



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

Community Development – Healthy Aging Education and Collaborative Planning Session Report

Friday, October 26, 2018

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

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Summary

On Friday, October 26th, 2018, one-hundred and twenty three participants attended the fifteenth annual Community Development – Healthy Aging Education and Collaborative Planning Day hosted by the Winnipeg Regional Healthy Authority (WRHA). The intent of these sessions is to promote ongoing relationship building, network sharing and collaboration between funded Support Services to seniors’ agencies and WRHA programs and services. Cooperative planning, accomplishment sharing and identification of service coordination priorities provide a venue for stakeholders to increase knowledge exchange and develop mechanisms to deliver programs and services.

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 Manitoba Health, Seniors, and Active Living - Seniors and Healthy Aging representatives.

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

85.4% of participants responded favorably in the planning day’s evaluation form. The participants also 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 Community Development – Healthy Aging prepared this report based on the day’s presentations, activities and discussions.

The official welcoming was provided by Gina Trinidad, Chief Health Operations Officer, Continuing Care and Community. Carol Schaap, Primary Health Care Initiative Lead, reviewed the day’s agenda and objectives. The agenda and objectives can be found in **Appendix A: 15th Annual Community Development - Healthy Aging Services planning day agenda.**

Vikas Sethi, Executive Director, Integrated Palliative, Primary and Home Health Services presented on the Home Care program. Some highlights of the presentation are as follows:

- Overview of Home Care services including Priority Home and Rapid Response Nursing
- 80% of clients are over 65 years of age
- Home Care serves approximately 15,000 clients at any one time
- 4,000 staff that includes case coordinators, nurses, resource coordinators, home care attendants, home support staff, etc.
- 350,000 visits (over 9,000 clients) made by home care attendants and home support workers monthly

- 68,000 visits (over 3,500 clients) made by Home Care nurses monthly
- There is a Home Care Advisory Council for public participation

Maria Cotroneo, Director, Primary Health Care, Integrated Primary and Home Health Services and Carol Schaap, presented on Primary Health Care. Some highlights included:

- Primary health care views the individual as a whole being from the physical, spiritual, emotional and intellectual perspective; integrates and is intersectoral; emphasizes health promotion; works as a multi-disciplinary team and consists of various sectors
- Primary care is one component of primary health care; is a person's first point of contact in the health system; and includes health services that are located in the community such as family doctors, nurse practitioners, physician assistants, nurses, midwives, pharmacist, therapist, dietitians, social workers, etc.
- Reviewing the objectives of service coordination
- Discussing the continuum of care and collaboration continuum

The PowerPoint presentations can be found in ***Appendix B: Moving Forward Together – Collaboration and Integration of Service Coordination Home Care and Primary Health Care.***

Following these presentations, panel members presented on their examples of service coordination in their community area. The In Action – Collaboration and Integration of Service Coordination panel members included:

- Monica Grocholski, Senior Resource Coordinator, Point Douglas Seniors Coalition
- Amanda Macrea, CEO, A & O: Support Services for Older Adults
- Noreen Kolhman, Tenant Resource Coordinator, Donwood Manor Elderly Person's Housing
- Harvey Sumka, Senior Resource Coordinator, Keewatin Inkster Neighbourhood Resource Council
- Becky Chisick, Executive Director, Gwen Secter Creative Living Centre
- Susan Fletcher, Senior Resource Coordinator, Seven Oaks Seniors Links

These panel presentations and discussions provided examples that demonstrate how program and service areas partner, communicate, cooperate, coordinate and collaborate towards an integration of service coordination to assist older adults to live independently in their community. The highlights of the panel presentation can be found in ***Appendix C: In Action – Collaboration and Integration of Service Coordination panel presentations.***

The afternoon working exercise ***“Sharing Accomplishments – how, where, what, why and when”*** began at the working tables. The accomplishments were compiled from the WRHA planning day documents that are sent out yearly to WRHA funded agencies. This exercise allowed participants to stop, celebrate and share their past year's successes as well as obtain

needed information to look at new initiatives for the following year. The complete overview of accomplishments can be viewed in **Appendix D: Sharing Accomplishments**.

The second working exercise of the day was **“Priorities Table Topic Exercise”** and was conducted in small group discussions. Each table was asked to reflect on the day’s presentations, panel discussions, past year’s priorities, as well as the Collaboration Continuum (The Collective Impact, Developed by Tamarack: An Institute for Community Engagement, 2013). Each table was given the task to collectively decide on two service coordination priorities for the upcoming year.

A summary of the priorities include:

- Increasing public awareness of programs and services (i.e. pop-up office, understand role clarity)
- Continued community development and collaboration (i.e. all organizations work and plan together)
- Increase social engagement and decrease social isolation
- Accessibility (i.e. from language barriers, buildings, financial resources, transportation, accessing programs, etc.)
- Knowledge exchange (understand roles of organization and learn from each other; do not re-invent the wheel)
- Reviewing systemic process (stay receptive and flexible enough to assess the circumstances)
- Developing or enhancing inter-agency networks (stay connected with common goals)
- Mental health for all
- Multicultural programs and services that are culturally appropriate for all older adults
- Transportation options and break down barriers
- Working with younger older adults (offer workshops, courses, and pre-refinement expectations)

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

It was echoed throughout the day regarding the importance of continued collaboration and partnerships across community sectors and social and health services to provide healthy aging programs to support and enable optimal health and well-being of older adults in the community. The day’s closing remarks acknowledged the continued dedication and determination to address the key priorities in the upcoming year.

Appendix A: 15th Annual Community Development- Healthy Aging Services Planning Day Agenda

15th ANNUAL COMMUNITY DEVELOPMENT – HEALTHY AGING SERVICES Moving Forward Together in Service Coordination PLANNING DAY AGENDA

8:30 am	<p>Registration, Network and Refreshments</p> <p>Getting to Know your Community</p> <p>Welcome and Opening Remarks</p> <p>Moving Forward Together – Collaboration and Integration of Service Coordination</p> <p>Home Care Presentation</p> <p>Wellness Break</p> <p>Moving Forward Together – Collaboration and Integration of Service Coordination</p> <p>Primary Health Care Presentation</p> <p>In Action - Collaboration and Integration of Service Coordination Panel Presentations</p>	<p>Work Tables</p> <p>Gina Trinidad</p> <p>Vikas Sethi</p> <p>Work Tables</p> <p>Maria Cotroneo & Carol Schaap</p> <p>Panel Members</p>
12:00 pm	<p>Lunch Break</p> <p>Sharing Accomplishments</p> <p>Table Topic: Identify Two Service Coordination Priorities for the Upcoming Year and Immediate Next Steps</p>	<p>Work & Display Tables</p> <p>Work Tables</p> <p>Work Tables</p>
4:00 pm	<p>Summary, Wrap Up and Evaluation</p> <p>Follow up</p>	<p>Carol Schaap</p>

15th Annual Community Development – Healthy Aging Objectives:

1. To continue to enhance the awareness, knowledge, collaboration and partnerships with Community Development - Healthy Aging.
2. To provide an opportunity for Community Development-Healthy Aging to network, develop relationships, share ideas and collaborate.
3. To provide an opportunity for Community Development-Healthy Aging to gain an understanding of the integration in our health care system and the opportunities where Community Development-Healthy Aging can collaborate to enhance service coordination in addressing healthy aging.
4. To acknowledge, celebrate and learn about the accomplishments that Community Development-Healthy Aging has achieved during the past year.
5. To identify top service coordination priorities that continues to support healthy aging.

Appendix B: Moving Forward Together – Collaboration and Integration of Service Coordination Home Care PowerPoint and Primary Health Care PowerPoint Presentations

Community Development – Healthy Aging 15th Annual Planning Day

Moving Forward Together in Service Coordination Friday, October 26th, 2018



WRHA Acknowledgement of Territorial Lands Statement

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

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



Getting to Know each Other

9:00

Icebreaker handout

- Please introduce yourself to participate at your tables and work together to answer where an older adult would access healthy aging services.
- Please inform the larger group when your table has worked together to complete the form.



Planning Day

October 26th, 2018

Moving Forward Together in Service Coordination

Welcome and Opening Remarks

Gina Trinidad,

Chief Health Operations Officer,
Continuing Care and Community



Agenda

- | | |
|----------------------|---|
| 8:30 to 9:00 | Registration, Network and Refreshments
Getting to know your community
Welcome and Opening Remarks
Moving Forward Together – Collaboration and Integration of service coordination Home Care
Wellness Break
Moving Forward Together – Collaboration and Integration of service coordination Primary Health Care
In Action - Collaboration and Integration of Service Coordination |
| 12:00 to 1:00 | Lunch Break
Sharing Accomplishments
Wellness Break
Priorities for the Upcoming Year and Immediate Next Steps |
| 3:45 to 4:00 | Wrap Up and Evaluation Follow up |



Moving Forward Together

**Collaboration and Integration of service
coordination – Home Care**

Vikas Sethi,

Executive Director,
Integrated Palliative, Primary and Home
Health Services



Wellness Break Recharge, Resources, Refresh, Relax and Reconnect



Moving Forward Together

Collaboration and Integration of Service Coordination – Primary Health Care

Maria Cotroneo,
Director, Primary Health Care
Carol Schaap,
Primary Care Initiatives Lead



What is Primary Health Care?

- Views the individual as a whole being from the physical, spiritual, emotional and intellectual perspective
- Addresses main health problems within a community from the community's perspective
- Integrates and is intersectoral
- Emphasizes health promotion
- Relies on a diversity of trained workers functioning as a multi-disciplinary team
- Consists of various sectors, all of which must be accessible by all of the community



What is Primary Care?

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



Objectives of Service Coordination

- Embraces intersectoral collaboration and interdisciplinary team work
- Improves the health and functioning of people
- Is a person centred approach
- Is a more integrated approach to service delivery
- Provides services in the least restrictive way
- Facilitates the transition from one primary service provider to another
- Incorporates policy analysis and research across governments departments, agencies and community based organizations



Objectives of Service Coordination

- Ensures people have easy access to appropriate services in the system through a coordination process that provides effective, compassionate services
- Integrates the social determinants of health, supports health equity; early intervention and prevention initiatives. This has significant health benefits and reduces direct health costs
- Commits to supporting healthy communities and meaningful engagement of clients/ patients, family members and the public
- Aligns work with each other for greater outcomes

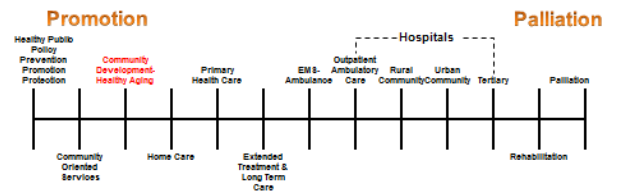


Goals of Integration

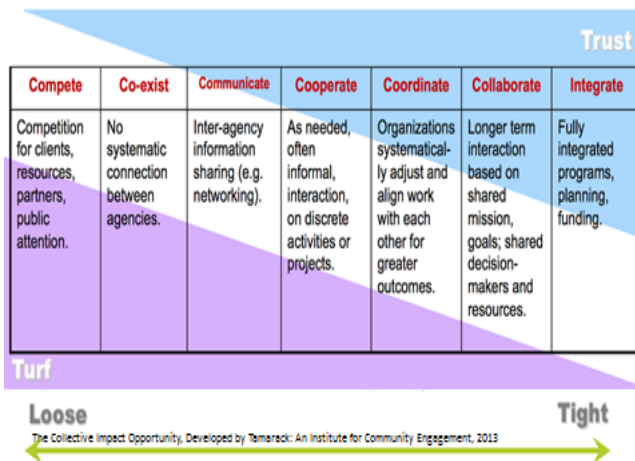
- Efficient and effective client transitions across the care continuum
- Enhanced collaboration between care providers from different areas
- Improved responsiveness and collaboration of an integrated team
- Fully integrated programs and services, planning, funding



The Continuum of Care - Programs/Services



The Collaboration Continuum



Service Coordination in Action

In Action - Collaboration and Integration of Service Coordination

- Point Douglas Seniors Coalition
- A & O Support Services for Older Adults
- Donwood Manor Elderly Person's Housing
- Keewatin Inkster Neighbourhood Resource Council
- Gwen Sectar Creative Living Centre and Seven Oaks Seniors Links



Point Douglas Seniors Coalition

- **Seniors Resource Finder** is seen as the Information and Referral Hub that help link and refer older adults 55+ to community supports, programs and services within their community area.
- **Monica Grocholski**, Senior Resource Coordinator
640 Main Street



A & O: Support Services for Older Adults

- A & O: Support Service for Older Adults' core programs and services are classified under the agency's three foundational pillars: **Safety & Security, Social Engagement and Counselling.**
- These pillars were selected to identify the most important topics and areas of opportunity affecting older adults. By offering these much needed support programs and services, A & O is able to continue enhancing quality of life for older Manitobans.
- **Amanda Macrae**, CEO
280 Smith Street



Donwood Manor Elderly Person Housing

- **Tenant Resource Program** offers a tenant resource coordinator that develops and coordinates a service plan for the older adults 55+ that live in the building.
- **Supports to Seniors in Group Living** provides supports for older adults to assist them with their Instrumental Activities of Daily Living that enables older adults to age in place and remain independent.
- Donwood Manor is a 118 suites assisted living facility with subsidized rent.

- **Noreen Kohlman**, Tenant Resource Coordinator
171 Donwood Drive



Keewatin/Inkster Neighborhood Resource Council

- **Seniors Resource Finder** are seen as the Information and Referral Hub that help link and refer older adults 55+ to community supports, programs and services within their community area.

- **Harvey Sumka**, Senior Resource Coordinator
1625 Logan Avenue



Gwen Sector Creative Living Centre and Seven Oaks Seniors Links

- **Senior Centre** offers a community focal point where older adults 55+ come together for services and programs.
- **Seniors Resource Finder** seen as the Information and Referral Hub that help link and refer older adults 55+ to community supports, programs and services within their community area.

- **Becky Chisick**, Executive Director
- **Susan Fletcher**, Senior Resource Coordinator
1588 Main Street



Lunch Break

12:00

Please take some time to network with the display tables and community organizations

Thank you Hob Nobs!



Sharing Accomplishments

Table Talk:

- At your tables review and discuss accomplishments.
- Time to share: This is an opportunity for you to ask any questions on the who, what, where, why and how these accomplishments achieved.

"Sharing is caring"



Wellness Break

Recharge, Resources, Refresh, Relax and Reconnect

Please take some time to network with the display tables and community organizations.



Two Priorities towards Service Coordination



Table Talk:

- Based on the presentations and exercises today identify 2 service coordination priorities collectively for the upcoming year for your table

Ponder the following:

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



Support Services to Senior Key Areas

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



Wrap Up, Evaluation and Take Away

- Survey Monkey
- Think about the immediate next steps you can do in your organization to increase service coordination as follow up today...



THAT'S A WRAP

The TAKEAWAY



FRIDAY, November 8th, 2019

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

LOCATION: 720 Henderson Hwy
(Free parking and close to bus services)

DATE: Friday, November 8th, 2019

TIME: Registration begins 8:30 AM
Planning Day 9:00 AM to 4:00 PM



Appendix C: In Action – Collaboration and Integration of Service Coordination Panel Presentations

Monica Grocholski, Senior Resource Coordinator

Point Douglas Seniors Coalition

- Point Douglas Service to Seniors Network Group.
- It was formed in June 2015.
- Meets 4 times per year at Hope Centre Health Care.
- Representatives from grass roots, non -profit and government groups.
- Guest speaker component to every meeting.
- Round table discussion on emerging issues.
- Program sharing and updates.
- Freshly baked bannock at every meeting! (thanks to staff at Hope Centre Health Care)
- Healthy Aging Resource Teams attend the network meetings quite regularly. My Health Team have come to present and receive notifications on future meetings and Home Care gets invites via Community Facilitator.

Amada Macrae, CEO

A & O: Support Services to Older Adults

Example #1 - My Health Team presented at last year's SSS Planning Day. Stacey Miller, Manager Community Services reached out to have My Health Team present to A & O's Social Work staff to share how they work with older adults in the community and where their services and A & O's can complement one another. Each My Health Team member reviewed their role on the team, and how they specifically provide assistance to older adults living in the community.

During this presentation, a mutual client of My Health and A & O's was discussed. This example demonstrates the importance of what each worker and agency can contribute towards supporting older adults living in the community. Agencies, staff and older adult clients all benefit from these close, effective working relationships.

Example #2 - In January, 2018 the Team Manager of the Winnipeg West Health Campus contacted A & O to see if a new member of their HART team could spend a day at the Agency to learn about our specialized programs and services. The HART Team Social Worker spent a day shadowing the Agency's Intake, Senior Centre Without Walls, and Senior Immigrant Settlement Services (SISS) programs. Feedback from this HART team member was very positive as she cited that this first hand training experience has helped her in her work with older adults in the community.

"For 12 years I worked within the WRHA home care service and often referred my client's to A & O for support with Will's, POA and Senior Centre Without Walls. Other than these programs I was unaware of what the agency had to offer. In my training, as a Home Care Case Coordinator, I had only been familiarized with this information in my CC mentorship. When I transitioned into

my current position, my manager was able to arrange an orientation day at A & O and I was surprised how little I knew about the programs- when I had been supporting seniors in the community for 12 yrs.”

“The information I was able to receive during my orientation at A & O has enabled me to better support the senior population in my current position with the Healthy Aging Resource Team as our client population is 55+.” ~Lisa Newman, BSW, RSW

**Healthy Aging Resource Team-Facilitator
St. James/Assiniboia Assiniboine South**

Service Coordination Dream (s)

- Client follow-up and next steps – require direct contact(s) to make progress; i.e. having a more direct contact within Home Care
- Easier access to arrange supports; i.e. for a client who has entered a Safe Suite

**Noreen Kohlman, Tenant Resource Coordinator
Donwood Manor Elderly Person Housing**

My name is Noreen Kohlman and I am the Tenant Resource Coordinator for Donwood Manor Elderly Person Housing in the North Kildonan area. Donwood Manor Elderly Persons Housing is 118-unit complex located just off Henderson Highway on Donwood Drive. Donwood Elderly Persons Housing is part of a continuum of housing and health services provided by the Donwood organization that was founded by several Mennonite Brethren churches in the 1970s. Today, the organization maintains close ties with its founding faith communities and is served by a governing Board of Directors comprised of representatives from 8 Mennonite Brethren churches.

On December 1, 2016 our facility, after four years of preparation and renovations, became an assisted living facility geared towards low income seniors.

Since moving to the assisted living program I, with the help and support of Donwood management, have been able to partner with several organizations in order to keep our tenants informed on what is happening in the community as well as bringing in services that may keep them living in their own home as long as possible.

We access the River East Healthy Aging Resource Team better known as HART on a regular basis to do presentations to keep the tenants informed and educated. Some of the topics they have presented on are the changes happening in our medical system, knowing the signs and symptoms of a stroke or heart attack, falls prevention, and elder abuse to name a few.

HART has also partnered with Shelly Hillis, the River East Senior Resource Finders Coordinator, to present on ERIK-Emergency Responders Information Kit and health care directives giving the tenants information on how important these are as well as to how fill the forms out properly.

I work closely with the home care workers as well as case coordinators. We have partnered with the Alzheimer Society to offer them a space in our facility to host an Alzheimer's Support Group once a month. This support group is open to the public.

I have also partnered with a local pharmacy that has a pharmacist come to Donwood once a month to do blood pressure checks for any tenants that would like their blood pressure monitored.

With the encouragement of Donwood management, I have been a member of the River East Seniors Resource Finder Advisory Committee for eight years and have chaired the committee for the last three years. Sitting on this committee has given me great insight as to what is happening within the North Kildonan/Elmwood community giving me information to take back to the tenants to keep them informed as well.

Donwood has contracted a Certified Foot Care nurse to come to our building on a monthly basis to offer foot care services to our tenants. This service has proven to be a great success as she is now considering adding an extra day a month as she is getting so busy.

Donwood also has an arrangement with Victoria Lifeline that our staff will be first responders for all tenants living at Donwood Manor that have purchased this service. This has proven to be a great asset in getting help to tenants in need on a much quicker time line than if they had to wait for family to come. Family is always contacted as well.

Donwood is very fortunate that with the support of the WRHA Support to Seniors in Group Living program, better known as SSGL, as well as our own Assisted Living Program, to offer the tenants living in our building 24-hour staffing for safety and security. SSGL are my eyes and ears in the building monitoring the dining room and making sure if they haven't shown up for a meal by checking on them, answering emergency calls, and visiting, as well as transporting wheelchair bound tenants to programs they would like to attend. This gives the tenants great piece of mind to know that they are never alone and help is only a phone call away.

In the past year, I have initiated a Tenant Advisory Council to keep tenants informed and giving them an opportunity to have a say in what is happening within our Donwood community. We are currently meeting on a quarterly basis and there is usually close to 50% attendance of the tenants. This number shows how involved the tenants are in their home.

The only stumbling block that I had when first starting the council was I had to move it to a larger venue with the great attendance that we have. I have just recently initiated a Donwood Ambassador program. This program has volunteer tenants visit new tenants shortly after they have moved in to welcome them and answer any questions that they may have about their new home. It is our version of a community Welcome Wagon.

The tenants definitely consider our building their community. I use a quote often that was said to me by one of my tenants. She told me "I view my suite as where I sleep and the rest of the building as my home."

Becky Chisick, Executive Director
Gwen Sector Creative Living Centre

Gwen Sector Creative Living Centre at Syd Glow Place is always promoting partnerships. We currently partner with the Rady Centre, Alzheimer's society, Heathy Baby program, JCFS and Seven Oaks Seniors on a regular basis. We also partner with many other organizations on a one off or less regular basis. My favorite was our "connecting seniors with seniors", senior dog adoption event. We connected with Before the Bridge senior dog recue and held an adoption event and barbeque.

Our partnership with Seven Oaks Seniors began as referrals, and then developed into taking part on each other's boards and offering letters of support, when needed. Gwen Sector has since offered space to SOSL's Friday fitness programs. We have joined resources (and forces!) to offer a Tai Chi class that has been very successful. With more people walking through the door there is more opportunity. Now many of the SOSL members buy food from our kitchen and attend some of our other programming. We are not finished yet! We have lots of ideas that we are sharing with each other, looking for new ways to bring them to fruition.

Susan Fletcher, Senior Resource Coordinator
Seven Oaks Seniors Links

We share the following:

- **Goals**....keeping seniors independent and healthy by offering information, services and programs.
- **Venues**...some of my programs, services and presentations are done at Gwen Sector.
- **Board Involvement**...serving on each other's boards for insight.
- **Information**...we meet regularly to share information on resources, share concerns, and brainstorm solutions
- **Work together**....grant applications, special events, advertising, resources, and increased volunteer base.

Susan spoke on the importance of partnerships and celebrating successes.

1. From last year's planning day to now, what initiated your organization to brainstorm this idea? Shared venue and goals: :We have been partnering for years because my office is located in the Gwen Sector Creative Living Centre and we have a common goal in helping seniors remain independent.
2. How did your organization begin the process of developing partnerships?
3. Board involvement: Working on each other's, boards gave us insight to each organization as well as information on resources that we could each provide our seniors.
4. Sharing information: We meet on a regular basis and share information about each of our areas...as well as sharing concerns and brainstorming solutions.

5. How did you and other organizations connect and leverage existing resources?
6. Many hands make light work.
7. Seven Oaks Seniors provides presentations...and resource info.eg. ERIKS.
8. Gwen Sector provides space for various workshops, presentations, programs.
9. Grant applications: We provide each other support letters on grant applications.
10. Special events: we partner in developing larger events such as the service expo.
11. Advertising: we share advertising via newsletters and announcements. When I do home visits, I take the Gwen Sector Newsletter as well.
12. Sharing resources: we often start a sentence with Do you know anyone who.....?
13. Expand volunteer base.
14. What opportunities and/or perceived barrier(s) did your organization face? How were you able to overcome them or how are you managing the barriers?
15. Cultural differences (perceived barrier).
16. Seven Oaks Seniors developed a grant to break down barriers by bringing people from other cultures together...one of the top moments for me during this 12 month program was having a Christmas Party at a Jewish Senior Centre!
17. Sky's the limit: what is your dream with service coordination for your organization's goal?
18. Expanding partnerships!

Let me say again...I AM A BIG FAN OF PARTNERSHIPS! It feels like Christmas to be in a conference like this because we all have something to offer each other!

I was recently invited to a BNI meeting at 7 a.m. It's a networking meeting for businesses where they support each other's businesses through referrals.

- Those guys are perky at 7 a.m.! They clap at everything! I thought it was a little strange but let me tell you...
- First everyone takes a turn...stands up and has 30 seconds to share what their business is about and they all get a clap!
- Then they go around again...stand up with their phones, iPad or notes ... and share a list of all the people in the room that either gave them referrals or that they referred people to...all in 30 seconds...and again with the clapping, and get this...after one lady shared her give and take referrals.....SHE GOT A STANDING OVATION...
- I was wondering what the heck that was all about when the leader explained that if you had a list of 5 or more referrals you got a standing ovation...WOOHOO...it was inspiring!
- Afterwards...driving to work!!!....
- I was thinking...non-profits need something like this and realized we do have it...we just don't get claps and standing O's ...So here I go....

Madeline & Kathy provided me with excellent information for one of my clients in a delicate situation.

- Becky provided a venue for our Expo for free!
- Harvey connected me to a lawyer and helped us set up a legal clinic.
- Bev shared her decorating expertise which helped make our annual Canada Day event awesome.
- Martin gave me an idea for pop ups in seniors blocks and it has exploded!
- Jose told me how to get free tickets for events that I use for volunteer gifts.
- A & O provided me with information and support to start a support group for parents of adult children.
- Jim connected me with the Royal Wpg Ballet to start a new program for seniors.
- Connie gave me information about floor curling programs in Wpg.
- Evan supported my grant application for floor curling supplies and I got it!

**Harvey Sumka, Senior Resource Coordinator,
Keewatin Inkster Neighbourhood Resource Council (KINRC)**

1. *From last year's planning day to now, what initiated your organization to brainstorm this idea?*

KINRC has recognized that working in partnership was one of its greatest assets and that collaborative partnership was time and time again the most effective way to see our ideas become realities. We've always been able to get further down the road with projects when the community buy in is strong and there are multiple partners working together to serve the client and strengthen the mission of the organizations involved.

2. *How did your organization begin the process of developing partnerships and coordinating the pathway toward your goal?*

KINRC has worked hard to become connected with like-minded community service organizations. Joining resources among partners to meet a community need has proven to be more effective than each organization trying to go alone with limited resources, volunteers and space. An example of successful partnership to meet a community need is the food demonstrations at Food Banks that KINRC provided in partnership with NorWest Community Health Coop and Sparling United Church. Sparling operates a food bank every two weeks and many of their clients are community seniors. It was observed that food bank clients were not always taking fresh vegetables such as spinach despite the fact that most of the remaining food offered was high starch foods such as pastas, potatoes and bread. KINRC contacted the nutritionist team at NorWest Community Health Coop to pitch the idea of doing a joint food demonstration at the Sparling Food Bank with hopes of dispelling the myths that the food tasted bad and showing a fresh approach on how to cook with that product. That day we prepared a spinach salad using cans of mandarin oranges and yogurt dressing (all food available at the food bank that day) and prepared macaroni and cheese with steamed chopped spinach. Clients were engaged in the cooking process, tasted the

product and were pleasantly surprised how much they liked it. While this was an opportunity to demonstrate healthier eating options, it was also an opportunity to connect with community and talk about our other programs and services. This food bank demonstration was a springboard to cooperating with other foodbanks in the catchment area.

3. *How did you and other organizations connect and leverage existing resources?*

With the reality of working in a community that is challenged economically, the community based service organizations are all well aware that while we may be high on ambition we can be low on resources. This context means that if any of us want to be successful in strengthening the community and achieving our own mission statements we must work together and share resources to the best of our abilities. The Men in the Kitchen program is an example of how this leveraging worked successfully. KINRC had the idea to address social isolation of male seniors through a cooking program that helped them improve their food preparation skills while at the same time connecting with other men in a social setting. While we had the idea we did not have the space or the volunteers. With grant money in place from Healthy Together Now, we discussed the project with Nor West, Weston Community Centre, Brooklands Active Living Centre, and the Community Food Centre. Each partner was able to provide either space or volunteers and this led to a successful program that in itself morphed into a congregate meal program meeting and yet another community need for healthy eating and social interaction.

4. *How did you begin to develop steps for your program, clients, service, etc.?*

We looked at each partner individually to determine who was most effective in leadership for a particular project. We then began to collaborate with these ideas to ensure the programs had the best opportunity for success and survival. Doing this ensured that all partners had buy in, met their own mission statement goals, and felt valued.

5. *What opportunities and or perceived barriers did your organization face? How did you overcome or manage them?*

We have highlighted the various opportunities particularly in how successful partnership continues to open doors to new opportunities. The barriers are typically funding opportunities since most organizations in the community are all competing for the same grants. When we can turn that into an opportunity by jointly applying this is great, but it cannot always be done. The other barrier is that in a small community we are often drawing from the same volunteer pool making it difficult to schedule programs in the community without conflict. Overall, however, the opportunities and rewards far outweigh the obstacles and we seem to manage. It all really starts with just getting out there – getting to know the people and the service providers in your area and not being afraid to collaborate.

Appendix D: Sharing Accomplishments



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

Community Development

Healthy Aging Support Services to Seniors

Celebrating our Accomplishments
15th Annual Planning Day

Friday, October 26th, 2018

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Background

Each year Community Development – Healthy Aging requests that each Support Services to Seniors funded agencies complete a planning document template for the upcoming year. This document has been prepared based on the feedback from the agencies to reflect collectively on our accomplishments.

Please take some time to review and discuss the list of accomplishments. We encourage you to ask questions on how the accomplishments became a success.

Be sure to include the:

who

what

where

when

why

how?

For example:

who you partnered with

what your organization needed to do

where you did this

why your organization decided to do this

how it became a reality.



Remember....
sharing is
caring

St. James Assiniboia Community Area

Metropolitan Kiwanis Courts

Name: *Sheila Hunter*

Accomplishments:

- Has 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.
- A Point of Sale (POS) system is being installed allowing us to additional internal reporting capabilities as well as improved customer service.
- Provide the residents with nutritious meals three times a day.

St. James Assiniboia 55+ Centre

Name: *Meaghan Wilford*

Accomplishments:

- This past fiscal year, a major accomplishment was being able to conclude the year in a positive financial position. This resulted because of the hard work on the part of the staff and the board, as it related to keeping expenditures in line with the budget. As well as the significant fundraising activities that the Centre engaged in, in particular, our 25th Anniversary Banquet.
- Another big accomplishment was working on overhauling our programming. We have increased the number of programs we have each bimonthly cycle, and have made a concerted effort to try to find something for everyone. This has increased our registration numbers significantly, and brought in quite a few new members to the Centre.
- At the end of last fiscal year, we secured a partnership with NRG Fitness, who started to offer physiotherapy sessions to our members at our Centre. This has increased our wellness services and has received a very positive response so far.

Manitoba Housing - 529 Country Club Blvd.

Name: *Titi Tijani*

Accomplishments:

- Active Tenant Advisory Committee
- Monthly activities
- Dinner outings
- Continued partnerships with WRHA, EIA, and Congregate Meal Program
- More cameras in hallways helped to improve tenants' perceived safety
- ERIK presentation
- Food for Thought presentation

Manitoba Housing - 22 Strauss Avenue

Name: *Titi Tijani*

Accomplishments:

- We have an active Tenant Advisory Committee.
- There are weekly coffee meetings, bingo, movie night, monthly dinners, blood pressure clinics and food demonstrations.
- Have presentations from HARTs, ERIK, Winnipeg Transit and community unemployed help centre.
- We continue to partner with the community facilitator from WRHA, HARTs from Deer Lodge Centre so that we are able to provide services and resources to our tenants.

Manitoba Housing - 125 Carriage Road

Name: *Titi Tijani*

Accomplishments:

- Working with the Tenant Advisory Committee to organize several events for the tenants.
- Working with IPMG to get treatment day refusal numbers down.
- There are many events this year at the building which were successful:
 - Summer BBQ's
 - Pizza days
 - Bingo nights
 - Movie and popcorn nights
 - Trip to the Royal Fork Buffet by limo bus
 - Thanksgiving Day dinner
 - Halloween candy give out
 - Christmas tree decorating
 - Christmas dinner
 - Valentine's Day pizza/chicken and movie event
 - St. Patrick's Day dinner

Assiniboine South

Charleswood 55+ Active Living Centre

Name: *Agatha Rohs*

Accomplishments:

- The Charleswood Senior Centre's Staff, Board, and Volunteers worked hard this past year to fundraise as we had a projected \$5,000 deficit. We ended up actually having a small surplus to use towards the upcoming year.
- Increased the variety of programs and events we offer to better meet the needs of those 55-plus in our community.

Manitoba Eastern Star Chalet

Name: *Barb Pasaur*

Accomplishments:

- Increased meal cost from \$6.00 to \$7.00 per meal.

Manitoba Housing - 170 Hendon Avenue

Name: *Titi Tijani*

Accomplishments:

- Active Tenant Advisory Committee, healthy living bingo, Christmas dinner, outing to the zoo.
- Tenants have access to cable and computers in the common areas; many are on fixed incomes and cannot access cable.
- Many tenants watched the Jets games in the lounge. They could be heard celebrating the wins and losses.
- Continued partnership with Community Wellness Initiative, WRHA, and HARTs, community facilitator to support tenants and promote independence.

Fort Garry

Fort Garry Rotary Villa

Name: *Crystal Cameron*

Accomplishments:

- Infrastructure and bringing maintenance issues up to par have been instrumental in keeping our residents happy, healthy and safe. Most major renovations (plumbing, roof, water main, water tanks) have been completed. Now we can focus on exterior upgrades to our walkways.
- We should be bed bug free by July!
- Established a great rapport with residents, so they are most inclined to share their perspectives, which makes our jobs easier.

Pembina Active Living 55+

Name: *Alanna Jones*

Accomplishments:

- Establishment of a Fundraising Committee with a highly knowledgeable and experienced Chairperson.
- Development of a Strategic Plan for Fundraising.
- Launch of a fundraising campaign called "Together We Can" with a goal to raise \$30,000 in the coming year.
- Fundraising priorities to acquire an office space and equipment to centralize our records and to hire a Program/Volunteer Coordinator to support the development of a volunteer program and new programming.
- PAL became a signatory to the City of Winnipeg's Indigenous Accord.

- PAL volunteers: Bernadette McCann received the MASC Award of Commitment and Bob Newman received the MASC Award of Commitment Honorary Mention for their commitment and excellence in leadership within PAL.
- PAL Volunteer: Roma Falsarella received the Government of Canada's "Canada 150 Award of Excellence" for her dedication and efforts with PAL.
- Acquisition of new promotional materials including a feather flag. Case for Support and powerpoint presentation.
- Successful Winnipeg Foundation grant to produce a short film about PAL.
- Successful New Horizons for Seniors grant to reduce a short film about PAL; to develop promotional materials for new volunteer program; and to acquire a new computer.
- Development of a centralized, comprehensive database is underway.
- Ongoing policy development by the Governance Committee.
- Successful seasonal events including Zing into Spring, Membership Drive & Community Picnic and Christmas.
- Writing group published another compilation of stories.
- New monthly coffee drop-in program at the Fort Garry Access Centre.

Fort Garry Seniors Resource Council

Name: *Amanda Macrae*

Accomplishments:

- The Council hosted four very successful "lunch and learn" presentations with 25-30 people in attendance at each session. The participants received valuable information regarding Victoria Lifeline, Mental Wellness, Community Financial Counselling Services and Patient Safety with Manitoba Institute for Patient Safety and enjoyed a delicious catered lunch from Sobeys.
- Collaborated with the Chartered Professional Accountants of Manitoba to offer an income tax clinic for low income seniors in Fort Garry. With only two volunteers available for one evening, only nine appointments were scheduled. We are hoping to expand upon this service next year.
- Continued partnership with the Public Trustee and Guardian Office to host the Wills & Estate Planning presentation during Will Week 2018. There were 37 people in attendance and all were very impressed with not only the speaker but the facilities as well. Other partnerships included the Osteoporosis Society Support Group that met once a week for educational sessions.
- A new partnership was created with The Reh-Fit Centre. An informal "Ask the Resource Coordinator" session was planned once a month. Members and visitors could stop by a booth to ask questions about community resources or discuss challenges that they are encountering with independent living.
- The Council is becoming an integral part of the Access Fort Garry by bringing community members to the centre for educational events, meetings and appointments. This in turn increased the visibility of the Coordinator and the Council.

- The coordinator has been networking and building relationships with other professionals (Home Care Case Coordinators, My Shared Health Team, etc.) at AFG. This has led to more referrals to serve the clients in Fort Garry. The referrals have also become more complicated and challenging, and require more research or consultation.

Winnipeg Mennonite Seniors Care - Lindenwood Manor

Name: *Sharron Davis*

Accomplishments:

- Accomplished last year's goals.
- Able create a computer program to record each resident's care needs, visit notes, family interactions and medical events. This documentation provides my supervisor information and me so that we can provide better care for our residents.
- After much discussion and research, wrote a scooter policy allowing our residents to purchase and use scooters outdoors. Scooters have not been allowed in our buildings until the policy was written. Scooters give our residents more freedom and independence.
- After reviewing our bed bug policy we are satisfied that we have good procedures in place to identify and contain the problem. No bed bugs were reported in the past year.

Winnipeg Mennonite Seniors Care - Lindenwood Manor/ Lindenwood Terrace

Name: *Elaine Kroeker*

Accomplishments:

- Maintained number of residents attending groups, designed for seniors with isolation.
- Added music therapy sessions once a month, Canadian Mennonite University student facilitates.
- Increased number of socially isolated residents attending large group programs.
- Introduced games morning for men's group with positive outcome, attendance has stabilized. Friendships have developed, and they are meeting outside of scheduled group events.
- New volunteers with specialized skills are enhancing programs. Increased 1:1 visits.
- Added a scrabble game, which has reached residents with higher isolation

River Heights

Rady Jewish Community Centre

Name: *Gayle Waxman*

Accomplishments:

- Continued to enrich culturally based programs through programs and special events; i.e. holiday celebrations, intergenerational programming, guest speakers.
- The Stay Young Program continued to meet the growing social and cultural needs of the 75-100 year old seniors living within the community through concerts and lectures.
- The senior choice, The Shalom Singers, increased performances at other senior groups providing music and entertainment.

- Music “n” Mavnes continues to have increased attendance and programs of high interest with attendance reaching over 1,500 participants.
- In-the-Know Program, which is a lunch and lecture series for older adults, continues to grow and provides interesting discussions/presentations.
- Continued partnerships between the Rady JCC and various senior serving organizations such as Shaftesbury Retirement Home, Gwen Sector Creative Living Centre, Simkin Centre and South Winnipeg Resource Centre.
- Strong attendance by seniors in the cultural activities and holiday events.
- Enhance the physical, spiritual and emotional, social and intellectual growth of individuals.
- Continued presenting diverse programs for Rady JCC Wellness Series with such topics as What’s in Your Medicine Cabinet, Put a Little Zing in Your Life, Learning to Use Your Devices without relying on your children, Driving Safely, Nutrients for Healthy Bones.
- Minds in Motion program continues to grow with attendance for each session at its maximum.
- Opportunities for volunteer experience continues to grow for 250 seniors throughout cultural and community programs.
- Continued to enhance the Rady JCC’s presence in the community to better assist older adults in attaining valuable information and resource programs that are relevant to their needs.
- 600 seniors participated in Rady JCC older adult Programs.
- Continued Learning with Generations: an intergenerational program where older adults of different backgrounds and skills share their knowledge to children in Rady JCC Daycare.

Bethania Housing & Projects - 285 Pembina

Name: *Ashley Derkacz*

Accomplishments:

- We have been able to lower our numbers of suites infested with bed bugs.
- We have also been able to incorporate a therapy dog session every Wednesday afternoon through St. John’s. This has been really positive with the tenants, especially ones who are typically isolated and do not attend many activities.

Manitoba Housing - 601 Osborne Street

Name: *Titi Tijani*

Accomplishments:

- Continue to support Tenant Advisory Committee.
- Develop creative activities for tenants; this year Tenant Advisory Committee voted on events bringing many tenants out of their apartments to socialize.
- Sports night; e.g. football, baseball, and hockey nights on The Sports Network (TV program); tenants watch the games together in the lounge and refreshments are covered.
- School choir concerts: Tenant Advisory Committee developed partnership with Churchill High School choir students and attend the building as a group to sing songs for the tenants.
- Tenant Advisory Committee hired couple of professional singers “Do No Harmony Group” (twice), and Ray St. Germaine (once).

- Tenant Advisory Committee signed a new vending machine contract. Has healthy options; e.g. low calorie snack bars, and machine is also a lot more efficient now (touch pad like a smart phone – no more buttons).
- Bi-weekly tenant information workshops held by Community Wellness Initiative (CWI).
- Maintain connections and partners in community, old and new ones; e.g. Medicine Shoppe, WRHA, WPS, and Mediation Services).
- Continue to support Tenant Advisory Committee and improve their organizational skills, facilitate meetings, and provide supportive counselling/intervention, when necessary.

Bethel Place

Name: *Joanne Schmidt*

Accomplishments:

- Bethel Place Resident Assoc. job descriptions formed.
- South Oak Inn Volunteer Task lists created with and for volunteer safety and consistency.
- Special programming including Easter Program, Winter Wonderland, Volunteer Appreciation, and intergenerational.
- Educational programming including Fraud Awareness.
- Canada 150 year celebration picture gallery & BBQ.
- Application for grant with the Winnipeg Foundation for gas stove.
- Adding new menu items to keep it fresh.
- Ended the year with good/better attendance/usage.
- Added training manuals for all volunteers.

Villa Cabrini

Name: *Michelle Slezak*

Accomplishments:

- Exercise program one day a week with a professional.
- Monthly paint day classes.
- Expanded coffee shop to include snack items.
- Information sessions: Healthy Eating, Bone Health.
- Newsletters.

South Winnipeg Senior Resource Council

Name: *Martin Landy*

Accomplishments:

- Hired and oriented a new Resource Finder.
- Successfully transitioned Nassau Congregate Meal program to Manitoba Housing.
- New website design and implementation.
- Re-establishment of community connection (i.e. Charleswood).

St. Vital

Dakota Community Centre Inc.

Name: *Melissa Larter*

Accomplishments:

- We introduced new strength and balance fitness classes, which are now running three different sessions a week.
- We also introduced Chair Yoga, which is at max participation. These adapted exercise programs offer safe and supportive environments for older adults to begin or continue to work on their physical activity regimen and promotes socialization among the participants.
- New Horizons grant funding has allowed us to renovate space within the community centre to create an inclusive and accessible senior centre. The new centre will house a resource centre equipped with a computer and the office space of the Senior Resource Finder/Older Adult Program Coordinator.
- We continue to distribute ERIK kits throughout St. Vital and St. Boniface and are the main distributor for areas outside of Winnipeg.

Manitoba Housing - 60 Chesterfield Avenue

Name: *Titi Tijani*

Accomplishments:

- Worked with the tenants to foster a successful Tenant Advisory Committee environment.
- Supported and assisted with the annual income tax clinic.
- Organized various presenters.
- Attended to tenant concerns and liaised between the PM and tenants
- Coordinated referrals.
- Supported Red River College of Nurses while they were on site, enlisted their volunteers.
- Worked with IPMG to gain cooperation for pest control treatment and preparation and compliance.

St. Boniface

Archwood 55+

Name: *Stephanie Chow*

Accomplishments:

- Archwood 55 Plus Inc. secured funding through New Horizons and managed with the support of the Archwood Community Club to get the entire frontage of the club paved for improved safety of seniors attending our program, as well as users of the two designated handicapped parking spots.
- We also were able to take many trips – the largest with over 60 attendees had two buses to Iberville Hutterite Colony for their Friday Farmer’s Market, as well as a tour of the townsite and a delicious luncheon. We took 70 people to a Rainbow Stage presentation of “Mama Mia”, as well as other smaller trips to musicals, sports, and community fall supers.

- CTV Community Connection and Good Times featured Archwood 55 Plus as a place where seniors can be physically and socially active. We had to put a 150-limit on the Christmas Luncheon in order to ensure safety of the attendees. Most luncheons are now handling a hundred attendees.

Foyer Vincent

Name: *Kathy Levacque*

Accomplishments:

- Changed meal time from lunch 11:30 a.m. to supper 5:00 p.m.
- Increased meal price from \$7.00 to \$8.00 starting January 1, 2018.
- Changed Food Suppliers from Pratts to online Click & Collect Superstore Program.
- Increased online menu from two to ten.

Conseil des francophones 55+ de Winnipeg

Name: *Clément Perreault*

Accomplishments:

- Le Conseil des francophones 55+ est très fier de son année! Pour une quatrième année consécutive nous avons connu un nombre record aux inscriptions de nos activités, au nombre d'individus inscrits et par conséquent au total du nombre d'heures dédiées aux exercices.
- Cent soixante-huit (168) 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 685, représentant alors 3 236 heures d'exercices.
- Soixante-sept (67) personnes ont participé à la Fête de Noël; une belle occasion de socialiser. Ce fut une journée très agréable avec Marie-Line Lacerte qui nous a fait bouger et chanter avec sa présentation de « Tambours en folie ». Le Père Noël a fait sa visite et plusieurs participants ont témoigné de leurs expériences d'antan de la fête de Noël.
- Un nombre record de 236 personnes ont participé à la foire santé Grouille ou rouille. L'an dernier nous étions 216. Ceci inclut les bénévoles (35), les animateurs (17) et les hôtes et hôtesse des kiosques (23). Cinquante-cinq (55) personnes ont assisté à Grouille ou rouille pour la première fois. Quatre-vingt-onze (91) pourcent des 116 participants qui ont rempli la feuille d'évaluation ont jugé la journée « Excellente » et « Bien ».
- Le Conseil 55+ contribue toujours à faire avancer les projets du comité santé primaire de la FAFM. Entre autres, cette année nous avons fait certifier deux nouvelles animatrices à travers le *Manitoba Fitness Council* pour répondre aux besoins des aînées et aînés francophones.
- Suite à la journée de planification de services de soutien aux aînés de l'ORSW en novembre, le Conseil collabore avec le comité nouvellement formé « East Saint-Boniface Seniors Group Collaborative ».

- Le projet de soutien pour les résidents de « Chez Nous », au 187, avenue de la Cathédrale, connaît beaucoup de succès sous la direction de la bénévole Rita Michaud avec l'appui du Centre de santé Saint-Boniface et du Conseil des francophones 55+. Un groupe de bénévoles organise chaque jeudi des activités visant à améliorer l'aspect social des plus démunis. En plus, au courant de l'année, nous avons servi deux déjeuners; de 22 à 25 résidents ont participé à chacun des déjeuners.
- Nous continuons à distribuer le dépliant « vers une vie saine et active », un guide des services 55+ pour les aînés en résidences et les troussees T.I.S.U.
- Nous avons reçu la collaboration des Chercheurs de ressources anglophones pour promouvoir les services du Conseil des francophones 55+ dans leur circonscription.
- Nous avons présenté une session sur la fraude dans une résidence 55+.

Place Des Meurons

Name: *Guy St. Godard*

Accomplishments:

- Improving the Meal Program and encouraging participation by more residents.

Manitoba Housing - 875 Elizabeth Road

Name: *Titi Tijani*

Accomplishments:

- Worked with the tenants to gain interest in the Tenant Advisory Committee set up their banking and enlist a volunteer to look after the bookkeeping and chair the meetings.
- Supported and assisted with the annual income tax clinic.
- Organized various presenters.
- Attended to tenant concerns and liaised between the Property Manager and tenants.
- Coordinated referrals.
- Supported Red River College of Nurses while they were on-site, enlisted their volunteers.

Manitoba Housing - 101 Marion Street

Name: *Titi Tijani*

Accomplishments:

- We have added a supplemental food bank with Winnipeg Harvest in addition to the bi-weekly food deliveries. On the off-weeks that the main Harvest delivery is not available, tenants attend the main location, pick up supplemental groceries (depending on what is available), and distribute them to tenants.
- We (with guidance and support from staff) have managed to develop a small program whereby lunch is served on pest treatment dates within the building
- A fitness program has been developed and led by a facilitator with a modified program for seniors or anyone with health/physical concerns.
- A partnership has been developed with a local church group and we have connected several tenants with donors for furniture (beds and other necessities).
- A weekly craft program has also been developed and has given tenants more opportunities to socialize with others and get out of their suites.

- Red River College Nursing students have been onsite to provide health services to tenants.

Manitoba Housing - 101 Marion Street

Name: *Titi Tijani*

Accomplishments:

- Community Wellness Initiative (CWI) which is a partnership with the WRHA continues to have bi-weekly presentations for all tenants to participate in some educational and some recreational, as well as providing outreach options for some tenants who tenancies may be at risk.
- Tenant Advisory Committee (TAC) has had many recreational events (meals, outings, parties for special occasions) that are always well attended and we are constantly looking for ways to improve and come up with new ideas.
- There have been some major reductions in the numbers of bed bugs and cockroaches within the last 6 months due to a number of factors including different chemicals and a more integrated approach from staff.

L'Accueil Columbien

No report submitted due to staffing.

Transcona

Transcona Council for Seniors

Name: *Colleen Tackaberry*

Accomplishments:

- We started a new Lunch & Learn Program, which range every Thursday and had a speaker each week.
- This is a very labor-intensive program but is well-received by the volunteers and seniors.
- We have been able to partner with Vickar Chevrolet and provide some van rides for some of our programs.

Park Manor Care

Name: *Julie Perry*

Accomplishments:

East Park Lodge – 720 Kildare Ave E

- Received and implemented a Healthy Together Now grant, which was used for a
- 4-week wellness program.
- A chair exercise class added to our Steppin Up Exercise Program has increased attendance and incentives. This added class was a goal and priority materialized from the previous year.
- Planned Intergenerational Christmas Concert with a local high school.

Columbus Village 680 Kildare Ave E

- Increased private and one-on-one visits in home and in office. Tenant visits to office for emotional supports and encouragement; e.g. mental health and addictions.

Both Sites and Overall Program

- Added “New Food Thursday” to weekly coffees to introduce healthy and alternative foods.
- Welcome Package to each new tenant consisting of SSGL programs and services, ERIK kits, miscellaneous health information and community resources.
- Reminders of upcoming events or educational sessions are placed under the door of each suite, which has prompted a higher attendance.
- Coordinators have continued to successfully maintain educational and social programming each month.

River East

Good Neighbours Active Living Centre

Name: *Susan Sader*

Accomplishments:

- 2018 is Good Neighbours 25th Anniversary year. Events up to March 31 were kick-off teas (over 230 in attendance), Winter Extravaganza (potluck, book mart and bring and buy sale – very well received), and 25th Anniversary Fashion Show (sold out). We have produced a 25th Anniversary Cookbook, 25th Anniversary Calendars and 25th Anniversary tote bags.
- Customer management system selected. Staff and volunteers have been working many hours to ensure it fits Good Neighbours’ needs, and on learning how to use the system
- Increased educational program participation by 8.9% and social/recreational programs by 3%.
- Volunteer hours increased by 9%.
- Maintained accreditation status with Imagine Canada for 4th year.
- Received grants to purchase equipment for new customer management system (computers, printer), fitness equipment, men’s programming supplies/equipment, and for administrative hours for staff working on customer management system.
- In light of limited budgeting, we had to get very creative this year. We managed to develop some relationships over the year. The most beneficial was a one-time partnership with Sobeys who ran a 7-week Lunch & Learn Program and covered all the costs. It was well-attended and very much enjoyed.
- Our continued partnerships with pharmacies allowed us to provide 87 in-house flu shots.
- We did a very well-attended “Mental Health Beach Party” to raise awareness and it opened a flood gate of conversations, still to this day with the community (all positive).
- Networking is a great strength of ours.
- We have implemented “Nosh & Knows” at both congregate meal programs. We have one per month at each location. We have a variety of presenters come out and present on health related topics, and also on topics of interest such as the history of our city.
- We have also trialed having special meals such as a 5 p.m. Saturday supper this past April and had 84 in attendance.
- The special meals were very popular and there have been many inquiries about when the next one will be held.

- Other accomplishments would include what seems to be an increased community awareness of our programs and services, both with the public and also with service providers.
- In the past year, I have also partnered with the HART team to do many community presentations on the ERIK/Health Care Directives/Changes to the Health Care System.

Donwood Manor Elderly Persons Housing

Name: *Nina Labun*

Accomplishments:

- Significant milestones this year have been adjusting to a full building and recognizing the change in our tenant demographics.
- With the opening of the assisted-living program, there is a noticeable shift in the frailty of our tenants.
- Our turnover has increased with tenants passing away or moving into a personal care home. The increased frailty has led to higher workload for SSGI staff.
- Social support, physical and mental health needs are very significant and require compassionate, patient, and attentive care.
- Our tenants have been impacted by bed bugs in our building and this has directly caused increased stress and anxiety for some tenants. We have been collaborating diligently with Manitoba Housing and our pest control company, and are hopeful this will soon be resolved.
- Highlights of the year include a recent education session with Heart & Stroke where 55 tenants attended.
- As well, we have a valued relationship with Victoria Lifeline wherein our SSSL staff are listed as the first responder as we now have 24-hour onsite staffing (a combination of WRHA funded SSSL staff and privately-funded staffing).

Elmwood East Kildonan Active Living Centre

Name: *Leilani Esteban*

Accomplishments:

- Over the last year, we have grown in membership. It is always great to hear feedback from our members in terms of what they want to see at the Centre.
- Incorporating their ideas and making our members feel like they have a say in what programs and services the Centre offers, allows our members to have buy-in; this in turn gives them the confidence to invite their friends and family to join.
- Every day the Centre is a busy day, from zero and up. Several partners have found a home for their programs, which allows for the intergenerational programming to naturally occur.
- This also allows for our members to be exposed to and learn about many different cultures, beliefs, and religions.
- It is most satisfying to hear our members say they have never tried something before until they came to the Elmwood EK Active Living Centre.

Bethania Housing & Projects - BethaniaHaus

Name: *Elizabeth Lalman*

Accomplishments:

- Involving the BethaniaHaus community in a very generous hamper for a local family during Christmas.
- Planning an income tax clinic in March for low-income tenants.
- Held an Alzheimers Coffee Break
- Partnered with a local pharmacy to offer a flu clinic in BethaniaHaus.
- Planning and hosting a successful Health Fair for tenants.
- Held a World Elder Abuse Awareness Day Coffee for tenants.
- Doing a check to make sure all tenants have ERIK's and they are updated.

Bethania Housing & Projects – Kingsford Haus

Name: *Erna Wiens*

Accomplishments:

- To provide nutritious daily lunch meals Monday to Friday to resident seniors all year.
- Provided extra special meals (birthday parties) for tenants every two months that allowed resident seniors to invite friends and family to join and celebrate.
- Set 10 events during the year with refreshments provided at some.
- One of the events was a bus trip to Kenora.
- Set up a legal services binder.
- Internal reporting to management.

Seven Oaks Includes East and West St. Paul

Seven Oaks Seniors Links

Name: *Susan Fletcher*

Accomplishments:

- The major accomplishment this year was to successfully start a cultural inclusiveness program using a New Horizons grant. The feedback from seniors was so encouraging; people who had admittedly been prejudice of other cultures, responding with tears of gratitude for their change of heart because of this program.
- This program spiraled into connecting with newcomer seniors to start a theatre group. The play was about issues older adults face and was excellent.
- Partnering with other seniors' groups was a beneficial in developing new programs.
- Partnering with home care coordinators to reach isolated seniors is in the workers at this time.
- Developing a new presentation regarding life planning has been received well.

Gwen Sector Creative Living Centre

Name: *Becky Chisick*

Accomplishments:

- This year Gwen Sector Creative Living Centre is very proud to have expanded programming to include multicultural entertainment series, as well as intergenerational programming for art, technology and cooking.
- In addition to expanding our programming, we have been working very hard at expanding partnerships, which will bring more traffic and programs into the centre.

Middlechurch Home – Community Supports Program

Name: *Bev McCallum*

Accomplishments:

- New growth and participation continue in the Nurses Foot Clinic, Hearing Screening and very much in Vision Screening. Vision and Hearing Clinics are held every three months and the Nurses Foot Care on a rotating six-week program.
- Santa-to-a-Senior celebrated 10 years in 2017 and has now brought holiday cheer to over 320 seniors in our community. We have also developed donor ship from businesses, the Lions Club and this year celebrated with West St. Paul School their 10th year of participation in the program.
- This year we have introduced a new Floral Workshop Program to seniors at both Mori and East St. Paul 55+ Activity Centre locations. Both have been well-received, with the possibility of having to increase the event to two days to accommodate the demand.
- Supper Club Dinners have adjusted to the change with meal preparation, no longer done at MCH. We have tried a few different catering companies and will soon have a solid continual relationship with one of them. Participation continues steadily.
- We continue to partner with Sunova Community Centre sponsoring seniors Luncheons, Lunch & Learn, and other programs and special events for seniors in the West St. Paul community.
- Have worked hard to establish great communication with the new executive at East St. Paul 55+ Activity Centre as they work through their transition.

Inkster

Keewatin Inkster Neighbourhood Resource Council

Name: *Harvey Sumka*

Accomplishments:

- KINRC has made continued efforts to enhance and improve our existing partnerships this past fiscal year.
- We have had reflexology at two locations: Brooklands Active Living Centre and Willow Centre. Both programs are doing well and maintained jointly with these partners.
- We have prepared over 500 income tax returns at an extremely busy and successful tax preparation campaign this year.

- Our Legal Clinic has survived the retirement of our long time lawyer, Derek Alexander, and obtained a new lawyer by the name of Hafeez Khan.
- We have enjoyed another successful year with the Weston Seniors Program – serving an average of 35 lunches at each meal and have had over 20 students attend the drop-in technology training session on Tuesdays.
- Hollywood Night 2017 was also very successful with 180 in attendance to support our organization and a spirited and well-attended AGM in June 2017.
- A large number of volunteers were in attendance to be celebrated and we enjoyed a presentation from Safety Aid on fraud and scams.

NorWest Co-op Community Food Centre

Name: *Lila Knox*

Accomplishments:

- The congregate meal program runs well under the supervision of Harvey Sumka.
- He seems to have several participants increasingly capable of taking on small leadership roles.
- There is also some new volunteer support.
- The crowd eats together in the CFC 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:

- Increased meal program to second day.
- Introduced carpet bowling, set up teams.
- Reduced participation costs to members
- Started getting policies and procedures recorded.

Point Douglas

Point Douglas Seniors Coalition

Name: *Amanda Macrae*

Accomplishments:

- Increased public awareness of support services/programs for older adults by coordinating two Health & Wellness Resource Fairs for 55+ seniors apartment complexes in partnership with a Manitoba Housing (March 2018) and Winnipeg Housing Rehabilitation Corporation (April 2017).
- Provided a social engagement opportunity by offering an affordable day trip outing to Gimli in the summer for Point Douglas 55+ community residents.
- Offered a mental health promotion activity in collaboration with Studio Central by implementing a free acrylic painting program – providing outreach to various 55+ groups.

- Continued to support mental/physical health promotion by co-leading Stepping Up with Confidence Exercise Class at a 55+ apartment complex.
- Established a monthly Transit Project Working Group in partnership with community stakeholders advocating for enhanced transit services/improved built environment in the Point Douglas/North End area.
- Continued to encourage partnerships/collaboration amongst service providers by successfully facilitating the quarterly Point Douglas Service to Seniors Network Group meetings.
- Provided Field Instruction to a University of Manitoba Social Work Student two days per week from September 2017 to April 2018.

Aboriginal Seniors Resource Centre Winnipeg

Name: *Thelma Meade*

Accomplishments:

- Continued connection with Assiniboine Conservatory for Linking Intergenerational Friends of the Environment (LIFE).
- Beading classes with Starfish.
- Special Events/Trips for Seniors: Music in the Park, Kenora Day Trip, Strawberry Picking.
- Tii-Keh-Daa Book Launch.
- Ma Maw Residential School Workshop for Elders.
- Diabetes Series.
- ASRC Singers provided Christmas entertainment in the community. Thunderbird House, IMFC.
- Obtained new van for seniors' transportation to and from programs free of charge for ASRC members.

Manitoba Housing - 269 Dufferin Avenue

Name: *Titi Tijani*

Accomplishments:

- Improved relationship with the LSP Resource Centre and the tenants.
- Working more collaboratively with WRHA supports and programs in the Point Douglas area through the community facilitator.
- Fall prevention was the focus in the past few months. Presentations held in the community.
- Good relationship with Bug and Scrub Program as this gave TSC opportunity to see tenants in their unit and assist them with any prep they needed. It strengthened relations with tenants.
- Traditional plant and flower planting was held with many tenants participating Christmas Dinner, which brought all the tenants together.

- 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.

Manitoba Housing - 145 Powers Street

Name: *Titi Tijani*

Accomplishments:

- Increasing number of participants from the building attending Tenant Advisory Committee organized events. Events include holiday dinners, trips and BBQ's.
- Organize presentations for the tenants including Training from Emergency Response Information Kit (ERIK), Fraud and Scam prevention, sexual education.
- Positive engagement with Bug and Scrub and Community Home Services to address clutter, hoarding, cleanliness and bed bug issues in units that require assistance.
- Continue to foster partnerships with North End Community Renewal Corporation and Red Road Lodge.
- Organize community volunteer for residents in the building to complete income taxes.
- Organized tenants led Steppin' Up Program to improve physical activity and exercise in the building.

KeKiNan Centre

Name: *Michelle Meeches*

Accomplishments:

- Position was vacant.

North End Wellness Elders

Name: *Samantha Silvester*

Accomplishments:

- We have stayed afloat.
- We found a location to continue as a support for our community.
- We are back to gardening again.

Winnipeg Housing Rehab Corporation - Canadian Polish Manor

Name: *Ewa Wadowska*

Accomplishments:

- I have continued to build rapport with my clients, as well as attended workshops, training aimed to create healthier living environment for the residents at the Canadian Polish Manor.

Downtown

Manitoba Housing - Ellice Place - 555 Ellice Avenue

Name: *Titi Tijani*

Accomplishments:

- The major accomplishment this past year was the open house, which was held on March 18, the newly assisted-living senior's facility in Manitoba Housing. This was an important project for the West End community and the seniors who have called Ellice Place their home. This is a long-term housing option for seniors who can live on their own but may need some support and assistance with activities of daily living.
- In July, the tenant held Canada Day Celebration with 13 tenants in attendance. The tenants came out all dressed in their red and white attire socializing with each other and enjoying the meal and cake.
- In August, the residents held their first Hawaiian BBQ Festival, with 15 participants, who came out and enjoyed plenty of fresh pineapples, watermelon, and fruits. The dining room was nicely decorated with palm trees and grass skirting around the edges of the tables. As the tenants came forward into the dining room each of them was given a leis. Tenants were encouraged to come into the event with Hawaiian shirts, and beach wear. Tenants enjoyed the meal with soft Hawaiian music playing in the background as they ate their meal.
- The Annual Christmas Dinner brought forward 25 tenants/residents. Tenants enjoyed fruit punch, cake, and dainties. Each tenant was presented with a Christmas gift donated through "Be a Santa to a Senior".

Manitoba Housing - 444 Kennedy Street

Name: *Titi Tijani*

Accomplishments:

- We have held a number of very well attended brunches, BBQ's and holiday dinners, and tenant forums.
- CWI also ran information presentations on a variety of topics every two weeks.
- We continue to run a popular food bingo every month, as well as month tenant advisory committee meetings.

Manitoba Housing - 340 Princess Street

Name: *Titi Tijani*

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.

Manitoba Housing - 515 Elgin Avenue

Name: *Titi Tijani*

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

Name: *Carla Roberts*

Accomplishments:

Autumn Haus

- We changed from serving meals 5 days a week down to 3 days a week due to the decrease in our numbers. With this adjustment one of our cooks changed to casual.
- We enjoyed Christmas, Thanksgiving, St. Patrick's Day Banquets and Valentine's Party, and a few BBQ's which were well attended.
- We got a new dishwasher, which is working great.
- We have a core of volunteers who are very committed to the meal program, which has been a huge help to us!

ArlingtonHaus

Name: *Carla Roberts*

Accomplishments:

- We changed from three meals to two meals per day.
- With the elimination of breakfast, we had to adjust staff routines and schedules.
- All staff did very well with the adjustments.
- We had a successful season of special events including the volunteer banquet, Christmas banquet and numerous BBQ's which the tenants enjoyed.

Bethania Housing & Projects – ArlingtonHaus, Autumn House & Sunset Tenant Resource

Name: *Sergio Cohen*

Accomplishments:

- Worked extensively with tenants and families to ensure their well-being.
- Programs and services are running well.
- Positive team working relationships with Home Care workers and staff.
- TRC coordinated monthly Tenant Advisory Committee meetings at ArlingtonHaus, Association at Autumn House to a Tenant Advisory Committee Tenant Advisory Committee.
- We continue to offer the services of two hairdressers in our buildings.
- ArlingtonHaus and Autumn House had a Winter Walking Program. Sunset House has exercises 3 times a week.
- Continued intergenerational events in our buildings with Harstone Day Care and Welling School grades 5 & 6's – Game Day, Clowning, Carnivals,
- Christmas, Valentine and Spring Teas, etc. The grades 5 & 6's have been volunteering at our Annual Volunteer Appreciation Luncheon for about three years now. It is a wonderful partnership.
- RRCC nursing students did a practicum at ArlingtonHaus offering Blood Pressure Clinic and Health Promotion and a visiting program.
- We worked on building community by having multicultural Pot Luck Lunches in Autumn House and Sunset House.
- We celebrated with approximately 100 volunteers with a Spring Volunteer Appreciation Luncheon, and at Christmas time an appreciation letter and gift.
- TRC provided monthly presentations/information sessions on topics of interest to encourage tenants to be proactive about their health and well-being.
- We offered a Flu Clinic and Income Tax Clinic.
- We offer monthly outings and special events in each building.
- Monthly calendars and reminder notes of upcoming events 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.
- We have an increasing number of tenants with mental health issues. TRC takes workshops to improve skills in this area and is working with CMH workers and Home Care to try to meet the needs of these tenants.

- TRC also attended quarterly WRHA TRC Network meetings.
- New partnership was formed with West End Seniors Network. These are great meetings where we share about local resources. This is spearheaded by Broadway Seniors Resource Finder.

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

Name: *Jacquie Friesen*

Accomplishments:

- Our ongoing support and advocacy to the residents of Lions Place and Lions View is our primary focus. Through open communication with residents, families and community partners, we continue to promote our presence and encourage everyone to come to us for support, guidance, referrals, resource information and a friendly ear. Our commitment to inclusive social programs keeps our residents engaged, communicating and involved in helping one another and the community at large.
- Men's breakfasts, woodworking club, women lunches, sandwich making for Salvation Army, mental health and physical fitness programs, intergenerational programming with West Broadway Youth Outreach, a vibrant library, Memory Mondays, all lend themselves to a vibrant Lions community.
- I continue to be a support to the Recreation Coordinator in various programs.
- Directing tenants in need of support and assistance to the right resources with successful outcomes.
- Our library is rivalling that of a small public library and through staff support, there are 153 volunteer hours given a month and a circulation of approximately 599 books per month.
- In partnership with the library, we have monthly author visits that align with our monthly themes and movie nights to provide a small stipend for the authors as well as a small snack.
- I have been instrumental in assisting two tenants at Lions View from eviction and I take a lot of pride in this. Through close work and communication with the tenants, the Winnipeg Police Service, the Bear Clan, Community Mental Health and families, I have worked closely with the two tenants to change some behaviors that were on the verge of an eviction notice.

West End Active Living Centre

Name: *Orlando Buduhan*

Accomplishments:

- As seniors ourselves, out in the retirement arena, we fully understand the challenges we encounter at this final stage of our lives especially if one is not prepared for this transition.
- One common challenge we noted was self-worth after stepping out of gainful work activities.
- Our monthly birthday celebration in conjunction with the lunch of the month was very popular and provided a sense of worth and importance to be recognized on their birth month that some has almost forgotten.
- At West End Active Living Centre, we have patterned our programs to meet the needs of older adults to prepare them to enjoy and be proud, vibrant, healthy and active members of the community. All our programs are continuously monitored and modified to accommodate older adult's conditions so that all members would be able to appreciate and participate with confidence.

Broadway Seniors Resource Council

Name: *Melanie Reimer*

Accomplishments:

- New volunteer hire for Weekly Calls program.
- Started hosting West Central Seniors Network meetings for any organization or individual supporting, serving, or providing programs for older adults 55+ in the BSRC catchment community.
- Our Resource Fair was once again a huge success. This year our presentations covered the Home Dental Care Program and the Community Home Services program. We had three booths and over 50 participants.
- We had a very successful World Elder Abuse Awareness Day event. We paraded with students with Laura Secord School to Lions Place, where the BSRC hosted an interactive intergenerational program, which highlighted how “cool” older adults are.
- We received funding for our Newsletter, and recently had it published and is being distributed throughout the community.
- We supported many community partner organizations through letters of support and guidance for the New Horizons grant, which has yielded four excellent new programs targeted for seniors throughout the BSRC catchment community.
- The BSRC Board and Staff all participated and worked hard on our new Strategic Plan, through the guidance of Barb Gemmel
- Endorsed the Community Based Poverty Reduction Plan for the City of Winnipeg.

Downtown Senior Resource Council

Name: *Amanda Macrae*

Accomplishments:

- Collaboration with Community Facilitator and Point Douglas Senior Coordinator.
- Collaboration with Senior Immigrant Settlement Worker at Senior Immigrant Settlement Services with A & O: Support Services for Older Adults regarding a bus ride to Gimli with lunch for our Newcomers and Downtown Canadian Citizens. To bridge the gap between older adult Newcomers and Canadian Citizens living downtown.
- Established effective communication and collaboration with key community workers, TAC from Manitoba Housing.
- Implementing “Paint Programming” in collaboration with Art Beat at 444 Kennedy Street and 385 Carlton Street.

McClure Place

Name: *Daniel Catte*

Accomplishments:

- Madeline Kohut and Kathy Henderson inspired our committee at our 2017 annual check-in to look at ways to make the program appeal to a broader community. In response, the committee chair, Daniel Catte, and one of the meal coordinators, have explored a variety options to bring on a great variety of menu choices including:

- Meeting with Sheila Hunter at Metropolitan Kiwanis Courts to sample their meal offerings and discuss catering opportunities (good potential for future).
- Working with Food for Thought to provide home style frozen food options for residents who are unable to attend for health reasons (short or long term) – implemented.
- The committee recruited volunteer to plan and prepare a monthly “Tasty Tuesdays” event which had its start-up in September.
- The Congregate Meal Program Committee focused on strengthening the committee’s numbers and “hands-on” participation, to ensure staff and volunteers are strongly supported and to create new options for the meal program participants.
- In Fall 2018 volunteers planned and implemented a major promotional flyer distribution to over 200 residences in the surrounding neighbourhood. So far, two new volunteers and a new participant have responded to our flyer.
- Finally, the committee chair has worked to clarify the volunteer policies, and training. This allows us to offer consistent, uniform support and guidance to all volunteers, including our high school student volunteers.

Regional/Provincial

Canadian National Institute for the Blind

Name: *Dan Vodon*

Accomplishments:

- The biggest accomplishment this past year was the increase in the number of opportunities participants had to network with peers, build skills and become more connected with other seniors with vision loss. CNIB has greatly increased the social and recreational opportunities through our newly launched Foundation programming.
- The CNIB Foundation was created April 1, 2017 to offer programs that complement and enhance our rehab services by addressing the social and emotional needs of people with sight loss and building their confidence and self-advocacy skills to ensure they receive the accommodations they need to succeed.
- September marked the start of the ongoing Fall/Winter Leisure Groups; groups include walking group, sharing circle, pottery, bible study, fibre arts, yoga and book club. These groups have a great impact on reducing social isolation and improving the quality of life for blind and partially sighted seniors. Approximately 100 clients participate in these weekly group sessions. A new group was trialed called Easy Movements to Music Through Belly Dance and was led by a client-volunteer who facilitated. To ensure continued value and enjoyment of group activities, group leaders will have ongoing meetings with CNIB Program leads to address any needs and challenges within the respective groups.
- Winnipeg Summer Outings 2017 – 139 clients participated in four outings including the Grosse Isle Prairie Dog Express Train Ride and Fall Supper, Gimli outing, and an outing to Birds Hill. The Winnipeg CNIB outings provide participants with options to experience a variety of environments that may not be available to them due to barriers. Sighted guide assistance is provided by volunteers on all outings.

- Trio Bike – in the Spring of 2017, CNIB purchased a Trio Bike as a new recreational offering under our Foundation programming. Using a specialized three-wheel bike, or trishaw, people experiencing barriers to mobility, including vision loss, have an opportunity to experience the sensation of cycling from the cab of the trishaw as a volunteer pilot pedals them around.
- The trioshaw can carry two adults in the front and is driven by a pilot who pedals in the back. The Cycling Without Age program began in Denmark in 2012 as a way of helping seniors in nursing homes get out into their communities. The Riverview Health Centre Foundation also purchased a trio bike, and we continue to partner with them in sharing bikes for various events. Since the July introduction of the Trio Bike in Winnipeg, approximately five participants a week have enjoyed riding on the Trio Bike. We have recruited 11 volunteer pilots to support this program and recruited a few administrative volunteers to support it as well. The Trio Bike program has been very successful, offering an excellent and unique experience for Winnipeg participants to enjoy a leisure outing, giving back the experience of a bike ride and sense of freedom and atmosphere of the outdoors
<http://cyclingwithoutage.ca/Winnipeg/>
- Ticket Distribution – CNIB continues to provide participants with opportunities to enjoy cultural and sports & leisure events in Winnipeg through the generosity of many groups and agencies. Last summer, the Winnipeg Football Club, United Way, Winnipeg Goldeyes, Manitoba Moose, Winnipeg Symphony Orchestra, Red River Exhibition, Assiniboine Park, Festival du Voyageur, and Rainbow Stage all gifted CNIB participants with over 120 diverse community events, that may not have otherwise been available to them. These opportunities have provided invaluable opportunities for awareness, inclusion, and networking that benefit both participants and businesses. We have seen a substantial increase in participation and look forward to another year.

Manitoba Association of Senior Centres

Name: *Connie Newman*

Accomplishments:

- Membership expansion (52 member centres)
- 26 in Winnipeg
- 26 in beyond Winnipeg
- Capacity building for a member centre.
- Manitoba Community Services Council grant – MASC capacity building.
- New Horizons Grant – Champions on Tour.
- Relationship with the Centre on Aging, especially research aspect.
- Partnership with RCMP for Police Academy program.
- SPA with province for delivery of Age Friendly support throughout Manitoba.
- Ongoing connections with Seniors Resource Coordinators throughout the province.
- Collaborated with RTAM to host a Seniors Advocacy Forum in the Interlake (Gordon Howard Centre – Selkirk).
- Piloted meetings in the Interlake and Central with the RHA funded centres.

University of Manitoba Centre for Community Oral Health

Name: *Mary Bertone*

Accomplishments:

- 2337 patients treated by Home Dental Care Program (HDCP).
- 1304 patients treated at the Deer Lodge Centre (DLC) Dental Clinic.
- Free exams offered to personal care home residents who are new to the HDCP.
- 33 dental and 25 dental hygiene students each participating on site in a 4-5 day externship.
- 25 hygiene students attend a Health Promotion Unit (HPU) externship one day a week, participating in HPU activities and presentations.
- 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).
- 17 caregiver training oral health presentations sessions provided to various personal care homes.
- Participated in Deer Lodge Q and A sessions arranged by CNS to provide education on mouthcare for residents at DLC.
- Over 350 health care providers in long term care received mouthcare training and education which included a PowerPoint presentation, oral care demonstrations and hands on training with residents on unit as requested.
- Provided 25 dental hygiene students with oral care education when working in long term care.
- Worked collaboratively with PRIME Program at Misericordia provided oral screenings for 11 participants of the program and provided all participants as well as staff members with an oral health education presentation.
- Participated in the Broadway Seniors Resource Fair. Provided oral health presentation and oral health display booth.
- Participated in the Community Development-Healthy Aging (Support Services to Seniors) Planning Day November 3, 2017.
- Pilot project at long term care facility involving the hiring of a dental hygienist and completing oral health assessments on each residents within the facility, providing mouthcare training to all staff members and then reassessing each resident's oral health is complete however in the process of cleaning up and analyzing the data collected - working towards publishing the project results.
- Participation of committees through the WHRA and Manitoba Dental Association looking at improving oral care and access to dental care for seniors in long term care.
- The 3rd year dental students participated in a two-day Geriatric Mini-externship which was approved by the Curriculum Review Committee and Dental College Council at the College of Dentistry, University of Manitoba.

A & O Support Services for Older Adults

Name: *Amanda Macrae*

Accomplishments:

Senior Centre Without Walls

- This program is the first of its kind in Canada and offers a unique opportunity for socially isolated older adults (55+) living in the province of Manitoba to join interactive educational and recreational programs from the comfort of their own homes.
- The free programs are accessed through a toll-free number. Participants are encouraged to join as many programs as they like.
- 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.
- In 2017-18 the Agency delivered 635 classes (compared to 602 in 2016-17).
- In 2017-18 the number of callers increased to 8560 (31.7% increase over 2016-17 total of 6498).
- In 2017-18 the number of male callers increased to 1521 or 17.8 % of callers (compared to 1020 male callers or 15.7% of callers in 2016-17). This represents a 49.1% increase.
- In October to December 2017, Dr. Kristen Reynolds, Ph.D., Assistant Professor, Department of Psychology and Research Affiliate, Centre on Aging, interviewed SCWW participants from across Manitoba for her study entitled "The Mental Health Experiences and Service Needs of Isolated Older Adults". Preliminary analysis of the data demonstrates the strong value that participants place on their involvement in SCWW, with a significant impact on emotional/mental health and reduction in loneliness and social isolation.
- In May 2017, Dr. Nancy Newall (Brandon University) and Dr. Kristen Reynolds (University of Manitoba) presented on their research with SCWW at the joint 26th John K. Friesen & 20th BC Psychogeriatric Association Conference in Vancouver, BC.
- The presentation was entitled "Winnipeg's Senior Centre Without Walls: A Social and Educational Program Reaching Out to Socially Isolated Older Adults".
- CBC News Manitoba featured Senior Centre Without Walls in August 2017.
- CJNU Nostalgia Radio featured a story on Senior Centre Without Walls in June 2017.
- M. Ranville, Manager of SCWW, presented at the 2018 Aging in America Conference in San Francisco, CA in March 2018. The presentation was entitled "Without Walls: Programming Over the Phone for Older Adults".
- M. Ranville presented with managers from Without Walls programs in New York, California and Illinois.

Special Community Programs

Connect Program

- Continued to mail out a quarterly "Connect Newsletter" to promote upcoming training and volunteer milestones.
- 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 staff are able to provide seamless social work intervention whereby the client does not need to meet with multiple staff.
- We worked with 131 volunteers this year. We recruited, screened and trained 22 new volunteers in five orientation sessions including an orientation session at the North West Company to a group of employees.
- A Making & Keeping Important Connections seven week workshop was held in partnership with Access River East, the River East Transcona HART, and included presentations by Good Neighbours Active Living Centre. The River East Council for Seniors provided free transportation for the group
- Two Making & Keeping Important Connections workshops were held in July & August 2017 and November & December 2017 via Senior Centre Without Walls.
- 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

- Continuing to partner with Klinik in the operation of the 24 hour Senior's Abuse Support Line. The A & O Staff Social Worker handles these calls Monday - Friday, from 8:30 am - 4:30 pm.
- 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 over 530 clients with concerns related to elder abuse.
- Assisted over 57 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.
- 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. We 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 and planning for retirement at senior centres, senior housing complexes and 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 Klinik Community Health Centre, Open Doors Community Network of River East).

This Full House

- Ran two Buried in Treasures (BIT) support groups (fall 2017 and spring 2018).
- Recruited participants for Buried in Treasures support group to take place in May 2018. 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 1></month in which clients receive both peer support and Staff Social Work support.

A & O Support Services for Older Adults

- Worked with over 190 new 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.
- Started the initial stages of developing a Hoarding Task Force for the City of Winnipeg.
- This has been done in consultation with the WRHA and a variety of professionals representing agencies who work in areas related to Hoarding Disorder.

Anniversary Events

Government House Reception - 60th Anniversary

- On May 4, 2017, the Honourable Janice C. Filmon, Lieutenant Governor of Manitoba and Honorary Patron of A & O, hosted a reception at Government House to commemorate the occasion. The evening began with some brief speeches by the Honourable Janice C. Filmon and Dr. Alexander Segall, Chair, A & O Board of Directors. Dr. Segall accepted a plaque on behalf of the Agency in recognition of providing innovative programs and services to older Manitobans for 60 years. The remainder of the evening involved a light buffet and an opportunity to mix and mingle with community partners, funders, staff and Board members, past and present.

10th Annual 55+ Housing & Active Lifestyles Expo

- The 55+ Housing & Active Lifestyles Expo was held on May 17, 2017. This was a very exciting milestone year, as A & O celebrated both the 10th annual expo and the Agency's 60th anniversary. The expo was very successful with over 90 exhibitors and 1300 attendees. The expo provided an expanded venue space and new fashion show, which were two of the major highlights.

Annual General Meeting

- The Agency's AGM was held on Tuesday, June 20, 2017 at 3:30 p.m. at the Assiniboine Park Conservatory. The business portion of the AGM was followed by a cocktail reception in celebration of the Agency's 60th anniversary.

Caregiving with Confidence

Name: *Stacey Miller*

Accomplishments:

- Caregiving with Confidence went through a number of major changes in 2017-2018.
- As a result of a retirement, and other various staffing changes, the Agency had three staff member turnovers.
- Volunteers provided over 2,500 one-way rides to seniors (up from 2,400 one-way rides in 2016-2017).
- Offered 20 support groups to caregivers in the community.
- The Agency worked with an average of 30 volunteers each month throughout the fiscal year.
- Effective Monday, February 5, 2018, A & O: Support Services for Older Adults Inc. assumed the role of sponsoring Agency for Caregiving with Confidence. Caregiving with Confidence staff are now located at A & O Head Office (200-280 Smith Street); however, all phone lines

- remained the same. The Advisory Working Group is currently working on a strategy and Terms of Reference to accurately reflect their new role in supporting and providing guidance to CWC.

Creative Retirement Manitoba

Name: *D'Arcy Mansell*

Accomplishments:

- During the past year, CRM has offered over 300 quality educational programs for older adults. These programs have ranged over a wide variety of interests but our primary focus has been on higher learning and on introducing technology to seniors.
- We are pleased to report that CRM hosted two successful fundraising events in the past year, A Quiz Event in the Spring of 2017 and a Wine Tasting Event in the Winter of 2018.

Meals on Wheels of Winnipeg

Name: *Rhonda Gardner*

Accomplishments:

- We are carefully using our volunteers and are adjusting delivery routes and days to deal with declining numbers in all areas of the city except for the core where there is a significant increase.
- Our Board of Directors has diverse backgrounds including health service providers.
- We have been more diligent in dealing with delinquent accounts.
- Where and when possible, we take advantage of health fairs, and speaking engagements to add visibility about our services.

Alzheimer Society of Manitoba

Name: *Norma Kirkby*

Accomplishments:

- Usage of the First Link Referral Service has been observed to determine if patterns of referral have changed since the inception of the project in Manitoba.
- Observations include the profile of sources of referral by health sector remained similar year over year. Physician referral as a subset of Primary Care grew from 18% (2016-17) of the referral sector to 24% (2017-18).
- Fifty one percent of referrals (of the care partner or person with dementia) made in 2017-18 were made within the year of diagnosis. This figure is consistent with data regarding referrals received between April 1, 2012 and March 31, 2017.
- Family physicians appear to be making more diagnoses of dementia. In the period April 1, 2012 to March 31, 2017, 38% of referrals reported that the diagnoses of dementia were made by a family physician. During the 2017-2018 year, referrals reported 56% of diagnoses were made by the family physician.

Appendix E: Service Coordination Priorities

Community area: Downtown/Point Douglas

Table number: 1 & 2

Recorder name: Amy Krahn

The two service coordination priorities for the upcoming year to address healthy aging will be:

1. Increasing Public Awareness; e.g.
 - Pop Up Office
 - Project Glow Coordinator (new to position; vacant for some time)
 - Clear, simple, consistent language
 - Healthy Aging Resource Team (HART): Know Where to Go talks
2. Community Development and Collaboration
 - WRHA and outside agencies all work together
 - To enable integrated core planning; e.g. on discharge from hospital

Community area: River Heights/Fort Garry

Table number: 3

Recorder name: Patti Berube

The two service coordination priorities for the upcoming year to address healthy aging will be:

1. Social Engagement
 - Cooperate with all agencies to organize pop up offices to connect with as many older adults as possible. Communication / information sharing amongst us.
2. Accessibility
 - Is very broad from language barriers to financial resources. We would work collectively to reduce barriers and work towards removing barriers as they arise. Learning what the barriers are that exist.

Community area: Community Area Not Indicated

Table number: 5

Recorder name: unknown

1. Importance of looking/referring to other resources to meet their needs when providing services.
2. Invite the right people to come to your presentation rather than reinventing the wheel.
3. Transitioning community to long term care/active living.

Community area: City Wide
Table number: 6
Recorder name: Ann Harvey

1. Revisit Privacy Laws to ensure the application has not created as many problems as it intended to resolve especially as it relates to ensure the application has not created as many problems as it intended to resolve especially as it relates to accessing resources for individuals who have mental health issues; i.e. hoarding, sanitation addiction, issues that prohibit service providers who are aware of the issue accessing appropriate resources for the individual.
2. Stay receptive and flexible enough to assess the immediate circumstances.

Community area: River East/Transcona
Table number: 7/8
Recorder name: Leilani Esteban Villarba

1. Developing or enhance an existing interagency specific to seniors' supports in River East/Transcona twice a year.
2. Knowledge Exchange/cell phone GroupMe App.
3. To work collaboratively within River East/Transcona.

Community area: Transcona
Table number: 7/8
Recorder name: not indicated

1. Mental health of individuals and of the buildings; meaning mental health is affected by people around them as well.
 - Transcona Advisory Committee resurrected to make mental health a priority.
 - Talk to MyHealth Team about who should attend this Tenant Advisor Committee (go through HART).
 - Get Access Transcona staff involved and attending.
 - Work with building managers to create healthy living spaces and hopefully discover new contacts.
 - We feel this is a priority because we all have mental health; we are all affected.
2. Getting all socially engaged.
 - Transportation: teaming with car dealerships to get to a meal program.
 - Work with Home Care re: timing so they do not miss social functions because Home Care is coming.
 - Informal well-being phone calls (Tenant Coordinator Services).
 - Increased Meals on Wheels – letting them know it is not just a meal it is a friendly face.

- Transcona retired citizens getting more involved; e.g. took over line dancing; is there another group that we can get involved.
- Make buildings dementia friendly (using Alzheimer Society).

Community area: Seven Oaks/Inkster

Table number: 9

Recorder name: not indicated

1. Establishing working groups with our multicultural community partners to develop or modify programs that are culturally appropriate for all seniors.
2. Working more with Transportation Options Network for Seniors to strategize ways to create realistic ideas to address transportation options and to break down barriers

Community area: BoniVital

Table number: 10

Recorder name: Megan Moore

1. Social Engagement/Preventing Isolation
 - Knowing available programs and finding the right fit (network).
 - Transportation options to such programs.
 - Information sessions on how to access programs and events.
2. Community Development/Collaboration
 - Staying current on available resources
 - Newsletters/combined calendar

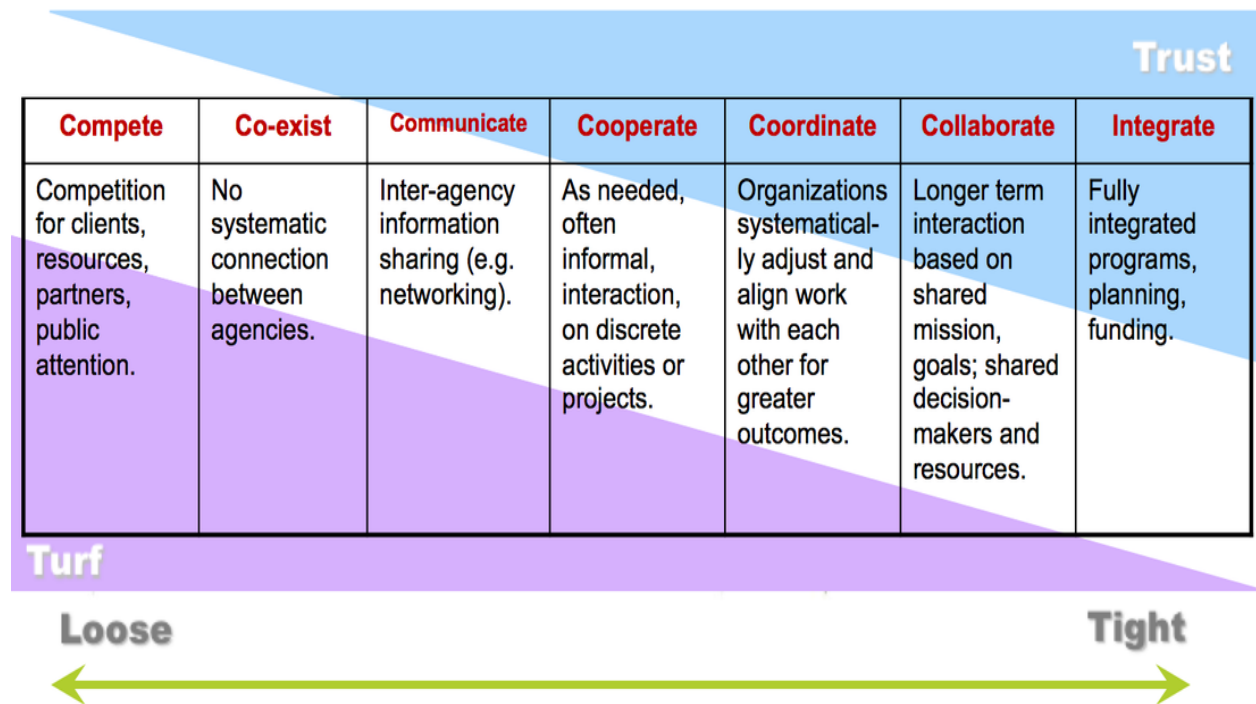
Community area: St. James/Assiniboia

Table number: 11

Recorder name: not indicated

1. Connecting with Younger Seniors
 - Offering workshops and course, pre-retirement expectations.
2. Social engagement
 - Looking to enhance volunteer connection.

The Collaboration Continuum



Appendix G: Evaluation Results

Appendix: Evaluation Summary

Results

- 85.4% responded favorably towards the Home Care presentations
- 81.35% responded favorably for both the Primary Care and Panel presentations
- 86.46% had reviewed the 2017 Planning Day Final Report in preparation for the 2017 event
- 78.67% responded that the 2017 Planning Day Final Report(s) provided valuable information and resources to benefit older adults in the community area
- 79.6% responded that they had accessed the Support Services to Seniors website within the last 12 months
- Out of the 79.6% who accessed the Support Services to Seniors website, 79.1% responded that the website provided valuable information and resources
- 86.4% responded positively towards the resources provided throughout the day
- 69.8% responded favorably towards the display tables showcasing the different programs and services
- 95.5% responded favorably towards the location and parking
- 81.8% responded positively towards the sharing accomplishments pre-exercise and the compiled community accomplishments benefiting in providing a pathway to our success
- 76.7% responded favorably that the 2017 Planning Day allowed for collaboration in planning and identifying two priorities for the upcoming year
- 90.7% responded that they wish to continue with the Planning Day for 2018

Appendix H: Participant List

DOWNTOWN & POINT DOUGLAS	
Name	Organization
Lenore Sylvester	Manitoba Housing
Janelle Sutherland	Aboriginal Seniors Resource Centre
Cristine Schroder	Bethania Housing
Anna Murray	Downtown Senior Resource & KeKiNan Centre
Kusela Guitap	Healthy Aging Resource Team
Thelma Meade	Manitoba Housing
Jerry Tom	Manitoba Housing
Jose Chinchillia	West End Active Living
Al Posquko	West End Active Living
Ewa Wadowska	Winnipeg Housing Rehab Corporation
Vince Sansregret	Winnipeg Regional Health Authority
Jenna Martens	Winnipeg Regional Health Authority
Kayla Maubert	Winnipeg Regional Health Authority My Health Team
DOWNTOWN & POINT DOUGLAS	
Name	Organization
Amy Krahn	Healthy Aging Resource Team
Christine Samborski	Manitoba Housing
Monica Grocholski	Point Douglas Seniors Finder
Sheryl Bennett	West End Active Living
Fiona Clark	Winnipeg Housing Rehabilitation Corp (W.H.R.C.)
Arle Jones	Winnipeg Regional Health Authority
Hillary Mills	Winnipeg Regional Health Authority My Health Team
FORT GARRY/RIVER HEIGHTS	
Name	Organization
Ashley Derkacz	285 Pembina Inc.
Audrey Sawatzky	Bethel Place
Doreen Smith	Fort Garry Seniors Resource Finder
Patti Berube	Fort Garry Seniors Resource Finder
Bob Newman	Pembina Active Living
Tony Rienkiewicz	Pembina Active Living
Roberta Malam	Rady Jewish Community Centre
Chas van Dyck	South Winnipeg Seniors Council
Martin Landy	South Winnipeg Seniors Council
Syva-Lee Wildenman	South Winnipeg Seniors Council

FLOATING	
Name	Organization
Gina Trinidad	Winnipeg Regional Health Authority
Maria Cotroneo	Winnipeg Regional Health Authority
Vikas Sethi	Winnipeg Regional Health Authority
Carol Schaap	Winnipeg Regional Health Authority
Kathy Henderson	Winnipeg Regional Health Authority
Madeline Kohut	Winnipeg Regional Health Authority
Ashley Kucharsky	University of Manitoba Nursing
Eurielle Villarin	University of Manitoba Nursing
REGIONAL/PROVINCIAL	
Name	Organization
Amanda Macrae	A & O: Support Services for Older Adults
Stacey Miller	A & O: Support Services for Older Adults
Norma J. Kirkby	Alzheimer Society of Manitoba
Kelsie Dueck	Caregiving with Confidence
D'Arcy Mansell	Creative Retirement Manitoba
Verby Zebiere	Creative Retirement Manitoba
Maureen Tully	Interlake-Eastern Regional Health Authority
Tom Farrell	Manitoba Association Senior Centres
Connie Newman	Manitoba Association Senior Centres
Bob Thompson	Manitoba Association Senior Centres
Doug Mackie	Men Sheds
Ellie Caslake	Rainbow Resource Centre
Teresa Snider	Seniors and Healthy Aging Branch
REGIONAL/PROVINCIAL	
Name	Organization
Jennifer Daniels	CNIB
Joanne Fabian	CNIB
Ann Harry	CNIB
Jim Hamilton	Manitoba Association Senior Centre
Lee Hanson	Manitoba Association Senior Centre
Rhonda Gardner	Meals on Wheels of Winnipeg Inc.
Name	Nine Circles Community Health Centre
Kaleigh Warden	School of Dental Hygiene
Shauna McGregor	School of Dental Hygiene
Carol M. Scurfield	Women's Health Clinic

RIVER EAST	
Name	Organization
Carolyn Nickel	BethaniaHaus
Jodi Barbosa	BethaniaHaus
Noreen Kohlman	Donwood Manor Elderly Persons Housing Inc.
Leilani Esteban	Elmwood East Kildonan Active Living Centre
Terrie De Mare	Elmwood East Kildonan Active Living Centre
Jessica Versen	Good Neighbours Active Living
Karen Janzen	Healthy Aging Resource Team
Erna Wiens	Kingsford Haus Coop
Shelley Hillis	River East - Senior Resource Finder
Megan Wallace	Support to Seniors in Group Living
Regine Genido	Support to Seniors in Group Living
Jan Williams	WRHA My Health Team
TRANSCONA	
Name	Organization
Gale Colquhoun	MyHealth Teams
Eleanor Stelmack	River East Healthy Aging Resource Team
Cindy Angus	Support to Seniors in Group Living
Kathy Rennie	Support to Seniors in Group Living
Colleen Tackaberry	Transcona Council for Seniors
Carol Green	Transcona Council for Seniors
Debra Vanance	Winnipeg Regional Health Authority
SEVEN OAKS/INKSTER	
Name	Organization
Becky Chisick	Gwen Secter
Tracy Antonation	Keewatin Inkster Neighbourhood
Harvey Sumka	Keewatin Inkster Neighbourhood
Bev McCallum	Middlechurch Home of Wpg
Mike Sadlowski	NorWest Co-op Community Health
Susan Fletcher	Senior Oaks Seniors
Evan Zarecki	WRHA Seven Oaks Community
ST. BONIFACE /ST. VITAL	
Name	Organization
Khalida Mahmood	Archwood 55 Plus
Marilyn Robertson	Archwood 55 Plus
Megan Moore	Bonivital Senior Resource Finder
Georgette Dupuis	Centre de Santé
Janelle Houde	Centre de Santé

Monique Constant	Centre de Santé Saint-Boniface/Access St. Boniface
Clément Perreault	Conseil des francophones 55+
Lucienne Châteauneuf	La Fédération des aînés franco-manitobains (FAFM)
Cathy Cortvrien	Manitoba Housing
Cesar Gonzales	Youville Centre

ST. JAMES/ASSINBOINE SOUTH	
Name	Organization
Tonya Beveridge	Access Winnipeg West
Jim Dear	Access Winnipeg West
Sharon Walters	Access Winnipeg West
Sydney Winter	Charleswood 55+ Active Living Centre
Camilla Waitt	Charleswood 55+ Active Living Centre
Lisa Newman	Healthy Aging Resource Team
Kathy Perrault	Healthy Aging Resource Team
Nicholas Rush	Manitoba Housing
Shelia Hunter	Metropolitan Kiwanis Courts
Meaghan Wilford	St. James-Assiniboia 55+ Centre
Rachel Wonnek	St. James-Assiniboia 55+ Centre
Lorna Shaw-Hoeppner	St. James-Assiniboia Healthy Aging Resource Team