



Winnipeg Regional
Health Authority

Caring for Health

Office régional de la
santé de Winnipeg

À l'écoute de notre santé

Support Services to Senior Education and Collaborative Planning Session

Held on October 23, 2006

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Support Services to Senior Planning Day: “Collaborative Planning Report”

Summary

It is the third year that the Winnipeg Regional Health Authority (WRHA) Support Services to Seniors Collaborative Planning Day has taken place.

Key accomplishments identified this year have been:

- The increased opportunities for Support Services to Seniors agencies and WRHA to network and continue in enhancing their relationships.
- The increased development and implementation of intergenerational programs.
- The work of communities to encourage older adults to get *in motion* by implementing Steppin’ Up exercise classes, SMART, walking groups, community events such as the Spring Fling, Mardi Gras Windup etc.
- The planning, developing, implementation, and evaluation of programs and services (such as health fairs, community gardens, safety awareness, social activities, Emergency Response Information Kit, cooking clubs, welcome kits, meal programs, Camp Live Well, Livin’ It Up, caregiving workshops, Paws with a Cause etc.).
- The communities addressed transportation concerns by working collectively on implementing shuttle bus services, cab clubs, taxi vouchers and volunteer escort transportation.

The summary of priorities overall are:

- To continue efforts to reduce social isolation and empowering older adults.
- To continue working on transportation concerns.
- To continue to offer and maintain programming to older adults.
- To increase awareness and integration of health care/community resources for older adults.
- To continue to explore physical activities for older adults.
- To develop a comprehensive action plan to respond to diverse aging needs.
- To recruit and retain volunteers.

This is the third year that Support Services to Seniors has held a collaborative planning day. Some of observations made this year were:

- There is increase awareness of the range of Support Services to Seniors provided.
- Increased collaboration between agencies especially in community areas has been occurring.
- Increased achievements have been made due to collaboration and partnerships.
- Increased networking among agencies.
- Increased collaboration in working together to address social isolation, transportation, and active living has occurred.
- Increased understanding of regional and community based resources is apparent.

The work carried out by the Support Services to Seniors grant funded agencies board members, staff and volunteers in program and service delivery exemplifies the need to work collaboratively to address the diverse needs of the aging population.

Background

The Winnipeg Regional Health Authority (WRHA) Support Services to Seniors Program prepared this report based on the collaborative and education -planning session held on October 23, 2006. Barb Gemmell, facilitator, from Gemmell Training & Consulting compiled her resources from the following websites:

- 1) www.charityvillage.ca - Library: Research Section (Organizational Development, Strategic Planning)
- 2) www.axi.ca - Resources: Articles; Tips, Tools and Resources:

The facilitator identified the following resources as tools each community area could utilize for their planning process. The tools included:

- A strategic planning definition
- What are the steps to planning?
- Get ready to plan
- Affirm Mission/Mandate, Values, Vision
- Assess the Current Situation-
Accomplishments/Success/Strengths
- Scan the External Environment, Identify Issues

- What? So What? Now What?
- SWOT – Strength, Weaknesses, Opportunities, and Threats
- Set Priorities, Develop Action Plans
- Write the Plan
- Implement the Plan
- Monitor progress, evaluate and celebrate
- Planning Worksheet

Preamble

More than 76 participants attended from Support Services to Seniors programs and services for the Education and Collaboration Planning session held on October 23, 2006. Participants included funded agency board members, sponsoring agency staff, WRHA community area directors, seniors health resource team representatives, community facilitators and researchers.

Participants were assigned to tables, based on the twelve (12) community areas in the Winnipeg Region. This enabled participants to discuss issues and plans based on geographic populations of older adults.

The objectives of Support Services to Seniors Planning Day were:

- To provide an opportunity for Support Services to Seniors agencies and providers to network with one another.
- To increase participants' understanding of board/staff relations.
- To continue to plan together to support healthy aging and aging in place.
- To provide an opportunity for knowledge transfer (research to practice).

The day began with opening remarks and presentation of the day's objectives by the facilitator and Regional Director, WRHA Primary Health Care. Each of the tables was asked to stop and celebrate their achievements throughout the year. Each of the tables reported back to the larger group and shared their accomplishments.

Then each of the tables was asked to identify what they learnt about planning from the previous year. The objective was to identify what worked well and what needed improvement. Time was given to allow each of the tables to reflect on what was written, discussed, seen as challenges, areas for problem solving and the sharing of tips. The objective for the reflection was to increase understanding of the planning process.

The facilitator provided a handout of various tools to strengthen the planning process. These tools focused on scanning and identifying issues. Each community area table was also provided with resources that included community profiles, senior's population data sheets, summary profile reports, Support Services to Seniors summary planning report and the social isolation summary report (University of Manitoba, 2006). The objective was for each table to become familiar with tools and resources, which could be used to assist in setting priorities.

Participants then identified two priorities for Support Services to Seniors in their respective community areas. Addressing community area and regional issues provided an opportunity for Support Services to Seniors staff and board members, WRHA Community Area directors, senior health resource teams and community facilitators to network, integrate, explore and collaborate to develop an integrated plan for Support Services to Seniors.

Time was allotted for each table to present one priority for the upcoming year to the larger group back.

The wrap up and next steps were summarized by the Regional Director of Primary Health Care and this included an overview of the funding planning request application and evaluations for the day.

Group Discussions Notes

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

Assigned Groups	Achievements	Priorities
Downtown and Point Douglas Community Area	<ul style="list-style-type: none"> - Opportunity to network with WRHA and other agencies - Partnering with other agencies (e.g. SHRT, DSRC, A & O, Seniors Home Help, Lions housing, etc) - Walking group development - In motion program - Increased community social activities (i.e. always have food) - Intergenerational programs - Coffee parties / seniors forums for small groups - WRHA Seniors Project at 515 Elgin, 444 Kennedy and 385 Carlton - Monthly calendar and newsletters delivered to tenants at each building by the Seniors Home Help - ERIK presentations, Health Fairs, transportation programs at Broadway Seniors Resource Council - Developed NEW Tenant Association at Arlington House - Isolation – collaboration, safety, meal program. Needs assessment for the use of radios and schools 	<ul style="list-style-type: none"> - Provide Mental Health Supports & Human Resources <ul style="list-style-type: none"> o Not only access, but capacity of the increased needs for long-term care, multiple issues, clients who do not have advocates - Reduce social isolation and empower seniors for self management - radio <ul style="list-style-type: none"> o Social activities, transportation o Check your neighbour, friendly visiting o Chronic Disease Management Program - Health Promotion – relevant resources for Aboriginal Seniors. <ul style="list-style-type: none"> o Utilizing wellness clinics, health promotion, advertising health fairs

Assigned Groups	Achievements	Priorities
	<ul style="list-style-type: none"> - Transportation – collaboration, funding, legal/logistics, sustainability, 20 people (King Transport?) - Check your neighborhood – buddy system - Urban green teams – information in mailbox - Friendly visiting - Men’s group – information at senior centre - Re-establishment of a new downtown seniors resource council, partnering with Age & Opportunity as the main sponsor for the council - KLINIC – maintaining established programs - Point Douglas – increased accessibility to population health programs at Mount Carmel Clinic to residents in the area – focusing on Aboriginal seniors, immigrant population and youth - Increased participation on the board of directors - Established new congregate meal programs at McClure Place and 1061 Sargent Ave - New commissary kitchen style meal program – meals are delivered to buildings and dished out to participants - Security in MHA (i.e. Powers & Lord Selkirk Park) - Increase networking in all areas - Increase safety awareness (Safe 	<ul style="list-style-type: none"> - Sustainable funding to continue programs already in place (i.e. Shuttle bus) <ul style="list-style-type: none"> o Utilize partnerships with political, faith churches and community centres. o Hire someone with experience and interest in fundraising

Community and Safety Aid -Age & Opportunity)

- Increase in networking
- Shuttle bus to northeast apartment blocks
- Increase in safety issues awareness (safer communities; needs assessments; safety aids)
- Groups working together
- Community social activities
- Intergenerational programming at Lions
- Adequate mental health services
- Access and capacity to address high needs
- Social isolation – empowering
- Health promotion

<p>Fort Garry and River Heights Community Area</p>	<ul style="list-style-type: none"> - Intergenerational Programming <ul style="list-style-type: none"> o Seniors are cool o School partnerships - Steppin' Up <ul style="list-style-type: none"> o Peer-led (Seniors) exercise classes - NRN – Neighbourhood Resource Network - Education at apartment blocks: Making resources available to staff & public <ul style="list-style-type: none"> o Falls Prevention o Home Care o Active Living - Community Health & Wellbeing Speakers - Research – ALCOA (healthy living & falls prevention) - ERIK – book marks and updating - Newsletter - Shuttle bus - FYI Pamphlets - SMART Program began with 1 now 4 - A & O Advancing Age Strategy - Community Support - Fort Garry Seniors Resource Council in place - Presentations council - MLA Support - PSA's Public Awareness - Phone tree - Episodic volume - ERIK book marks 	<ul style="list-style-type: none"> - More human resources <ul style="list-style-type: none"> o Full time Fort Garry Resource Coordinator o Second full time for south Winnipeg o More Home Care - Affordable housing <ul style="list-style-type: none"> o Subsidized assisted living o Supportive housing o Supportive housing in combo with subsidized assisted living with less red tape - Urban Planning <ul style="list-style-type: none"> o Sprawl vs. Services o E.g. Lindenwood Manor <ul style="list-style-type: none"> ▪ Far from most stores ▪ No crosswalk ▪ No sidewalk ▪ Poor bus routes (1+ hours)
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- Tenant resource (2 positions)
 - o Targets isolation
 - o Lindenwood
 - o Men's group
- Home Owner's Committee in the works to bring issues to council
- General Bing Oakenwald School participated in events to link community
- CAB Clubs – used when there is not enough to fill a bus (home owners isolated)
- Rotary Villa – funding
- MLA – funding for shuttle

Focus

- More human resources
- Health resource team / assess
- Tenant resource coordinator needed in south Winnipeg (2 in FG – none in RH, FG/AS)
- Home Care Support Workers and Case Coordinators - Not enough in both areas
- Front line staff undervalued – education
- More involvement with senior's Resource Councils
- Should be apart of theses workshops – work together
- Fort Garry – 14, 000 seniors (21.7 %). - 0.5 position
- South Winnipeg – 25,000 highest 75+ (9.6 %) – need 2 full-time to address needs

<p>St. James Assiniboia and Assiniboine South Community Areas</p>	<ul style="list-style-type: none"> - Location – best place for Senior Centres / Services - Transportation - promoting rides for seniors program (Idea: PSA/TV ad sponsored by a corporation) - Isolated seniors <ul style="list-style-type: none"> o Friendly connection Program partnered with Charleswood Senior Centre o Develop a pamphlet that targets people who know of isolated seniors o Daily hello and outreach worker o Community Cooking Clubs o Living alone workshops - Yearly Health Fair with Jim Rondeau (450 participants) - Diabetes Education Program in St James area - Successful Flu clinics with increased volunteers & seniors reached - Grants received to do a telephone survey on needs assessment in Charleswood / River Heights area 	<ul style="list-style-type: none"> - Dealing with isolated seniors - Friendly connection telephone program recruiting volunteers - Partnering with CSC - Increase drivers for seniors transportation - Community health fair by MLA Jim Rondeau - Cooking club, working with food stores, STWG - Charleswood Senior Centre assess needs of Charleswood Senior Centre - Increase diabetes education - Flu clinics
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<p>River East and Transcona Community Areas</p>	<ul style="list-style-type: none"> - Winter walk ability research - Developed “Active Living Committee” – organization & committee members - 2 in motion grants for \$ 3,000 - Seniors & workplace committee (i.e. Couch potato race) - Trails – Trans-Canada - Indoor walking programs – 2 schools / malls - 2 grandparent’s picnics - 4 community walks – themes (paddy day, spring fling, boogie, Canada day) - Part of daily practice - Grant to hire Elwood outreach – beautify Elmwood - Welcome Kits - development of informal networks 	<ul style="list-style-type: none"> - Increase awareness and integration of health care / community resources for seniors - Meeting between Access River East primary care staff and Support Services to Seniors (GNCS, RECS & SHRT) this Thursday - Eventually to involve private practitioners - What happens at Access River East?
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<p>St. Vital and St. Boniface Community Areas</p>	<ul style="list-style-type: none"> - Expansion to Portage and Brandon of the Safety Aid Program - This Full House Program – United Way funded for another year - ERIK – continues to do well. Working at increasing awareness through PSA’s, Etc - Winter Outings Transportation Programs – well utilized - “Camp Live Well” offered over the past 2 summers (combining healthy lifestyle & nutrition information) - Seniors Health Clinics offered in 5 apartment blocks in St Vital - Living Well is the signature program 	<ul style="list-style-type: none"> - Connecting with ESL Classes to increase knowledge about Health Care Services - Explore the possibility of incorporating Support Services to Seniors in Group Living and Tenant Resource Program for Seniors residence blocks in St Vital / St Boniface to address daily needs on a more ongoing basis because sponsoring agencies can not address all the needs (Youville, Centre de Santé) - Explore and study the physical activities programs and services established in the St Vital / St Boniface area. In order to establish a strategy with the help of “In motion-Winnipeg” to meet the needs of the seniors
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<p>Regional Areas</p>	<p><u>Age & Opportunity</u></p> <ul style="list-style-type: none"> - Elder Abuse Workshop/Conference with related services and increased partnerships - Networking amongst professionals – ongoing - Trying to develop safe accommodations for seniors – work in progress - This Full House Program – one year funding from United Way - Centre facilitators in communities – increased outreach - Open up meal program to community at 817 Main - FV Program expansion – Paws for a Cause - Advanced Age Shuttle Bus Initiative - Board development – revising board governance model - May 2007 – 50th anniversary - Government policy emphasis to respond to diverse population – Seniors Secretariat Strategic Planning <p><u>Dentistry</u></p> <ul style="list-style-type: none"> - Elimination of financial barrier - Expansion of services - Personal Care Home contract for accountability - Dental hygiene services <p><u>Medication Line for the Elderly (MILE)</u></p> <ul style="list-style-type: none"> - Expansion of services to include all ages - Expansion of services to include patient consult 	<ul style="list-style-type: none"> - Development of a comprehensive action plan to respond to diverse aging needs <ul style="list-style-type: none"> o Government policy needs to encompass – planning ahead o Policy needs to develop overall strategy – strategic plan o Problem: home care is hospital replace program vs. a home support program o Funding implementation is next critical step o Disproportionate funding level to group with disproportionate percentage of population - Barriers – volunteerism – recruitment and recognition
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- Outreach presentations
- University of Manitoba Outreach Award

Ruperts Land Caregiver Services

- Expand educational and information sessions
- Raise profile and recruited more volunteers
- Raised money to run conference
- Expanded support group
- Manitoba Council on Aging Award

Manitoba Association of Multipurpose Senior Centres

- 2 workshops for board and staff of senior's centres
- Researched and developed salary grid for staff
- Visited 3 rural centres
- Advocating for sustainable funding for senior centres

Canadian National Institute of the Blind (CNIB)

- Centralized intake done within 1 to 2 weeks of referral
- SMART Program to provide adapted exercise program for the blind
- Obtained funding for peer-leader training (New Horizons Grant)
- Advocacy with all levels of government regarding affordable, accessible transportation

Centre on Aging

- May symposium (every year) on issues (research & practical) of interest/concern to seniors

- Free registration; well attended by researchers, practitioners and seniors
- Email distribution of information
- Data bank – list of seniors willing to participate in research

Manitoba Housing Authority

- Congregate meal program opening at 340 Princess
- Commissary; meal program 817 Main Street
- Awaiting meal program at 555 Ellice Avenue and 340 Carlton Street

Learnings

- Sustainable funding – planners of our own destiny
- Obtain this skill and set into board
- Different spin on topic – education to board on funding
- Collaboration with other agencies – MAMSC
- Enhanced communication – newsletter
- Funding alternatives / fundraising
- Innovative programming
- Resource sharing / sources
- Promotional tool
- Best practices
- Recognition of achievements
- Partners Seeking Solutions with Seniors have been developing more outreach programs for alcohol, gambling and medication addictions

	<ul style="list-style-type: none">- Partnerships with culture groups in the community- Workshop seminars- Member collaboration for MAMSC display board- Contest – incentive based	
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