



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

16th Annual Support Services to Seniors Education and Collaborative Planning Session Report

Friday, November 8th, 2019

Prepared by
**Support Services to Seniors
Healthy Aging & Seniors Care
Winnipeg Regional Health Authority**

Summary

On Friday, November 8th, 2019, one hundred and seven participants registered and ninety-three participants attended the sixteenth annual Healthy Aging and Seniors Care, Support Services to Seniors Education and Collaborative Planning Day hosted by the Winnipeg Regional Healthy Authority (WRHA).

The intent of the planning day is to promote ongoing relationship building, network sharing and collaboration between funded Support Services to seniors' agencies and WRHA programs and services. Accomplishment sharing and identification of collective priorities provide a venue for stakeholders to increase knowledge exchange and to further develop mechanisms to deliver programs and services for older adults.

Participants included funded agency board members and agency staff, Community Area Directors, Community Health Agencies, Healthy Aging Resource Team facilitators, WRHA managers and specialists, community facilitators/community developers and Shared Health representatives.

Participants completed an evaluation to reflect on the 2019 Support Services to Seniors planning day. Some highlights of the survey are:

- 85% of participants responded favorably on the presentations throughout the day. 93% of participants felt the presenters were knowledgeable on the material they presented.
- 92% of participants reviewed the 2018 Planning Day Final Report prior to the 2019 planning day. 87% of participants felt the 2018 planning day final report was seen as valuable information and resources to benefit further discussion for the 2019 planning day.
- 74% of participants have accessed the WRHA Support Services to Seniors website and 84% of those participants felt that the link provided valuable information and resources to benefit organization and older adults.
- 90% of participants wish to continue having the option of bringing resources, materials, brochures, etc. from their organization to have on a display table at future planning day sessions.
- 83% of participants felt the location, parking lot, bus route and free side street parking were accessible and convenient.
- The Celebrating and Sharing Accomplishments booklet is a compilation of the Support Services to Seniors funded agencies accomplishments and was emailed to participants that registered for the planning day. 80% of participants felt this booklet is beneficial in providing an overview of the past year accomplishments and allowed for networking and discussion at the planning day.
- 92% of participants felt that the priority session allowed for an opportunity to collaborate in identifying and brainstorming next steps to work together on for the upcoming year.
- 97% of participants felt that the WRHA Support Services to Seniors should plan this type of education and planning day session for 2020.
- 68% of participants felt that the planning day should be a full day event.

Overall the participants indicated that the objectives of the Planning Day were met and wish to continue with future planning day sessions.

Background

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

The official welcoming was provided by **Hana Forbes, Executive Director, Long Term Care, Rehabilitation, Healthy Aging and Seniors Care**, Winnipeg Regional Health Authority. Highlights of key performance deliverables for 2018-19 are as follows:

- 31 congregate meal programs delivered 388,511 meals with support of 42,545 volunteer hours.

- Meals on Wheels delivered over 175,849 meals.
- 13 seniors resource finders made 21,463 contacts with older adults with support of 14,653 volunteer hours.
- 38 tenant resource programs supported 3488 suites by supporting older adults in 55+ housing blocks with supports. They also had the support of 20,764 volunteer hours.
- 9 Supports to Seniors in Groups living support 1,150 suites by providing supports and assisting older adults with instrumental activities of daily living 7 days per week.
- 15 senior centres provided over 10,361 group activities to 119,781 participants ranging from mental and physical health promotion, healthy active aging from exercise to social and recreational programming.

The agenda and objectives can be found in ***Appendix A: 16th Annual - Healthy Aging and Seniors Care planning day agenda 2019.***

Jeanette Edwards, Strategic Lead, Community Health, Quality and Learning with Shared Health Manitoba presented on "***Better Care Closer to Home***". Some highlights of the presentation included:

- In the last 50 years, advancements in technology and medical care mean patients spend less time in hospital, more procedures are able to be done safely as day surgery or in a procedure room or clinic
- Manitoba's Provincial Health Contact Centre provide health information and advice to Manitobans
 - This telephone-based resource supports more than 600,000 calls each year.
 - The service is linked to 211 Manitoba, a location-based website that offers simple access to thousands of health and other social service and government resources in communities across the province.
- Home Clinics and My Health Teams provide a health care home base or neighbourhood for Manitoba patients.
 - These teams of providers help to ensure reliable access, coordination and continuity of care for patients, linking them quickly and easily to appropriate resources and coordinating and tracking one's care journey.
 - Support Services to Seniors have an important role with these networks
- A provincial system, well-integrated and organized to deliver the best care possible, will rely upon the special role of each community resource, primary care clinic, health centre and hospital in Manitoba.

The power point can be found in ***Appendix B: Better Care Closer to Home***

Jim Hamilton, Consultant, Manitoba Association of Senior Centres and Connie Newman, Executive Director with Manitoba Association of Senior Centres, presented on the World Health Organization report on Aging and Health, Age Friendly cities and communities and global strategy and action plan on aging and health. Some highlights included:

- What influences health in older age: individual based including: behaviours, age related changes, genetics and disease and the environment individuals live in including: housing, assistive technologies, transportation and social facilities.
- Every individual is different; Some have the level of functioning of a 30 year old and some require full time assistance for basic everyday tasks.
- Age Friendly Communities assist older adults to lead healthy and active lives for longer; stay in their own homes/communities; go where they need/when they need to go; build social environments; address safety; become better informed; actively participate; be valued and respected and continue to learn, develop and work.
- What is needed for healthy Aging: Global Strategy and Action Plan includes: change in the way we think about aging; create age friendly environments; align health systems to the needs of older individuals and develop systems of long term care.

Connie Newman highlighted the mission of Manitoba Association of Senior Centres, availability of member benefits and resources to access. The power point can be found in **Appendix C: Moving Forward Together Through Community Collaboration, Manitoba Association of Senior Centres.**

The working exercise titled, *“Neighbourhood Pathways to Accomplishments”* began at the working tables and participants were encouraged to branch out to other community areas and regional senior serving organizations. These accomplishments were compiled from the annual WRHA planning day documents that are sent out yearly to all WRHA Support Services to Seniors funded agencies. This exercise allowed participants to stop, celebrate and share various pathways to the past year’s successes as well as obtain information to look at new initiatives. The complete overview of accomplishments can be viewed in **Appendix D: Neighbourhood Pathways to Accomplishments Exercise 2019.**

Karen Kyliuk, Mental health resource/education facilitator, Mental Health Promotion, Regional Mental Health program with the Winnipeg Regional Health Authority presented on the first half of **“Neighbourhood Chat: Mental Health and Older Adults”**. Some highlights included:

- Definition of positive mental health; issues impacting positive mental health in later life; changes and transitions and adjusting/embracing change.
- WRHA mental health promotion capacity building project to facilitate evidence informed mental health approaches and strategies that consist of 5 areas including: discovery, physical activity, give and share, reflect and gratitude.
- Train the Trainers 2020: training external staff to be Thrive over 55 workshop facilitators.

The power point can be found in **Appendix E.1: Neighbourhood Chat, Mental Health and Older Adults, Winnipeg Regional Health Authority.**

Sheryl Giesbrecht, Manager, The Canadian Mental Health Association: Manitoba and Winnipeg presented the second half of **“Neighbourhood Chat: Mental Health and Older Adults”**. Some highlights included:

- Exploring on the subject of mental health issues.
- How social isolation, loneliness and boredom impact our mental health and well-being.
- How to connect with individuals as a support regarding mental health and well-being.
- Who to refer to for services and help when needed.

The power points can be found in **Appendix E.2: Neighbourhood Chat: Mental Health and Older Adults, Canadian Mental Health Association.**

The last working exercise of the day was **“Working together in your neighbourhoods: Priority planning”** and was conducted in group discussions. Participants were encouraged to reach out to each other and other neighbourhood areas and regional senior serving organizations to plan one priority and the next steps to network and collaborate with various partners in the upcoming year.

A summary of the priorities at each table include:

- **Downtown/Point Douglas:** Recognizing our own strengths and limitations, while connecting and sharing workload often and as needed
- **River Heights/Fort Garry:** Increased social engagement and referral
- **River Heights/Fort Gary:** Make the broader community aware of who and what we are and how to access the services that are available
- **Regional/Provincial:** Working with other service providers and communities
- **River East/Transcona:** Creating a supports to seniors in Kildonan’s meeting group
- **Transcona:** Closer collaboration – A) Team and B) Community
- **Seven Oaks/Inkster:** Service provider open house
- **St. Boniface/St. Vital:** Transportation and mobility
- **St. James Assiniboia/Assiniboine South:** Mental health and addictions

The complete list of the participant's reflective thoughts and ideas can be found in **Appendix F: Priorities Exercise 2019**. The closing remarks emphasized the importance of continued collaboration and partnerships across the various community sectors, social and health services to provide continued programs and services to support and enable optimal health and well-being of older adults in the community. The listing of participants can be found in **Appendix G: Participant List 2019**.

Appendix A: 16th Annual - Healthy Aging and Seniors Care planning day agenda 2019

**16th ANNUAL SUPPORT SERVICES TO SENIORS' PLANNING DAY
Healthy Aging and Seniors Care
AGENDA**

Friday, November 8th, 2019

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.*

8:30 to 8:45	"Getting to know your neighbours" • Registration, networking and refreshments	Work Tables
8:45 to 9:15	"It's a beautiful day in the neighbourhood" • Mr. Roger's Encourage mint exercise	Work Tables
9:15 to 9:30	"Welcome to the neighbourhood" • Opening Remarks	Hana Forbes
9:30 to 10:00	"Meeting our neighbours" • Shared Health and Support Services to Seniors	Jeanette Edwards
10:00 to 10:15	"Neighbourhood break"	Work Tables
10:15 to 11:15	"Won't you be my neighbour?" • Connecting neighbourhoods with older adults	Manitoba Association of Senior Centres
11:15 to 12:00	"Pathway to neighbourhood accomplishments" • Networking how your organization accomplished an achievement	Work Tables
12:00 to 1:00	"Neighborhood block party" • Lunch and continued sharing of accomplishments	Work Tables
1:00 to 2:30	"Neighbourhood chat: Mental Health and Older Adults" • WRHA: Mental Health Resource & Education, Facilitator • Canadian Mental Health Association: CMHA Well-Being Learning Centre, Manager	Karen Kyliuk Sheryl Giesbrecht
2:30 to 3:15	"Working together in your neighbourhood" • Review last year's priorities • Collectively at your table decide on one priority for the upcoming year and first steps to work together on this.	Work Tables
3:15 to 3:30	"See you back in the neighbourhood" • Wrap up of the day	



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16th ANNUAL SUPPORT SERVICES TO SENIORS PLANNING DAY

Objectives:

1. To continue to enhance the awareness, knowledge, collaboration and partnerships with organizations.
2. To provide an opportunity for Support Services to Seniors organizations to network, develop relationships, share ideas and collaborate with one another.
3. To acknowledge, celebrate and learn from each other's pathway to accomplishments during the last year.
4. To provide an opportunity for Support Services to Seniors agencies to gain an understanding of mental health and older adults in our health care system and the opportunities where organizations can collaborate to enhance service coordination to address positive healthy aging and wellbeing.
5. To identify 1 service coordination priority as a group and identify next steps collectively that continues to support healthy aging and wellbeing within our community areas.

Appendix B: Better Care Closer to Home, Shared Health

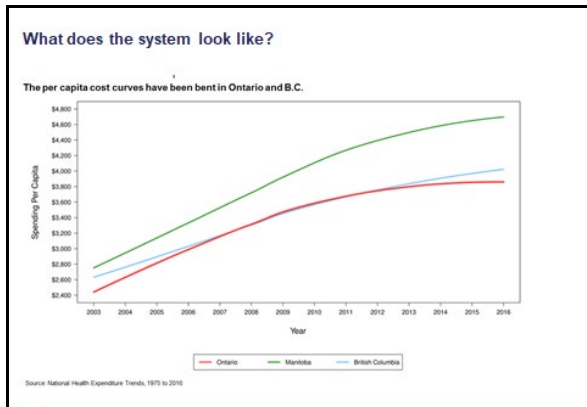
Shared health
Soins communs
Manitoba

Better Care Closer to Home

16th Annual Community Development
Healthy Aging Support Services to Seniors
Planning Day

November 8, 2019

The Provincial Clinical and Preventive Services Plan is a project within Manitoba's Health System Transformation



Access to care

- Variable capacity for care in communities across Manitoba means large numbers of patients are travelling to Winnipeg for care
- Limited rehabilitation and other support services then impact their ability to return home or to facilities in – or closer to – their own communities

NEARLY 3500 INDIVIDUALS WERE IDENTIFIED AS ELIGIBLE FOR LONG-TERM CARE PLACEMENTS.

32% WERE STILL WAITING AT THE END OF THE YEAR.
*2017/18 fiscal year

- This lack of equitable and timely access to senior and rehabilitation care across the province leaves many individuals waiting in hospital, often outside their home community

24% OF ALTERNATE LEVEL OF CARE PATIENTS WERE WAITING FOR HOME CARE.
*2015/16 fiscal year

Access to care – leveraging technology to improve access

- Our ability to improve the coordination, access and effectiveness of clinical services for all Manitobans is directly related to our ability to plan how, where and by whom health services should be delivered
- Leveraging technology will modernize Manitoba's health system and is a key enabler to building better health care access and delivery
- Across the province, technology is already making virtual connections between providers and between providers and patients.

The delivery of health care has changed

- In the last 50 years, advancements in technology and medical care mean patients spend less time in hospital, more procedures are able to be done safely as day surgery or in a procedure room or clinic.
- In Manitoba, our health system remains overly focused on hospital and acute care.
- That means patients travel further for care, spend longer in hospital and struggle to access rehabilitation and services close to home.
- We spend more (nearly 50% of our provincial budget) – and have poorer results – than many other places.

The Case for Change: What are the outcomes?

	Manitoba	Rank	Canada
Average Length of Stay Inpatient <small>in 2016/17</small>	9.6 days	12/12	7.0 days
ED Wait Time Physician Initial Assessment <small>90th percentile in 2016/17</small>	5.1 hours	7/7	3.1 hours
ED Total Time Admitted Patients <small>90th percentile in 2016/17</small>	43.5 hours	7/7	32.6 hours
Hip/Knee Replacement <small>Within 6 months in 2017/18</small>	47%	9/10	71%
Cataract Surgery <small>Within 112 days in 2017/18</small>	32%	12/12	71%

Access to care – current state

- Through 2018/19, Manitobans experienced 3500 unplanned days of service suspension across 16 rural and northern sites, due to lack of physician availability
- More than 50% of patients in rural and northern regions are travelling out of region for inpatient and day surgeries
- Patients in rural and northern communities face unique challenges in accessing health care services as a result of our geography, dispersed population and often inclement weather

Access to care – leveraging technology to improve access

- In 2017/18, there were more than 23,000 clinical events on the MBTelehealth network. These interactions avoided 15.3 million kilometers of travel and an estimated savings of \$6.3 million.
 - As of 2017/18, MBTelehealth was used by 500 clinicians across the province to provide services to Manitoba patients. 189 MBTelehealth sites exist and are utilized by more than 90 specialty areas
 - Across the province there were 397 MBTelehealth sessions for rehabilitation in 2017/18, compared to 8,472 oncology sessions and 1,982 psychiatry sessions that same year.
- Manitoba's Provincial Health Contact Centre provide health information and advice to Manitobans
 - This telephone-based resource supports more than 600,000 calls each year.
 - The service is linked to 211 Manitoba, a location-based website that offers simple access to thousands of health and other social service and government resources in communities across the province.

Clinical planning has looked at how and where services are delivered

- Clinical planning has highlighted the need to build up home and community support across the province, including access to virtual models of care that will support primary health needs remotely and enable Manitoba to deliver better care to our growing, diverse and dispersed population
- Virtual tools are **leading practice** in many modern health systems, allowing specialists to connect with healthcare professionals remotely, enabling face to face patient consultations and the electronic transfer of medical data
- These tools **increase access** to specialist care and **reduce travel time** and associated costs for patients

Network of care

- Planning has identified a high volume of avoidable transfers and long wait times to access specialists as well as a lack of rehabilitation, enhanced home care, and diagnostic services necessary to improve health outcomes for Manitobans closer to home.
- Feedback from clinicians has focused on the idea of an integrated "network" of care where consistency and standards will ensure easier access, better patient care and improved outcomes.
- These networks will build on the success of **Home Clinics** and **My Health Teams**, which provide a health care home base or neighbourhood for Manitoba patients.
 - These teams of providers help to ensure reliable access, coordination and continuity of care for patients, linking them quickly and easily to appropriate resources and coordinating and tracking your care journey.
 - Seniors Support Coordinators have an important role with these networks

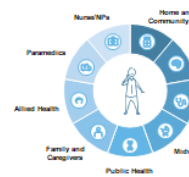
Care closer to home

- What care will be provided, who will provide that care, and where and when it will be available have all been part of planning discussions.
- Combined, the services provided to patients through "networks" offer **enhanced primary care and community services** that are easily and consistently accessible. They also ensure clearly defined pathways to more specialized care.
- Ensuring the right care is available and delivered locally is critical to improving services and achieving better outcomes across Manitoba.
- A **provincial system**, well-integrated and organized to deliver the best care possible, will rely upon the **special role** of each **community resource, primary care clinic, health centre and hospital** in Manitoba.

Capabilities across hubs

- Primary care will be enhanced in communities with supports for long-term care and healthy aging, diagnostics, and virtual access to **provincial resource teams**.

Example of a provincial resource team



Shifts in Service: "Where" and "How" Care will be Delivered

- Interdisciplinary teams practicing in a new model
- A system that support patients and providers
- How we will practice
- Where we will practice
- Our focus must first be on building up primary and community care
- Interdisciplinary teams will provide enhanced community services

The strength in our health system lies in the local level

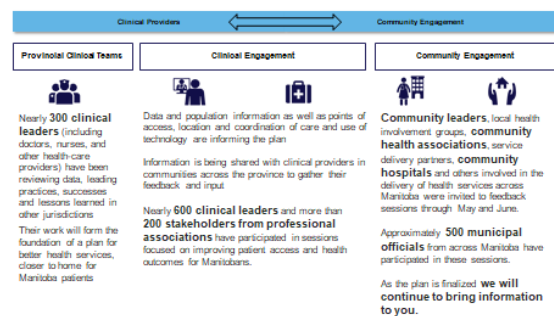
Strategic Shifts – Where and How Care is Delivered

Category	Focus
1. Enhance Local Capacity	Improve use of existing facility-based resources to better serve local communities
2. Increase Access to Specialized Care	Reconfigure specialty services among provincial and intermediate providers to work as a system of specialized care
3. Build Care Closer to Home	Create capacity closer to home for episodic medical and surgical care, both in facility and in community-based care
4. Provincial Practice Improvements	Target areas where a move to a common provincial standard of care through targeted clinical practice improvements will improve outcomes
5. Effective Chronic Condition Management	Create capacity to manage chronic conditions and longer term care needs, closer to home in facility and in community-based care

The delivery of health care is changing for the better

- Knowing **where to go** for the right care can be confusing - for patients and for providers.
- As Manitoba's provincial clinical and preventive services plan is implemented, consistent, reliable services will be accessible at facilities that are clearly defined by the care they provide.
- This will make it **easier to know where to go for care**. And where appropriate, it will **bring care to you**, through virtual care models and expanded use of home monitoring and other technologies.
- Your health care providers will have **access to appropriate information** about you and your health needs.
- Providers will **work together to coordinate** your care, ensuring that **wherever you go, you are able to access the right care**.

A Made – in – Manitoba Plan



We continue to provide information including presentations, monthly status updates, and Frequently Asked Questions (FAQ) at <https://sharedhealthmb.ca/>

Appendix C: Moving Forward Together Through Community Collaboration, Manitoba Association of Senior Centres

MANITOBA ASSOCIATION OF SENIOR CENTRES

**MOVING FORWARD
TOGETHER
THROUGH COMMUNITY
COLLABORATION**

Winnipeg
November 8, 2019













World Health Organization

**GLOBAL NETWORK
FOR AGE-FRIENDLY
CITIES & COMMUNITIES**

**WORLD
REPORT
ON
AGEING
AND
HEALTH**

**GLOBAL
STRATEGY
AND ACTION
PLAN ON
AGEING AND
HEALTH**

▶ WHAT INFLUENCES HEALTH IN OLDER AGE

INDIVIDUAL	ENVIRONMENT THEY LIVE IN
 Behaviours	 Housing
 Age-related changes	 Assistive technologies
 Genetics	 Transport
 Disease	 Social facilities

▶ EVERY OLDER PERSON IS DIFFERENT



Some have the level of functioning of a 30 year old.



Some require full time assistance for basic everyday tasks.

Health is crucial to how we experience older age.

WHO Global Network of Age-friendly Cities and Communities



Member cities and communities
Countries covered in the Network
Not applicable

The boundaries and names shown and the designations used on this map do not imply the expression of any opinion whatsoever on the part of the World Health Organization concerning the legal status of these countries, territories, cities or areas or of its admission or non-admission to the Organization, or concerning the location or the extent of its boundaries. Dotted and dashed lines on maps represent approximate boundaries for which there is no agreement.

Data Source: World Health Organization
Ageing and Health, World Health Statistics Quarterly, September 2015
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Age-friendly Communities

...a place where, as we age, we can:

- Lead healthy and active lives for longer
- Stay living in our own homes and neighbourhoods
- Go where we need to go, when we need to go
- Be enabled by the built and social environments



Adapted from Ageingwellnetwork,
Anne Connolly, Ireland

Age-friendly communities

... a place where, as we age, we can:

- Feel and be safe at home and about
- Have the information we need to lead full lives
- Participate in social, economic and public life
- Be truly valued and respected
- Continue to learn, develop and work



Adapted from Ageingwellnetwork, Anne Connolly, Ireland

GLOBAL STRATEGY AND ACTION PLAN ON AGEING AND HEALTH

▶ WHAT IS NEEDED FOR HEALTHY AGEING

A change in the way we think about ageing and older people

Creation of age-friendly environments

Alignment of health systems to the needs of older people

Development of systems for long-term care



Healthy Ageingis an investment

Investment	Benefits	Return
Health systems	Health	Individual well-being
Long-term care systems	Skills and knowledge	Workforce participation
Lifelong learning	Mobility	Consumption
Age-friendly environments	Social connectivity	Entrepreneurship and investment
Social protection	Financial security	Innovation
	Personal dignity, safety and security	Social and cultural contribution
		Social cohesion

Moving Forward: A Shared Responsibility

- All levels of government
- Age-Friendly Committee
- Business leaders
- People of all ages
- Voluntary sector
- Service providers

- board volunteers and staff



Moving Forward: Service providers

support services for seniors

housing, tenant & group living

senior centres

meals

transportation

recreation

age-friendly committee

...and who else???



MANITOBA ASSOCIATION OF SENIOR CENTRES

Strength through COLLABORATION

Mission

Member Benefits

Resources




MANITOBA ASSOCIATION OF SENIOR CENTRES

QUESTIONS

ANSWERS

IDEAS

thank you




MANITOBA ASSOCIATION OF SENIOR CENTRES

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Appendix D: Neighbourhood Pathways to Accomplishments Exercise 2019



Support Services to Seniors Healthy Aging and Seniors Care

Celebrating and Sharing Accomplishments

November 8th, 2019

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Celebrating our Accomplishments November 8th, 2019

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Support Services to Seniors Funded Agencies

Downtown Community Area

Congregate Meal Programs

- McClure Place – 533 Greenwood Place
- Manitoba Housing – 515 Elgin St
- Manitoba Housing – 444 Kennedy St
- The Bethania Group – 880 Arlington St and 790 Wellington Ave

Tenant Resource Programs

- The Bethania Group – 880 Arlington St and 790 Wellington Ave
- Manitoba Housing – 515 Elgin St
- Manitoba Housing – 444 Kennedy St
- Manitoba Housing – 555 Ellice St
- Manitoba Housing – 340 Princess St
- Lions Manor – 320 Sherbrook St
- Lions Place – 610 Portage Ave
- Lions View – 311 Furby St

Seniors Resource Finder

- East Downtown Seniors Resource Finder – 640 Main St
- West Downtown/Broadway Seniors Resource Finder – 319-691 Wolseley Ave

Winnipeg Regional Health Authority

- Downtown/Point Douglas Healthy Aging Resource Team – 425 Elgin St

Senior Centre

- West End Active Living Centre – 1312 Strathcona St

Point Douglas Community Area

Tenant Resource Programs

- Manitoba Housing – 269 Dufferin Ave
- 145 Powers Inc. – 145 Powers St
- Canadian Polish Manor – 300 Selkirk Ave
- KeKiNan Centre – 102 Robinson St

Senior Centres

- Aboriginal Senior Resource Centre – 527 Selkirk Ave
- North Point Douglas Seniors Association – 99 Euclid St

Seniors Resource Finder

- Point Douglas Seniors Resource Finder – 640 Main St

Winnipeg Regional Health Authority

- Downtown/Point Douglas Healthy Aging Resource Team – 425 Elgin Ave.

Celebrating our Accomplishments November 8th, 2019

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Winnipeg Regional Health Authority

- River East/Transcona Healthy Aging Resource Team – 720 Henderson

Supports to Seniors in Group Living

- Donwood Manor – 165 Donwood Dr
- 210 and 220 Oakwood Ave
- 1080 Henderson and 1100 Henderson Hwy

Transcona Community Area

Congregate Meal Program

- Transcona Council for Seniors – 209 Yale W
- Transcona Council for Seniors – 501 Widlake St.

Seniors Resource Finder

- Transcona Seniors Resource Finder – 845 Regent Ave

Winnipeg Regional Health Authority

- River East/Transcona Healthy Aging Resource Team – 720 Henderson

Supports to Seniors in Group Living

- East Park Lodge – 720 Kildare Ave. E.
- Columbus Villa – 680 Kildare Ave. E.

Fort Garry Community Area

Congregate Meal Programs

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

Tenant Resource Programs

- Fort Garry Rotary Villa – 528 Hudson St
- Lindenwood Manor – 475 Lindenwood Dr

Seniors Resource Finder

- Fort Garry Seniors Resource Finder – 165 Plaza Dr

Supports to Seniors in Group Living

- Lindenwood Manor – 475 Lindenwood Dr

Senior Centre

- Pembina Active Living (55+) – 50 Barnes St

River Heights Community Area

Congregate Meal Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- 601 Osborne Inc. – 601 Osborne St
- 64 Nassau Meal Program – 64 Nassau St

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Inkster Community Area

Congregate Meal Program

- NorWest Food Centre – 61 Tyndall Ave
- Brooklands Active Living Centre – 1960 William Ave West

Tenant Resource Programs

- Willow Centre – 61 Tyndall Rd
- Fred Douglas Apts – 1280, 1286 and 1290 Aberdeen Ave
- Westlands – 50 Oddy St
- Bluebird Lodge – 97 Keewatin St

Seniors Resource Finder

- Keewatin/Inkster Seniors Resource Finder – 1625 Logan Ave

Senior Centre

- Brooklands Active Living Centre – 1960 William Ave West

Seven Oaks Community Area

Congregate Meal Program

- Gwen Sectar Creative Living Centre – 1588 Main St

Senior Centre

- Gwen Sectar Creative Living Centre – 1588 Main St

Seniors Resource Finders

- Seven Oaks Seniors Resource Finder – 1588 Main St
- Middlechurch Home of Winnipeg – Senior Resource Finder 280 Balderstone Rd
*serves West St. Paul and East St. Paul

River East Community Area

Congregate Meal Programs

- River East Meal Program – 1100 Henderson Hwy
- Parkside Plaza Meal Program – 1630 Henderson Hwy
- Kingsford Haus Co-op – 426 Kingsford Ave
- Elmwood East Kildonan Active Community Lunch Program – 180 Poplar Ave

Tenant Resource Programs

- Donwood Manor – 165 Donwood Dr
- Bethania Haus – 1060 Kimberly St

Senior Centres

- Good Neighbours 55+ Active Living – 720 Henderson Hwy
- Elmwood East Kildonan Active Living Centre – 180 Poplar Ave

Seniors Resource Finder

- River East Seniors Resource Finder – 720 Henderson Hwy

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Tenant Resource Programs

- Bethel Place – 445 Stafford St
- Villa Cabrini – 433 River Ave
- 601 Osborne Inc. – 601 Osborne St
- 285 Pembina Inc. – 285 Pembina Hwy

Seniors Resource Finder

- River Heights Seniors Resource Finder – 1 Morley Ave

South Assiniboine Community Area

Congregate Meal Programs

- Manitoba Housing – 170 Hendon Ave
- Manitoba Easter Star Chalet – 425 Cathcart St

Tenant Resource Program

- Manitoba Housing – 170 Hendon Ave

Senior Centre

- Charleswood 55 Plus Active Living Centre – 5004 Roblin Blvd
- Rady Jewish Community Centre – 123 Doncaster St

Seniors Resource Finder

- Assiniboine South Seniors Resource Finder – 1 Morley Ave

Winnipeg Regional Health Authority

- St. James/Assiniboine South Healthy Aging Resource Team – 203 Duffield

St. James/Assiniboia Community Area

Congregate Meal Programs

- Metropolitan Kiwanis Courts – 2300 Ness Ave
- Manitoba Housing – 125 Carriage Rd
- St. James/Assiniboia 55+ Centre – 203 Duffield St

Tenant Resource Program

- Manitoba Housing – 22 Strauss Dr
- Manitoba Housing – 125 Carriage Rd
- 529 Country Club Inc. – 529 Country Club Blvd

Senior Centre

- St. James/Assiniboia 55+ Centre – 203 Duffield St

Seniors Resource Finder

- St. James/Assiniboia Senior Resource Finder – 203 Duffield St

Supports to Seniors in Group Living

- Metropolitan Kiwanis Courts – 2300 Ness Ave

Winnipeg Regional Health Authority

- St. James/Assiniboine South Healthy Aging Resource Team – 203 Duffield

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St. Vital Community Area

Tenant Resource Program

- 60 Chesterfield Inc.– 60 Chesterfield Ave

Seniors Resource Finder

- St. Vital Seniors Resource Finder – 1188 Dakota St

St. Boniface Community Area

Congregate Meal Programs

- Manitoba Housing – 875 Elizabeth Rd
- L'Accueil Columbien Inc – 200 Masson St (includes Chez Nous at 187 Avenue de la Cathedrale)
- Place des Meurons – 400 rue des Meurons St
- Foyer Vincent – 200 Horace St
- Columbus Manor – 303 Goulet St

Tenant Resource Programs

- Manitoba Housing – 101 Marion St
- Manitoba Housing – 875 Elizabeth Rd
- L'Accueil Columbien Inc – 200 Masson St
- Place des Meurons – 400 des Meurons St

Seniors Resource Finders

- Conseil des francophones 55+ – 400 des Meurons St
*Serves the French speaking population within the city of Winnipeg
- St. Boniface Seniors Resource Finder – 1188 Dakota St

Senior Centre

- Archwood 55 Plus - 565 Guilbault St

Winnipeg Regional Services

- A & O: Support Services to Older Adults – 280 Smith St
- Alzheimer Society of Manitoba – 10-120 Donald St
- Canadian National Institute for the Blind: The Mrs. Daya and Chander Gupta Centre – 1080 Portage Ave
- Caregiving with Confidence – 280 Smith St
- Creative Retirement Manitoba – 1075 Portage Ave
- Deer Lodge Centre Dental Program – 2109 Portage Ave
- Home Dental Care Program – P128, 780 Bannatyne Ave
- Conseil des francophone 55 Plus – 400 des Meurons St
*Serves the French speaking population of Winnipeg
- Manitoba Association of Senior Centres – 203 Duffield St
- Meals on Wheels of Winnipeg – 174 Hargrave St
- Rainbow Resource Centre – 170 Scott St

Background

Each year **Support Services to Seniors** funded organizations complete an annual planning document for the upcoming year. This booklet has been prepared based on these documents to reflect collectively your accomplishments. This will be used at the planning day to reach out to each other to gain an understanding of the pathway to these accomplishments.

Support Services to Seniors organizations are asked to review this booklet independently before the annual planning day. This is the opportunity to review and celebrate our accomplishments and optimize our time to network on how Support Services to Seniors organizations have assessed, planned, collaborated, implemented and evaluated the pathways to achieving these accomplishments.

This is your opportunity to tap into the wisdom of the group and seek clarity on the who, what, where, why and how these accomplishments were achieved.

Sharing is caring



St. James Assiniboia Community Area

Metropolitan Kiwanis Courts (MKC)

Name: *Sheila Hunter*

Accomplishments:

- Increased by 78 units. The new dining room opened on April 25, 2018 with 45 tables and seating for 180 residents. In order to accommodate all residents and congregate meal participants we allow residents to choose their mealtime by offering a 2-hour window period for them to dine at each meal. Residents and meal program participants are given two options for both lunch and dinner.
- The kitchen has chosen items that are lower in sodium and preservatives to keep in line with 85-90% of meals being made from scratch.
- Provide the residents with nutritious meals three times a day.

St. James Assiniboia 55+ Centre

Name: *Meaghan Wilford*

Accomplishments:

- Increased our programming numbers and were successful in adding Wednesday night Fitness Classes to attract a different set of older adults.
- Able to secure more private funding for the Centre by putting a major focus on getting out into the community more, and meeting with local businesses. We were also able to apply for more grants and were successful in receiving multiple grants from new to us foundations last year.
- Received a \$10,000 grant from the Canadian Medical Association in partnership with the Healthy Aging Resource Team (HART) for Oral Health Care Community Clinics. Started collaborating through HART with the local My Health team to have the Public Health Nurses due bimonthly consults and blood pressure checks at our Centre.

Manitoba Housing - 529 Country Club Blvd.

Name: *Titi Tijani*

Accomplishments:

- Helping to instill a sense of pride and belief in the tenants as individuals and as a community (they are starting to more clearly voice programs they want, they are starting to ask for change and voice their opinions, i.e. the petition they made, the Tenant Advisory Committee (TAC) is organizing more internal events to benefit more people vs only having external excursions).
- Broadening the variety of programs/presentations offered to tenants (not all worked but I think the exposure was good and future attempts may have more success because of it).
- Flu Vaccine Clinic and Blood Pressure Clinic had good participation.
- New members to the TAC have been recruited.
- TAC is allowing more people to have a voice.
- Initial discussions about a tenant health check/buddy check system floor by floor.

Manitoba Housing - 22 Strauss Avenue

Name: *Carla Charzewski*

Accomplishments:

- Tenants have been offered a number of in-house activities on a consistent basis throughout the past year (almost monthly meal events i.e. dinners, brunch, BBQ's; bingo, movies, coffee).
- Partnerships with Ness Baptist Church & Healthy Aging Resource Team were strengthened and activities provided – Cooking demos, living better, nursing clinic, and meals through Ness Church.

Manitoba Housing - 125 Carriage Road

Name: *Carla Charzewski*

Accomplishments:

- Tenants have been offered a number of in-house activities throughout the past year (Dinners, BBQs, Bingo, Movies, Coffee/Tea, Colouring)
- Group outing to a restaurant.
- Tenants received presentations from outside agencies (Pharmacy, Safety Aid, Transit).

Assiniboine South

Charleswood 55+ Active Living Centre

Name: *Sydney Winter*

Accomplishments:

- Over the past year we have further expanded our programming and fitness classes to better meet the needs of our increasing membership. Our membership has increased so much in fact, that we are almost at capacity.
- We have also expanded our volunteer program, not only by increasing the overall number of volunteers, but also increasing volunteer leadership opportunities to help with a feeling of ownership of the programs and events.

Manitoba Eastern Star Chalet

Name: *Barb Pasaur*

Accomplishments:

- Increased our visibility within the Chalet through notices to all the units.
- Provided good meals at a reasonable cost.

Manitoba Housing - 170 Hendon Avenue

Name: *Patricia Torgerson*

Accomplishments:

- o Work with tenants to better prepare and take an active role in treatment of bed bugs.
- o A mini focus group was facilitated with 22 tenants at 170 Hendon.
- o There is an interest in dental health education, eye health, obtaining gym/exercise equipment, chair exercise, lifestyle to prevent cancer, Winnipeg Police Services/security (who to call for what), benefits, street drug education, E.R.I.K. presentation, adult bullying.
- o Holiday Dinner for tenants and a Summer BBQ.

Rady Jewish Community Centre (RADY JCC)

Name: *Tamar Barr*

Accomplishments:

- o Meeting the needs of the frail elderly through 'Stay Young Club' which provides the growing social and cultural needs of this group.
- o Music 'N' Mavens continue to grow - this year saw the highest attendance of participants.
- o In the Know continues to be a successful program fulfilling the needs of active seniors who want a stimulation program - it provides different lectures and discussions on various topics. Over 50 seniors attend this program - several times a year.
- o Continued partnerships between the Rady JCC and various senior serving organizations.
- o A strong attendance by seniors in the various cultural and holiday events.
- o The Rady Wellness Series continues to attract seniors interested to enhance their knowledge - such topics as: Where are my keys, Diabetes!, T-One-D, Health Networking Meeting for People living with Type 1 Diabetes, A Matter of Balance: Fall Prevention, The Secret Lives of Victorian Women, Mindfulness: How it Helps when the Heart Fails.
- o Volunteer Opportunities continues to grow for over 250 seniors through the cultural and community programs.
- o Outreach to continue to enhance the Rady Jewish Community Centre's presence in the community which will enable the Centre to better assist seniors to meet their needs and to help showcase what is relevant to their needs.
- o Successful Active Living classes through - Co-Ed exercise classes, Fitness Walking, Tango Lessons for Winter Blues, and the Parkinson Exercise program.
- o Held a Boomer to Zoomers event to inspire, educate and encourage Baby Boomers by providing information and workshops about fitness, travel, finances and downsizing.
- o Minds in Motion program continues to be an important program in the community providing physical activity, socialization and mental stimulation for people living with early to mid-stage Alzheimer's disease.

Fort Garry

Fort Garry Rotary Villa

Name: *David Hood*

Accomplishments:

- o This past fall we collaborated with the University of Manitoba to take on Social Work students for their Community Field placements. We are continuing to work together with the university's Faculty to have more student placements this spring and summer.
- o Addressed the hoarding issues of two of our residents, with the help of A & O's social worker, we have managed to get their units in order and provide them with the tools/resources they need to prevent the problems from reoccurring.
- o The Property manager and Board of Directors have made strides to address the ongoing bed bug issues with IPMG and have put forth a proposal to Manitoba Housing to take over pest control management altogether.

Pembina Active Living 55+

Name: *Alanna Jones*

Accomplishments:

- o First annual "Together We Can" Fundraising Campaign raised \$24,663.50.
- o Completion of a new Promotional Video.
- o Successful "Wine Pairing" fundraiser.
- o Visit from the Federal Minister for Seniors, Filomena Tassi.
- o Invitation to make a presentation to Federal "Status of Women" Committee in Ottawa.
- o 20-25 weekly programs throughout the year at various community locations
- o New Pickleball program.
- o Successful New Horizons for Seniors application to further develop an Outreach program, called "Making Connections".
- o Successful application funding to Assiniboine Credit Union to support Volunteer training and Capacity Building in the organization.
- o New promotional items including tablecloths, handbills, branded USB devices and a PowerPoint presentation template.

Winnipeg Mennonite Seniors Care – Lindenwood Manor

Name: *Sharon Davis*

Accomplishments:

- o Conducted a survey for residents to determine what type of health service providers are wanted/needed in our building. I will find service providers to come on site to meet these needs.
- o Hired a nurse practitioner who we can call when a resident has an acute medical issue that does not warrant a call to 911.
- o We now have two birds in our building which is bringing great joy to our residents.
- o Streamlined the flu shot clinic appointments so there is much less wait time for our residents.

Winnipeg Mennonite Seniors Care – Lindenwood Manor /

Lindenwood Terrace

Name: *Elaine Kroeker*

Accomplishments:

- o Maintained music therapy sessions one time per month.
- o Maintained games morning with men's group.
- o Provided monthly larger men's group.
- o Men's Gardening program.
- o Outdoor walks in warmer months.
- o Provided increased number of mentally stimulating programs.
- o Maintained student and resident home economics partnership.

Fort Garry Seniors Resource Council

Name: *Amanda Macrae-Patti Berube*

Accomplishments:

- o Expanded outreach to include regular pop-up offices in locations where seniors congregate (Reh-fit Centre, Fort Garry Rotary Villa and Brightwater Seniors Residence).
- o Hosted three successful "Breakfast at Sobey's" with guest speakers from Transportation Options Network for Seniors (TONS), A & O and Active Aging in Manitoba (AAIM).
- o Hosted a very successful summer bus trip to Beausejour, Manitoba with over 47 participants. Enjoying the outing.
- o Collaborated with Sarah Guillemard, MLA - Fort Richmond to offer a bus to St. Vital Shopping Centre.
- o Created a Facebook page for Fort Garry Seniors Resource Council. To increase awareness of the page, offered free tickets donated by United Way to Goldeyes baseball games and Assiniboine Park Zoo.
- o Collaborated with Pembina Active Living 55+ (PAL) and South Winnipeg Family Information Centre to attend their seniors drop-ins to provide resources and make announcements.
- o Provided support to new organizations (Fort Garry United Church Walk & Talk program and Trinity United Church Seniors event).
- o Offered a second Income Tax clinic for low income seniors.
- o Partnered with Sobey's pharmacy to offer a flu clinic at one of the seniors' apartment.

River Heights

Bethania Housing & Projects - 285 Pembina

Name: *Ashley Derkacz*

Accomplishments:

- o We have partnered with St John Ambulance dog therapy program over the last year and we have had them coming once a week. It has been a great program for small groups of tenants that normally don't come out to activities. We have been able to have certain tenants open up about certain topics. We have had tenants who are struggling with grief come and feel so much better afterwards.

Manitoba Housing – 601 Osborne Street

Name: *Robin Kosie*

Accomplishments:

- o Developed a repertoire of activities, both social (Sports Night, In House Concerts, and seasonal parties) and educational. In collaboration with Community Wellness Initiative (CWI), a number of educational presentations have occurred with focuses on issues pertaining to older adults such (Heart health, diabetes, Fall Preventions, etc.).
- o Developed a better model with their Vending machine which is running smoothly as per last year's goal.
- o The Tenant Advisory Committee (TAC), with support from the Tenant Services Coordinators have maintained community connections/partnerships with community agencies such as Medicine Shop. This has allowed tenants to access services in the community more readily and receive current educational information as it is available to the public. (changes in the health care system).

Bethel Place

Name: *Joanne Schmidt*

Accomplishments:

- o South Oak Inn (congregate meal program) renovations improved volunteer work spaces.
- o Health & Wellness presentations - Cannabis education, Red River Nursing students.
- o New program - City bus tours and local day trips.
- o Christmas banquet and Volunteer Appreciation.

South Oak Inn – Congregate Meal

- o Kitchen renovations.
- o Volunteer appreciation event.
- o Christmas dinner (huge event with lots of planning).

Villa Cabrini

Name: *Taylee Wolfe*

Accomplishments:

- o Exercise program.
- o Field trips and outings.
- o Newsletter.
- o Information sessions on health and well-being.

South Winnipeg Senior Resource Council – Fort Garry/River Heights

Name: *Martin Landy*

Accomplishments:

- o Establishment and development of "Pop-up Office" at 20 different locations per month.
- o Increased use of Social media to connect with constituents - grow of Facebook - likes and posts.
- o Improved website, added interactive community asset map.
- o Eblasts - community emails. Have seen significant growth in subscribers and providers of events.
- o Developed brand management - new font for seniors and revised logo.
- o New printed materials developed & revision of old. Completely revamped and updated.
- o Designed and ordered new vertical Banner, which has increased visibility at all pop-ups and events.
- o Successful (for residents) transfer of Nassau meal program to MB Housing.
- o Board development and governance - revised Bylaws and developed terms of reference for all committees.
- o Successfully planned and executed a series of community consultations to gather grassroots information on needs of our community. This will assist in our next stage - strategic planning.

St. Vital

Dakota Community Centre Inc. – St. Vital / St. Boniface

Name: *Megan Moore*

Accomplishments:

- o Our Senior Resource Centre was remodeled thanks to the New Horizons grant.
- o Many of our exercise classes continue to be sold out each session such as Growing Stronger, Chair Yoga and Learn to Play Pickleball.
- o We organized the E.R.I.K. Steering committee in order to make E.R.I.K.'s easy for Senior Resource Finder to access & to make sure they all have the same updated information.

Manitoba Housing - 60 Chesterfield Avenue

Name: *Cathy Cortvriendt*

Accomplishments:

- o Another very successful year with the income tax clinic
- o Many tenants participated in the, be a "Santa to a senior project". This involved recruiting new tenant volunteers to go door to door to see who was interested.
- o The tenants put together a Flag raising project, which saw two years of planning come to fruition in July. They had some support from the MLA and a ceremony in the garden followed by cake and coffee.
- o We had a trial group, that we called 'wellness Wednesday' while it was well received, it was poorly attended. People have been asking about it and there seems to be some interest in pursuing this on a regular basis

St. Boniface

Archwood 55+

Name: *Krista Johnson Billeck*

Accomplishments:

- o Archwood 55 Plus Inc. offered a wide variety of classes and events to our membership as well as community members. We offered technology classes through a New Horizon Grant to educate seniors on internet safety as well as easier ways to navigate modern technology from their own devices... smart phone, i-pad or laptop.
- o Short (one or two hour) special presentations covered a wide variety of topics from health to downsizing, as well as, safety issues unique to seniors.
- o Monthly luncheons gave members a chance to mingle with old friends as well as meet new ones. Speakers at these gave an extra hour of useful information to attendees.
- o Reasonable cost outings allow seniors to attend local events within the safety of a group plus bus transportation.
- o We moved to an excel electronic data base for membership from old Rd-base which has limited capacity

Foyer Vincent

Name: *Kathy Levaque*

Accomplishments:

- o Sending more menus out by email
- o Menus on bulletin boards at 3 apartment location
- o Added more fresh vegetables because of the online ordering through click and collect Superstore.

Place Des Meurons

Name: *Marc Mulaire*

Accomplishments:

- o We will continue providing the existing services.

Manitoba Housing - 875 Elizabeth Road

Name: *Cathy Cortvriendt*

Accomplishments:

- o Another very successful year with the income tax clinic
- o Many tenants participated in the 'Be a Santa to a Senior project.' This involved recruiting new tenant volunteers to go door to door to see who was interested. It culminated in a Christmas party for the tenants in the lounge.
- o Red River College of Nursing once again came to the building for 5 weeks of programing with the tenants.
- o There have been many new tenants over the past year. Most are attending the monthly Tenant Advisory Committee meetings and really engaging with in the community of their new home.

Manitoba Housing - 101 Marion Street

Name: *Liz Shewchuk*

Accomplishments:

- o 101 Marion Tenant Advisory Committee (TAC) planned many successful events throughout the year including a yard sale, BBQs, Christmas Dinner, and New Year's Eve Celebration.
- o The tenants have a partnership with Winnipeg Harvest and receive donations to distribute in the buildings twice a month.
- o Community Wellness Initiative (CWI) presentations are well attended.
- o Tenants also enjoy Bingo twice a week.
- o Tenants received gifts from the Be a Santa to a Senior Program.
- o Tenants had a community income tax clinic in the building in March.

L'Accueil Columbien

Name: *Norm Touchette*

Accomplishments:

- o Organized information sessions on how to avoid memory loss.
- o Replaced Styrofoam containers with biodegradable ones.

Transcona

Transcona Council for Seniors

Name: *Colleen Tackaberry*

Accomplishments:

- o Hired a new meal coordinator and stabilized the meal program.
- o Helped Sir Paul Martin Estates to form some activity groups which they have now accepted responsibility for.
- o New peer leader doing Steppin' It Up With Confidence at Madeline Estates 2x a week.
- o New website at www.transconaseniors.ca
- o Programs continue to grow in popularity and we continue to work closely with Transcona Retired Citizens Organization.

Park Manor Care

Name: *Julie Perry*

Accomplishments:

East Park Lodge – 720 Kildare Ave E

- o Received and implemented a Healthy Together Now grant, which was a 5 week Arthritis Care Program.

Columbus Village 680 Kildare Ave E

- o University of Manitoba Nursing students did a 5-week rotation at Columbus Villa.

Both Sites and Overall Program

- o Achieved goal of at least one educational and multiple social events each month.
- o Increased participation in all group activities.
- o Increased tenant visits to office for information and social interaction.
- o Maintained increase programs and attendances in spite of change in staffing.

River East

Good Neighbours Active Living Centre (GNALC)

Name: *Susan Sader*

Accomplishments:

GNALC – Senior Centre

- o Celebrated Good Neighbours' 25th Anniversary throughout 2019. We held an event each month, including a free member BBQ, a fundraising lunch, fashion show, and a Sundae & Stroll down Memory Lane where we had sundaes and members got to go through photo albums and reminisce. We also produced a calendar, cookbook and gave away tote bags with our 25th anniversary logo. Another initiative was the \$25 for the 25th Endowment Fund Fundraiser. We asked our members to give \$25 to our endowment fund with the goal of raising \$25,000, and we were successful.

- o Much of our work has been the development and implementation of a computerized customer relations data base. We have been working on this endeavor for quite a while, but are getting closer to implementing it. Volunteers have been trained on how to use the system, and have been using it to register members for classes and to take memberships. We have also still been using our "paper and pencil" method as the volunteers continue to learn, so that we don't miss anything.
- o A new strategic plan has been developed for 2019 - 2022. Goals are to provide programming that supports personal growth, facilitate access to services that respond to individual needs, to ensure membership reflects the community and is valued.
- o Continue to offer over 60 programs a week.

GNALC – Support to Seniors in Group Living

- o We have contributed to the reduction of social isolation and loneliness by creating an education brochure for individuals coping with these concerns. Our continued visiting and programming also successfully impacts this epidemic.
- o Our strong network skills allow us great communication across the net of resources available in the city that we assist clients to navigate and we advocate on their behalf quite often.
- o Our ongoing program participants have grown in numbers this year, so much so that as example; we had to do our Christmas tea over 2 days to accommodate everyone. We continue to enhance healthy aging at home, by building strong community togetherness. This is accomplished by empowering individuals to get involved and to involve their neighbours. Our connectedness to clients gives them the confidence to step outside of their comfort zones.
- o We are proud that our staff is highly certified and current in regards to older adults' issues and risks. They hold valid certificates in food handlers, first aid/CPR/AED, mental health first aid, Suicide intervention, PHIA, MAID and many other health and social interests training.

River East – Seniors Resource Finder

Name: *Shelley Hillis*

- o One of the major accomplishments this year would be an increase in program awareness as evidenced by an increase in the number of inquiries regarding the services that the River East-Seniors Resource Finder provides and by the number of referrals made for the older adults living in the River East community area. I have also noted an increase in the numbers of referrals and inquiries made by other healthcare partners that work within the River East area. I am definitely noticing more networking amongst care providers.
- o Partnership made with the Program Coordinator at Good Neighbours Active Living Centre to offer monthly "Nosh and Knows" (lunch and learns) at both the congregate meal programs. These Nosh & Knows offer interesting and informative presentations on both health related and other topics of interest. Partnering with Good Neighbours and opening up these presentations to Good Neighbours members has been beneficial to both the centre and the congregate meal programs, by increasing attendance somewhat and hopefully they will continue to grow. It has been beneficial for the centre by offering additional space to hold presentations.

- o This past year we have also held special dinners such as, Saturday Mother's Day Brunch which sold out and also a couple of evening suppers, which were hugely popular.

Donwood Manor Elderly Persons Housing

Name: *Nina Labun*

Accomplishments:

- o Started on June 7, 2018 – Tenant Advisory Meeting. There were 43 tenants present. Meeting was chaired by Tenant Resource Coordinator (TRC). Meeting is held quarterly.
- o Tenant Resource Coordinator approached current tenant to be the "Ambassador" to new tenants. They will go to programs, introduce to other tenants and show them around.
- o Bed bug free since April 2018
- o Continue to have long waiting list, building is full.

Elmwood East Kildonan Active Living Centre

Name: *Leilani Esteban*

Accomplishments:

- o This year the Elmwood EK Active Living Centre (EEKALC) has had several field trips, successfully secured project funding to maintain a part-time community front desk administrative person, held a craft sale, a garage sale, paint nights, informational workshops, presentations, attended health fairs, and have established ourselves as a commercial kitchen.
- o Our most recent accomplishment has been to establish and sustain our Friday Congregate Meal Program through generous supports from the Winnipeg Regional Health Authority. On Fridays, we see over 35- 65 seniors and community members sharing their time and a meal together. On these days we are also able to share information about our programs and the services we offer. Community partners also share resources or gather information about our seniors and the community at our lunches. Fridays at our Centre have become the place to be, to enjoy a healthy meal, enjoy good company, play cards or even sing a song.
- o Since, the hired staff we have had an increase in membership of over 200 new members and have invited several new partners into the facility.
- o New partners include, Park City Mensheds, the GAITA Dance group and Circle of Friends, all of whom make small contributions either in-kind or with a nominal donation to contribute to the sustainability of the Elmwood EK Active Living Centre.
- o Another highlight this year has been our newly formed friendship and partnership with the West End Active Living Centre (WEALC). This year we invited the dancers to a Holiday Sparkle Ball. A night of dancing, food and friendship was enjoyed with over 40 people in attendance. This was such a success that we have planned for another event in late spring.
- o Our most promising new program is our Ladies Woodshop, several members have gone through certification and look forward to learning how to use tools in a woodshop that was at one time used by a predominantly male group.

Bethania Housing & Projects – BethaniaHaus TRC

Name: *Jodi Barbosa*

Accomplishments:

- o This past year we have continued to run a variety of activities for the tenants here, as well as add some new events.
- o The tenants went on a few outings this past year, which we haven't done for many years.
- o We also hosted more coffee parties and introduced Bingo, which brought tenants together more often.
- o Increased friendly visits.
- o Partnered with a local Pharmacy to offer a Flu Clinic in BethaniaHaus
- o Doing a check to make sure all tenants have E.R.I.Ks and they are updated.
- o Involving the BethaniaHaus community in a very generous hamper for a local family during Christmas.
- o Planning an income tax clinic in March for low-income tenants.

Bethania Housing & Projects – Kingsford Haus

Name: *Lena Harder*

Accomplishments:

- o Implemented Exercise Program March 7, 2018.
- o Monthly or more Programs implemented.
- o Met with Bjorn Meinhardt, President of the German Congress, planned and implemented for a second year, German Pension Event with advertising happening on Bethania Website as we as through the German Congress Website which was open to all German speaking people in Manitoba.
- o Met with numerous residents, one on one, to provide applications for various applicable financial (rent rebate) or disability programs at various levels of governments.

Gwen Sector Creative Living Centre

Name: *Becky Chisick*

Accomplishments:

- o This past year Gwen Sector Creative Living Centre celebrated its 30th anniversary. We had a very successful fundraiser which is allowing us to do some long overdue kitchen upgrades.
- o We started a new program combining a wonderful meal with top quality concert music, educating people about the history of cultural music, while performing it. This has attracted many new participants and will continue again in the fall.

Middlechurch Home – Community Supports Program

Name: *Bev McCallum*

Accomplishments:

- o Continued growth of Nurses Foot Clinic, Hearing Screening and Vision Screening Clinics. Increasing both in attendance and frequency of the clinic. The Foot Clinic is on a 8 week rotating schedule and the Hearing and Vision clinic are held every three months.
- o Welcomed a new offering to clients, a Legal Clinic. This clinic is held monthly and offers seniors an opportunity to have a will or power of attorney (POA) prepared by an attorney for a very reasonable cost.
- o Also new this year are programs being offered at St Benedict's Place. We have held presentations on E.R.I.K. and all other Senior Resource Finder resources and Floral workshops which we offered several times this year and have been very well received and a great opportunity to promote Senior Resource Finders.
- o The Floral Workshops are extremely popular at the East St. Paul 55+ Activity Centre with maximum participation at every workshop.
- o This past Christmas our 'Santa To A Senior' program was again very well received, we provided gifts for 37 seniors. West St. Paul School was a strong contributor to the program as well as many other new and previous/side donors really helped make the program a success.
- o Partnerships with other Senior Resource Coordinators have resulted in very successful programs and events, such as the Canada Day Walk held in Kildonan Park with over 125 in attendance.
- o Partnerships with Sunova Community Centre, participating in their "Senior Lunch" program providing presentations such as Falls Prevention etc. and offering all resources and programs information that CSP offers.
- o Supper Club dinners are still adjusting to the change to a catering service but still are well attended.

Seven Oaks Includes East and West St. Paul

Seven Oaks Seniors Resource Finder

Name: *Susan Fletcher*

Accomplishments:

- o New partnerships with Maples Community Centre and St. Francis Church.
- o Pop up offices in community businesses and events.
- o Successful Resource Expo partnering with Gwen Sector Creative Living Centre
- o Three (3) new exercise blocks.
- o Four (4) new programs - floor curling, line dancing, tai chi, pickleball (successful retry)
- o Developed a seniors planning committee to address needs of peers

Keewatin Inkster Neighbourhood Resource Council (KINRC)

Name: *Harvey Sumka*

Accomplishments:

- o Continue to develop and work with community partners to ensure we are expanding our reach into the communities we serve.
- o In the past year we have collaborated on projects with Access Norwest, The Norwest Community Food Centre, Sparing United Church, Brooklands Active Living Centre, Weston Memorial Community Centre and others which allowed us to get the word out about the Seniors Resource Finder program to even more people this year.
- o Again over 500 Income Tax returns were prepared for neighbourhood seniors.
- o Over 100 participants this year in the Legal clinic with more seniors becoming prepared with wills and power of attorney, and our ongoing programs and referral services steadily being accessed.
- o Our Westin Seniors Club program has been a huge success this year with Computer Classes, Walking Group and Luncheons that have attracted up to 40 participants each session.

NorWest Co-op Community Food Centre

Name: *Lila Knox*

Accomplishments:

- o The congregate meal program continues to run well under the able and consistent supervision of Harvey Sumka.
- o NorWest Co-op Community Health has initiated a Good Food Committee that Harvey is a member of, along with Registered Dietitians, Community Chefs, and community program staff.
- o Our goal is to standardize our food messaging across the numerous resource centres and programs. Our final NorWest Community Food Guide will be based on Canada's Food Guide.
- o Harvey's congregate meal participants eat together in the Community Food Centre dining room, but also have the option of eating in their Willow Centre dining room or in their own rooms. The food is plentiful, comforting and very well received.

Brooklands Active Living Centre

Name: *Marlene Hazard*

Accomplishments:

- o Being able to organize and obtain enough volunteers to set up numerous fundraisers to allow us to raise money for programming as well as improve the facilities we are using.
- o Run a membership drive for one month and obtain 25 new members.

Aboriginal Seniors Resource Centre Winnipeg (ASRC)

Name: *Janelle Sutherland*

Accomplishments:

- o The Aboriginal Senior Resources Centre has moved temporarily to 527 Selkirk Avenue.
- o New partnership with Circles for Reconciliation with the Truth and Reconciliation Commission of Canada. Held our first circle at ASRC. Second Series is at Shaftesbury Retirement - 5 Indigenous and 5 non-Indigenous seniors.
- o New partnership with Shaftesbury Park Retirement Residence - Second Series with Circles for Reconciliation.
- o Building New Partnerships: SEED Winnipeg, Urban Circle Training Centre, Manitoba Indigenous Cultural Education Centre, Niji Mahkwa School
- o Health Fairs, Cultural visits, Healthy Living Series
- o Outings to Prairie Dog Central Train Ride, Human Rights Museum, Manitoba Museum, Historical Site visits to Lower Fort Garry, St. James Assiniboine, Seven Oaks and Ross Houses', Seniors Day at Red Rive Ex, Boonstra Farms Berry Picking, Medicine and Diamond Willow picking, ASRC Singers, Seniors BINGO at Assiniboine Downs.

Manitoba Housing - 269 Dufferin Avenue

Name: *Kendall Jackson*

Accomplishments:

- o Improved relationship with the Resource Centre and the tenants.
- o Working more collaboratively with WRHA supports and programs in the Point Douglas area through the Community Facilitator.
- o Fall prevention was the focus in the past few months. Presentations held in the community.
- o Good relationship with Bug and Scrub Program as this gave Tenant Service Coordinator opportunity to see tenants in their unit and assist them with any prep they needed. It strengthened relations with tenants.
- o Traditional plant and flower planting was held with many tenants participating Christmas Dinner, which brought all the tenants together.
- o Ongoing programs are supported including:
 - The Point Douglas Seniors Coalition grocery shuttle still runs on a weekly basis on Thursdays at 1 p.m. and they go to Giant Tiger, Walmart, and Superstore on a weekly basis.
 - Santa for a senior was a huge success this year that put the smile on many faces. This was with the support of Home Instead Senior Care to help tenants with supplementing their food budget.
 - Ongoing programs in the Towers that are consistently held monthly are: Nickle Bingo, Merchandise Bingo, Movie Nights, Coffee and visiting in the lounge twice a month and do puzzles, word searches, adult coloring, etc. Also, Christmas dinners and events for Easter and Valentines are well liked events in the Towers. Tenants love to come out for these social events and create a strong bond with each other and feel more of a sense of community.

Point Douglas Seniors Coalition

Name: *Amanda Macrae-Monica Grocholski*

Accomplishments:

- o Provided a social engagement and mental health promotion activity by offering numerous free acrylic paint classes in partnership with Studio Central, Manitoba Housing, Winnipeg Housing Rehabilitation Corporation, Hope Centre Health Care, and North Centennial Seniors Association, funded by the Healthy Together Now Grant (WRHA).
- o In partnership with the Winnipeg Paramedic Services delivered Emergency Response Information Kit presentations to various 55+ apartment blocks, seniors organizations, and community agencies.
- o Continued to encourage relationship building and partnerships opportunities amongst service providers by facilitating the quarterly Point Douglas Service to Seniors Network Group meetings.

North Point Douglas Seniors Association

Name: *Sandy Dzedzora*

Accomplishments:

- o We have started a senior's food bank every Tuesday which is run by senior volunteers. We also ran nutrition workshops during this time.
- o University of Manitoba came out and talked to seniors about nutrition and they created a brochure with recipes and helpful hints for dietary nutrition using food bank food.
- o We have daily coffee and conversation with seniors this helps them to come out and talk to other seniors and to learn about different cultures and to share experiences which each other. Some of the seniors were very shy at first to join conversations but after a while they were joining in. Now when they come in they are smiling and greeting everyone like old friends. This has helped to create a feeling of community and belonging which in turn has increased their feelings of well-being. The personal development skills they are learning in a group setting make it easier for them to leave their homes and engage with others around them. This also helps with their health as they are no longer isolated and alone. A few of the seniors realized and shared with us that they had health problems that were serious enough to be seen by a Doctor and asked us to accompany them to their appointments and if hospitalized to come and visit which we have done on numerous occasions.
- o We started basic computer classes and are setting up an on line store for artistes to sell their crafts.

Manitoba Housing - 145 Powers Street

Name: *Kendall Jackson*

Accomplishments:

- o Increasing number of participants from the building attending Tenant Advisory Committee (TAC) organized events. Events include Holiday dinners, (Fall Supper, Christmas Dinner, and New Year's Eve Celebration), trips, Summer Barbecues, and a yard sale.
- o Organize presentations for the Tenants including Fire, Fraud and Scam prevention.
- o Continued positive engagement with Bug N Scrub and Community Home Services to address clutter, hoarding, cleanliness and bed bug issues in units that require assistance.
- o Continue to foster partnerships with North End Community Renewal Corporation and Red Road Lodge.
- o Organized community volunteer for residents in the building to complete their income tax.
- o Continued tenants led Steppin' Up Program to improve physical activity and exercise in the building.
- o Winnipeg Harvest food support occurs twice a month.
- o Community Wellness Initiative presentations are well attended. Tenants also enjoy Bingo twice a week.
- o Organized 'Be a Santa to a Senior Program' this past December and tenants received gifts.

KeKiNan Seniors Centre

Name: *Anna Murray*

Accomplishments:

- o Setting up an ongoing exercise program, with training from Active Aging in Manitoba.
- o Supporting and setting up Tenant Advisory Committee. Receiving grants from Healthy Together for the Tenant Advisory Committee.
- o Christmas dinner for all tenants via donations of food and volunteers.

Winnipeg Housing Rehab Corporation - Canadian Polish Manor

Name: *Ewa Wadowska*

Accomplishments:

- o Continued to build rapport with clients. Attended workshops including:
 - Point Douglas Service to Seniors Network group Meetings; Provincial Workshop on Wise Medication Use for Older Adults; Thrive over 55; Vicarious trauma; Community grants Information Session; Centre of Aging; Support Services to Seniors.
- o Organized an Easter Egg Workshop, an Income Tax Clinic a Flu Shot Clinic, and Pop-up Office - Service Canada and Senior Resource Finder, Sudoku Club.
- o Organized various presentations include: A & O, Healthy Aging Resource Team, the Manitoba Institute for Patient Safety, Osteoporosis Canada.

Downtown

Manitoba Housing - Ellice Place - 555 Ellice Avenue

Name: *Liz Shewchuk*

Accomplishments:

- Ellice Place Assisted Living service package includes activities three evenings a week such as; arts/crafts, Bingo, movie nights, musical performances, colouring, fitness and mindfulness exercises.
- Tenant participation has increased this year and we have also incorporated community presentations during the day.
- Tenants have had presentations on Community Safety from Winnipeg Police Services, E.R.I.K. from the Broadway Seniors Resource Council, Falls Prevention from A & O: Support Services with Older Adults and discussions on healthy living by the Downtown/Point Douglas Healthy Aging Resource Team.
- Manitoba Housing staff hosting a holiday party in December and distributed gifts from the Be a Santa to a Senior Program.
- A Community Income Tax Volunteer attended the building in March and assisted tenants with their income tax returns.

Manitoba Housing - 444 Kennedy Street

Name: *Jason Simonson*

Accomplishments:

- Community events: We have held a number of well attended community and holiday events this past year. Here are the highlights: Christmas and Thanksgiving dinners, Mother's Day, Father's Day and Easter brunches, Summer BBQ's and monthly food bingos.

Manitoba Housing - 340 Princess Street

Name: *Kendall Jackson*

Accomplishments:

- Planting of flowers and a small garden in their courtyard happened again this year. This is tenant-led and they pick the plants to plant and take care of. This is very therapeutic for these tenants.
- Very successful summer BBQ on Canada Day that brought all the tenants together for fun safe Canada Day celebrations.
- Successful yard sale organized and done at 340 Princess, as well.
- Organized yearly Safety Forum presentations with a member of the Winnipeg Police that came out and talked safety tips with tenants.
- Very successful Art Expression group is held weekly and has high attendance.
- Highly attended Halloween celebration, as well as Christmas celebration.
- All of these activities throughout the year have given the tenants a real sense of community.

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- ArlingtonHaus and Autumn House had a Winter Walking Program. Sunset House had exercises 3x a week. Autumn House Tenants do Peer Led Zumba 3x a week. TRC just started Monday morning exercises with ArlingtonHaus tenants.
- We held intergenerational events with Harstone Day Care and St. Edward School students through carnivals, Christmas, and Halloween events etc.
- We worked on building community by having multicultural Pot Luck Lunches in Autumn House and Sunset House.
- We also work on building community by holding coffee times weekly in all three buildings. These are very well attended. They also give the TRC opportunity weekly to share information with them.
- Plans for monthly outings that are available to tenants in all three buildings.
- Plans for special events at ArlingtonHaus with the support of the Recreation Coord.
- Provides monthly calendars and reminder notices of upcoming events which are distributed to each suite by volunteers. This results in good tenant participation at our events.
- Tenant Committees offer recreational activities and special events – evenings and occasional weekends. Coordinator assists with making reminder notices which get distributed to all tenants.
- Attend workshops pertaining to mental health support which have really helped in working with numerous tenants with mental health issues.
- Attends quarterly WRHA TRC Network meetings which are super helpful for learning about available services and idea sharing with other TRCs.
- Offer the services of two hairdressers in our buildings.
- Ensures that all our programs and services are running well.
- Celebrated our approx. 100 volunteers with a Spring Volunteer Appreciation Luncheon, and at Christmas time an appreciation letter and gift – all coordinated by the TRC.
- Maintains positive relationships with Home Care workers and staff.

Lions Housing Centres - Lions Place, Lions Manor and Lions View

Name: *Kelsey Robins / John Zacharuk*

Accomplishments:

- Our ongoing support to the residents of is our primary focus. Through open and ongoing communication with residents, families and community partners we continue to promote our presence and encourage everyone to come to us for support, guidance, referral and resource information, and a friendly ear.
- Our commitment to inclusive socialization programs keeps our residents engaged, communicating and involved in helping one another and the community at large. We work together with the Recreation Coordinator's to promote social inclusion and continue to support with various programs.
- Facilitating and supporting programs allows us to get to know the tenants and keep an eye out for people who may be falling through the cracks of the healthcare system. Getting to know the tenants has allowed us to create meaningful relationships and to be able to support them in all aspects of their lives. By getting to know and understand their specific situations and the various structures that influence their lives, it easily allows us to continue to advocate and support all residents at Lions Manor, Lions Place and Lions View, which is our main goal. By doing so, we are able to connect tenants with the correct resources to create successful outcomes.

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Manitoba Housing - 515 Elgin Avenue

Name: *Jerry Tom*

Accomplishments:

- Continue to engage tenants in organizing programs and services in the building. Last year, tenants organized a BBQ event, Christmas Dinner and a Fall Supper. Attendance was up from the previous year.
- Provided a lot of one on one support to tenants in need. Advocated for tenants and provided some case management to support seniors who were on the verge of losing their homes. Was successful in saving their tenancies.
- Organized Safety forum in the building through Housing.

Bethania Housing & Projects - Meal Programs

ArlingtonHaus

Name: *Daphne Froese*

Accomplishments:

- Meals continue to be well received and we continue to strive to provide healthy yet attractive options.

Bethania Housing & Projects

- ArlingtonHaus, Autumn House & Sunset Tenant Resource

Name: *Cristine Schroeder*

Accomplishments:

- Worked extensively with tenants, families, and service providers to ensure the well-being of our tenants at ArlingtonHaus, Autumn House, and Sunset House.
- Sunset House has been sold and coordinator is assisting the tenants with finding new housing. Many are able to move over to ArlingtonHaus and a few to Autumn House.
- New partnership with Daniel McIntyre/St Matthews Community Association (DMSMCA) local resource centre helped to provide free beginner computer classes for tenants at ArlingtonHaus - right in the building. It was a great success!
- We ran the Get Better Together course at both ArlingtonHaus and Autumn House. The tenants who participated felt it was very worthwhile!
- We invited folks from the Aboriginal Senior Centre to come and share their stories and show us their crafts. We hope to connect again in the future.
- Networking with other West End Service providers through meetings set up by the Broadway Seniors Resource Council (Resource Finder) - Melanie Reimer. These have been great connections!
- We had the Red River College Nursing Students do practicums at ArlingtonHaus and Autumn House in the Fall - offering Blood Pressure Clinics, Health promotion and a visiting program.
- Provided monthly presentations/ information sessions on topics of interest to encourage tenants to be pro-active about their health and well-being.
- Offered a Flu Clinic and Income Tax Clinic.
- Coordinated monthly Tenant Advisory Committee meetings at ArlingtonHaus, Autumn House. Sunset House had more casual meetings during weekly coffee times.

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- We have a large number of tenants volunteering within all locations.
- Our tenant run library is almost a small public library, and our tenant run greenhouse is filled to the brim with flourishing plants. Creating a sense of self determination with our tenants allows for these programs to continue and gets more people involved.
- We continue to offer quality programming which keeps tenants engaged, and connected to each other as well as the community at large.
- In a time of staff turnover, we were instrumental in being a liaison between management and tenants. Being caring and supportive ensures that tenants feel they have a safe place to come to for support, guidance and resource information. Both of us being new in the position, this has been achieved by having a regular presence at Council meetings, Resident meetings, meeting with new tenants individually, and listening/ being empathetic to what they are saying.

West End Active Living Centre

Name: *Sheryl Bennett*

Accomplishments:

- Working closely with our volunteers to continuously develop and improve an active and effective program of interest to our members and to maximize the physical, mental, social and psychological health benefit especially to older adults.
- We are now confident to say, we have a program that works for the seniors, by the seniors and of the seniors. We started 6 years ago with a group that was mainly getting together for tea and coffee as a means of social interaction, seemingly resigned to the belief, that uncomfortable stiffness and various aches is something that unavoidably comes with aging. Although it is also common knowledge that fitness exercise can reverse these conditions.
- Being seniors ourselves, we are aware of all these changes as we age; Deteriorating interest and endurance for fitness exercises, poor balance and equilibrium and an intense fear in falling and injuries. But just the thought alone or mention of physical exercise can sound discouraging to older adults whose fitness level are low and would prefer just to play cards and have coffee or tea.
- Encouraged by a 21 years research by Albert Einstein College of Medicine published in the Medical Journal about the amazing benefits of dancing, we concentrated our program development on dancing, modified and continuously upgraded to accommodate seniors of every fitness level.
- We believe that our greatest accomplishment is the positive results and the pleasure of witnessing the greatly improved cognitive skills, endurance, balance and equilibrium, social dancing skills among our members who have been with us for a while. Our main program consist of :Monday AM -Belly dance lessons ,Tuesdays- Dancercise lessons, Wed. -Ballroom lessons ,Thursday- Clogging lessons, Last Thursday of the month , Theme and birthday of the month celebration and Fridays -South seas Hula and Mondays is social interaction with coffee, music and dancing. Every member comes to show off what they have learned from their dance lesson in a joyous free style dancing. This is where you could observe the amazing transformation of a subdued older adult crowd to a social crowd with great enthusiasm with amazing endurance and dancing ability, Dancing the hours away putting fitness into fun !

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West Downtown / Broadway Seniors Resource Council

Name: *Melanie Reimer*

Accomplishments:

- o Hosted two Resource Fairs with 14 information booths at both, and 4 different presentations – two at each fair
- o Hosted two excellent financial planning presentations offered through the Canadian Foundation for Economic Education.
- o Supported tenants of a building who were having difficulties with their building manager to empower themselves to know their resources and rights, and assist in setting up a tenants association.
- o Worked with community partners to creatively support clients in various difficult situations throughout the year.
- o Connected with the Highrisers Association at 20 Fort St., where we provided a presentation day. A great relationship was formed and continues.
- o Assisted a community centre in its efforts to become a senior centre in the catchment area by providing monthly presentations to invite older adults to the centre.

Downtown Senior Resource Council

Name: *Amanda Macrae*

Accomplishments:

- o Collaboration with the Healthy Aging Resource Team team for the healthy space pilot program. Ongoing Collaboration with Community Facilitator.
- o Collaboration and running of The Silver Social Club, with Mareike Brunelli, Executive Director Centennial.
- o Pop up office of resources in various locations in the Downtown.
- o Ongoing communications and collaboration with key community workers. Tenant Advisory Committee (TAC) from Manitoba Housing.
- o Shuttle van to the big supermarkets in collaboration with North End Wellness Elders Inc. (NEWE)

McClure Place

Name: *Fredie Ty*

Accomplishments:

- o Our Meal Program Committee recruited two new members to strengthen our planning and also ability to support the Coordinators and Volunteers.
- o We have introduced new (frozen) options for meals that can be used for either "last minute" diners, both residents and their guests, and/or as take out.
- o One of our long time coordinators had to retire for health reasons & we were able to recruit a new part-time coordinator from the volunteer ranks. There are currently two part time coordinators and they are very supportive of each other and the meal program participants.
- o Two volunteers planned 5 special meals in 2018. The goal was to bring a few new faces out. We did see a few new faces and also deepened the spirit of friendly socialization for all!

Regional/Provincial

Canadian National Institute for the Blind

Name: *Leonard Furber*

Accomplishments:

- o This past year we are extremely proud of our volunteer recruitment to support our Peer and Leisure programs. We attended three recruitment fairs, advertised on Volunteer Manitoba, University of Manitoba and University of Winnipeg; and utilized social media. We also attended numerous events through Cycle Manitoba to recruit for our Cycling Without Age partnership. As a result, we onboarded 17 new volunteers! The success of the volunteer recruitment enabled us to continue to increase the number of opportunities participants have to network with peers, build skills and become more connected in their communities.
- o Another major accomplishment we are very proud of is what we refer to as our ongoing 'Outings'. These social activities are the hallmark of our older adult programming. The diverse venues and opportunities that our participants experience are always greeted with excitement and anticipation. We also welcomed two new partners to the Outings – Winnipeg Folk Festival and Live Nations. In addition to these fine organizations, we continue to partner with WSO, Red River Exhibition, Winnipeg Goldeyes, Winnipeg Blue Bombers, Rainbow Stage and Manitoba Moose. In addition to these partnerships, we provided social opportunities to visit the Manitoba Agricultural Museum, an annual trip to Gimli MB, South Beach Casino, Prairie Dog Central and a few others!

Manitoba Association of Senior Centres (MASC)

Name: *Connie Newman*

Accomplishments:

- o Final member count for 2018-2019 was 56 centres (Winnipeg at 29, Beyond Winnipeg at 27). It should be noted that in Winnipeg 9 and Beyond Winnipeg 10 have no staff and are totally volunteer driven.
- o Awareness by the media and government of MASC as the go to organization for the senior voice.
- o Collaboration with Canadian Association for Deprescribing Network (CaDeN) and the hosting of a workshop (April 9) for front line support staff (working directly with older adults).
- o Developing a 2 year strategic plan and its support for Older Adult/Senior organizations throughout Manitoba.
- o Partnership with CJNU 93.7FM to create Coffee and Conversation with Connie creating 2 minute sound bites which were aired at 10:37 and 3:37 daily providing listeners with important information as one ages.
- o Continued collaboration with Transportation Options Network for Seniors, Active Aging in Manitoba, A&O: Support Services for Older Adults, FAFM, Long Ter, Care Association of Manitoba, Retired Teachers Association of Manitoba, and Federal Retirees-MB Chapter, etc.

University of Manitoba Centre for Community Oral Health

Name: *Shauna McGregor*

Accomplishments:

- o 2190 patients treated by Home Dental Care Program (HDCP).
- o 1073 patients treated at the Deer Lodge Centre (DLC) Dental Clinic.
- o Free exams offered to PCH residents who are new to the Home Dental Care Program.
- o 33 dental and 25 dental hygiene students each participating on site in a 4-5 days externship.
- o 25 hygiene students attend a Health Promotion Unit (HPU) externship one day a week, participating in HPU activities and presentations.
- o 7 dental hygienists with the Centre for Community Oral Health (CCOH) continue to provide clinical care, education and promotion in addition to the services provided by the Health Promotion Unit (HPU).
- o 46 caregiver training oral health presentations sessions provided to various long term care facilities.
- o Over 450 health care providers in long term care received mouth-care training and education which included a PowerPoint presentation, oral care demonstrations and hands on training with residents on unit, as requested.
- o The 3rd Year dental students participated in a 2 day Geriatric Mini-externship which was approved by the Curriculum Review Committee and Dental College Council at the College of Dentistry, University of Manitoba.
- o This year we also had the privilege of partnering with the St. James Assiniboia 55+ Senior Centre through a grant funded pilot project. The goal of the project was to provide oral health promotion, education, oral health screenings and clinical dental services to older adults in the community who have difficulties access dental care services due to mobility and financial challenges.
- o The project offered eligible individuals in the St. James area an opportunity to attend an oral health information session, have an oral health screening provided to them by a registered dental hygienist, information on how to access dental care services in the community and any urgent, non-urgent or preventative treatment provided to them up to the allotted amount of \$300.00. Dental services were provided at the Deer Lodge Dental clinic.

Caregiving with Confidence

Name: *Stacey Miller*

Accomplishments:

- o Poinsettia Fundraiser (Fall 2018).
- o Modified the Ring-A-Ride system to donation based system to accommodate for the new City of Winnipeg By-law change (started January 2019).
- o Organized a Resource Fair for Caregiver Recognition Day on April 2, 2019.
- o Began the process of revitalizing our Telephone Support Program – worked with other organizations (Palliative Manitoba) to come up with new processes, policies and Volunteer Training Manual. Will be starting in Spring/Summer 2019.
- o Updated presentation information and began doing community presentations on caregiving.
- o Updated the brochures and website to reflect the recent changes in the program

A & O Support Services for Older Adults

Name: *Amanda Macrae*

Accomplishments:

Senior Centre Without Walls (SCWW)

- o This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults (55+) living in the province of Manitoba to join interactive educational and recreational programs from the comfort of their own homes.
- o The free programs are accessed through a toll-free number. Participants are encouraged to join as many programs as they like.
- o The goal of this program is to reduce social isolation through recreational and educational phone activities. Educational programming and presentations are offered to older adults living in Manitoba, including in rural and remote communities.
- o In 2018-19 the agency delivered 559 classes (compared to 635 in 2017-18). This number was reduced due to financial constraints in the program.
- o Due to the decrease in number of classes offered, number of callers decreased to this year to 7,608 (compared to 8,560 in 2017-18). This is the first time since the program started in 2009 that the number of callers decreased.
- o Despite the number of classes decreasing, the average participants per program still slightly increased from 13.5 in 2017-18 to 13.6 in 2018-19.
- o The program worked with 37 different community partners thus year including the Manitoba Psychological Society and the St. James/Assiniboia Assiniboine South Healthy Aging Resource Team.
- o In an attempt to lower program costs, we switched from Mercuri Teleconferencing to Cisco WebEx conferencing system.
- o The program was featured on CBC Radio's Now or Never broadcast in November 2018 and in a web story was featured on their website.
- o Research on SCWW, led by Dr. Kristin Reynolds, was featured in poster presentation at the Canadian Association on Gerontology's 47th Annual Scientific and Educational Meeting in Vancouver. The presentation was entitled "Qualitative Needs Assessment of a Telephone-Based Mental Health Program for Socially Isolated Older Adults."

Special Community Programs

Connect Program

- o The program's Registered Social Worker continues to both assess and address the more urgent and complex issues that are being seen with clients in the Connect Program. Program staffs are able to provide seamless social work intervention whereby the client does not need to meet with multiple staff.
- o We worked with 151 volunteers this year - an increase from 131 last year.
- o We held ten volunteer orientation sessions – an increase from five last year.
- o Our Connect Volunteers attended training sessions on Elder Abuse, facilitated by one of A & O's Registered Social Workers.
- o A Making & Keeping Important Connections seven-week workshop was held in the St. James area. Program partners included the Healthy Aging Resource Team in St. James and St. James-Assiniboia 55+ Centre. The group was developed for individuals that have difficulties making and maintaining relationships.
- o Continued to mail out a quarterly "Connect Newsletter" to promote upcoming training and volunteer milestones.

- We continued to promote our Senior Centre Without Walls (SCWW) program to our Connect Program clients, including those on the waiting list.

Elder Abuse Services

- Continue to provide three Safe Suites and Social Work support to older Manitobans that have left a situation of abuse.
- Continue to work with partners regarding short term stay opportunities for clients needing to leave situations of abuse.
- Continue to distribute copies of the "It's Everybody's Business" Resource Guide to assist service providers, community members and potential clients on increasing awareness on how to handle situations of abuse, and what resources are available.
- Partner and stakeholder in the Prevent Elder Abuse Manitoba Network.
- Provided assistance to almost 400 clients with concerns related to elder abuse.
- Assisted over 52 clients and their family members with Protection Order related questions or concerns.
- Provided numerous community presentations on Elder Abuse, red flags and the resources available.
- In partnership with WRHA, provided a half day Elder Abuse workshop to over 60 Service Providers.
- Started the process of reviewing and analyzing current Penelope database to ensure the system is utilized.

Counselling

- Assisted clients through Intake, short-term and long-term individual counselling and support groups.
- Continue to update and develop online case management system to ensure accurate and secure client information.
- Provide Social Worker on site at Access River East and Access Transcona to provide regular support to clients in these community areas.
- Continued partnership with River East Healthy Aging Resource Team (HART) to provide bereavement support groups in River East and Transcona.
- Provided follow up sessions to past bereavement group participants, in partnership with HART, to provide continued social support, as well as gathering feedback and suggestions regarding further supports that may be required.
- Offer bereavement support groups to client's from all areas of the City of Winnipeg, location determined by convenience for clients.
- Conducted presentations on topics such as bereavement, managing caregiver stress & planning for retirement at senior centre, senior housing complex & to retiree groups.
- Participation in committee work to help identify and address the needs of older adults living in Winnipeg (Manitoba Caregivers Network, Grief Interagency Network, Vulnerable Persons Committee, Winnipeg Suicide Prevention Network – hosted by Clinic Community Health Centre, Open Doors Community Network of River East).

This Full House (TFH)

- Ran three Buried in Treasures (BIT) support groups (Spring & Fall 2018 & Spring 2019).
- Recruited participants for Buried in Treasures support groups. Established professional contacts with other service providers working to deliver programs that address Hoarding Disorder.

- Started and continued to offer an Unburied from Treasures support group to past BIT group members. This group provides a long term support group 1x/month in which clients receive both peer support and Staff Social Work support. This included a guest speaker for the group in December 2018 from Clinic focusing on mindfulness techniques.
- Worked with over 260 TFH clients to avoid eviction, implement homecare where they weren't able to receive the service before, and assist with easing back into their home safely following discharge from hospital amongst other positive outcomes.
- Initiated meetings quarterly for Social Work staff to specifically discuss and learn techniques and skills relating to the TFH program
- Provided a four session training series for Staff Social Workers specifically designed for A & O. These sessions focused on: strategies and challenges working with clients with Hoarding Disorder, self-care & distress tolerance for both clients and staff, group dynamics & working with the friends and families of someone with Hoarding Disorder.
- Implemented into the Penelope case management system a pre/mid/post assessment technique to better evaluate client progress within the TFH program.

Anniversary Events

Ageism: An Awareness Event

- The event was held on Tuesday March 14th, 2019 at the Canadian Museum for Human Rights (CMHR). 110 people were in attendance. Due to the interest in the subject matter and questions that were fielded to the panelists, the question and answer portion of the event ran longer than anticipated. There was a genuine interest among attendees to continue the discussion.
- A post event survey was sent out via email to 66 people who purchased tickets (some people purchased blocks of tickets 10 +), we received responses from 26 individuals. Attendees cited that they would like to see future events regarding ageism be geared to the following: Access to the medical system and Housing.
- "Thank you for sending me the bulletin notifying of the A & O event on Ageism at the CMHR. I very much enjoyed it and one could tell that the organizers put a good deal of effort into the event. Whenever they have a future public event, I would be happy to attend so do keep me in mind. Also, I will add A & O to organizations to which I make donations." ~ Awareness Event Attendee
- "It was interesting and extremely well organized. I guess I feed into the stereotypes by forwarding emails about seniors. Who did the major planning for it? I now see why the ticket was priced at that level. The use of professionals for the AV (do we still call it that???) portion was great. The venue was good - for me, great sight lines to the screen. The structure for the presentations, and the MC, were excellent. The Ted talk presentation was super, and what an incredible speaker that woman is - not one "um". ~ Awareness Event Attendee
- "I had the pleasure of attending the program on Ageism last evening at the Human Rights Museum. It was a very interesting evening and I would like to express my thanks to you and A & O for the evening's presentation. As for the panelists, I was very impressed with the video presentations and their follow up discussions." ~ Awareness Event Attendee

Creative Retirement Manitoba (CRM)

Name: *D'Arcy Mansell*

Accomplishments:

- During the 2018/2019 year CRM underwent a number of significant changes yet still was committed to providing numerous quality educational programs to our participants. The past year saw major alterations to our staffing as a long-time staff member retired, duties were reconsidered, and a new Program Coordinator position was created. Additionally, D'Arcy Mansell was appointed the sole Executive Director.
- We also faced a year of uncertainty regarding our premises. Our current landlords have worked very diligently to obtain Treaty Status for the building in which we are located (The Peguis Building). This rendered our former lease void and resulted in many months of negotiations to settle on a new lease agreement. During this time, we were unsure of whether CRM would have a home in the coming weeks or months. Fortunately, we settled on a new lease agreement in mid-March of 2019 and will remain in the Peguis Building until August of 2020.
- The publication of our Program Guide also brought its share of challenges and opportunities in the past year. CRM publishes three Program Guides each year, one for each session. In the past, our publisher took on the role of ad sales (to pay for the publication) printing and design. The former publisher of our Program Guide ended this relationship last spring and so, this past year, we have taken on every aspect of this project in house. We now sell our own ads, do all design and desktop publishing and arrange for the printing and distribution of our printed material. Despite the steep learning curve demanded by this new project, it did allow the staff and board to reconsider our format and distribution. We increased the number of guides produced and have had them inserted into the Winnipeg Free Press. As a result, we have been able to reach older adults who had previously been unaware of our programs. This spring alone we have seen over 120 new individuals join our classes and clubs.
- These various administrative changes and accomplishments have certainly made it more challenging than ever to focus on our core purpose, yet despite these issues, we offered a year of excellent quality programs both in house and within the community. As always, CRM provided three sessions of educational programs for older adults. Spring (March to July), Fall (September to December) and Winter (January to March). During the past year we offered over 200 programs which covered a variety of interests from academic subjects to technology, art, crafts and wellness. While we have a healthy turnout for classes in all disciplines, our Lecture Series stands out as the most popular program at CRM. Among the most popular lectures last year were political and current issues-based topics followed by history and local interest. Our clubs were very successful with the Armchair Travel Club, Computer Club, Photography Clubs and Science Club leading the pack.
- In addition to these in-house programs, we were pleased to provide several technologically based courses at locations throughout Winnipeg in partnership with a number of community organizations. The goal for this outreach program was to enrich and engage seniors in the community with introductory level technology workshops and programs. The programs afforded individuals an opportunity to learn computer skills in a classroom setting for a nominal fee or at no cost. The students came from a variety of socio-economic and cultural backgrounds throughout Winnipeg. The Outreach workshop and programs took place during the Fall 2018.
 - Community Partners, as follows: Daniel McIntyre/St Matthews Community Association, St James 55+ Senior Center and Charleswood 55 plus Active living Centre

- During the winter months our outreach efforts turned to the development of a new program which will be launched this spring. Our new Train the Trainer program will provide rural senior centres with the necessary tools to create their own technological training programs. The development of this program has been very labor intensive as it required researching online course offerings, selecting those with the highest quality training and then developing a trainer package to accompany each. The full details of this upcoming program will be illustrated in the next section of this document.

Rainbow Resource Centre

Name: *Ellie Caslake*

Accomplishments:

- "Create A Welcoming Space" formally took shape with new furniture, an entertainment centre, Internet connected Smart TV, kitchen appliances, dishes and cutlery, and an "open door".
- "If you build it, they will come" came true: participation by older adults in our community steadily increased with Coffee & Chat Thursday mornings, Lunch & Learn events and monthly Potluck Dinners.
- The Older Adult Resource Space (OARS) becomes, at times, quite crowded and some would say a bit loud. And yet, more and more folks join us each week to the point that we have recently opened OARS on Wednesdays, with similar programs and events that we continue to hold on Thursdays.
- OARS added day affords many older adults an opportunity to participate -- folks whose prior commitments kept them away on Thursdays.
- In December, our Older Adults joined with the Youth Program to host an Intergenerational Dinner.
- A boisterous crowd of 63 youth and older adults combined, filled the Qube for dinner and friendship, eventually spilling over into OARS across the hallway. With that success to build on, two more intergenerational dinners were held with open respectful discussions on the generational differences in our experiences of gender identity and sexual orientation. In many ways, "coming out" has changed, and yet stayed the same with similar challenges, fears and heartbreak, and with incredible stories of love and support as well.

Meals on Wheels of Winnipeg

Name: *Rhonda Gardner*

Accomplishments:

- Working with the Regional Distribution Food (RDF) we were able to change the containers for soup for meal delivery. This has greatly reduced the number of complaints by both clients and volunteers.
- Due to unpredictable changes in demographics and a declining number of volunteers we have been able to continue service by re-aligning routes and clients. We have also closed routes where there is not enough interest from clients on certain days to provide delivery service. This has been accomplished by doubling up meal delivery to compensate for closed route days.
- Working with the Board of Directors we have completed a comprehensive 5 Year Strategic Plan that included surveying clients, volunteers, staff, board and stakeholders.

Conseil des francophones 55+ de Winnipeg

Name: *Clément Perreault*

Accomplishments:

- o Pour une cinquième année consécutive nous avons connu un nombre record aux inscriptions de nos activités, au nombre d'individus inscrits et au nombre total d'heures dédiées aux exercices. 223 personnes représentant 206 individus se sont inscrits aux diverses activités de Santé 55+ "Bougez à votre rythme". Le total des inscriptions pour les diverses activités s'élève à 884 et représente 4 209 heures d'exercices.
- o Un autre nombre record de 76 individus ont participé à la fête de Noël, une belle occasion de socialiser. Sous le thème *Les 12 jours de Noël*, la journée comprenait un défilé de mode des 12 personnages, un chant 12 jours de Noël, une visite du Père Noël et un circuit d'exercice des 12 jours de Noël avec Kat Rother. Un beau succès!
- o Un nombre record de 247 personnes ont participé au 10^e anniversaire de Grouille ou rouille, notre foire santé communautaire. Ceci inclut les bénévoles (28), les animateurs (16) et les représentants des kiosques (20). Quarante-vingt-seize pourcent des répondants à l'évaluation ont jugé la journée de "Excellent" et "Bien".
- o Le Conseil des francophones 55+ participe et continue à faire avancer les projets du comité santé primaire de la FAFM, assiste aux réunions des Chercheurs de ressources pour personnes âgées et du East Saint-Boniface Seniors Group Collaborative et travaille de près avec ses partenaires communautaire. Cette année nous avons organisé une journée de sensibilisation sur la sécurité des médicaments pour honorer le mois des pharmaciens. Vingt-cinq personnes ont assisté à la présentation de Northway Pharmacy- Pharmacie Marion au Centre communautaire Notre Dame.
- o Le Conseil des francophones 55+ a joué un rôle important auprès des Chercheurs de ressources aînés anglophones pour l'implantation de l'autocollant identifiant une personne francophone dans la trousse T.I.S.U. C'était un projet pilote du département des Services en langue française de l'ORSW. En mars 2019 le Conseil a animé six présentations sur la T.I.S.U. dans des résidences 55+ et a distribué les autocollants identifiant la personne francophone.
- o Le Conseil a développé un partenariat avec le Centre communautaire Winakwa afin d'offrir une nouvelle activité, "Exercices pour jeunes retraités", à son volet Santé 55+.

English translation :

- o For the fifth year in a row, we had a record number of registrations of our activities, the number of individuals registered and the total number of hours dedicated to exercises. 223 persons, representing 206 individuals enrolled in the various Santé 55+ - "Bougez à votre rythme" activities. The total number of registrations for the various activities numbered 884 representing 4,209 hours dedicated to exercise.
- o A record number of 76 individuals participated in the Christmas celebration which always provides a great opportunity to socialize. "The 12 days of Christmas" was the theme of the day which consisted of a fashion show of the 12 characters, a sing-along of the 12 days of Christmas, a visit by Santa Claus and a 12 step exercise circuit with Kat Rother. The event was a great success!
- o A record 247 people participated in the 10th anniversary of Grouille ou rouille, our community health fair. The event comprised volunteers (28), facilitators (16) and booth representatives (20). Ninety-six percent of the evaluation responses indicated the day as "Excellent" and "Good".

- o The Conseil des francophones 55+ participated in, and continued to advance the projects of FAFM's Primary Health Committee, attended WRHA Senior Resource Finders meetings and those of the East St. Boniface Seniors Group Collaborative and worked closely with its community partners. This year we held a Medication Safety Awareness Day to promote Pharmacist Awareness Month. Twenty-five people attended the presentation facilitated by Northway Pharmacy- Pharmacie Marion at the Notre-Dame Community Center.
- o The Conseil des Francophones 55+ played an important role within the Senior Resource Finders for the implementation of the Francophone identification sticker in the ERIK kit, a pilot project of the French Language Services Department of the WRHA. In March 2019 the Conseil facilitated 6 E.R.I.K presentations in 55 + residences and continued to distribute the Francophone identification stickers.
- o The Conseil has initiated a partnership with the Winakwa Community Center to offer a new activity, "Exercises for Young Retirees", under its Santé 55+ component.



Alzheimer Society of Manitoba

Name: *Rob Kennedy*

Accomplishments:

- o Total interactions (first contact and follow-up) with First Link referred individuals during the year were 3,086. The number of referrals received (735) exceeded the projected number (675) by 9%.
- o Seventy five presentations were made to potential sources of referral, representing 1,205 individuals.
 - o A client satisfaction survey was circulated to all clients (referred and self-initiated) for whom the agency had an email address. 87% of respondents would recommend the Alzheimer Society to someone else who is caring for a person with dementia. 45% of all Alzheimer Society client calls discuss caregiving skills and 40% of calls discuss caregiver self-care.
 - o The agency initiated an Ambiguous Loss group (closed membership, 8 weeks, curricular based) to meet the needs of care partners who are struggling with emotional impacts of caregiving. Two series were offered during the 2018-19 year. This group is in addition to the 39 care partner support groups that ran in Manitoba during 2018-2019.
 - o Family Education events are an essential next step for people who have received one-on-one support from Society staff. Eighty six hours of family education were offered through 38 workshops and seminars held across the province and reached 1,169 people. In addition the Care4u Conference attendance was 325.


Appendix E.1: Neighbourhood Chat: Mental Health and Older Adults, WRHA

Mental Health and Older Adults

Karen Kyliuk BSW, RSW
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What is Positive Mental Health?

- ✓ Concept of Flourishing
- ✓ Sense of Well-being and Resiliency
- ✓ Quality of Life and Balance

Something we all want?

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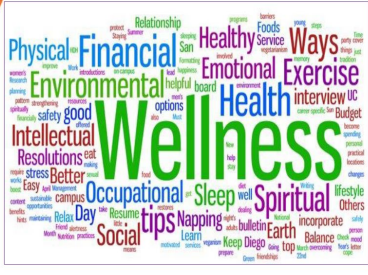


Positive Mental Health



Mental Health is the capacity of each and all of us to feel, think and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections and personal dignity.

Reference: Public Health Agency of Canada, 2006

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Reference: Keyes, C.L.M. (1998)


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Changes & Transitions

As we age, there are changes and transitions:

- Retirement
- Children moving out
- Physical or mental health challenges
- LOSS can be expected in different life areas



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Issues impacting Positive Mental Health in Later Life?

- **Societal-** ageism, elder abuse
- **Environmental-** built environment and access
- **Financial-** income and food security
- **Functional** –challenges and barriers
- **Institutional** - value and quality of life


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Changes & Transitions

There are also positive changes:

- More time to spend with people we enjoy
- More time to explore hobbies or interests
- Retirement (perception)
- Less responsibility for children



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Adjusting to, Embracing Change:

Some things we have no control over Eg. biological age, health predispositions

Yet other areas of life may be **modifiable**:

- Sense of purpose (volunteering, sharing wisdom)
- Health (physical exercise, brain health, nutrition and rest)
- Social (activities, interests, hobbies and social connections)
- Spiritual (reflection, prayer, religion, meditation)
- Emotional (gratitude, optimism, resiliency)
- Environmental (nature, nurture, and built environment)




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Evidence-informed

Key Learning:
By paying attention to your mental health and by doing simple things each and everyday you can significantly improve your overall well-being.

Reference: Mental Health Foundation of Australia (2010)



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Thrive OVER 55


FEELING YOUNG AND LIVING LIFE TO THE FULL IS SOMETHING WE ALL WANT.

As we age, there are major life changes, such as retirement, children moving out, losses, and sometimes physical or mental health challenges. Healthy aging means embracing these changes and transitions while finding a moment in each and every day to **Enjoy Life More**.

HERE ARE 5 SIMPLE TIPS TO TAKE CARE OF YOUR MIND, BODY, AND SPIRIT:

- 1) SHOW UP**— explore one new thing you want to learn or a hobby you have always wanted to try. Learning something new challenges your mind and makes life more interesting.
- 2) GET UP AND GO**— take a walk, stretch, or visit your local community centre and participate in a class such as line dancing, yoga or tai chi. Being active increases muscle and bone strength and also enhances your mental well-being.
- 3) SHARE your GIFTS**— show back and help others by volunteering, or help a neighbor. Offering your skills and expertise to local community organizations adds meaning and a renewed sense of purpose to your life.
- 4) REFLECT**— recall good memories, go through an old photo album, write your life story, and someone to re-connect with and share that special time.
- 5) GRATITUDE**— write down three good things in your day that make you smile. Gratitude includes your children, your garden, your pet, or a friend you love to chat with. Being grateful can boost your immune system.

As we age, **THRIVING** involves finding meaningful moments throughout the day, connecting with people you enjoy spending time with, nourishing your body with healthy foods, and challenging your body and mind with daily activities. Being one of these things everyday will enhance your positive mental health and wellness.



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Discover

1) Develop a simple plan with the person to learn and explore one new thing (subject, hobby, skill)

Benefit: Challenges the mind, enhances self-esteem and autonomy, and makes life more interesting




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Physical Activity

2) Encourage the person to participate in physical activity each and every day. (walk, stretch, u tube, DVD or local senior class)

Benefit: Being physically active increases muscle and bone strength and maintains mobility and agility while enhancing mental well-being.




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Give & Share

3) Encourage the person to share their gifts, abilities and talents (acquired skills, wisdom/knowledge, volunteer, or mentor)

Benefit: Sharing acquired expertise benefits the community (recipient) but also the person sharing and giving back as it adds meaning and purpose to one's life post-retirement and amidst role changes.




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Reflect

4) Ask the person to spend time remembering and recalling good memories (photo albums, writing life story or record a life history video to share with others)

Benefit: Recalling special moments in one's life and the positive feelings and people who shared those moments has health benefits. Reflections like this can ease loneliness and also encourage seniors to re-connect with family and friends




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Gratitude

5) Encourage the person to practice daily gratitude. Guide them through the 3 good things exercise (to use at the end of day)

Benefit: Teaches the mind to develop an optimism lens and Research shows being thankful can also boost immune system functioning.
3 Good things exercise at the end of the day also ends the day in a peaceful way promoting better sleep



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Thrive over 55 Project Plan

2013 - WRHA Working Group formed to initiate partnership (MHP and Support Services to Seniors)

2013 Review of the literature completed by Mental Health Promotion



2014 Thrive over 55 product development, handout and scroll pen (launched at Go 4 Health Expo and Elders Day)

2015 MHP and older adults Information Session Feb 2015 (2 hour session /45 attended)

2015 Additional Literature review/Pilot One-day workshop for service providers

2016- 2019 Workshop revised and facilitated with CHI evaluation

2020 Train the Trainers – Thrive over 55 workshop Facilitators



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Thrive over 55: Training for Trainers T 4 T

Train the Trainers 2020 – Plan is train external staff to be Thrive over 55 workshop Facilitators offering this to staff working with Support Services to Seniors (SSS)

- SSS will be invited to apply to have a Trainer at your agency, site, Senior Centre
- 3 days of Facilitator training will be provided
- Each trainer will receive the Facilitator Guide and Workshop training materials
- Coaching Tools template(s)
- Reflective process- how to embed into your current programming, not meant to be add on or extra work
- New Trainer coaching and consultation as needed post T 4 T

Stay Tuned!


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Relationships are KEY:

Common element in ALL the MHP strategies is to enhance and create Relational opportunities for the person.

Research shows that even one meaningful relationship can reduce isolation, increase life satisfaction and improve health outcomes.


Building relationships and encouraging connections is KEY!




Reference: Promoting Mental Health and Well-being in Later Life, Mental Health foundation UK, June 2006



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www.wellbeinguide.ca




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Best Practice in Seniors' Mental Health Program and Policy Design Project

Canadian Coalition for Seniors' Mental Health
<http://www.ccsmh.ca/en/default.cfm>

Appendix E.2: Neighbourhood Chat: Mental Health and Older Adults, Canadian Mental Health Association



Mental Health and Older Adults

Sheryl Giesbrecht
CMHA Manitoba and Winnipeg
The CMHA Well-being Learning Centre

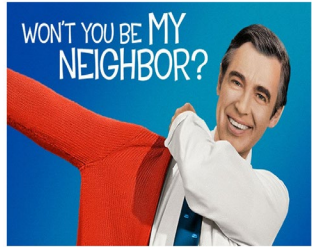
mbwpg.cmha.ca

Canadian Mental Health Association
Association canadienne pour la santé mentale

100 years of community one day at a time

Objectives

- Explore on the subject of mental health issues in older adults
- How social isolation, loneliness and boredom impact our mental health and well-being
- How to connect with individuals as a supporter regarding mental health and well-being
- Who to refer to for services and help when needed?




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Canadian Mental Health Association
Association canadienne pour la santé mentale

100 years of community one day at a time

Mental Health in Older Adults

- Mental health does not discriminate; no one across the age span is immune to its effects
- The most common mental illnesses after age 65 are mood and anxiety disorders, cognitive disorders due to a medical condition, substance misuse, and psychotic disorders (MHCC)
- Currently, men aged 80 and older are the group with the highest suicide rates in Canada (MDSC, 2009)



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Canadian Mental Health Association
Association canadienne pour la santé mentale

100 years of community one day at a time

Mental health issues are not a consequence of growing older

- Depression usually includes persistent feelings of sadness, hopelessness and/or a loss of interest or pleasure in previously enjoyable activities for at least two weeks
- It also includes cognitive and physical changes such as trouble concentrating, memory problems, disturbed sleep, decreased energy, excessive tiredness, and decreased appetite
- People over 65 are the highest group hospitalized for anxiety disorders (MDSC, 2009)
- Anxiety related to falling is a unique and common type of anxiety with prevalence between 29-54%(Bryan et al, 2008)



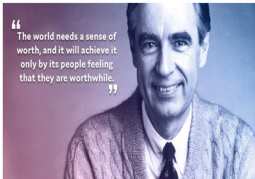
mbwpg.cmha.ca

Canadian Mental Health Association
Association canadienne pour la santé mentale

100 years of community one day at a time

Loneliness

- Human beings are social creatures. Our connection to others enables us to survive and thrive. Yet, as we age, many of us are alone more often than when we were younger, leaving us vulnerable to social isolation and loneliness—and related health problems such as cognitive decline, depression, and heart disease. (nia/nih)




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Canadian Mental Health Association
Association canadienne pour la santé mentale

100 years of community one day at a time

Boredom

- Too much boredom is unhealthy
- When we have too little activity or too little intellectual stimulation our minds can go to places that can provoke depression and anxiety
- We all need to be making progress and moving forward in our lives no matter our age
- When we have too little activity we may start to feel easily fatigued and afraid of trying new things and may start to isolate ourselves



mbwpg.cmha.ca

Canadian Mental Health Association
Association canadienne pour la santé mentale

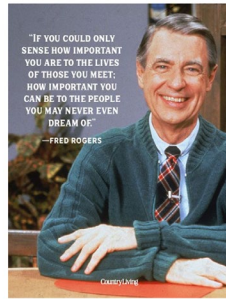
100 years of community one day at a time

Making Connections



"In my early professional years I was asking the question: How can I treat, or cure, or change this person? Now I would phrase the question in this way: How can I provide a relationship which this person may use for his own personal growth?"

—Carl Rogers



mbwpg.cmha.ca

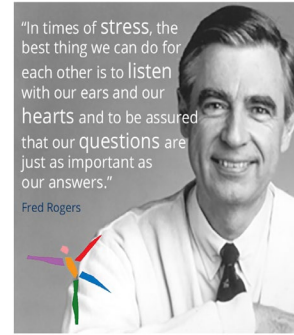
The Secret to Connecting



- Listen Actively
- Respect and Dignity
- Independence and Choice
- Be Non-Judgemental

"In times of stress, the best thing we can do for each other is to listen with our ears and our hearts and to be assured that our questions are just as important as our answers."

Fred Rogers



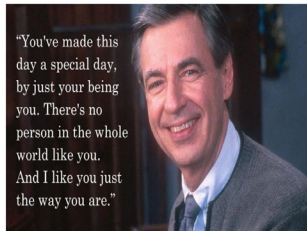
mbwpg.cmha.ca

The Strength-Based Approach



- Core philosophy is that all individuals have strengths and abilities
- When we connect and respond to others we want to focus on the individual's abilities, interests, and accomplishments
- People are experts on their own situation
- Ask what has worked for them in the past, what they prefer, what would make them feel comfortable

"You've made this day a special day, by just your being you. There's no person in the whole world like you. And I like you just the way you are."



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Examples of Strength-Based Responses



- "You were able to get through the temptation to drink and stay sober!"
- "You feel strong because you have overcome many challenges in your life!"
- "You have been to hell and back and lived to tell the story!"
- "You had a difficult weekend but you used your coping skills and have been able to recover from the setback quickly!"
- "You survived years of abuse that could have ended you. It took strength to get here!"



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Connecting about Mental Health and Well-being



• Respond to negative emotions

- Deal openly with a person's feelings of sadness, frustration, anger or resistance and acknowledge those emotions as valid:

EXAMPLES:

"Wow, it sounds like you feel really frustrated with this situation."

"You are angry at your daughter because she did not show up for Thanksgiving Dinner."

"It is very annoying when a neighbor plays their music so loud!"

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Connecting about Mental Health and Well-being



• Ask questions to start some problem solving

- Questions can help people start thinking about what they are going to do, how they solved similar issues in the past and also gets them to identify some coping mechanisms:

EXAMPLES:

"Would do you usually do when you feel this stressed?"

"Have you and your daughter ever had this problem in the past? How did you approach it that time?"

"What are you going to say to your neighbor about the loud music?"

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Connecting about Mental Health and Well-being



• Ask questions that help create connections with fear and anxiety

- It is not uncommon for a person to feel immobilized by fear and anxiety about a difficult or stressful situation. These fears are often kept hidden and can have an impact on mental health. Calmly and openly discuss the fears so that the other person can move to productive problem solving:

EXAMPLES:

"What is the worst thing that can happen in this situation?"

"If that were to happen, how would you handle that?"

"What are the chances that will actually happen?"

"What is the best thing that can happen in this situation?"

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Connecting about Mental Health and Well-being



• Ask questions about coping strategies

- These questions connect people to feelings of empowerment and to the options they can try to manage their problem. It brings ideas forward and can create an opportunity to brainstorm options with them if that would be helpful:

EXAMPLES:

"I am sure there are times when you feel like giving up. What keeps you from doing that?"

"I can imagine these problems are causing you to feel very stressed out. How do you take care of yourself?"

"Would it be helpful if we took a few minutes to brainstorm some solutions to this problem?"

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Validation



- Positive feedback meets a basic need we all have for validation
- The message that we are good, capable, acceptable, likable, and appreciated is important
- It is a form of communication that encourages a person and helps them recognize their value and worth



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Examples of validating statements



- “You are a survivor!”
- “You don’t deserve that!”
- “I am sorry to hear that!”
- “You did the best you could under those circumstances!”
- “I believe you!”
- “I am so sorry you went through that and am glad you are here!”
- “That must have been difficult for you!”

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Responding to difficult people



- Focus on the behavior not the person
- Refer to what he or she says, not what you think they mean or intend
- Focus on describing the behavior than conveying judgement
- Share information and observations, not on giving advice
- Be aware of timing – is this a good time to be sharing feedback and observations or are they already feeling too stressed or in crisis?
- Do not imply that you know anyone’s motive or reasons behind the behavior or actions – avoid making conclusions

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Connecting about Mental Health



- “How are you feeling?”
- “That must be hard for you, have you talked to anyone about that who can provide some help?”
- “Can I share something that I have noticed about you recently?”
- “I am concerned because I saw you behave in a very aggressive way with your neighbor. Can we talk about what happened there?”
- “Have you talked to a doctor or a family member about what you are experiencing?”
- “What can I do to help you reach someone who can help you?”

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How to Feel Confident when Helping Others



- Give yourself permission to not have the answers and to say, “I don’t know but let’s put our heads together to figure out who can be helpful in this situation.”
- Recognize that kindness and connection is already helping others tremendously
- A great way to help someone is to be available to talk about their feelings, encourage them to think about what they are experiencing and brainstorm with them ways to get help

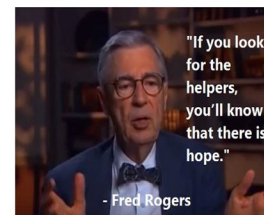


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Mental Health Resources



- Family doctor
- Crisis Resource Centre (CRC)
817 Bannatyne
204-940-1781
- Mobile Crisis Service
204-940-1781
- CMHA Service Navigation Hub
930 Portage Avenue
204-775-6422



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Older Adult Services Available from CMHA



Mental Health and Older Adults –1 hour Workshop

This workshop will look at mental health problems and growing older. The topics covered in this workshop include:

- A look at common mental health problems in the older population
- Barriers to seeking help
- Community resources

Older Adult Stream in our Well-Being Learning Centre – Coming Soon

To a location near you in 2020



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Thank you

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The Well-Being Learning Centre
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Appendix F: Service Coordination Priorities

Community area: Downtown/Point Douglas

Table number: 1 & 2

The one service coordination priority for the upcoming year to address healthy aging will be:

- Recognizing our own strengths and limitations, while connecting and sharing workload often and as needed

Next steps to accomplishing priorities:

- Keeping focus on the priorities of older community members when developing programs and planning
- Stream-lining connections and networking by using Senior Resource Finders as the community information and referral hub
- Continue to connect and foster relationships among downtown and point douglas (and beyond) services providers and organizations
- Maintaining and growing network groups
- Exploring connections with businesses that support senior (i.e. Northway Pharmacy)

Community area: River Heights/Fort Garry

Table number: 3

The one service coordination priority for the upcoming year to address healthy aging will be:

- Increased social engagement and referral

Next steps to accomplishing priorities:

- Conduct comprehensive environmental scan of programs, services, facilities, transportation and accessibility options in the WRHA geographical area

Community area: River Heights/Fort Garry

Table number: 4

The one service coordination priority for the upcoming year to address healthy aging will be:

- Make the broader community aware of who and what we are and how to access the services that are available

Next steps to accomplishing priorities:

- Media (include ethnic specific media) partnering with community newspapers
- Partner with variety of faith groups: ensure that we are on their bulletin board and have a champion at each location

Community area: Regional/Provincial

Table number: 5

The one service coordination priority for the upcoming year to address healthy aging will be:

- Working with other service providers and communities

Next steps to accomplishing priorities:

- Rainbow Resource Centre and Canadian National Institute for the Blind to collaborate for 2020 Pride Parade
- Share resources/capacity: “Tri Shaw” - CNIB (like a rickshaw) and “Pilots” – Rainbow Resource Centre. Over the rainbow program to have passengers from both groups. Age friendly, all ages, more than Support Services to Senior and cross generational
- Sharing knowledge between groups

Community area: River East/Transcona

Table number: 7

The one service coordination priority for the upcoming year to address healthy aging will be:

- Creating a supports to seniors in Kildonan’s meeting group

Next steps to accomplishing priorities:

- Social Engagement
- Support service provider training
- Mental health promotion

Community area: Transcona

Table number: 8

The one service coordination priority for the upcoming year to address healthy aging will be:

- Closer collaboration – A) Team and B) Community

Next steps to accomplishing priorities:

- Regular meeting dates – who should be at “the table”?
 - “Team” as one stream
 - Wider Community as a second stream
- Collaborative mental health event (East Park Lodge/another venue?)
- Understanding mental illness event? Addictions?

Community area: Seven Oaks/Inkster

Table number: 9

The one service coordination priority for the upcoming year to address healthy aging will be:

- Service provider open house

Next steps to accomplishing priorities:

- Partner meetings to choose date set goals and concept
- Promotion through our various channels of communication
- This project would promote awareness of existing resources to new audiences and encourage word of mouth
- Encourage “bring a buddy”
- The event could promotion opportunities for volunteerism, and other forms of engagement

Community area: St. Boniface/St. Vital

Table number: 10

The one service coordination priority for the upcoming year to address healthy aging will be:

- Transportation and mobility

Next steps to accomplishing priorities:

- Write to MLA – ask for help available
- Bus driver, to grocery stores, malls, Christmas lights, parks, swimming, south bench, etc.
- Coordinate with other groups within our area
- Winnipeg River Charter services
- Snow cleared, door to door service

Community area: St. James Assiniboia/Assiniboine South

Table number: 11

The one service coordination priority for the upcoming year to address healthy aging will be:

- Mental health and addictions

Next steps to accomplishing priorities:

- Contact Sheryl from Canadian Mental Health Association to present at both senior centres and with Manitoba Housing
- Set up caregiver support groups within the geographic area
- Partner with Caregiving with Confidence for self-care initiatives in the geographic area (talk with Kelsey at Caregiving with Confidence)
- Develop a therapy dog program at the senior centre
- Linking MB housing older adults into these initiatives (promoting them to MB housing with an aim to also schedule delivery at Mb Housing)

Appendix G: Participant List 2019

Name	Organization
DOWNTOWN & Point DOUGLAS	
Serena Bittner	Downtown Senior Resource Finder
Melanie Reimer	West Downtown/Broadway Seniors Resource Finder
Amy Krahn	Winnipeg Regional Health Authority
Anna Murray	Kekinan Inc./ Winnipeg Housing Rehabilitation Corporation
Liz Shewchuk	Manitoba Housing and Renewal Corporation (W.H.R.C.)
Kendall Jackson	Manitoba Housing
Monica Grocholski	Point Douglas Seniors Resource Finder
Cristine Schroeder	The Bethania Group – ArlingtonHaus, Autumn House & Sunset House
Jose Chincilla	West End Active Living Centre
Orlando Buduhan	West End Active Living Centre
Rod Domingo	West End Active Living Centre
Ewa Wadowska	Winnipeg Housing Rehabilitation Corporation (W.H.R.C.)
Fiona Clark	Winnipeg Housing Rehabilitation Corporation (W.H.R.C.)
Victoria Skovrlj	Winnipeg Housing Rehabilitation Corporation (W.H.R.C.)
Arle Jones	Winnipeg Regional Health Authority
Claire Meiklejohn	Winnipeg Regional Health Authority
Vince Sansregret	Winnipeg Regional Health Authority
Kathy Majowski	Winnipeg Regional Health Authority
FORT GARRY/RIVER HEIGHTS	
Doreen Smith	Fort Garry Seniors Resource Finder
Patti Berube	Fort Garry Seniors Resource Finder
Bob Newman	Pembina Active Living 55+
Jerry Jerrett	Pembina Active Living 55+
Sandra Sukhan	Pembina Active Living 55+
Patricia Flaws	Pembina Active Living 55+
Chas Van Dyck	Assiniboine South & River Heights Seniors Resource Finder
Debbie Wolfson	Assiniboine South & River Heights Seniors Resource Finder
Martin Landy	Assiniboine South & River Heights Seniors Resource Finder

REGIONAL/PROVINCIAL

Amanda Macrae	A & O Support Services for Older Adults
Erin Crawford	Alzheimer Society of Manitoba
Kelsie Dueck	Caregiving with Confidence
Jessie Klassen	CNIB Foundation
Joanne Fabian	CNIB Foundation
Connie Newman	Manitoba Association of Senior Centres
Jim Hamilton	Manitoba Association of Senior Centres
Samantha Rodeck	Manitoba Association of Senior Centres
Kelly McCaw	Meals on Wheels of Winnipeg Inc.
Rhonda Gardner	Meals on Wheels of Winnipeg Inc.
Ellie Caslake	Rainbow Resource Centre
Alannah McBride	Winnipeg Regional Health Authority
Hilary Thome	Winnipeg Regional Health Authority
Laurel Rose	Winnipeg Regional Health Authority
Terri Bowser	Winnipeg Regional Health Authority

RIVER EAST

Jodi Barbosa	BethaniaHaus (Bethania Group)
Carolyn Nickel	BethaniaHaus/ KingsfordHaus (Bethania Group)
Colleen Bergen	Donwood Manor Elder Persons Housing Inc.
Noreen Kohlman	Donwood Manor Elder Persons Housing Inc.
Michael Sweeney	Elmwood EK Active Living Centre
Therese DeMare	Elmwood EK Active Living Centre
Megan Wallace	Good Neighbours Active Living Centre
Regine Genido	Good Neighbours Active Living Centre
Susan Sader	Good Neighbours Active Living Centre
Tanya Swanson	Winnipeg Regional Health Authority
Deb Vanance	Winnipeg Regional Health Authority
Tonya Beveridge	Winnipeg Regional Health Authority
Erna Wiens	Kingsford Haus Coop (Bethania Group)

TRANSCONA

Julie Perry	Support to Seniors in Group Living
Kathy Rennie	Support to Seniors in Group Living
Colleen Tackaberry	Transcona Senior Resource Finder
Carol Fletcher	Transcona Senior Resource Finder

SEVEN OAKS/INKSTER

Alice Steinke	Brooklands Active Living Centre
Elsie Picklyk	Brooklands Active Living Centre
Marlene Hazzard	Brooklands Active Living Centre
Dan Saidman	Gwen Sector Creative Living Centre
Anne Love	Keewatin Inkster- Senior Resource Finder
Harvey Sumka	Keewatin Inkster - Senior Resource Finder
Patricia Torgerson	Manitoba Housing
Bev McCallum	Middlechurch Home of Wpg
Lila Knox	NorWest Co-op Community Food Centre
Susan Fletcher	Senior Oaks - Senior Resource Finder
Evan Zarecki	Winnipeg Regional Health Authority

ST. BONIFACE /ST. VITAL

Khalid Mahmood	Archwood 55 Plus
Marilyn Robertson	Archwood 55 Plus
Megan Moore	St. Vital/St. Boniface - Senior Resource Finder
Micheline Mulaire	Francophone - Senior Resource Finder - Conseil des francophones 55+
Denise Kenny	L'Accueil Colombien Inc.
Kadi Hébié Soulama	La Fédération des aînés franco-manitobains (FAFM).
Lucienne Châteauneuf	La Fédération des aînés franco-manitobains (FAFM).
Cathy Cortvriendt	Manitoba Housing
Diane Lévêque	Place Des Meurons
Cesar Gonzales	Youville Centre

ST. JAMES ASSINIBOIA/ASSINBOINE SOUTH

Sharon Walters	Winnipeg Regional Health Authority
Nicholas Rush	Manitoba Housing
Meaghan Wilford	St. James-Assiniboia 55+ Centre
Sarah Vinck	St. James-Assiniboia 55+ Centre
Lisa Newman	Winnipeg Regional Health Authority
Lorna Shaw-Hoepfner	Winnipeg Regional Health Authority
Elizabeth St. Godard	Winnipeg Regional Health Authority

FLOATING/PRESENTERS

Sheryl Giesbrecht	Canadian Mental Health Authority
Karen Kyliuk	Winnipeg Regional Health Authority
Jeanette Edwards	Shared Health
Hana Forbes	Winnipeg Regional Health Authority
Carmela Samaniego	Winnipeg Regional Health Authority
Kathy Henderson	Winnipeg Regional Health Authority