwise have the occasion to do so and is helping newcomer seniors adjust to life in Canada

South Winnipeg Seniors Resource Council (SWSRC)

Name: Chas van Dyck Co-chair

Position: Co-chair; South Winnipeg Seniors Resource Council

Organization: South Winnipeg Seniors Resource Council

Community Areas: River Heights and Assiniboine South

Successes

The past year has been a successful year for building community capacity and building community connections within the South Winnipeg Region. Here are a few of the specific groups which the South Winnipeg Seniors Resource Council has connected with:

- The Charleswood Support Services to Seniors network: This community group was specifically created to support the seniors within the Charleswood and Assiniboine South region. The community partners include: The Charleswood 55+, the Community Facilitator for Assiniboine South- Tonya Beveridge, the Eastern Star Chalet and the Seniors Resource Coordinator from the SWSRC. The working group provides an opportunity for service providers to discuss current issues, opportunities for new programming and new community connections through inter-sectorial networking.
- The Bethel Church - Friends for life program: This program was developed by the Bethel Place community church with support from various community groups that connect with and provide services to seniors who may be isolated in the Stafford/Grant Park communities. South Winnipeg supported and continues to support this group by providing an overall community presentation, ERIKs and connections to other community presenters that could support the program.
- The Rainbow Resource Centre: newer connection in the Osborne community that provides an opportunity to reach seniors and or isolated seniors in LGBTQ community. Information/ Resource partnership.
- Eastern Star Chalet: Information/Resource partnership that has been strengthened through the Charleswood Support Services to Seniors working group.
- Various 55+ blocks in the Tuxedo/Charleswood Community: within that region there are 3-5 different 55+ condominium complexes that use the SWSRC as a source for ERIK and also for general community services presentations.
- Temple Shalom- Health & Well-being program: SWSRC continues to support this program that provides education sessions to seniors in from various religious affiliations and from the Grant Park community. This group reaches between 25-50 seniors once a month
- River Heights Community Centre - Wednesdays for Seniors: SWSRC continues to support the Lunch N' Learn program at the community centre which provides seniors from all over our assigned community area with the opportunity to have a free healthy meal and an educational presentation from various guest speakers. The most recent was the transit training program from the City of Winnipeg and November will be the Community Financial Services program.
- Neighbourhood Resource Network: This continued network provides an opportunity for SWSRC to connect with various service providers, MLA representatives and community partners that cover all walks of life.
- Neighbourhood Resource Network: This continued network provides an opportunity for SWSRC to connect with various service providers, MLA representatives and community partners that cover all walks of life.
- 601 Osborne - Fred Tipping Place: This community partnership has continued to grow in the last year given the higher number of at risk seniors within the block. Through the Community Development Initiative (CDI) worker, the SWSRC has provided an increased number of resources to lower income seniors in the block.

This partnership with the CDI program will also provide an opportunity for SWSRC to connect to the Manitoba Housing Block on Hendon in Charleswood.

- Red River College Nursing Students: this community partnership has strengthened and flourished over the past year. The nursing student instructor now looks to the senior resource coordinator for additional supports and resource for clients they access throughout the South Winnipeg Region. The Resource Coordinator plays a vital role in orientating the students to the various issues and areas of focus within each community area.

Regional/Provincial

Manitoba Association of Senior Centres (MASC)

Name: Connie Newman

Positions: President: Tom Farrell from Victoria Beach; Executive Director: Connie Newman from Winnipeg

Organization: Manitoba Association of Senior Centres

Community: Manitoba

- 26 Centres in Winnipeg
- 25 Centres beyond Winnipeg

Of the 51 member centres:

- 37 have some staff
- 14 are organized and operated by volunteers

Successes:

The number of Centres belonging to MASC has steadily increased over the years. Every year another Centre manages to stay open in very trying times - that is a success.

Centres are places where older adults/seniors are able to socially connect to others, to belong.

1) WHO – Rural Centre #1

WHAT – capacity building within the Board of Directors

- The Centre was entirely volunteer driven, a working Board of Directors
- Membership is about 130+
- They provide activities, lunches and trips and social gatherings in their town

WHY – the Centre was at risk of closing, they needed direction

WHEN – Spring and Summer 2017

HOW – attending many meetings both of the Board and a subcommittee to look at their bylaws, and develop policies

2) WHO – Winnipeg Centre #2

WHAT - capacity building within the Board of Directors and community development/partnerships

- The Centre needed direction
- The Centre provides social interaction and food(twice daily) to local area residents

WHY – the Centre was at risk of closing

WHEN – Summer and Fall 2017

HOW – attending meetings, receiving phone calls, working with part time staff to develop financials, promotions, etc.

3) In addition

- Partnership with RCMP – Police Academy: Older Adult Division

- New Horizon Grant – Create a Senior Friendly manual on how to use an iPad
- Collaboration with Centre on Aging & Public Health research
- Collaboration with other seniors organizations through the Manitoba Seniors Coalition
- Collaboration with Coalition for Healthy Aging Manitoba
- Accepted by Aging 2.0 as a member:
 - **Build local community / ecosystems of innovation** – bring together innovators in the aging and senior care space, break down industry silos and educate / encourage others to work in the aging innovation industry. This goal is mainly achieved by consistent, enriching, in-person events.
 - **Strengthen Aging 2.0 worldwide** – find the hottest startups from around the world, identify the most innovative providers and industry organizations, recruit more people to join the Aging 2.0 network. Our Global Startup Search program and revenue-sharing model help achieve this goal.
 - **Share innovation best practices and insights** – collect data and insights from Chapter members and events, identify trends and openly share knowledge with the greater A2 community.

Canadian National Institute for the Blind (CNIB) and Vision Loss Rehabilitation Manitoba

Name: Dan Vodon

Positions: Dan Vodon (Manager, Foundation Programs), CNIB and Len Furber (Manager, Vision Rehabilitation), Vision Loss Rehabilitation Manitoba

Organization: CNIB and Vision Loss Rehabilitation Manitoba - CNIB and Vision Loss Rehabilitation Manitoba are Manitoba's primary source of support for people who are blind or partially sighted to have the confidence, skills and opportunities to fully participate in life. Services and programs are available to persons of all ages.

Community: Manitoba

Successes:

The CNIB Foundation was created April 1, 2017 to offer programs that complement and enhance our rehab services by addressing the social and emotional needs of people with sight loss, and building their confidence and self-advocacy skills to ensure they receive the accommodations they need to succeed. Programs focus on children and youth, as well as adults of working age and seniors.

- September marked the start of the ongoing **Fall/Winter leisure groups**; groups include walking group, sharing circle, pottery, bible study, fibre arts, yoga, and book club. These groups have a great impact on reducing social isolation and improving the quality of life for blind and partially sighted participants. Approximately 100 clients participate in these weekly group sessions. A new group has been added this year: Easy Movements to Music through Belly Dance, a client-volunteer will be facilitating this group. In order to ensure continued value and enjoyment of group activities, group leaders will have ongoing meetings with CNIB Program Leads to address any needs and challenges within the respective groups.
- An **Adjust to Vision Loss group** will launch in October. This six-week program provides individuals with an inclusive support network, the opportunity to share

practical support strategies, and to help to face the future with confidence, independence, happiness, and hope changing what it means to be blind.

- **Winnipeg Summer Outings 2017:** 139 clients participated in 4 outings including the Grosse Isle Prairie Dog Express train Ride and Fall Supper, Gimli outing, & Birds Hill Outing. The Winnipeg CNIB outings provide participants with options to experience a variety of environments that may not be available to them due to barriers. Sighted guide assistance is provided by volunteers on all outings.
- Ticket Distribution: CNIB continues to provide participants with opportunities to enjoy cultural and sports and leisure events in Winnipeg through the generosity of many groups and agencies. This summer the Winnipeg football club, United Way, Winnipeg Goldeyes, and Rainbow Stage have all gifted CNIB participants with 120 diverse opportunities.

One Highlight: Trio Bike

Earlier this spring, CNIB purchased a Trio Bike as a new recreational offering under our Foundation programming. Using a specialized three-wheel bike, or trishaw, people experiencing barriers to mobility, including vision loss, have an opportunity to experience the sensation of cycling from the cab of the trishaw as a volunteer pilot pedals them around.

The trishaw can carry two adults in the front and is driven by a "pilot" who pedals in the back. The Cycling without Age program began in Denmark in 2012 as a way of helping seniors in nursing homes get out into their communities. The Riverview Health Centre Foundation also purchased a trio bike, and we continue to partner with them in sharing bikes for various events.

Since the July introduction at the Winnipeg CNIB, approximately 5 participants a week have enjoyed riding on the Trio Bike. We have recruited 5 volunteer pilots to support the Trio Bike program. As well as the administration of the trio bike program, the bike was a substantial purchase along with a storage shed at CNIB.

The Trio Bike program has been very successful, offering an excellent and unique experience for Winnipeg participants to enjoy a leisure outing, giving back the experience of a bike ride and sense of freedom and atmosphere of the outdoors.

<http://cyclingwithoutage.ca/winnipeg/>

A & O: Support Services for Older Adults

Name: Amanda Macrae

Positions: Board of Directors, Chief Executive Officer, Managers of community services, Social workers

Organization: A & O: Support Services for Older Adults

Community: Manitoba

Successes:

- This year was A & O's 60th anniversary. To recognize this important milestone, the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba and Honourary Patron of A & O, hosted a reception at Government House to commemorate the occasion
- A one year marketing specialist to assist the agency with its marketing, communication and special event needs for its 60th anniversary year
- Staff development opportunities (2 successful team building events)
- Coordinated the development of the Social Isolation workshop in February 2017

- Developed the final report for community partners to highlight the outcomes and learning opportunities from the Social Isolation workshop
- Amanda Macrae took part in The Fast Pitch Program. The fast pitch program is a coaching program that helps build the capacity of, and create visibility for, Winnipeg's charitable sector
- Participated with Dr. Nancy Newell on the "Get Connected" report which demonstrated the need for the A & O Connect program and showed positive improvements for clients in the program in relation to their feelings of Social Isolation
- Coordinated the successful 10th Annual 55+ Housing & Active Lifestyles Expo
- Continued to provide staff Social Workers with specialized training in the areas of Elder Abuse prevention and Hoarding disorder
- Recognized the important role of agency volunteers in April at the Volunteer annual luncheon
- Continued growth in agency programs – including an increased number of callers to the Agency's Senior Centre Without Walls program, and a significant increase in deliveries through the agencies Be a Santa to a Senior program
- On September 1st, 2017 The Entry Program for Older Adult Immigrants officially restructured to become Senior Immigrant Settlement Services (SISS).

One Highlight:

- This year was A & O's 60th anniversary. To recognize this important milestone, the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba and Honourary Patron of A & O, hosted a reception at Government House to commemorate the occasion. Other events included a successful 10th Housing & Active Lifestyles expo, AGM (wine and cheese).

University of Manitoba Centre for Community Oral Health

Name: Mary Bertone

Positions: Mary Bertone (Director of the Centre for Community Oral health), Shauna McGregor (Oral Health Promotion Specialist) Director, program coordinator, administrative assistants, Dentists, Dental Hygienists, Oral Health Promotion Specialist.

Organization: University of Manitoba, Centre for Community Oral

Community Areas: Point Douglas, St. James, Long Term Care Facilities

Successes:

- Pilot project offering reduced dental fees (15%) at Deer Lodge Dental Clinic for individuals who do not have dental insurance coverage.

One highlight:

Beginning in September 2016, the Deer Lodge Dental Clinic offered reduced dental fees of 15% off the Manitoba Dental Association Fee guide for individuals who do not have dental insurance coverage. This community initiative was employed with the goal of increasing access to dental care services for individuals who are unable to afford dental care. After six months the program was evaluated. Based on the evaluation of the outcomes the Smiles for Seniors' Program was developed.

Effective January 1st, 2018 (tentative start date) the Smiles for Seniors Program will offer seniors (65 years +) who do not have dental insurance a 25% reduced fee from the Manitoba Fee Guide

Creative Retirement Manitoba, Inc. (CRM)

Name: D'Arcy Mansell, Executive Director

Positions: Jim Roy – President; Garnet Ward -Treasurer; David Lloyd – Secretary; Barry Hammond - Past President; Gregg Burner - Human Resources Committee Chair Angie Carfrae; Ruth Penner; Ed Sawatzky -Nominating Committee Chair; Peter Stechishin; Ron Stenning; Verly Zébière; D'Arcy Mansell-Executive Director; Richard Denesiuk -Operations Manager and Roxanne Bell - Administrative Assistant

Organization: Creative Retirement Manitoba, Inc.

Community: CRM serves all of Winnipeg from our centre in the West End. CRM has a virtual outreach to all of Manitoba via the Seniors Resource Network (SRM seniors.cimnet.ca) and CRMTutorials.ca

Successes:

- 2016 Education Program Statistics
 - Winter: 1,574 registrations in 84 courses
 - Spring: 1,478 registrations in 91 courses
 - Fall: 1,954 registrations in 110 courses

There were a total of 5006 registrations in 285 classes, courses and clubs. All activities are organized within the following categories: Lectures, Humanities, Tours, Special Interest, Tech-Lifestyle, Computers, Mind & Body, Languages, and Clubs

- Our website is now used for the majority of the registrations which streamlines the registration process for students/members and our administration.
- Creation of CRMTutorials.ca (an online video reference library) and maintenance of the Seniors Resource Network (seniors.cimnet.ca - the gateway to seniors' Manitoban information on the internet).
- Three rural workshop days in Selkirk, Portage la Prairie and Steinbach.

One Highlight:

Creative Retirement held 37 unique lectures during the last year in its three terms of programming (fall, winter and spring). There were 1,246 registrations for lectures for an average of 33 registrants per lecture. Twelve lectures were sold out with 60 more people. A few lectures were cancelled due to presenter issues or low enrolment.

Current events were the most popular, with lectures such as *Future Directions in US Security Policy under the Trump Administration*, and *An Update on Islamic Fundamentalism*, then History topics being second, with lectures such as *A Brief Overview of Ireland's History* and *Mapping Manitoba's Abandoned Past*.

Lectures can be difficult to plan when a qualified presenter is not easily found for what is potentially a 'hot' topic. Popular topics are usually those that have been in the news for some time. Presenters for lectures are generally volunteers who generously give of their time and expertise to further lifelong learning. Our lecturers come from many walks of life including university professors, various professionals, journalists and practitioners.

Meals on Wheels of Winnipeg

Name: Rhonda Gardner

Position: Executive Director

Organization: Meals on Wheels of Winnipeg

Community: All of Winnipeg and St. Norbert is served

Successes:

We have been successful at managing the distribution of clients on our routes. Many areas have diminished senior populations, and other areas have increased populations. As we struggle to increase our volunteer force, this has been effective in managing the day to day requirements of our program.

Appendix F: Priorities for the upcoming year

Community Area: Downtown/Point Douglas

Table Number: #1

Discussion notes of possible priorities:

- Affordable/subsidized/assisted housing
- Assistance not only for physical supports, but to make sure Mental Health issues is taken care of – additions support, life help support.
- Acute Assistance & Support
- Mental Health Research/Supports

The 2 priorities for the upcoming year to address healthy aging will be:

1. Form a committee to direct/advocate potential research to be done in Mental Health
 - Lobby Centre on Aging/Canadian Association on Gerontology
 - Connect to the My Health Teams to see what role they could play
2. Mental Health & Aging
 - Encouraging prevention/support
 - More research needed?

Community Area: Downtown/Point Douglas

Table Number: #2

Discussion notes of possible priorities:

- Keep Community Facilitators/HART/or ACCESS Centre/Senior Resource Finder on radar to check in with for possible supports; e.g. where & when to go to Emergency/Urgent Care/Primary Care/more in demand
- How to link with isolated individuals (e.g. invite a friend or neighbor/or acquaintance)
- Consideration for newcomers who do not speak English (multicultural events)
- Consideration for retirees

The 2 priorities for the upcoming year to address healthy aging will be:

1. Keep Community Facilitators/HART/ACCESS Centre/Senior Resource Finders are top of mind to check in with often (e.g. confusing to know where to go and when (emergency/urgent care/Primary Care/Home Care)
 - Also make effort to network more often (informally – phone calls/coffee/email)
2. Continue to try many different, creative avenues to reach isolated seniors
 - Invite a friend/acquaintance/neighbor to special event/coffee
 - Consideration for newcomers (language)(multicultural celebrations)
 - Consideration for retirees
3. Share resources – e.g. resource swap (puzzles, shuffle board, TV, games)

Community Area: Fort Garry

Table Number: #3

Discussion notes of possible priorities:

- Reach isolated seniors
- Communicating health care changes to seniors in plain language, no update to seniors guide is problematic
- New terminology can be confusing
- Need for organization capacity (more volunteers)
- Outreach to ethnic communities
- Sustaining and growing programming

The 2 priorities for the upcoming year to address healthy aging will be:

1. Outreach
2. Helping our older adults understand the changes to the health care system

Community Area: River Heights

Table Number: #4

Discussion notes of possible priorities:

- Transportation (funding)
 - Increased need from boomer population
- Increase public awareness
- Community development/partnerships
 - Inclusion of entire geographic catchment and beyond (for specialized programming)
- Funded vs. non-funded opportunities
- Services for newcomers who come by choice
- Mental health issues from war/torture experiences (refugees)
- Social isolation
 - Creating a safe community hub (local – neighborhood not regime)

The 2 priorities for the upcoming year to address healthy aging will be:

1. Increase public awareness of resources available (e.g. transportation (important as boomer generation ages) to maintain services under current economic models
 - Funding is an issue: encourage cooperate/community/foundation/sponsorships
 - Social isolation
 - Related to aging boomers
 - Transportation issues contribute to this
 - Develop inter-generational programs(e.g. “nurseries and seniors”)
 - Develop “Social Engagement Network for Older Adults”
2. This covers both priorities and more:
 - Establish inter-agency meetings on regular basis (bi-monthly or quarterly)
 - Avoid duplication of services
 - Identify needs as each agency sees them
 - Provide “bottom-up” approach
 - How Leverage existing funds (not asking for new dollars)

Community Area: Provincial/Regional

Table Number: #5

Discussion notes of possible priorities:

- More networking and complimenting each other's services
- Volunteer recruitment and retention

**The 2 priorities for the upcoming year to address healthy aging will be:
(As Above)**

1. More Volunteer recruitment and retention
2. networking and complimenting each other's services

Community Area: Provincial/Regional

Table Number: #6

Discussion notes of possible priorities:

- Increased awareness re: all available supports (organized, connections)

The 2 priorities for the upcoming year to address healthy aging will be:

1. Increase awareness re: available resources (updating current resource)
2. Enhancing the connection between Community & Primary Care

Community Area: River East

Table Number: #7

Discussion notes of possible priorities:

- Transportation (Elmwood East Kildonan Active Living Centre)
- Sustainable meal programs (Elmwood East Kildonan Active Living Centre) and Cornerstone (supper)
- In-house counselling – in community – Elmwood Community Resource Centre; A & O: Support Services for Older Adults accessible
- Affordable seniors assisted living – increased opportunities

The 2 priorities for the upcoming year to address healthy aging will be:

1. Help Cornerstone to develop a meal program on-site; transport to existing programs in the meantime.
2. Men's programming; investigate what Elmwood East Kildonan Active Living Centre is doing that brings the men in.

Community Area: Transcona

Table Number: #8

Discussion notes of possible priorities:

- Encourage outings with new transportation plan – from seniors building – Support Services in Group Living, and in homes
- Explore options for other transportation
- Encourage respectful communities
- Health care change presentations
- Explore new senior housing sites – Prairie Landing 440 Chrislund – new "format" for HART – health promotion – kitchen table conversations
- Intergenerational opportunities – Chrislund site

- Encourage the My Health Team self-care programs – Chronic obstructive pulmonary disease (COPD), living well with chronic pain, Cognitive Behavioural Therapy, Confestice Heart Failure, Co-Occurring Disorders Initiative
- Include community centers in the advisory committee

The 2 priorities for the upcoming year to address healthy aging will be:

1. New sites in Transcona; new “format” for Healthy Aging Resource Team involvement – education/health promotion and “clinic” to follow
2. Transportation plan for community connection
3. Intergenerational in Manitoba Housing site – seniors and family side

Community Area: Inkster/Seven Oaks

Table Number: #8

Discussion notes of possible priorities:

- Transportation – have a community buss
- Technology – use it to help with isolation and connection
 - Language – can use different ones – helps with language barriers and translation
- Hobbies at home – volunteers go and spend 1-hour at home of isolated senior working on project together

The 2 priorities for the upcoming year to address healthy aging will be:

1. Transportation – network with community to help with transportation barrier
 - Approach Winnipeg Transit – will free up Handi-transit
 - Help with isolation
 - Connect other community organizations; share the transportation
 - Strengthen community partners – working together on issues
2. Hobbies in the home (technology can be part of it)
 - Works with isolated seniors
 - Partner with Meals on Wheels and A & O
 - Partner with youth organizations
 - Help with language barriers (technology)

Community Area: St. Boniface/St. Vital

Table Number: #10

Discussion notes of possible priorities:

- Centralized communication to those not in complexes
- Caregivers/children information
- Boni-Vital Network Meeting – lunch & learn between funded agencies
- Men’s group/club – grieving widows
- Asset planning – identifying leaders in the community
- Long term care – how do we project the message to 55+ to stay in the community/house?
- How do they make the changes, needing support – seminar – peer led
- Better understanding of Home Care – what are their expectations

The 2 priorities for the upcoming year to address healthy aging will be:

1. Boni-Vital Network Meeting
 - 2 times a year

- Build relationships/partnerships
- Senior centres in the area
- 2. Promoting healthy living to older adults so they can stay in their house
 - Let them understand what they need to do.
 - The benefits of living a healthy life
 - Peer led
 - Seminar? coffee

Community Area: St. James/Assiniboia/Assiniboia South

Table Number: #11

Discussion notes of possible priorities:

- Dementia programming
- Partner with HART
- Look for funding options
- Prevention, finding supports
- Priority home will be hopefully more ...
- Activities
- Top hospital admission in Grace
- Anxiety going to programs
- Great to have in-house programming
- Metropolitan ... looking at this
- Look at opportunities with ...
- Connect with Active Living Coalition for Older Adults to see if they have
- Increase awareness of services/programs
- South Winnipeg Seniors Resource Council is setting up own website but still need to kept updated
 - Still hard to navigate
- 55-65 year olds - ... independent – need support – outreach to this group

The 2 priorities for the upcoming year to address healthy aging will be:

1. Mental Health Dementia programming in the area – community health promotion
2. Increase awareness of services throughout the area; e.g. within changes going on and to support 55-65 year olds – gaps – need support with mental health

Appendix G: Evaluation Summary Results

- 93% responded favorably towards the day's presentations
- 65% had reviewed the 2017 Planning Day Final Report in preparation for the 2017 event
- 84% responded that the 2017 Planning Day Final Report(s) provided valuable information and resources to benefit older adults in the community area
- 72% responded that they had accessed the Support Services to Seniors website within the last 12 months
- Out of the 72% who accessed the Support Services to Seniors website, 86% responded that the website provided valuable information and resources
- 92% responded positively towards the resources provided throughout the day
- 81% responded favorably towards the display tables showcasing the different programs and services
- 99% responded favorably towards the location and parking
- 84% responded positively towards the sharing accomplishments pre-exercise and the compiled community accomplishments benefiting in providing a pathway to our success
- 86% responded favorably that the 2017 Planning Day allowed for collaboration in planning and identifying two priorities for the upcoming year
- 98% responded that they wish to continue with the Planning Day for 2018

Appendix H: Participant List

Downtown and Point Douglas	
Arle Jones	Winnipeg Regional Healthy Authority
Cristine Schroeder	Bethania Housing
Ewa Wadowska	Winnipeg Housing Rehab Corporation
Jacque Friesen	Lions Place/Lions View
Janice Brickey	Healthy Aging Resource Team
Jose Chinchillia	West End Active Living Centre
Melanie Reimer	West Downtown/Broadway Seniors Resource Finder
Rod Domingo	West End Active Living Centre
Downtown and Point Douglas	
Amy Krahn	Healthy Aging Resource Team
Anna Murray	Senior Resource Finder – Downtown
Claire Meiklejohn	Winnipeg Regional Health Authority
Daniel Catte	McClure Place
Janelle Sutherland	Aboriginal Seniors Resource Council
Monica Grocholski	Point Douglas Seniors Resource Finder
Nancy Squire	Lions Place
Orlando Buduhan	West End Active Living Centre
Thelma Meade	Aboriginal Seniors Resource Centre
FORT GARRY	
Alanna Jones	Pembina Active Living (55+)
Amanda Younka	Winnipeg Regional Health Authority
Bob Newman	Pembina Active Living (55+)
Doreen Smith	Fort Garry Seniors Resource Finder
Patti Berube	Fort Garry Seniors Resource Finder
RIVER HEIGHTS	
Chas van Dyck	South Winnipeg Seniors Resource Council
Claudia Chernitsky	Rady Jewish Community Centre

Martin Landy	South Winnipeg Seniors Resource Council
Michelle Slezak	Villa Cabrini Senior Citizens Residence
FLOATING TABLE	
Andrea Lamboo-Miln	Seniors and Healthy Aging Branch
Dr. Cathy Cook	Winnipeg Regional Health Authority
Jeanette Edwards	Winnipeg Regional Health Authority
Kathy Henderson	Winnipeg Regional Health Authority
Laurie Unrau	Seniors and Healthy Aging Branch
Madeline Kohut	Winnipeg Regional Health Authority
Carol Schaap	Winnipeg Regional Health Authority
PROVINCIAL/REGIONAL	
Connie Newman	Manitoba Association of Senior Centres
D'Arcy Mansell	Creative Retirement Manitoba
Doug Mackie	Men's Sheds
Gregory Burner	Creative Retirement Manitoba
Kelsie Dueck	Caregiving with Confidence
Margaret Barbour	Manitoba Association of Senior Centres
Stacey Miller	A & O: Support Services for Older Adults
PROVINCIAL/REGIONAL	
Amanda Macrae	A & O: Support Services for Older Adults
Dan Vodon	CNIB
Jim Roy	Creative Retirement Manitoba
Leonard Furber	CNIB
Rhonda Gardner	Meals on Wheels of Winnipeg
Shauna McGregor	College of Dentistry, Rady Faculty/University of Manitoba
Stefanie Turner	Winnipeg Regional Health Authority
Suzie Matenchuk	Winnipeg Regional Health Authority
Titi Tijani	Manitoba Housing

RIVER EAST	
Cath McFarlane	Winnipeg Regional Health Authority
Deb Vanance	Winnipeg Regional Health Authority
Karen Janzen	Healthy Aging Resource Team
Leilani Esteban	Elmwood East Kildonan Active Living Centre
Megan Wallace	Support to Seniors in Group Living
Noreen Kohlman	Donwood Manor Elder Persons Housing
Shelley Hillis	River East Senior Resource Finder
Susan Sader	Good Neighbours Senior Centre
Terrie De Mare	Elmwood East Kildonan Active Living Centre
TRANSCONA	
Colleen Tackaberry	Transcona Seniors Resource Finder
Doug Buckingham	Transcona Seniors Resource Finder
Eleanor Stelmack	Healthy Aging Resource Team
Kathy Rennie	Support to Seniors in Group Living
SEVEN OAKS AND INKSTER	
Becky Chisick	Gwen Secter Creative Living Centre
Bev McCallum	Middlechurch Home of Winnipeg
Danielle Tabacznik	Gwen Secter Creative Living Centre
Evan Zarecki	Winnipeg Regional Health Authority
Mike Sadlowski	NorWest Community Health Centre
Susan Flechter	Seven Oaks Seniors Resource Finder
ST. BONIFACE AND ST. VITAL	
Breanne Reid	Centre de Santé
Cesar Gonzales	Youville Centre
Clément Perreault	Conseil des francophones 55+
Diane Leveque	Places des Meurons
Georgette Dupuis	Centre de Santé

Guy St. Goddard	Places des Meurons
Louis LaFleche	Foyer Vincent
Marilyn Robertson	Archwood 55 Plus
Melissa Larter	Boni-Vital Seniors Resource Finder
ST. JAMES-ASSINIBOIA AND ASSINIBOINE SOUTH	
Charlene Sansregret	Manitoba Housing
Elizabeth St. Godard	Healthy Aging Resource Team
Geri Lowe	South Winnipeg Seniors Resource Council
Jennifer Gibson	My Health Team - St. James / Assiniboine South
Jim Dear	ACCESS Winnipeg West
Lorna Shaw-Hoeppner	Healthy Aging Resource Team
Rachel Wonnek	St. James-Assiniboia 55+ Centre
Sharon Walters	Winnipeg Regional Health Authority
Shelia Hunter	Metropolitan Kiwanis Courts
Sydney Winter	Charleswood 55+ Active Living Centre
Ted Stoyko	Metropolitan Kiwanis Courts
Tonya Beveridge	Winnipeg Regional Health Authority